

Unscheduled Care Operational Statistics Official Statistics in Development Weekly Statistics

Please read all accompanying notes and definitions before interpreting the data.

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Source:

Publication only contains information from the SAP Hana Data Warehouse.

This publication includes data for week ending: 14/07/2024 to 06/10/2024

Notes:

- 1) This document is Official Statistics in Development.
- 2) The statistics in this weekly update cover NHS 24 activity only, and include new data for the previous 4 weeks. Data for the most recent 3 weeks should be treated as provisional.

Definitions

Indicator	Defintion	Format
Overall Call Volume	The total number of calls made to the NHS 24 Service. As well as answered and abandoned calls the figure includes ringback requests.	Number
Overall Connected	Calls which are picked up by NHS 24 skillsets, includes successful ringback attempts from the Virtual Queue.	Number
Median Time to Answer	The time in which 50% of patients are answered by 111 service.	hh:mm:ss
Time to Answer 90% of Calls	The time in which 90% of patients are answered by 111 service.	hh:mm:ss
Caller Discontinued	Percentage of callers where source number abandons at least twice after 5 minute threshold with no call answered within a calendar day.	Percentage
Overall Avg Patient Journey	Mean Time of when calls enter queue for advisor (when phone starts ringing for an advisor) - to when the final endpoint is entered indicating that the triage from NHS 24 is complete or when call is abandoned.	hh:mm:ss
Triaged at First Contact	Based on Contact Records (episode of care) - this percentage monitors the number of records which are triaged on the initial inbound call without need for calling patient back.	Percentage
Health Board	The Health Board where the patient / endpoint data is sent.	Text
Primary Care (PCARE)	This measure reports the proportion of 111 calls where the outcome is a direct referral to Out of Hours service, such as GP Telephone Advice or attending Urgent Care Centre to see a GP. This also includes advice to Contact Own GP with no onward referral to rest of system.	Number
Secondary Care (SCARE)	This measure will report the proportion of 111 calls where the outcome is direct referral to Emergency Departments/Minor Injury Unit, referral into Flow Navigation Centre (FNC) for further virtual consultation, or 999 referral to Scottish Ambulance Service.	Number
Self Care/No Partner Action (SLFC_NPA)	This measure will report the proportion of 111 calls where the outcome is direct self-care by NHS 24 or where the outcomes is advice to contact another health care professional, including pharmacist, optometrist, dentist and midwife.	Number

Table 1

Calendar day	09/09/2024	10/09/2024	11/09/2024	12/09/2024	13/09/2024	14/09/2024	15/09/2024	16/09/2024	17/09/2024	18/09/2024	19/09/2024	20/09/2024	21/09/2024	22/09/2024	23/09/2024	24/09/2024	25/09/2024	26/09/2024	27/09/2024	28/09/2024	29/09/2024	30/09/2024	01/10/2024	02/10/2024	03/10/2024	04/10/2024	05/10/2024	06/10/2024
Overall Call Volume	3,612	2,957	2,882	2,802	3,080	6,938	6,765	4,058	3,192	2,991	2,851	3,478	7,140	6,653	4,046	2,892	2,923	2,851	3,089	6,810	6,758	5,474	2,874	3,551	2,890	3,112	7,107	6,275
Overall Calls Connected	2,909	2,436	2,319	2,126	2,397	5,989	5,972	3,044	2,624	2,446	2,334	2,562	5,818	5,821	3,032	2,438	2,555	2,552	2,532	5,764	5,722	4,991	2,362	2,413	2,509	2,302	5,823	5,658
Callers Disconnected	0.62%	0.43%	0.69%	0.67%	0.19%	0.21%	0.16%	1.34%	0.56%	0.37%	0.46%	1.09%	0.48%	0.10%	0.91%	0.24%	0.14%	0.09%	0.13%	0.20%	0.38%	0.07%	0.50%	0.46%	0.28%	0.43%	0.21%	0.24%
Overall Avg Patient Journey Time	00:44:01	00:39:23	00:39:20	00:47:39	00:40:50	00:43:03	00:39:38	01:02:29	00:38:17	00:36:48	00:41:01	00:47:26	00:41:42	00:40:25	01:00:01	00:37:27	00:34:02	00:28:32	00:38:51	00:46:07	00:47:31	00:30:40	00:41:52	00:38:57	00:31:28	00:45:28	00:47:03	00:43:37
Traged at First Contact %	97.41%	99.23%	98.82%	99.21%	94.99%	90.61%	91.17%	97.03%	97.99%	98.42%	96.85%	96.00%	91.56%	92.97%	99.64%	98.00%	98.35%	99.58%	94.03%	90.26%	92.20%	95.07%	97.80%	99.20%	98.49%	94.06%	90.63%	92.41%
Median Time to Answer	00:23:31	00:14:59	00:13:19	00:19:53	00:17:06	00:09:59	00:09:47	00:31:16	00:06:14	00:11:18	00:15:18	00:30:16	00:15:13	00:09:44	00:27:18	00:09:28	00:06:26	00:00:13	00:12:08	00:12:41	00:20:17	00:00:08	00:15:31	00:16:27	00:05:44	00:23:08	00:19:55	00:16:59
90th Percentile Time to Answer	00:56:40	00:49:14	00:54:45	01:23:05	00:59:46	00:26:06	00:27:03	02:28:38	00:45:28	00:43:28	00:50:17	01:02:37	00:36:39	00:29:48	01:58:12	00:43:19	00:27:28	00:18:50	00:32:08	00:38:42	00:49:38	00:25:17	00:51:04	00:51:28	00:29:06	01:19:12	00:45:47	00:45:31

Table 2

Week Endng Date	14/07/2024	21/07/2024	28/07/2024	04/08/2024	11/08/2024	18/08/2024	25/08/2024	01/09/2024	08/09/2024	15/09/2024	22/09/2024	29/09/2024	06/10/2024
Overall Call Volume	28,668	31,131	28,211	27,692	28,141	27,669	27,164	28,281	28,531	29,016	30,363	29,372	31,183
Overall Calls Connected	22,196	25,022	23,098	22,917	23,866	23,976	22,861	23,694	24,026	24,148	24,649	24,585	26,048
Caller Discontinued	0.78%	0.45%	0.29%	0.24%	0.21%	0.16%	0.27%	0.27%	0.20%	0.35%	0.55%	0.30%	0.27%
Overall Avg Patient Journey Time	00:53:41	00:41:20	00:37:56	00:38:38	00:35:54	00:36:20	00:40:47	00:39:11	00:38:39	00:41:50	00:43:57	00:43:50	00:40:34
Triaged at First Contact %	94.11%	95.63%	94.88%	94.61%	94.52%	94.53%	94.64%	94.34%	94.82%	94.32%	95.03%	94.65%	94.31%
Median Time to Answer	00:25:50	00:12:45	00:13:01	00:11:06	00:07:23	00:08:01	00:12:44	00:11:45	00:12:08	00:12:36	00:15:00	00:13:15	00:14:15
90th Percentile Time to Answer	01:16:04	00:54:39	00:38:37	00:34:25	00:30:18	00:30:01	00:39:32	00:39:12	00:38:44	00:47:21	00:48:46	00:44:23	00:45:42

Table 3

Health Board	Care Group	Endpoint	14/07/2024	21/07/2024	28/07/2024	04/08/2024	11/08/2024	18/08/2024	25/08/2024	01/09/2024	08/09/2024	15/09/2024	22/09/2024	29/09/2024	06/10/2024
NHS Ayrshire & Arran	PCARE	CPN (Dr) to phone patient within 1 Hr	8	9	19	17	12	13	6	20	7	10	22	19	11
NHS Ayrshire & Arran	PCARE	CPN (Dr) to phone patient within 2 Hrs	21	24	16	17	25	28	15	15	12	19	23	24	19
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 1 Hr	2	1			1	2	1	1	1	1		1	2
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 2 Hrs	7	2		2		1	1	1	1	2	2	6	1
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 4 Hrs	2	3	3	2	6	2	6	7	3	2	9	2	3
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	3	4	2	3	3	3	4			4	1	8	2
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)		1	1	1		1	1						
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	3		2		3		1		2	1	1	1	
NHS Ayrshire & Arran	PCARE	Home Visit within 1 Hr	7	11	10	13	10	14	6	8	12	9	6	16	12
NHS Ayrshire & Arran	PCARE	Home Visit within 2 Hrs	24	26	26	34	22	26	33	33	26	32	43	41	32
NHS Ayrshire & Arran	PCARE	Home Visit within 4 Hrs	40	40	36	40	40	31	29	50	54	36	62	53	48
NHS Ayrshire & Arran	PCARE	PCEC within 1 Hr	44	45	38	41	29	35	49	36	53	51	63	58	56
NHS Ayrshire & Arran	PCARE	PCEC within 2 Hrs	91	104	78	91	83	91	94	100	110	113	156	135	109
NHS Ayrshire & Arran	PCARE	PCEC within 4 Hrs	282	309	304	282	275	242	242	296	289	297	465	388	292
NHS Ayrshire & Arran	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	63	64	56	51	51	51	44	70	46	42	50	45	48
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice - For Information Only	4	6	12	6	8	5	7	5	4	3	7	8	6
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	7	9	8	7	3	9	3	12	5	3	6	1	5
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	22	27	36	31	33	21	17	28	27	28	23	24	34
NHS Ayrshire & Arran	PCARE	Speak to clinician within 1 Hr	14	22	20	17	20	15	11	18	19	13	20	16	14
NHS Ayrshire & Arran	PCARE	Speak to clinician within 2 Hrs	27	21	25	30	32	29	18	35	22	19	43	20	18
NHS Ayrshire & Arran	PCARE	Speak to clinician within 4 Hrs	59	68	70	74	57	52	63	70	43	43	117	61	47
NHS Ayrshire & Arran	SCARE	999 contacted - For information only	129	130	149	136	130	148	131	132	142	154	161	159	161
NHS Ayrshire & Arran	SCARE	Patient advised to go to A&E	107	102	119	113	137	90	100	116	97	127	139	141	124
NHS Ayrshire & Arran	SCARE	Patient advised to go to A&E		1	1	2	1		2			1		1	
NHS Ayrshire & Arran	SCARE	Patient sent to A&E via Ambulance within 1 Hr	6	12	11	12	8	10	14	8	12	14	6	10	11
NHS Ayrshire & Arran	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only													1
NHS Ayrshire & Arran	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	78	91	79	74	87	82	63	86	76	81	80	69	70
NHS Ayrshire & Arran	SCARE	Speak to clinician 2 Hrs	21	15	14	23	17	16	16	21	18	18	18	11	13
NHS Ayrshire & Arran	SCARE	Speak to clinician within 4 Hrs	24	32	42	22	38	26	26	30	37	39	35	27	39
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	1		1					1		2		2	2
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	95	79	97	89	105	68	83	83	80	80	91	83	78
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1	1				1					1		1
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	4	6	3	2	8	5	10	3	5	3	6	8	3
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1			5		2			1	1	1	2	1
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Self Care	1	1		4	3	1	1	1	2	1	4	1	2
NHS Ayrshire & Arran	SLFC_NPA	Distress Brief Intervention	8	8	13	8	6	6	3	3	11	7	10	8	5
NHS Ayrshire & Arran	SLFC_NPA	For Information Only	41	41	38	24	39	35	38	44	39	41	45	39	37

