

Unscheduled Care Operational Statistics Official Statistics in Development Weekly Statistics

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

Contents:

Definitions	Definitions Information
Table 1	Daily Data - breakdown of some key KPI measures focussing primarily on accessing service (previous 4 weeks)
Table 2	Weekly Data - breakdown of some key KPI measures focussing primarily on accessing service (previous 13 weeks)
Table 3	Weekly split of endpoints, grouped by Primary Care, Secondary Care and Self Care/No Partner Action - broken down by Health Board (13 weeks)
Table 4	Weekly endpoint data grouped by Primary Care, Secondary Care and Self Care/No Partner Action (13 weeks)
Table 5	Daily Data - breakdown of some Mental Health Hub key KPI measures focussing primarily on accessing service (previous 4 weeks)
Table 6	Weekly Data - breakdown of some Mental Health Hub key KPI measures focussing primarily on accessing service (previous 13 weeks)
Graphs	Trend data provided in visualisations

Source:

Publication only contains information from the SAP Hana Data Warehouse.

This publication includes data for week ending: 11/08/2024 to 03/11/2024

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	07/10/2024	08/10/2024	09/10/2024	10/10/2024	11/10/2024	12/10/2024	13/10/2024	14/10/2024	15/10/2024	16/10/2024	17/10/2024	18/10/2024	19/10/2024	20/10/2024	21/10/2024	22/10/2024	23/10/2024	24/10/2024	25/10/2024	26/10/2024	27/10/2024	28/10/2024	29/10/2024	30/10/2024	31/10/2024	01/11/2024	02/11/2024	03/11/2024
Overall Call Volume	4,233	3,039	2,907	2,803	3,077	6,990	6,465	3,620	2,859	2,897	2,833	3,323	6,901	6,637	3,164	3,059	2,951	2,854	3,003	7,205	6,601	3,352	2,989	2,851	2,748	2,945	7,145	6,566
Overall Calls Connected	3,202	2,464	2,320	2,314	2,487	5,565	5,487	2,813	2,391	2,336	2,363	2,464	5,508	5,615	2,484	2,561	2,369	2,214	2,270	5,854	5,645	2,792	2,560	2,396	2,265	2,203	5,901	5,762
Callers Disconnected	1.32%	0.46%	0.48%	0.19%	0.26%	0.24%	0.22%	0.41%	0.59%	0.28%	0.48%	1.01%	0.49%	0.13%	0.76%	0.25%	0.43%	0.53%	0.60%	0.42%	0.23%	0.21%	0.23%	0.24%	0.34%	0.85%	0.26%	0.19%
Overall Avg Patient Journey Time	01:03:51	00:40:29	00:42:26	00:35:55	00:41:33	00:50:55	00:45:52	00:49:55	00:36:21	00:38:47	00:38:37	00:51:12	00:52:09	00:48:58	00:49:13	00:31:38	00:37:28	00:37:05	00:45:31	00:41:03	00:39:31	00:37:21	00:37:05	00:39:45	00:35:59	00:47:17	00:46:31	00:40:36
Traged at First Contact %	98.31%	98.07%	97.54%	99.86%	94.68%	91.69%	92.43%	97.79%	98.95%	97.47%	97.17%	94.63%	90.79%	92.79%	98.77%	98.94%	99.54%	99.32%	97.22%	99.40%	93.52%	97.53%	99.06%	99.67%	98.50%	97.59%	91.46%	92.41%
Median Time to Answer	00:22:35	00:17:50	00:13:26	00:14:38	00:09:52	00:21:34	00:18:06	00:16:53	00:07:23	00:13:12	00:08:54	00:32:02	00:27:54	00:12:05	00:18:11	00:06:06	00:13:10	00:16:09	00:25:03	00:16:10	00:13:52	00:10:53	00:09:13	00:09:13	00:13:57	00:29:29	00:18:56	00:15:23
50th Percentile Time to Answer	02:48:33	00:46:20	00:59:55	00:34:45	01:01:13	00:59:48	00:42:35	02:04:03	00:43:02	00:46:25	00:42:58	01:14:37	01:03:41	00:54:51	01:31:31	00:31:08	00:49:24	00:42:03	01:10:33	00:40:33	00:30:54	00:41:01	00:41:17	00:55:20	00:35:23	01:10:30	00:30:16	00:37:51