Table 3

Health Board	Care Group	Endpoint	14/07/2024	21/07/2024	28/07/2024	04/08/2024	11/08/2024	18/08/2024	25/08/2024	01/09/2024	08/09/2024	15/09/2024	22/09/2024	29/09/2024	06/10/2024
NHS Ayrshire & Arran	SLFC_NPA	Patient advised to contact CPN Team - For Info Only				6	1		2						2
NHS Ayrshire & Arran	SLFC_NPA	Patient given self care advice - For Information Only	121	113	130	105	119	97	117	124	114	109	137	99	106
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Dentist - For Information Only						1	1	1	1		1		
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Midwife - For Information Only	1		5	2	2	3	1	2	1	1	2	2	1
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Optician - For Information Only	1	4	4	5	3	4	2	1	2	4	2	3	3
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	26	20	19	15	24	16	17	23	7	15	31	18	19
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Police - For Information Only	4	4	8	4	2	2	1	5	2	5	3	3	2
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information											1		
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact appropriate service - For Info Only												1	
NHS Ayrshire & Arran	SLFC_NPA	Pt given TOXBASE advice - For Information Only				1		1							1
NHS Ayrshire & Arran	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	4	8	13	6	8	9	9	5	5	8	7	9	3
NHS Ayrshire & Arran	SLFC_NPA	Untriaged call - OOH Service clinician to phone patient							1						
NHS Ayrshire & Arran	Not assigned	Not assigned						1		2					
NHS Borders	PCARE	CPN (Dr) to phone patient within 1 Hr	3	6	7	7	6	7	7	8	5	3	5	4	7
NHS Borders	PCARE	CPN (Dr) to phone patient within 2 Hrs	4	3	10	8	7	5	8	8	6	7	5	8	7
NHS Borders	PCARE	DN (Dr) phone patient within 1 Hr	1	4	3	1	1	3	3	1	1	5	1		2
NHS Borders	PCARE	DN (Dr) phone patient within 2 Hrs	2	9	2	1	2	7	7	5	2	5	2	7	6
NHS Borders	PCARE	DN (Dr) phone patient within 4 Hrs	12	13	11	7	9	18	11	13	15	14	18	15	18
NHS Borders	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	1		1		1			1			1		
NHS Borders	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)							1				1		
NHS Borders	PCARE	Home Visit within 1 Hr	3	1	1	4	4	6	2	2	4	2	3	5	2
NHS Borders	PCARE	Home Visit within 2 Hrs	7	10	11	9	14	13	12	4	8	5	9	6	4
NHS Borders	PCARE	Home Visit within 4 Hrs	8	28	14	13	13	16	12	10	12	12	22	14	11
NHS Borders	PCARE	PCEC within 1 Hr	7	16	10	4	13	10	8	10	9	7	15	16	13
NHS Borders	PCARE	PCEC within 2 Hrs	19	41	23	14	30	16	20	28	26	18	30	30	28
NHS Borders	PCARE	PCEC within 4 Hrs	52	86	63	58	67	71	53	55	60	60	62	57	66
NHS Borders	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	13	19	19	16	21	16	16	22	20	23	14	17	16
NHS Borders	PCARE	Pt advised to contact practice - For Information Only	2	1	1	1			3	1	2	2	1	2	
NHS Borders	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	3	2	1	2	2	3	4	5	1	1	1		3
NHS Borders	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	4	14	3	9	5	8	4	8	5	9	2	6	5
NHS Borders	PCARE	Speak to clinician within 1 Hr	9	3	3	5	5	2	3	9	4	6	2	7	8
NHS Borders	PCARE	Speak to clinician within 2 Hrs	13	8	3	7	4	16	6	5	10	3	3	8	3
NHS Borders	PCARE	Speak to clinician within 4 Hrs	22	28	14	13	8	11	11	14	17	10	8	9	12
NHS Borders	SCARE	999 contacted - For information only	29	40	42	28	29	48	42	38	46	43	35	43	51
NHS Borders	SCARE	Patient advised to go to A&E	29	41	45	52	43	43	40	23	42	29	26	40	42
NHS Borders	SCARE	Patient advised to go to A&E		1		1		2		1					
NHS Borders	SCARE	Patient sent to A&E via Ambulance within 1 Hr	6	2	3	4	3	6	5	2	4	3	5	5	4
NHS Borders	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only					1								

Table 3

Health Board	Care Group	Endpoint	14/07/2024	21/07/2024	28/07/2024	04/08/2024	11/08/2024	18/08/2024	25/08/2024	01/09/2024	08/09/2024	15/09/2024	22/09/2024	29/09/2024	06/10/2024
NHS Borders	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	26	34	36	31	42	48	43	36	42	43	38	43	36
NHS Borders	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub						1							
NHS Borders	SCARE	Speak to clinician 2 Hrs	12	8	10	8	15	15	6	11	9	8	10	13	13
NHS Borders	SCARE	Speak to clinician within 4 Hrs	10	11	21	8	13	8	19	14	20	10	15	8	6
NHS Borders	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	26	24	24	19	14	28	19	32	25	21	12	20	31
NHS Borders	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour			1	1			1						
NHS Borders	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	1	1	1			1	2	2	2	3	1	1	2
NHS Borders	SLFC_NPA	Dental Nurse - Routine Contact with Dentist										2			
NHS Borders	SLFC_NPA	Dental Nurse - Self Care												1	1
NHS Borders	SLFC_NPA	Distress Brief Intervention	2	5	1	2	4		2	2	3	1	1	5	
NHS Borders	SLFC_NPA	For Information Only	4	11	8	14	10	11	13	17	6	11	8	9	14
NHS Borders	SLFC_NPA	Patient advised to contact CPN Team - For Info Only									1				
NHS Borders	SLFC_NPA	Patient given self care advice - For Information Only	18	26	32	35	25	37	39	32	34	36	22	25	26
NHS Borders	SLFC_NPA	Pt advised to contact Dentist - For Information Only			1	1			2						1
NHS Borders	SLFC_NPA	Pt advised to contact Midwife - For Information Only	1	1		1		1		2					1
NHS Borders	SLFC_NPA	Pt advised to contact Optician - For Information Only	1	1	1	2			1			1	1	3	2
NHS Borders	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	4	4	2	6	3	1	2	2	4	2	6	3	4
NHS Borders	SLFC_NPA	Pt advised to contact Police - For Information Only	2	5	2		3		2		1	1	1		
NHS Borders	SLFC_NPA	Pt given TOXBASE advice - For Information Only										1			
NHS Borders	SLFC_NPA	Triage refused - Pt terminated call - For Information Only		4	4	3	1	2	1	2	2	1	1	6	
NHS Dumfries & Gallo	PCARE	CPN (Dr) to phone patient within 1 Hr	1	4		5	4	4	1	2	1	1			3
NHS Dumfries & Gallo	PCARE	CPN (Dr) to phone patient within 2 Hrs	14	15	12	14	4	12	11	8	9	9	6	8	10
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 1 Hr	3	1	2	1	2	2		1	2	4		3	2
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 2 Hrs	4	8	4	3	6	8	3	9	6	3	7	9	7
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 4 Hrs	16	16	17	19	12	17	24	19	11	13	14	11	16
NHS Dumfries & Gallo	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	3			1	2	1	1			1	2	1	
NHS Dumfries & Gallo	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)				1									
NHS Dumfries & Gallo	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)				1					1				
NHS Dumfries & Gallo	PCARE	Home Visit within 1 Hr	5	1	1	2	4	3	3	4	2	5	1	1	2
NHS Dumfries & Gallo	PCARE	Home Visit within 2 Hrs	10	11	11	15	10	7	14	15	10	9	14	9	14
NHS Dumfries & Gallo	PCARE	Home Visit within 4 Hrs	15	16	19	10	18	12	20	18	10	12	9	11	19
NHS Dumfries & Gallo	PCARE	PCEC within 1 Hr	12	12	9	15	16	13	14	16	8	13	14	6	20
NHS Dumfries & Gallo	PCARE	PCEC within 2 Hrs	31	20	30	38	21	31	30	48	25	33	19	25	45
NHS Dumfries & Gallo	PCARE	PCEC within 4 Hrs	67	76	78	65	65	71	77	120	79	96	81	76	56
NHS Dumfries & Gallo	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	10	21	18	15	8	21	14	10	9	15	15	9	18
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice - For Information Only	3	3	2	3		2	2	2	2	4	3	1	
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	1	4	4	1	2	4	2	2	2		3	1	1
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	6	5	8	8	7	13	6	8	6	3	10	8	9

Table 3

Health Board	Care Group	Endpoint	14/07/2024	21/07/2024	28/07/2024	04/08/2024	11/08/2024	18/08/2024	25/08/2024	01/09/2024	08/09/2024	15/09/2024	22/09/2024	29/09/2024	06/10/2024
NHS Dumfries & Gallo	PCARE	Speak to clinician within 1 Hr	7	10	8	9	2	6	3	4	5	10	2	4	3
NHS Dumfries & Gallo	PCARE	Speak to clinician within 2 Hrs	7	9	7	5	11	10	13	11	6	11	5	7	8
NHS Dumfries & Gallo	PCARE	Speak to clinician within 4 Hrs	21	22	21	27	16	16	18	26	21	19	12	14	6
NHS Dumfries & Gallo	PCARE	Transport to PCEC within 1 Hr					1					1			
NHS Dumfries & Gallo	PCARE	Transport to PCEC within 2 Hrs				1				1					
NHS Dumfries & Gallo	PCARE	Transport to PCEC within 4 hrs	2							1					
NHS Dumfries & Gallo	SCARE	999 contacted - For information only	34	34	49	40	44	58	43	46	38	41	41	54	54
NHS Dumfries & Gallo	SCARE	Patient advised to go to A&E	34	27	37	45	25	40	38	34	26	28	38	39	33
NHS Dumfries & Gallo	SCARE	Patient advised to go to A&E		1			1		1	1	1				1
NHS Dumfries & Gallo	SCARE	Patient sent to A&E via Ambulance within 1 Hr	2		6	2	6	3	1	3	5	4	4	4	1
NHS Dumfries & Gallo	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only	1												
NHS Dumfries & Gallo	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	10	11	16	9	15	17	9	15	14	12	12	11	9
NHS Dumfries & Gallo	SCARE	Speak to clinician 2 Hrs	4	3	3	3	1	2	1	4	4	4	2	1	1
NHS Dumfries & Gallo	SCARE	Speak to clinician within 4 Hrs	3	5	8	4	12	9	12	9	9	9	4	7	8
NHS Dumfries & Gallo	SLFC_NPA	Contact Breathing Space										1			
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	41	41	42	47	39	32	40	32	29	35	32	30	38
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour		1		1		1	1				1		
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	3		1	1	2	1		1	1			3	2
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Routine Contact with Dentist		1							1	1	1	2	
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Self Care		1											
NHS Dumfries & Gallo	SLFC_NPA	Distress Brief Intervention	1		5	4	3	1			3	1		3	
NHS Dumfries & Gallo	SLFC_NPA	For Information Only	6	14	14	11	11	13	7	12	10	15	8	12	10
NHS Dumfries & Gallo	SLFC_NPA	Patient advised to contact CPN Team - For Info Only							1						
NHS Dumfries & Gallo	SLFC_NPA	Patient given self care advice - For Information Only	34	32	40	33	33	30	37	30	33	28	24	32	17
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1	1							1				
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only							1	1					
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Midwife - For Information Only	2		2		2		1	2		1	1	1	
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Optician - For Information Only							2				1		2
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	5	3	8	4	8	5	2	6	6	8	3	3	3
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Police - For Information Only	2		5	2		1	1	2	2	2	1	3	
NHS Dumfries & Gallo	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	2	3	1		4	3	1	4	4	3	2	2	3
NHS Dumfries & Gallo	Not assigned	Not assigned		1							1				
NHS Fife	PCARE	CPN (Dr) to phone patient within 1 Hr	15	12	18	10	9	11	4	14	8	12	14	12	16
NHS Fife	PCARE	CPN (Dr) to phone patient within 2 Hrs	23	18	29	23	21	16	26	13	20	21	19	15	15
NHS Fife	PCARE	DN (Dr) phone patient within 1 Hr	3	3	3	4	5	8	2	6	3	6	3	7	4
NHS Fife	PCARE	DN (Dr) phone patient within 2 Hrs	13	9	10	9	9	15	10	9	3	6	15	6	7
NHS Fife	PCARE	DN (Dr) phone patient within 4 Hrs	31	33	35	38	37	38	29	33	45	39	34	40	42
NHS Fife	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)		3	5	2	1	1	2	1	2	1	2	2	1

Table 3

Health Board	Care Group	Endpoint	14/07/2024	21/07/2024	28/07/2024	04/08/2024	11/08/2024	18/08/2024	25/08/2024	01/09/2024	08/09/2024	15/09/2024	22/09/2024	29/09/2024	06/10/2024
NHS Fife	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)			1			2		1		1	1		
NHS Fife	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)				1	2			1	1				2
NHS Fife	PCARE	Home Visit within 1 Hr	6	8	7	15	12	12	8	11	12	13	10	8	8
NHS Fife	PCARE	Home Visit within 2 Hrs	26	31	29	22	28	25	33	32	29	27	26	30	29
NHS Fife	PCARE	Home Visit within 4 Hrs	52	35	46	43	27	35	42	48	41	44	41	56	38
NHS Fife	PCARE	PCEC within 1 Hr	39	55	39	41	45	36	42	38	45	43	45	49	52
NHS Fife	PCARE	PCEC within 2 Hrs	97	118	106	87	95	98	93	105	101	98	117	128	96
NHS Fife	PCARE	PCEC within 4 Hrs	279	349	328	280	270	292	271	279	315	325	306	316	348
NHS Fife	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	57	77	67	53	56	67	41	84	74	70	62	60	65
NHS Fife	PCARE	Pt advised to contact practice - For Information Only	8	5	5	4	7	10	7	6	4	9	6	7	5
NHS Fife	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	9	7	7	7	9	6	5	8	3	1	5	6	3
NHS Fife	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	29	41	28	30	30	28	27	29	21	29	27	29	31
NHS Fife	PCARE	Speak to clinician within 1 Hr	8	11	15	13	11	19	22	18	11	10	11	18	12
NHS Fife	PCARE	Speak to clinician within 2 Hrs	28	30	25	20	28	26	34	20	33	23	18	17	23
NHS Fife	PCARE	Speak to clinician within 4 Hrs	79	78	64	58	68	53	55	58	60	64	45	42	54
NHS Fife	SCARE	999 contacted - For information only	109	148	109	136	149	157	117	162	157	143	168	174	143
NHS Fife	SCARE	Patient advised to go to A&E	114	123	120	134	116	146	121	129	157	121	122	143	144
NHS Fife	SCARE	Patient advised to go to A&E			2		1	2	1	3	2	3		3	2
NHS Fife	SCARE	Patient sent to A&E via Ambulance within 1 Hr	13	11	6	7	9	13	13	10	15	9	12	14	7
NHS Fife	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only										1			
NHS Fife	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only			3		1	1			1				
NHS Fife	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	66	82	101	97	114	93	102	89	128	83	99	92	106
NHS Fife	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub											1		
NHS Fife	SCARE	Speak to clinician 2 Hrs	15	20	23	16	15	35	24	26	17	23	22	27	24
NHS Fife	SCARE	Speak to clinician within 4 Hrs	26	38	32	30	38	37	23	42	37	30	38	21	27
NHS Fife	SLFC_NPA	Contact Breathing Space				1		1		1					
NHS Fife	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour			1							1			1
NHS Fife	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	106	93	104	104	115	114	106	88	108	104	111	112	108
NHS Fife	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	2	1		2	1	1		3	2		1	3	1
NHS Fife	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	6	2	3	3	5	7	5	3	2	8	3	5	5
NHS Fife	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1	1		5	1	1	4	5	3	2	1		1
NHS Fife	SLFC_NPA	Dental Nurse - Self Care		1	3	5	3	4	2	2	3	2	3	2	2
NHS Fife	SLFC_NPA	Distress Brief Intervention	13	14	3	3	9	5	5	10	9	7	3	6	9
NHS Fife	SLFC_NPA	For Information Only	49	49	39	54	48	45	52	58	50	61	64	63	60
NHS Fife	SLFC_NPA	Patient advised to contact CPN Team - For Info Only						1			1	2			2
NHS Fife	SLFC_NPA	Patient given self care advice - For Information Only	152	140	177	186	162	153	135	163	166	156	159	149	157
NHS Fife	SLFC_NPA	Pt advised to contact Dentist - For Information Only				1			1	1				1	
NHS Fife	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only				1		1				1			

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Health Board	Care Group	Endpoint	14/07/2024	21/07/2024	28/07/2024	04/08/2024	11/08/2024	18/08/2024	25/08/2024	01/09/2024	08/09/2024	15/09/2024	22/09/2024	29/09/2024	06/10/2024
NHS Fife	SLFC_NPA	Pt advised to contact Midwife - For Information Only	5	4	3	1	1	2	4		5	2	6	3	4
NHS Fife	SLFC_NPA	Pt advised to contact Optician - For Information Only	1	2	4	1	11	5	3	3		3	2	2	3
NHS Fife	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only				1			1					1	
NHS Fife	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	15	16	22	13	20	23	16	25	18	24	14	21	19
NHS Fife	SLFC_NPA	Pt advised to contact Police - For Information Only	1	6	3	8	5	6	4	7	4	6	1	6	5
NHS Fife	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information						1							
NHS Fife	SLFC_NPA	Pt given TOXBASE advice - For Information Only		1											
NHS Fife	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	13	8	6	11	5	10	8	11	6	9	11	19	7
NHS Fife	Not assigned	Not assigned		1					1	3					
NHS Forth Valley	PCARE	CPN (Dr) to phone patient within 1 Hr	6	11	11	6	8	9	3	5	7	8	7	10	8
NHS Forth Valley	PCARE	CPN (Dr) to phone patient within 2 Hrs	9	13	13	19	10	14	11	10	16	17	11	13	7
NHS Forth Valley	PCARE	DN (Dr) phone patient within 1 Hr	2	8	2	5	3	5	3	2	2	1	6		1
NHS Forth Valley	PCARE	DN (Dr) phone patient within 2 Hrs	13	4	8	11	13	10	12	12	8	9	9	9	4
NHS Forth Valley	PCARE	DN (Dr) phone patient within 4 Hrs	20	24	14	27	29	30	27	23	26	24	27	33	26
NHS Forth Valley	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2	1	2	2	2	2	2	2	7	2	2	3	2
NHS Forth Valley	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)						1			1	1			
NHS Forth Valley	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	2	2	1	2		3		1	2		1	2	
NHS Forth Valley	PCARE	Home Visit within 1 Hr	12	7	4	7	6	5	3	9	10	7	6	7	10
NHS Forth Valley	PCARE	Home Visit within 2 Hrs	15	12	12	20	24	21	25	16	24	22	24	25	31
NHS Forth Valley	PCARE	Home Visit within 4 Hrs	14	32	29	31	28	20	32	26	26	32	38	38	23
NHS Forth Valley	PCARE	PCEC within 1 Hr	45	34	27	28	41	33	42	41	42	63	48	61	49
NHS Forth Valley	PCARE	PCEC within 2 Hrs	94	85	84	61	85	91	110	84	99	155	90	88	122
NHS Forth Valley	PCARE	PCEC within 4 Hrs	274	248	235	269	265	260	248	259	308	419	258	277	256
NHS Forth Valley	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	76	79	70	64	97	73	89	79	89	57	63	72	66
NHS Forth Valley	PCARE	Pt advised to contact practice - For Information Only	6	14	9	5	3	2	5	8	10	4	9	9	8
NHS Forth Valley	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	6	6	4	2	4	7	4	5	3	3	5	10	9
NHS Forth Valley	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	27	31	25	31	28	32	19	27	29	34	23	33	19
NHS Forth Valley	PCARE	Speak to clinician within 1 Hr	16	13	10	15	15	10	19	13	10	21	8	10	11
NHS Forth Valley	PCARE	Speak to clinician within 2 Hrs	23	22	18	31	23	16	27	25	20	20	17	15	20
NHS Forth Valley	PCARE	Speak to clinician within 4 Hrs	46	52	61	53	47	37	51	45	47	63	40	44	29
NHS Forth Valley	SCARE	999 contacted - For information only	87	96	115	119	103	135	109	108	119	137	139	144	150
NHS Forth Valley	SCARE	Patient advised to go to A&E	125	156	165	139	143	153	170	162	169	178	156	197	156
NHS Forth Valley	SCARE	Patient advised to go to A&E		3				1			1	2		1	
NHS Forth Valley	SCARE	Patient sent to A&E via Ambulance within 1 Hr	5	3	5	11	6	6	9	9	11	11	6	9	15
NHS Forth Valley	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only		1											1
NHS Forth Valley	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	171	191	211	197	205	225	207	220	250	244	225	217	184
NHS Forth Valley	SCARE	Speak to clinician 2 Hrs	41	59	43	56	45	62	55	57	73	59	60	59	42
NHS Forth Valley	SCARE	Speak to clinician within 4 Hrs	43	65	49	53	54	52	57	46	52	62	42	51	47