Table 2

Week Endng Date	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	13/10/2024	20/10/2024	27/10/2024	03/11/2024
Overall Call Volume	28,141	27,669	27,164	28,281	28,531	29,016	30,363	29,372	31,183	29,504	28,960	28,837	28,596
Overall Calls Connected	23,866	23,976	22,861	23,694	24,026	24,148	24,649	24,585	26,048	23,839	23,480	23,487	23,849
Caller Discontinued	0.21%	0.16%	0.27%	0.27%	0.20%	0.35%	0.55%	0.30%	0.27%	0.42%	0.44%	0.42%	0.30%
Overall Avg Patient Journey Time	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	00:47:21	00:46:49	00:40:18	00:41:29
Triaged at First Contact %	94.52%	94.53%	94.64%	94.34%	94.82%	94.32%	95.03%	94.65%	94.31%	95.03%	94.57%	95.41%	95.18%
Median Time to Answer	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	00:18:37	00:17:51	00:14:40	00:16:29
90th Percentile Time to Answer	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	00:56:08	00:58:22	00:42:52	00:39:53

Table 3

Health Board	Care Group	Endpoint	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	13/10/2024	20/10/2024	27/10/2024	03/11/2024
NHS Ayrshire & Arran	PCARE	CPN (Dr) to phone patient within 1 Hr	12	13	6	20	7	10	22	19	11	13	7	17	12
NHS Ayrshire & Arran	PCARE	CPN (Dr) to phone patient within 2 Hrs	25	28	15	15	12	19	23	24	19	25	15	23	16
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 1 Hr	1	2	1	1	1	1		1	2		3		
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 2 Hrs		1	1	1	1	2	2	6	1	1	2	1	3
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 4 Hrs	6	2	6	7	3	2	9	2	3	4	4	3	2
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	3	3	4			4	1	8	2	5	4	2	5
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)		1	1										1
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	3		1		2	1	1	1			2	1	1
NHS Ayrshire & Arran	PCARE	Home Visit within 1 Hr	10	14	6	8	12	9	6	16	12	7	13	9	5
NHS Ayrshire & Arran	PCARE	Home Visit within 2 Hrs	22	26	33	33	26	32	43	41	32	24	33	21	34
NHS Ayrshire & Arran	PCARE	Home Visit within 4 Hrs	40	31	29	50	54	36	62	53	48	43	48	45	41
NHS Ayrshire & Arran	PCARE	PCEC within 1 Hr	29	35	49	36	53	51	63	58	56	40	53	42	45
NHS Ayrshire & Arran	PCARE	PCEC within 2 Hrs	83	91	94	100	110	113	156	135	109	110	109	105	126
NHS Ayrshire & Arran	PCARE	PCEC within 4 Hrs	275	242	242	296	289	297	465	388	292	277	282	270	295
NHS Ayrshire & Arran	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	51	51	44	70	46	42	50	45	48	43	55	58	54
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice - For Information Only	8	5	7	5	4	3	7	8	6	7	8	3	1
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	3	9	3	12	5	3	6	1	5	11	9	7	5
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	33	21	17	28	27	28	23	24	34	19	19	21	16
NHS Ayrshire & Arran	PCARE	Speak to clinician within 1 Hr	20	15	11	18	19	13	20	16	14	10	18	14	14
NHS Ayrshire & Arran	PCARE	Speak to clinician within 2 Hrs	32	29	18	35	22	19	43	20	18	21	15	29	26
NHS Ayrshire & Arran	PCARE	Speak to clinician within 4 Hrs	57	52	63	70	43	43	117	61	47	49	59	33	45
NHS Ayrshire & Arran	SCARE	999 contacted - For information only	130	148	131	132	142	154	161	159	161	159	192	152	155
NHS Ayrshire & Arran	SCARE	Patient advised to go to A&E	137	90	100	116	97	127	139	141	124	111	133	117	108
NHS Ayrshire & Arran	SCARE	Patient advised to go to A&E	1		2			1		1		1	1	1	
NHS Ayrshire & Arran	SCARE	Patient sent to A&E via Ambulance within 1 Hr	8	10	14	8	12	14	6	10	11	5	9	11	10
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	87	82	63	86	76	81	80	69	70	65	62	93	69
NHS Ayrshire & Arran	SCARE	Speak to clinician 2 Hrs	17	16	16	21	18	18	18	11	13	20	17	8	17
NHS Ayrshire & Arran	SCARE	Speak to clinician within 4 Hrs	38	26	26	30	37	39	35	27	39	24	32	34	39
NHS Ayrshire & Arran	SLFC_NPA	Contact Breathing Space										1			
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour				1		2		2	2			1	1
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	105	68	83	83	80	80	91	83	78	85	90	74	95
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour		1					1		1			4	
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Not Triage/Assessed	8	5	10	3	5	3	6	8	3	2	2	3	2
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Routine Contact with Dentist		2			1	1	1	2	1			1	
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Self Care	3	1	1	1	2	1	4	1	2	1		1	
NHS Ayrshire & Arran	SLFC_NPA	Distress Brief Intervention	6	6	3	3	11	7	10	8	5	4	6	4	8