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Health Board	Care Group	Endpoint	14/07/2024	21/07/2024	28/07/2024	04/08/2024	11/08/2024	18/08/2024	25/08/2024	01/09/2024	08/09/2024	15/09/2024	22/09/2024	29/09/2024	06/10/2024
NHS Forth Valley	SLFC_NPA	Contact Breathing Space				2			1		1				
NHS Forth Valley	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour		1											1
NHS Forth Valley	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	72	76	71	71	71	66	66	75	75	74	76	57	74
NHS Forth Valley	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour			1				1		1	1	1		
NHS Forth Valley	SLFC_NPA	Dental Nurse - Not Triage/Assessed	3	1	2	2	7	3	3	6	2	4	6	2	2
NHS Forth Valley	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1	1	1	2	2	1	2			3	2		1
NHS Forth Valley	SLFC_NPA	Dental Nurse - Self Care	2	1		5	4		1	2	2	1	1	1	
NHS Forth Valley	SLFC_NPA	Distress Brief Intervention	6	6	5	5	11	5	6	7	5	7	8	5	8
NHS Forth Valley	SLFC_NPA	For Information Only	30	43	41	47	40	34	30	30	46	47	41	40	44
NHS Forth Valley	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	1			1					1		1		
NHS Forth Valley	SLFC_NPA	Patient given self care advice - For Information Only	94	78	109	103	117	124	106	121	98	101	84	83	102
NHS Forth Valley	SLFC_NPA	Pt advised to contact Dentist - For Information Only			2						2				
NHS Forth Valley	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only													1
NHS Forth Valley	SLFC_NPA	Pt advised to contact Midwife - For Information Only	1	2	3	4	3	1	2	6	4	1	1		4
NHS Forth Valley	SLFC_NPA	Pt advised to contact Optician - For Information Only	4	1	6	1	4	6	5	6	6	4	6	3	3
NHS Forth Valley	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only		2				1						1	
NHS Forth Valley	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	13	15	18	19	20	13	17	17	9	14	17	17	11
NHS Forth Valley	SLFC_NPA	Pt advised to contact Police - For Information Only	3	6	7	11	3	2	7	5	1	5	8	2	2
NHS Forth Valley	SLFC_NPA	Pt advised to contact appropriate service - For Info Only		1											
NHS Forth Valley	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	1	5	7	6	4	5	4	4	4	4	4	2	6
NHS Forth Valley	Not assigned	Not assigned		1							1				
NHS Grampian	PCARE	CPN (Dr) to phone patient within 1 Hr	18	14	16	17	20	15	18	13	31	13	15	22	17
NHS Grampian	PCARE	CPN (Dr) to phone patient within 2 Hrs	19	24	25	20	28	21	16	22	31	13	29	20	15
NHS Grampian	PCARE	DN (Dr) phone patient within 1 Hr	4	6	4	6	5	5	5	1	7	2	3	4	8
NHS Grampian	PCARE	DN (Dr) phone patient within 2 Hrs	7	9	5	9	8	6	5	10	5	8	5	11	5
NHS Grampian	PCARE	DN (Dr) phone patient within 4 Hrs	29	15	22	16	21	16	24	21	25	21	21	25	21
NHS Grampian	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	5	1	5	4	2	1	3	4	6	3	4	3	4
NHS Grampian	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)		1			1	2					1		
NHS Grampian	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	5	1	4		3	1	2	1	4	2	2	5	1
NHS Grampian	PCARE	Home Visit within 1 Hr	13	12	11	19	21	21	14	15	15	16	18	23	20
NHS Grampian	PCARE	Home Visit within 2 Hrs	64	47	37	41	46	47	49	24	59	33	39	65	43
NHS Grampian	PCARE	Home Visit within 4 Hrs	64	58	52	65	68	52	71	57	57	52	69	81	65
NHS Grampian	PCARE	PCEC within 1 Hr	65	80	50	70	69	61	70	63	67	67	82	119	72
NHS Grampian	PCARE	PCEC within 2 Hrs	167	131	149	143	138	156	148	132	160	142	166	190	162
NHS Grampian	PCARE	PCEC within 4 Hrs	520	433	427	391	385	412	358	406	392	407	448	571	402
NHS Grampian	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	77	87	93	96	101	88	80	86	78	77	77	59	86
NHS Grampian	PCARE	Pt advised to contact practice - For Information Only	12	11	6	10	10	4	5	10	12	5	7	18	9
NHS Grampian	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	2	3	11	14	12	13	11	10	9	8	16	7	7

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NHS Grampian	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	52	46	39	44	47	30	39	38	36	38	29	44	34
NHS Grampian	PCARE	Speak to clinician within 1 Hr	43	30	31	19	25	24	27	16	21	21	27	25	20
NHS Grampian	PCARE	Speak to clinician within 2 Hrs	61	47	53	41	38	46	44	38	26	32	43	41	39
NHS Grampian	PCARE	Speak to clinician within 4 Hrs	153	107	88	105	73	82	82	92	76	90	91	92	76
NHS Grampian	PCARE	Triage refused therefore Dr requested to phone patient					1					1			
NHS Grampian	SCARE	999 contacted - For Information Only												1	
NHS Grampian	SCARE	999 contacted - For information only	213	223	211	217	213	233	213	241	239	229	234	283	223
NHS Grampian	SCARE	Patient advised to go to A&E	182	173	226	204	189	206	193	196	209	171	211	185	214
NHS Grampian	SCARE	Patient advised to go to A&E		1		2	1		1	2			1		
NHS Grampian	SCARE	Patient sent to A&E via Ambulance within 1 Hr	15	11	10	8	7	12	18	14	14	18	11	14	17
NHS Grampian	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only							1					1	
NHS Grampian	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only									1				
NHS Grampian	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	182	204	194	255	228	231	206	243	227	241	212	191	205
NHS Grampian	SCARE	Speak to clinician 2 Hrs	32	40	34	60	39	45	47	57	50	58	45	45	55
NHS Grampian	SCARE	Speak to clinician within 4 Hrs	43	43	66	60	71	79	59	78	58	53	71	62	59
NHS Grampian	SLFC_NPA	Contact Breathing Space					1								
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour			1	3		1		1	1		1	2	
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	89	93	88	114	81	102	111	109	97	104	89	85	78
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1	2	3			2	2	2					
NHS Grampian	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	7	9	2	4	3	4	6	5	5	6	3	7	4
NHS Grampian	SLFC_NPA	Dental Nurse - Routine Contact with Dentist		3	2	1	3	1	1	3	4	1	1	1	1
NHS Grampian	SLFC_NPA	Dental Nurse - Self Care	1	1	2	4	2	2	1	2		2		4	
NHS Grampian	SLFC_NPA	Distress Brief Intervention	9	10	9	6	7	8	6	10	6	5	8	8	6
NHS Grampian	SLFC_NPA	For Information Only	121	81	102	100	125	86	94	118	126	93	107	117	92
NHS Grampian	SLFC_NPA	Hub to arrange appointment within 24 hours		1											
NHS Grampian	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	1	1								1			
NHS Grampian	SLFC_NPA	Patient given self care advice - For Information Only	169	156	162	147	175	149	156	163	151	147	140	170	142
NHS Grampian	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1	1			2	3				1		2	
NHS Grampian	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only			1	2		1	1					1	
NHS Grampian	SLFC_NPA	Pt advised to contact Midwife - For Information Only	6	5	1	5	4	2	1	3		3	3	3	
NHS Grampian	SLFC_NPA	Pt advised to contact Optician - For Information Only	2	6	5	10	7	8	4	1	5	10	3	2	6
NHS Grampian	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only								1					1
NHS Grampian	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	37	25	25	30	26	22	19	27	25	26	26	30	26
NHS Grampian	SLFC_NPA	Pt advised to contact Police - For Information Only	14	12	10	26	13	15	12	15	18	10	18	19	12
NHS Grampian	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	21	23	12	34	23	18	31	23	18	19	30	26	30
NHS Grampian	Not assigned	Not assigned						1			1	1			
NHS Greater Glasgow	PCARE	CPN (Dr) to phone patient within 1 Hr	31	26	43	37	34	42	44	39	49	36	34	34	58
NHS Greater Glasgow	PCARE	CPN (Dr) to phone patient within 2 Hrs	71	71	69	79	92	69	74	70	68	59	45	57	77