Table 3

Health Board	Care Group	Endpoint	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	13/10/2024	20/10/2024	27/10/2024	03/11/2024
NHS Ayrshire & Arran	SLFC_NPA	For Information Only	39	35	38	44	39	41	45	39	37	33	34	32	33
NHS Ayrshire & Arran	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	1		2						2	4	1		
NHS Ayrshire & Arran	SLFC_NPA	Patient given self care advice - For Information Only	119	97	117	124	114	109	137	99	106	113	105	99	108
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Dentist - For Information Only		1	1	1	1		1				1	1	1
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Midwife - For Information Only	2	3	1	2	1	1	2	2	1	2	1	1	1
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Optician - For Information Only	3	4	2	1	2	4	2	3	3		2	3	1
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	24	16	17	23	7	15	31	18	19	14	6	8	18
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Police - For Information Only	2	2	1	5	2	5	3	3	2	4	5	1	1
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				
NHS Ayrshire & Arran	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	8	9	9	5	5	8	7	9	3	5	6	7	10
NHS Ayrshire & Arran	SLFC_NPA	Untriaged call - OOH Service clinician to phone patient			1										
NHS Ayrshire & Arran	Not assigned	Not assigned		1		2							1		
NHS Borders	PCARE	CPN (Dr) to phone patient within 1 Hr	6	7	7	8	5	3	5	4	7	1	7	2	4
NHS Borders	PCARE	CPN (Dr) to phone patient within 2 Hrs	7	5	8	8	6	7	5	8	7	5	3	7	8
NHS Borders	PCARE	DN (Dr) phone patient within 1 Hr	1	3	3	1	1	5	1		2	2	3	1	4
NHS Borders	PCARE	DN (Dr) phone patient within 2 Hrs	2	7	7	5	2	5	2	7	6	5	5	3	3
NHS Borders	PCARE	DN (Dr) phone patient within 4 Hrs	9	18	11	13	15	14	18	15	18	15	12	15	15
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				2		1
NHS Borders	PCARE	Home Visit within 1 Hr	4	6	2	2	4	2	3	5	2	4	4	3	1
NHS Borders	PCARE	Home Visit within 2 Hrs	14	13	12	4	8	5	9	6	4	13	13	17	8
NHS Borders	PCARE	Home Visit within 4 Hrs	13	16	12	10	12	12	22	14	11	17	18	14	10
NHS Borders	PCARE	PCEC within 1 Hr	13	10	8	10	9	7	15	16	13	15	22	12	10
NHS Borders	PCARE	PCEC within 2 Hrs	30	16	20	28	26	18	30	30	28	22	40	22	31
NHS Borders	PCARE	PCEC within 4 Hrs	67	71	53	55	60	60	62	57	66	75	82	60	57
NHS Borders	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	21	16	16	22	20	23	14	17	16	25	17	10	20
NHS Borders	PCARE	Pt advised to contact practice - For Information Only			3	1	2	2	1	2		2		1	1
NHS Borders	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	2	3	4	5	1	1	1		3	2	3	2	
NHS Borders	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	5	8	4	8	5	9	2	6	5	6	6	9	6
NHS Borders	PCARE	Speak to clinician within 1 Hr	5	2	3	9	4	6	2	7	8	7	2	1	2
NHS Borders	PCARE	Speak to clinician within 2 Hrs	4	16	6	5	10	3	3	8	3	5	3	4	4
NHS Borders	PCARE	Speak to clinician within 4 Hrs	8	11	11	14	17	10	8	9	12	7	16	14	12
NHS Borders	SCARE	999 contacted - For information only	29	48	42	38	46	43	35	43	51	45	42	45	52
NHS Borders	SCARE	Patient advised to go to A&E	43	43	40	23	42	29	26	40	42	36	26	37	38
NHS Borders	SCARE	Patient advised to go to A&E		2		1							1		1
NHS Borders	SCARE	Patient sent to A&E via Ambulance within 1 Hr	3	6	5	2	4	3	5	5	4	2	4	1	3