Table 3

Health Board	Care Group	Endpoint	14/07/2024	21/07/2024	28/07/2024	04/08/2024	11/08/2024	18/08/2024	25/08/2024	01/09/2024	08/09/2024	15/09/2024	22/09/2024	29/09/2024	06/10/2024
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 1 Hr	3	5	4	4	3	3	2	3	2	3	2	3	2
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 2 Hrs	9	4	6	6	5	9	6	9	6	6	4	4	6
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 4 Hrs	13	12	14	13	22	13	15	7	3	12	6	11	12
NHS Greater Glasgow	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	9	9	4	9	9	5	15	5	7	7	8	9	12
NHS Greater Glasgow	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1	1	4		1	3	1		2	1			1
NHS Greater Glasgow	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	4	5	5	3	9	3	4	5	8	5	4	8	4
NHS Greater Glasgow	PCARE	Home Visit within 1 Hr	42	28	36	21	42	31	32	35	26	27	35	29	45
NHS Greater Glasgow	PCARE	Home Visit within 2 Hrs	91	96	84	90	84	93	95	91	69	85	84	89	131
NHS Greater Glasgow	PCARE	Home Visit within 4 Hrs	119	165	115	125	133	145	103	131	123	140	140	109	152
NHS Greater Glasgow	PCARE	PCEC within 1 Hr	112	138	127	130	125	154	147	121	155	128	155	143	224
NHS Greater Glasgow	PCARE	PCEC within 2 Hrs	325	402	288	275	297	321	322	342	324	371	333	364	516
NHS Greater Glasgow	PCARE	PCEC within 4 Hrs	1,001	1,362	914	927	967	966	910	902	1,016	1,026	1,074	1,098	1,538
NHS Greater Glasgow	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	211	160	198	191	243	248	183	221	200	213	186	199	175
NHS Greater Glasgow	PCARE	Pt advised to contact practice - For Information Only	32	25	23	27	20	22	25	22	25	19	32	27	24
NHS Greater Glasgow	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	22	17	23	18	35	26	20	26	18	27	32	26	13
NHS Greater Glasgow	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	84	157	121	84	126	104	95	90	96	91	84	74	121
NHS Greater Glasgow	PCARE	Speak to clinician within 1 Hr	78	87	74	49	65	61	69	61	68	44	36	54	61
NHS Greater Glasgow	PCARE	Speak to clinician within 2 Hrs	91	120	68	81	83	86	86	74	82	73	67	72	92
NHS Greater Glasgow	PCARE	Speak to clinician within 4 Hrs	239	322	204	193	228	193	174	172	172	174	147	218	229
NHS Greater Glasgow	PCARE	Transport to PCEC within 2 Hrs			1										
NHS Greater Glasgow	PCARE	Transport to PCEC within 4 hrs	6	5	6	9	3	8	4	3	8	4	2	4	4
NHS Greater Glasgow	PCARE	Triage refused therefore Dr requested to phone patient									1			1	
NHS Greater Glasgow	SCARE	999 contacted - For information only	359	497	389	389	441	473	397	398	451	444	449	475	587
NHS Greater Glasgow	SCARE	Patient advised to go to A&E	369	489	418	427	443	472	403	459	450	445	430	418	542
NHS Greater Glasgow	SCARE	Patient advised to go to A&E	2	4	6	1	10	3	1	1	5	3	4		6
NHS Greater Glasgow	SCARE	Patient sent to A&E via Ambulance within 1 Hr	36	34	34	38	30	17	38	19	45	34	32	29	32
NHS Greater Glasgow	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only		3			1				1				2
NHS Greater Glasgow	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only				1	1			3		2		1	
NHS Greater Glasgow	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	274	337	293	343	300	328	283	307	380	318	321	312	355
NHS Greater Glasgow	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub			1					1		1			
NHS Greater Glasgow	SCARE	Speak to clinician 2 Hrs	60	62	71	60	56	64	65	82	89	75	76	53	70
NHS Greater Glasgow	SCARE	Speak to clinician within 4 Hrs	108	122	106	96	115	126	116	116	122	114	121	108	124
NHS Greater Glasgow	SLFC_NPA	Contact Breathing Space	2	1		1		1	1	2		2			1
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	2	3	4	2	4	5		1	2	3	2	3	3
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	273	271	314	302	301	283	263	275	258	287	259	288	351
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour		1	4	6	7	3	2	6	6		5	4	5
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	15	5	11	13	11	11	14	23	15	16	12	20	17
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	3	7	3	4	2	6	2	5	6	6	5	3	6

Table 3

Health Board	Care Group	Endpoint	14/07/2024	21/07/2024	28/07/2024	04/08/2024	11/08/2024	18/08/2024	25/08/2024	01/09/2024	08/09/2024	15/09/2024	22/09/2024	29/09/2024	06/10/2024
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Self Care	4		5	11	4	5	13	7	6	5	5	11	8
NHS Greater Glasgow	SLFC_NPA	Distress Brief Intervention	23	30	28	19	26	26	21	18	18	26	29	23	27
NHS Greater Glasgow	SLFC_NPA	For Information Only	137	155	146	150	179	150	156	159	134	131	180	155	190
NHS Greater Glasgow	SLFC_NPA	Hub to arrange appointment within 24 hours		1								1			
NHS Greater Glasgow	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	1	3	6	1	1		3	1	1	5	3	1	1
NHS Greater Glasgow	SLFC_NPA	Patient given self care advice - For Information Only	447	507	439	441	467	455	461	428	454	469	432	466	460
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1	3	1	3	2	3	5	2	2	1		1	2
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only	1	1	4	1	1				2				1
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Midwife - For Information Only	10	11	6	12	19	4	8	15	7	14	8	12	8
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Optician - For Information Only	5	8	11	12	12	13	11	12	15	15	2	12	14
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only	1	1			1	2	2				2	2	
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	77	128	79	69	86	67	54	67	67	73	72	64	101
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Police - For Information Only	8	12	15	12	16	19	11	17	12	13	14	15	12
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact appropriate service - For Info Only		1	1	1		1			1				
NHS Greater Glasgow	SLFC_NPA	Pt given TOXBASE advice - For Information Only		1	1										
NHS Greater Glasgow	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	16	22	19	23	26	21	21	24	40	29	22	28	21
NHS Greater Glasgow	Not assigned	Not assigned	1	4		2	1	2		1	1	2			1
NHS HIGHLAND	PCARE	CPN (Dr) to phone patient within 1 Hr	3	4	6	3	2	5	7	4	10	4	8	3	7
NHS HIGHLAND	PCARE	CPN (Dr) to phone patient within 2 Hrs	14	11	9	15	12	8	10	11	13	13	13	9	11
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 1 Hr	1	3	1	2	1	3	2	3	7	1	3	1	3
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 2 Hrs	1	2	6	3	5	5	4	4	5	6	4	4	2
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 4 Hrs	9	10	8	13	18	6	13	12	17	7	6	11	12
NHS HIGHLAND	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	1	3		5	1	1	1	2	3	1		1	2
NHS HIGHLAND	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)		1							1	1			1
NHS HIGHLAND	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)		2	1	2	2	1	1		1	1	1	1	3
NHS HIGHLAND	PCARE	Home Visit within 1 Hr	3	8	7	5	3	11	6	10	12	5	6	7	5
NHS HIGHLAND	PCARE	Home Visit within 2 Hrs	17	18	20	28	37	21	20	21	21	15	26	31	28
NHS HIGHLAND	PCARE	Home Visit within 4 Hrs	17	28	22	31	33	27	27	24	19	30	19	36	29
NHS HIGHLAND	PCARE	PCEC within 1 Hr	29	31	34	31	33	19	39	31	25	15	38	30	38
NHS HIGHLAND	PCARE	PCEC within 2 Hrs	60	54	55	71	76	62	47	67	60	57	66	62	80
NHS HIGHLAND	PCARE	PCEC within 4 Hrs	183	206	190	219	256	207	168	153	175	178	183	211	184
NHS HIGHLAND	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	33	41	31	39	58	46	33	44	37	34	29	35	47
NHS HIGHLAND	PCARE	Pt advised to contact practice - For Information Only	4	3	3	3	6	4	2	5	1	6	3	1	4
NHS HIGHLAND	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	6	4	3	8	6	3	2	3	2	5	8	5	2
NHS HIGHLAND	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	17	16	17	16	21	12	17	13	20	15	17	14	18
NHS HIGHLAND	PCARE	Speak to clinician within 1 Hr	12	11	16	14	21	15	8	14	5	7	16	11	18
NHS HIGHLAND	PCARE	Speak to clinician within 2 Hrs	24	33	20	18	23	23	20	17	24	22	18	9	20
NHS HIGHLAND	PCARE	Speak to clinician within 4 Hrs	50	67	45	58	73	43	45	44	31	28	40	36	44

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Health Board	Care Group	Endpoint	14/07/2024	21/07/2024	28/07/2024	04/08/2024	11/08/2024	18/08/2024	25/08/2024	01/09/2024	08/09/2024	15/09/2024	22/09/2024	29/09/2024	06/10/2024
NHS HIGHLAND	PCARE	Transport to PCEC within 4 hrs					1						1		
NHS HIGHLAND	SCARE	999 contacted - For information only	88	79	79	87	92	98	87	103	102	108	107	121	89
NHS HIGHLAND	SCARE	Patient advised to go to A&E	57	65	76	69	91	65	72	72	72	59	57	77	74
NHS HIGHLAND	SCARE	Patient advised to go to A&E		1	1		1	1	1	1	1	3	1	1	3
NHS HIGHLAND	SCARE	Patient sent to A&E via Ambulance within 1 Hr	6	3	9	7	9	8	7	4	4	5	3	5	8
NHS HIGHLAND	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only				1									
NHS HIGHLAND	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	57	52	55	56	65	51	60	62	56	57	51	49	51
NHS HIGHLAND	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	21	20	27	25	22	24	18	22	15	14	20	17	16
NHS HIGHLAND	SCARE	Speak to clinician 2 Hrs	13	23	18	14	23	20	15	26	11	11	14	11	10
NHS HIGHLAND	SCARE	Speak to clinician within 4 Hrs	21	17	26	19	27	22	29	24	21	13	19	20	21
NHS HIGHLAND	SLFC_NPA	Contact Breathing Space						1							
NHS HIGHLAND	SLFC_NPA	Distress Brief Intervention	2	3	8	6	6	3	1	3	4	7	6	3	3
NHS HIGHLAND	SLFC_NPA	For Information Only	35	38	35	35	34	27	31	26	43	39	32	27	37
NHS HIGHLAND	SLFC_NPA	Hub to arrange appointment within 24 hours	70	59	58	58	63	72	69	78	73	61	57	60	63
NHS HIGHLAND	SLFC_NPA	Hub to arrange contact with Clinician within 1 hour						1							
NHS HIGHLAND	SLFC_NPA	Patient advised to contact CPN Team - For Info Only						1				1		1	
NHS HIGHLAND	SLFC_NPA	Patient advised to contact dental advice line - Info Only	2	1				1			1	1	1	2	1
NHS HIGHLAND	SLFC_NPA	Patient advised to contact registered GDP - Info Only	8	5	14	18	9	11	10	7	6	15	9	13	18
NHS HIGHLAND	SLFC_NPA	Patient given self care advice - For Information Only	79	103	79	76	132	72	89	94	86	81	90	77	93
NHS HIGHLAND	SLFC_NPA	Patient given self care dental advice - For Information Only				1	5	2	1	2			1	4	4
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Dentist - For Information Only			2										
NHS HIGHLAND	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only					1					1	1		
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Midwife - For Information Only	1	3	2	1	2	2		2	3		1	3	1
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Optician - For Information Only	2	2	3	5	7	1	1	3	1	3	2	2	2
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only						1			1				
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	8	11	8	14	13	14	13	6	16	13	8	4	11
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Police - For Information Only	2	3	3	4	3	3		3		2	2	4	5
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information								1					
NHS HIGHLAND	SLFC_NPA	Pt given TOXBASE advice - For Information Only													1
NHS HIGHLAND	SLFC_NPA	Triage refused - For Information Only	3	3		4	3	2	5	4	3	2	2	4	2
NHS HIGHLAND	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	3	5	5	4	2	3	8	5	6	3	6	9	2
NHS HIGHLAND	SLFC_NPA	Untriaged call - OOH Service clinician to phone patient	1												
NHS LANARKSHIRE	PCARE	CPN (Dr) to phone patient within 1 Hr	20	22	22	10	19	14	16	11	15	15	18	16	14
NHS LANARKSHIRE	PCARE	CPN (Dr) to phone patient within 2 Hrs	30	25	26	27	28	33	29	22	22	22	25	12	16
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 1 Hr		2		1	1	1	2		1	2	2	1	
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 2 Hrs		5	3	7	1	2	3	4	3	4		1	5
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 4 Hrs	3	8	3	2	4	3	5	9	5	7	6	7	5
NHS LANARKSHIRE	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	1	2	3	4	3	2	2	8	7	2	2	4	6

Table 3

Health Board	Care Group	Endpoint	14/07/2024	21/07/2024	28/07/2024	04/08/2024	11/08/2024	18/08/2024	25/08/2024	01/09/2024	08/09/2024	15/09/2024	22/09/2024	29/09/2024	06/10/2024
NHS LANARKSHIRE	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)				1				2				1	
NHS LANARKSHIRE	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	3	1	1	2	5	2	2	1	5	1	1	1	
NHS LANARKSHIRE	PCARE	Home Visit within 1 Hr	6	16	6	12	13	13	9	8	9	6	9	14	12
NHS LANARKSHIRE	PCARE	Home Visit within 2 Hrs	27	47	32	36	24	45	30	29	37	29	25	39	49
NHS LANARKSHIRE	PCARE	Home Visit within 4 Hrs	41	52	62	53	48	56	40	50	39	54	46	58	51
NHS LANARKSHIRE	PCARE	PCEC within 1 Hr	62	104	64	66	71	63	79	72	79	71	101	89	122
NHS LANARKSHIRE	PCARE	PCEC within 2 Hrs	187	212	157	140	155	177	172	164	158	176	197	217	267
NHS LANARKSHIRE	PCARE	PCEC within 4 Hrs	480	708	451	453	470	506	426	479	507	524	501	574	714
NHS LANARKSHIRE	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	80	78	79	81	105	82	90	87	78	93	89	78	75
NHS LANARKSHIRE	PCARE	Pt advised to contact practice - For Information Only	9	8	10	16	10	9	9	18	14	11	12	14	9
NHS LANARKSHIRE	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	11	10	8	8	11	12	8	12	12	6	8	7	8
NHS LANARKSHIRE	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	38	61	54	41	47	54	39	41	48	42	51	25	62
NHS LANARKSHIRE	PCARE	Speak to clinician within 1 Hr	20	45	19	19	31	25	20	26	28	17	12	17	28
NHS LANARKSHIRE	PCARE	Speak to clinician within 2 Hrs	46	60	40	39	51	37	39	41	31	32	35	31	38
NHS LANARKSHIRE	PCARE	Speak to clinician within 4 Hrs	116	190	71	81	87	90	65	64	75	66	88	82	111
NHS LANARKSHIRE	PCARE	Transport to PCEC within 2 Hrs	1			1	1						1		2
NHS LANARKSHIRE	PCARE	Transport to PCEC within 4 hrs	1				4		1		1	1		2	1
NHS LANARKSHIRE	PCARE	Triage refused therefore Dr requested to phone patient								1					
NHS LANARKSHIRE	SCARE	999 contacted - For information only	169	221	218	174	174	188	198	210	217	224	195	242	273
NHS LANARKSHIRE	SCARE	Patient advised to go to A&E	178	256	225	217	196	243	256	234	236	237	239	244	302
NHS LANARKSHIRE	SCARE	Patient advised to go to A&E	1	3	1	4	3	1	1	4	4	2	1	1	
NHS LANARKSHIRE	SCARE	Patient sent to A&E via Ambulance within 1 Hr	14	14	15	17	16	15	18	12	24	20	23	13	17
NHS LANARKSHIRE	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only						1			1				1
NHS LANARKSHIRE	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only					1								
NHS LANARKSHIRE	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	98	114	110	113	133	129	104	141	105	117	101	92	127
NHS LANARKSHIRE	SCARE	Speak to clinician 2 Hrs	23	19	24	30	14	33	26	35	28	25	32	25	30
NHS LANARKSHIRE	SCARE	Speak to clinician within 4 Hrs	46	62	51	44	48	52	48	47	47	37	36	52	64
NHS LANARKSHIRE	SLFC_NPA	Contact Breathing Space				1									
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	2	1		1	1			1	1		1		
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	116	137	128	127	154	156	156	154	134	125	148	150	175
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	2	1		1	1	1	4		1		2		2
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	12	5	2	2	6	12	7	9	9	6		11	8
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1	1	2		6	1		5		1	3	3	4
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Self Care	1	1	2		3	1	3	2	4	6	4	2	2
NHS LANARKSHIRE	SLFC_NPA	Distress Brief Intervention	12	24	10	11	5	12	7	5	12	10	10	17	19
NHS LANARKSHIRE	SLFC_NPA	For Information Only	57	76	63	69	92	66	58	66	68	58	59	56	88
NHS LANARKSHIRE	SLFC_NPA	Patient advised to contact CPN Team - For Info Only		3	2	1	3	2	2	1	1	3	1		1
NHS LANARKSHIRE	SLFC_NPA	Patient given self care advice - For Information Only	129	223	189	192	169	180	159	152	175	157	156	144	152

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Health Board	Care Group	Endpoint	14/07/2024	21/07/2024	28/07/2024	04/08/2024	11/08/2024	18/08/2024	25/08/2024	01/09/2024	08/09/2024	15/09/2024	22/09/2024	29/09/2024	06/10/2024
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Dentist - For Information Only			3		3	2	3	4			2	1	2
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only					2	1							
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Midwife - For Information Only	2	4	4	4	5	3	9	3	4	1	4	3	3
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Optician - For Information Only	2	3	7	2	6	6	1	2	2	6	3	5	4
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only						1	1		1			1	
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	40	51	28	30	29	30	18	38	28	41	28	32	32
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Police - For Information Only	4	8	11	7	1	7	9	7	9	12	4	12	10
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact appropriate service - For Info Only			1										
NHS LANARKSHIRE	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	7	4	21	11	8	17	18	13	5	17	11	8	9
NHS LANARKSHIRE	Not assigned	Not assigned		2					1	1		1			
NHS Lothian	PCARE	CPN (Dr) to phone patient within 1 Hr	23	19	24	14	16	13	15	26	22	19	24	27	22
NHS Lothian	PCARE	CPN (Dr) to phone patient within 2 Hrs	36	32	28	36	30	45	40	36	47	42	42	31	41
NHS Lothian	PCARE	DN (Dr) phone patient within 1 Hr	5	5	10	4	5	8	4	7	4	6	4	5	9
NHS Lothian	PCARE	DN (Dr) phone patient within 2 Hrs	11	7	11	10	14	10	12	11	16	6	11	12	7
NHS Lothian	PCARE	DN (Dr) phone patient within 4 Hrs	30	36	28	36	45	44	40	31	30	35	41	40	36
NHS Lothian	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	5	9	9	6	7	8	9	7	7	5	7	7	5
NHS Lothian	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)		2	4	1	2	1	3		2		2		
NHS Lothian	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	3	3	2	4	7	9	1		3	5	3	3	3
NHS Lothian	PCARE	Home Visit within 1 Hr	28	34	30	29	17	18	31	31	28	19	32	25	34
NHS Lothian	PCARE	Home Visit within 2 Hrs	48	55	55	56	53	69	62	63	58	61	82	53	65
NHS Lothian	PCARE	Home Visit within 4 Hrs	64	84	78	91	65	82	72	79	89	91	109	96	91
NHS Lothian	PCARE	PCEC within 1 Hr	86	108	85	96	88	117	126	117	113	100	130	114	129
NHS Lothian	PCARE	PCEC within 12 Hrs						1							
NHS Lothian	PCARE	PCEC within 2 Hrs	206	232	171	228	240	266	268	232	258	238	343	276	280
NHS Lothian	PCARE	PCEC within 4 Hrs	636	699	722	671	732	678	659	707	806	821	1,058	784	790
NHS Lothian	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	178	179	182	198	209	224	205	190	154	176	146	199	198
NHS Lothian	PCARE	Pt advised to contact practice - For Information Only	20	26	18	17	20	27	15	17	26	21	29	21	16
NHS Lothian	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	13	19	8	14	21	16	21	18	19	18	18	16	14
NHS Lothian	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	67	80	65	70	89	78	79	79	85	67	100	80	87
NHS Lothian	PCARE	Speak to clinician within 1 Hr	45	38	29	52	44	53	59	27	37	34	48	42	34
NHS Lothian	PCARE	Speak to clinician within 2 Hrs	83	81	61	69	63	60	67	57	50	60	61	46	61
NHS Lothian	PCARE	Speak to clinician within 4 Hrs	196	212	171	143	147	151	115	141	150	149	182	115	145
NHS Lothian	PCARE	Transport to PCEC within 2 Hrs	3		1			1	1	1	3		1		3
NHS Lothian	PCARE	Transport to PCEC within 4 hrs	1	1	1	3	1		1	3	2			1	1
NHS Lothian	PCARE	Triage refused therefore Dr requested to phone patient									1			1	
NHS Lothian	SCARE	999 contacted - For Information Only		1									1		1
NHS Lothian	SCARE	999 contacted - For information only	266	316	277	274	341	287	309	317	309	316	372	337	350
NHS Lothian	SCARE	Patient advised to go to A&E	337	376	356	331	360	337	324	368	358	395	430	410	450