Table 3

Health Board	Care Group	Endpoint	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	13/10/2024	20/10/2024	27/10/2024	03/11/2024
NHS Borders	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only	1												
NHS Borders	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	42	48	43	36	42	43	38	43	36	31	30	35	37
NHS Borders	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub		1											
NHS Borders	SCARE	Speak to clinician 2 Hrs	15	15	6	11	9	8	10	13	13	5	5	9	11
NHS Borders	SCARE	Speak to clinician within 4 Hrs	13	8	19	14	20	10	15	8	6	12	11	14	8
NHS Borders	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	14	28	19	32	25	21	12	20	31	22	18	13	24
NHS Borders	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour			1								1		
NHS Borders	SLFC_NPA	Dental Nurse - Not Triaged/Assessed		1	2	2	2	3	1	1	2	1	1	2	2
NHS Borders	SLFC_NPA	Dental Nurse - Routine Contact with Dentist						2							
NHS Borders	SLFC_NPA	Dental Nurse - Self Care								1	1	1			
NHS Borders	SLFC_NPA	Distress Brief Intervention	4		2	2	3	1	1	5			3		3
NHS Borders	SLFC_NPA	For Information Only	10	11	13	17	6	11	8	9	14	11	5	10	10
NHS Borders	SLFC_NPA	Patient advised to contact CPN Team - For Info Only					1							1	
NHS Borders	SLFC_NPA	Patient given self care advice - For Information Only	25	37	39	32	34	36	22	25	26	32	25	29	21
NHS Borders	SLFC_NPA	Pt advised to contact Dentist - For Information Only			2						1	1			
NHS Borders	SLFC_NPA	Pt advised to contact Midwife - For Information Only		1		2					1		3		
NHS Borders	SLFC_NPA	Pt advised to contact Optician - For Information Only			1			1	1	3	2		1	2	
NHS Borders	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	3	1	2	2	4	2	6	3	4	4	5	5	4
NHS Borders	SLFC_NPA	Pt advised to contact Police - For Information Only	3		2		1	1	1			1	1	2	2
NHS Borders	SLFC_NPA	Pt given TOXBASE advice - For Information Only						1							
NHS Borders	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	1	2	1	2	2	1	1	6		1	1	1	1
NHS Dumfries & Gallo	PCARE	CPN (Dr) to phone patient within 1 Hr	4	4	1	2	1	1			3	2		3	3
NHS Dumfries & Gallo	PCARE	CPN (Dr) to phone patient within 2 Hrs	4	12	11	8	9	9	6	8	10	9	12	5	9
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 1 Hr	2	2		1	2	4		3	2	1	3	2	3
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 2 Hrs	6	8	3	9	6	3	7	9	7	6	10	3	3
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 4 Hrs	12	17	24	19	11	13	14	11	16	14	21	20	20
NHS Dumfries & Gallo	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2	1	1			1	2	1			1	1	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	4	3	3	4	2	5	1	1	2	2	3	4	3
NHS Dumfries & Gallo	PCARE	Home Visit within 2 Hrs	10	7	14	15	10	9	14	9	14	7	15	9	8
NHS Dumfries & Gallo	PCARE	Home Visit within 4 Hrs	18	12	20	18	10	12	9	11	19	18	9	16	21
NHS Dumfries & Gallo	PCARE	PCEC within 1 Hr	16	13	14	16	8	13	14	6	20	19	13	14	12
NHS Dumfries & Gallo	PCARE	PCEC within 2 Hrs	21	31	30	48	25	33	19	25	45	35	40	31	35
NHS Dumfries & Gallo	PCARE	PCEC within 4 Hrs	65	71	77	120	79	96	81	76	56	86	102	65	64
NHS Dumfries & Gallo	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	8	21	14	10	9	15	15	9	18	8	11	12	7
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice - For Information Only		2	2	2	2	4	3	1		3	1		
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	2	4	2	2	2		3	1	1			3	1
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	7	13	6	8	6	3	10	8	9	3	3	9	4