Table 3

Health Board	Care Group	Endpoint	14/07/2024	21/07/2024	28/07/2024	04/08/2024	11/08/2024	18/08/2024	25/08/2024	01/09/2024	08/09/2024	15/09/2024	22/09/2024	29/09/2024	06/10/2024
NHS Lothian	SCARE	Patient advised to go to A&E		2	1	3	2	1	3	5	1	2	3	8	3
NHS Lothian	SCARE	Patient sent to A&E via Ambulance within 1 Hr	18	24	14	17	30	17	22	31	20	27	20	15	24
NHS Lothian	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only	1	1		1		1				1			1
NHS Lothian	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only	1		1								1		
NHS Lothian	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	316	352	360	432	409	465	403	429	394	416	386	375	385
NHS Lothian	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub					1								1
NHS Lothian	SCARE	Speak to clinician 2 Hrs	45	47	46	57	70	69	98	81	61	67	62	66	62
NHS Lothian	SCARE	Speak to clinician within 4 Hrs	90	139	111	104	148	125	124	124	104	125	117	109	112
NHS Lothian	SLFC_NPA	Contact Breathing Space							2		1	2	1		1
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour		2	3		4	3		3		1	1		
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	203	217	214	213	232	221	212	218	211	239	215	246	223
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	2	4		4	4	4	4	4	1	3	2	3	5
NHS Lothian	SLFC_NPA	Dental Nurse - Not Triage/Assessed	22	17	15	10	19	11	12	14	9	14	6	15	7
NHS Lothian	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	4	1	7	2	6	2	6	2	5	6	5	5	3
NHS Lothian	SLFC_NPA	Dental Nurse - Self Care	8	6	2	2	6	1	4	6	10	6	6	1	9
NHS Lothian	SLFC_NPA	Distress Brief Intervention	14	21	13	15	12	23	12	13	24	19	19	13	15
NHS Lothian	SLFC_NPA	For Information Only	96	115	85	96	119	128	123	121	113	127	117	83	115
NHS Lothian	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	1			1	1	1	1	1	3				1
NHS Lothian	SLFC_NPA	Patient given self care advice - For Information Only	250	294	293	284	328	341	286	301	281	295	299	292	301
NHS Lothian	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1	1	2		1	3	3		3	3	1	2	1
NHS Lothian	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only		1	1	2	1					1	1	2	1
NHS Lothian	SLFC_NPA	Pt advised to contact Midwife - For Information Only	12	7	10	11	12	13	11	10	9	8	11	12	8
NHS Lothian	SLFC_NPA	Pt advised to contact Optician - For Information Only	2	5	8	15	20	9	12	11	12	17	14	7	4
NHS Lothian	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only		1				2			2		1	1	
NHS Lothian	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	58	52	65	58	62	53	58	61	60	48	67	58	59
NHS Lothian	SLFC_NPA	Pt advised to contact Police - For Information Only	11	18	10	14	9	8	14	8	12	7	16	11	11
NHS Lothian	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information					1								
NHS Lothian	SLFC_NPA	Pt advised to contact appropriate service - For Info Only		1			1	1					1		
NHS Lothian	SLFC_NPA	Pt given TOXBASE advice - For Information Only				1						1			1
NHS Lothian	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	6	18	11	12	14	15	26	20	15	18	20	11	16
NHS Lothian	Not assigned	Not assigned				1		2				1			2
NHS Orkney	PCARE	CPN (Dr) to phone patient within 1 Hr			1							1			
NHS Orkney	PCARE	CPN (Dr) to phone patient within 2 Hrs	1							1		1		1	1
NHS Orkney	PCARE	DN (Dr) phone patient within 1 Hr				1									
NHS Orkney	PCARE	DN (Dr) phone patient within 2 Hrs			1							2			
NHS Orkney	PCARE	DN (Dr) phone patient within 4 Hrs		1	2			1		4		1	2	1	2
NHS Orkney	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)				1									
NHS Orkney	PCARE	Home Visit within 1 Hr		1	1	4			1					1	1

Table 3

[illegible]

Table 3

Health Board	Care Group	Endpoint	14/07/2024	21/07/2024	28/07/2024	04/08/2024	11/08/2024	18/08/2024	25/08/2024	01/09/2024	08/09/2024	15/09/2024	22/09/2024	29/09/2024	06/10/2024
NHS Shetland	PCARE	DN (Dr) phone patient within 4 Hrs	1	1		2	4		2	1	2	1	3	2	1
NHS Shetland	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)		1											
NHS Shetland	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	1		1					1					
NHS Shetland	PCARE	Home Visit within 1 Hr				1					2	1			2
NHS Shetland	PCARE	Home Visit within 2 Hrs	2		2	1	2		4		1		1	2	1
NHS Shetland	PCARE	Home Visit within 4 Hrs	3	1	4	1	3	1	3			6	4	5	1
NHS Shetland	PCARE	PCEC within 1 Hr	1	1	3		1		1	1	1	2	1	1	1
NHS Shetland	PCARE	PCEC within 2 Hrs	2	2	2		2	2	6	2	3	6	2	3	3
NHS Shetland	PCARE	PCEC within 4 Hrs	6	6	5	10	8	6	8	7	5	2	5	9	5
NHS Shetland	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only			2	1	2	9	3	2	1		1		4
NHS Shetland	PCARE	Pt advised to contact practice - For Information Only			1							1	1		
NHS Shetland	PCARE	Pt advised to contact practice within 12 Hrs - Info Only		1							1				1
NHS Shetland	PCARE	Pt advised to contact practice within 36 Hrs - Info Only			2		2	2	1	1	2				1
NHS Shetland	PCARE	Speak to clinician within 1 Hr	1	1			1	1	2				2	1	
NHS Shetland	PCARE	Speak to clinician within 2 Hrs		2	2		1	1	1	1		2	1	1	
NHS Shetland	PCARE	Speak to clinician within 4 Hrs	2	4	3	1	4	5	2	1	3	2	1	2	5
NHS Shetland	SCARE	999 contacted - For information only	2	3	5	3	7	4	5	3	1	4	3	2	5
NHS Shetland	SCARE	Patient advised to go to A&E	2	1	3	3	1	1	1		3	4	8	4	8
NHS Shetland	SCARE	Patient sent to A&E via Ambulance within 1 Hr		1			1						1		1
NHS Shetland	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange		2	2	1	1	1				2	1	1	2
NHS Shetland	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub		1			1		3	1			1		
NHS Shetland	SCARE	Speak to clinician 2 Hrs				1				1			1		1
NHS Shetland	SCARE	Speak to clinician within 4 Hrs	1	2			1		3				1	2	2
NHS Shetland	SLFC_NPA	Distress Brief Intervention							1						1
NHS Shetland	SLFC_NPA	For Information Only			1	1	2		1	3	1		1	1	
NHS Shetland	SLFC_NPA	Hub to arrange appointment within 24 hours	1	3	5	3	3	2	1	2	2	3	2	6	1
NHS Shetland	SLFC_NPA	Patient advised to contact dental advice line - Info Only				1									
NHS Shetland	SLFC_NPA	Patient advised to contact registered GDP - Info Only		1			1		2	2	1		2		1
NHS Shetland	SLFC_NPA	Patient given self care advice - For Information Only	5	3	4	5	4	1	2	2	3	1	3	3	1
NHS Shetland	SLFC_NPA	Patient given self care dental advice - For Information Only							1						
NHS Shetland	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1							1					
NHS Shetland	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only			1	1	3	1						1	1
NHS Shetland	SLFC_NPA	Triage refused - For Information Only	1	1								1			
NHS Shetland	SLFC_NPA	Triage refused - Pt terminated call - For Information Only												1	
NHS TAYSIDE	PCARE	CPN (Dr) to phone patient within 1 Hr	17	15	15	7	16	12	12	15	10	15	13	15	17
NHS TAYSIDE	PCARE	CPN (Dr) to phone patient within 2 Hrs	25	22	21	25	25	25	18	25	16	13	19	19	20
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 1 Hr	4	5	4	5	9	6	9	5	2	4	7		1
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 2 Hrs	9	8	7	10	12	10	19	18	16	16	13	11	19

Table 3

Health Board	Care Group	Endpoint	14/07/2024	21/07/2024	28/07/2024	04/08/2024	11/08/2024	18/08/2024	25/08/2024	01/09/2024	08/09/2024	15/09/2024	22/09/2024	29/09/2024	06/10/2024
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 4 Hrs	36	27	48	38	46	40	40	45	44	47	43	57	46
NHS TAYSIDE	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2	2	2	2	1	2	3	2	4	1	5	1	5
NHS TAYSIDE	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)				1	2	1	1	1			1		1
NHS TAYSIDE	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	4	1	2	1	2	1	1	2	1	1	1	6	3
NHS TAYSIDE	PCARE	Home Visit within 1 Hr	6	4	9	4	10	9	8	7	13	9	7	8	10
NHS TAYSIDE	PCARE	Home Visit within 2 Hrs	21	31	31	36	33	25	24	30	29	37	30	35	47
NHS TAYSIDE	PCARE	Home Visit within 4 Hrs	41	41	59	45	42	47	42	38	46	51	47	50	47
NHS TAYSIDE	PCARE	PCEC within 1 Hr	51	75	58	68	59	63	67	76	77	61	74	92	91
NHS TAYSIDE	PCARE	PCEC within 2 Hrs	117	124	130	118	116	109	140	122	133	140	126	140	147
NHS TAYSIDE	PCARE	PCEC within 4 Hrs	298	300	449	286	284	343	283	279	307	329	302	339	321
NHS TAYSIDE	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	48	60	53	69	49	57	57	60	67	41	44	53	51
NHS TAYSIDE	PCARE	Pt advised to contact practice - For Information Only	3	2	13	10	11	8	8	9	10	6	7	6	10
NHS TAYSIDE	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	5	8	3	8	11	9	7	6	5	5	7	3	9
NHS TAYSIDE	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	19	25	48	27	29	38	19	23	23	30	23	26	22
NHS TAYSIDE	PCARE	Speak to clinician within 1 Hr	18	20	17	18	10	39	25	26	15	20	13	18	27
NHS TAYSIDE	PCARE	Speak to clinician within 2 Hrs	37	24	41	37	30	26	28	27	30	26	28	23	29
NHS TAYSIDE	PCARE	Speak to clinician within 4 Hrs	75	90	123	72	56	58	58	54	67	63	52	50	51
NHS TAYSIDE	PCARE	Transport to PCEC within 1 Hr						1		1	1			1	
NHS TAYSIDE	PCARE	Transport to PCEC within 2 Hrs			1		1							2	2
NHS TAYSIDE	PCARE	Transport to PCEC within 4 hrs	1		2		2				1				
NHS TAYSIDE	SCARE	999 contacted - For Information Only				1									
NHS TAYSIDE	SCARE	999 contacted - For information only	149	143	158	162	162	181	178	174	180	193	172	185	189
NHS TAYSIDE	SCARE	Patient advised to go to A&E	67	85	75	55	90	81	60	78	68	95	71	83	79
NHS TAYSIDE	SCARE	Patient advised to go to A&E		1	2	1	1		2		2	1	2	2	2
NHS TAYSIDE	SCARE	Patient sent to A&E via Ambulance within 1 Hr	6	11	10	14	9	5	5	15	14	10	13	8	10
NHS TAYSIDE	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only	2			1					1			1	
NHS TAYSIDE	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	84	103	112	112	106	120	118	122	100	104	91	100	105
NHS TAYSIDE	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	1	1	1	2	2		1	5	4				
NHS TAYSIDE	SCARE	Speak to clinician 2 Hrs	17	23	20	34	24	26	30	20	29	29	29	26	27
NHS TAYSIDE	SCARE	Speak to clinician within 4 Hrs	35	37	43	42	46	61	49	35	51	49	33	45	49
NHS TAYSIDE	SLFC_NPA	Contact Breathing Space	1			1							1		1
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	1		3	2		1				2		1	
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	87	96	119	109	87	107	129	112	117	102	134	109	115
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1	1	2	3	1			1	3		3	1	2
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Not Triage/Assessed	10	4	5	7	7	2	6	5	7	6	3	14	3
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Routine Contact with Dentist				4	4	2		1	2	2		2	2
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Self Care		1	2	6	4	6	5	2	3	2	3	3	
NHS TAYSIDE	SLFC_NPA	Distress Brief Intervention	9	7	11	4	6	5	6	4	4	5	5	4	5

Table 3

Health Board	Care Group	Endpoint	14/07/2024	21/07/2024	28/07/2024	04/08/2024	11/08/2024	18/08/2024	25/08/2024	01/09/2024	08/09/2024	15/09/2024	22/09/2024	29/09/2024	06/10/2024
NHS TAYSIDE	SLFC_NPA	For Information Only	34	36	56	40	47	44	55	52	34	44	29	38	47
NHS TAYSIDE	SLFC_NPA	Patient advised to contact CPN Team - For Info Only		2		1	1		1		2	1			1
NHS TAYSIDE	SLFC_NPA	Patient given self care advice - For Information Only	89	122	146	114	133	149	110	103	134	132	122	110	108
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1		1		2	1	1	1	1	1			
NHS TAYSIDE	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only				1			1				1		1
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Midwife - For Information Only	2	3	4	6	4		2		3	3	2	2	2
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Optician - For Information Only	3	8	6	3	3	9	4	8	4	1	3	8	4
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only			3										
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	17	34	23	19	19	20	25	34	19	31	16	16	32
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Police - For Information Only	3	4	3	7	8	3	6	7	7	8	2	2	5
NHS TAYSIDE	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	5	10	9	7	8	3	12	11	4	3	3	11	6
NHS TAYSIDE	Not assigned	Not assigned			1			1	1		1	1			
NHS Western Isles	PCARE	CPN (Dr) to phone patient within 1 Hr	2												
NHS Western Isles	PCARE	CPN (Dr) to phone patient within 2 Hrs		2		1	1			2			1		1
NHS Western Isles	PCARE	DN (Dr) phone patient within 1 Hr							1					3	
NHS Western Isles	PCARE	DN (Dr) phone patient within 2 Hrs			1			3							
NHS Western Isles	PCARE	DN (Dr) phone patient within 4 Hrs		1		1		2	1	1	4	1	2	2	4
NHS Western Isles	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)												1	1
NHS Western Isles	PCARE	Home Visit within 1 Hr	1	1	1	1	1				1	1	2	1	
NHS Western Isles	PCARE	Home Visit within 2 Hrs			1	2	4	1	2		2	2			2
NHS Western Isles	PCARE	Home Visit within 4 Hrs	2	2	2	3		2	1	2	4	4	2	3	4
NHS Western Isles	PCARE	PCEC within 1 Hr	5	3	5	1		2	4	3	1	2	2	2	3
NHS Western Isles	PCARE	PCEC within 2 Hrs	5	6	7	4	5	10	4	8	6	6	5	3	6
NHS Western Isles	PCARE	PCEC within 4 Hrs	9	16	19	19	16	13	15	16	8	13	14	10	11
NHS Western Isles	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	1	4	6	1		8	2	1	4	1	1	5	2
NHS Western Isles	PCARE	Pt advised to contact practice - For Information Only	1									1		1	
NHS Western Isles	PCARE	Pt advised to contact practice within 12 Hrs - Info Only			1		1						1		1
NHS Western Isles	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	3	1	1	3	1	1				3		1	
NHS Western Isles	PCARE	Speak to clinician within 1 Hr		1	3	3	1	1		4		1		1	
NHS Western Isles	PCARE	Speak to clinician within 2 Hrs	6	1	3	2	2	1	1		1	3	2		4
NHS Western Isles	PCARE	Speak to clinician within 4 Hrs	3	4	3	5	3	3	3	6	2	3	1	2	2
NHS Western Isles	PCARE	Transport to PCEC within 2 Hrs			1										
NHS Western Isles	PCARE	Transport to PCEC within 4 hrs			1										
NHS Western Isles	SCARE	999 contacted - For information only	2	6	6	8	6	5	3	7	10	6	3	5	7
NHS Western Isles	SCARE	Patient advised to go to A&E	7	8	3	7	8	5	7	12	6	1	2		4
NHS Western Isles	SCARE	Patient sent to A&E via Ambulance within 1 Hr				1		1							1
NHS Western Isles	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only	1												
NHS Western Isles	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	1	3	1	3	4	5	4	6	2	3		4	2

Table 3

Health Board	Care Group	Endpoint	14/07/2024	21/07/2024	28/07/2024	04/08/2024	11/08/2024	18/08/2024	25/08/2024	01/09/2024	08/09/2024	15/09/2024	22/09/2024	29/09/2024	06/10/2024
NHS Western Isles	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	1	1	1		1	1	1	1	2	1	1	1	1
NHS Western Isles	SCARE	Speak to clinician 2 Hrs		2		1			1	1		1	1		
NHS Western Isles	SCARE	Speak to clinician within 4 Hrs	2	1		2	2	3		1	2	2		1	
NHS Western Isles	SLFC_NPA	Distress Brief Intervention	1	1							1				
NHS Western Isles	SLFC_NPA	For Information Only	1	2		3	3	4	1	1			1	2	
NHS Western Isles	SLFC_NPA	Hub to arrange appointment within 24 hours	2	3	4	7	5	2	5	2	3	5	2	2	7
NHS Western Isles	SLFC_NPA	Hub to arrange contact with Clinician within 1 hour											1		
NHS Western Isles	SLFC_NPA	Patient advised to contact CPN Team - For Info Only											1		
NHS Western Isles	SLFC_NPA	Patient advised to contact registered GDP - Info Only		2	1					1					
NHS Western Isles	SLFC_NPA	Patient given self care advice - For Information Only	5	6	5	2	3	5	4	2	3	2	3	8	3
NHS Western Isles	SLFC_NPA	Patient given self care dental advice - For Information Only					1							1	
NHS Western Isles	SLFC_NPA	Pt advised to contact Midwife - For Information Only						1							
NHS Western Isles	SLFC_NPA	Pt advised to contact Optician - For Information Only	2												
NHS Western Isles	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	2	1	1	1				2	1	1	2		1
NHS Western Isles	SLFC_NPA	Pt advised to contact Police - For Information Only								1					
NHS Western Isles	SLFC_NPA	Triage refused - For Information Only	1												
NHS Western Isles	SLFC_NPA	Triage refused - Pt terminated call - For Information Only							1						
Not assigned	PCARE	Contact GP Practice within 4 Hours (ASAP)									1				
Not assigned	PCARE	Home Visit											1		
Not assigned	SCARE	999 contacted - For information only	1												
Not assigned	SLFC_NPA	Self Care						1							
Not assigned	Not assigned	Not assigned	13	9	10	11	14	17	16	21	15	16	11	10	25

Table 4

Care Group	14/07/2024	21/07/2024	28/07/2024	04/08/2024	11/08/2024	18/08/2024	25/08/2024	01/09/2024	08/09/2024	15/09/2024	22/09/2024	29/09/2024	06/10/2024
PCARE	11,012	12,479	10,922	10,653	11,123	11,094	10,503	10,801	11,084	11,196	11,897	11,846	12,668
SCARE	5,511	6,498	6,287	6,329	6,574	6,845	6,368	6,754	6,842	6,784	6,714	6,787	7,199
SLFC_NPA	4,150	4,558	4,542	4,502	4,789	4,494	4,421	4,540	4,409	4,488	4,399	4,411	4,594
Not assigned	14	18	11	14	15	24	19	28	20	23	11	10	28
Total	20,687	23,553	21,762	21,498	22,501	22,457	21,311	22,123	22,355	22,491	23,021	23,054	24,489

Care Group	14/07/2024	21/07/2024	28/07/2024	04/08/2024	11/08/2024	18/08/2024	25/08/2024	01/09/2024	08/09/2024	15/09/2024	22/09/2024	29/09/2024	06/10/2024
PCARE	53.23%	52.98%	50.19%	49.55%	49.43%	49.40%	49.28%	48.82%	49.58%	49.78%	51.68%	51.38%	51.73%
SCARE	26.64%	27.59%	28.89%	29.44%	29.22%	30.48%	29.88%	30.53%	30.61%	30.16%	29.16%	29.44%	29.40%
SLFC_NPA	20.06%	19.35%	20.87%	20.94%	21.28%	20.01%	20.75%	20.52%	19.72%	19.95%	19.11%	19.13%	18.76%
Not assigned	0.07%	0.08%	0.05%	0.07%	0.07%	0.11%	0.09%	0.13%	0.09%	0.10%	0.05%	0.04%	0.11%

Table 5

Calendar day	09/09/2024	10/09/2024	11/09/2024	12/09/2024	13/09/2024	14/09/2024	15/09/2024	16/09/2024	17/09/2024	18/09/2024	19/09/2024	20/09/2024	21/09/2024	22/09/2024	23/09/2024	24/09/2024	25/09/2024	26/09/2024	27/09/2024	28/09/2024	29/09/2024	30/09/2024	01/10/2024	02/10/2024	03/10/2024	04/10/2024	05/10/2024	06/10/2024
Overall Call Volume	392	424	363	360	334	428	456	467	444	426	376	392	457	456	461	362	396	364	358	395	394	475	358	397	357	399	422	419
Overall Calls Connected	349	369	333	322	296	409	393	380	347	384	338	306	403	412	379	328	362	304	295	363	398	394	293	314	297	343	358	384
Median Time to Answer	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:09	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06
90th Percentile Time to Answer	00:05:41	00:06:10	00:01:56	00:03:59	00:10:46	00:01:30	00:06:10	00:10:01	00:09:29	00:03:01	00:03:26	00:13:09	00:05:58	00:08:18	00:11:25	00:04:32	00:04:43	00:08:48	00:13:52	00:04:37	00:03:07	00:09:37	00:10:12	00:11:26	00:06:46	00:08:32	00:12:16	00:03:22

Please note the Mental Health Hub figures are a subset of 111, and as such are included in the overall volumes.

Table 6

Week Endng Date	14/07/2024	21/07/2024	28/07/2024	04/08/2024	11/08/2024	18/08/2024	25/08/2024	01/09/2024	08/09/2024	15/09/2024	22/09/2024	29/09/2024	06/10/2024
Overall Call Volume	2,616	2,904	2,808	2,771	2,702	2,716	2,739	2,805	2,785	2,747	3,018	2,730	2,827
Overall Calls Connected	2,168	2,509	2,538	2,474	2,462	2,355	2,421	2,424	2,480	2,451	2,570	2,389	2,383
Median Time to Answer	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06
90th Percentile Time to Answer	00:12:12	00:07:29	00:05:03	00:04:58	00:04:28	00:08:18	00:07:45	00:06:18	00:05:21	00:05:02	00:07:51	00:06:32	00:09:02

Please note the Mental Health Hub figures are a subset of 111, and as such are included in the overall volumes.

Graphs