Table 3

Health Board	Care Group	Endpoint	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	13/10/2024	20/10/2024	27/10/2024	03/11/2024
NHS Dumfries & Gallo	PCARE	Speak to clinician within 1 Hr	2	6	3	4	5	10	2	4	3	7	6	10	6
NHS Dumfries & Gallo	PCARE	Speak to clinician within 2 Hrs	11	10	13	11	6	11	5	7	8	8	13	8	5
NHS Dumfries & Gallo	PCARE	Speak to clinician within 4 Hrs	16	16	18	26	21	19	12	14	6	11	29	13	11
NHS Dumfries & Gallo	PCARE	Transport to PCEC within 1 Hr	1					1							
NHS Dumfries & Gallo	PCARE	Transport to PCEC within 2 Hrs				1									
NHS Dumfries & Gallo	PCARE	Transport to PCEC within 4 hrs				1									
NHS Dumfries & Gallo	SCARE	999 contacted - For information only	44	58	43	46	38	41	41	54	54	38	53	45	51
NHS Dumfries & Gallo	SCARE	Patient advised to go to A&E	25	40	38	34	26	28	38	39	33	36	38	34	30
NHS Dumfries & Gallo	SCARE	Patient advised to go to A&E	1		1	1	1				1			1	3
NHS Dumfries & Gallo	SCARE	Patient sent to A&E via Ambulance within 1 Hr	6	3	1	3	5	4	4	4	1	3	5	8	5
NHS Dumfries & Gallo	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only										1			
NHS Dumfries & Gallo	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only													1
NHS Dumfries & Gallo	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	15	17	9	15	14	12	12	11	9	15	13	5	9
NHS Dumfries & Gallo	SCARE	Speak to clinician 2 Hrs	1	2	1	4	4	4	2	1	1	2	2	2	
NHS Dumfries & Gallo	SCARE	Speak to clinician within 4 Hrs	12	9	12	9	9	9	4	7	8	8	6	7	4
NHS Dumfries & Gallo	SLFC_NPA	Contact Breathing Space						1							
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	39	32	40	32	29	35	32	30	38	36	32	42	41
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour		1	1				1				1		
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	2	1		1	1			3	2				6
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Routine Contact with Dentist					1	1	1	2			1		
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Self Care										1			2
NHS Dumfries & Gallo	SLFC_NPA	Distress Brief Intervention	3	1			3	1		3				1	
NHS Dumfries & Gallo	SLFC_NPA	For Information Only	11	13	7	12	10	15	8	12	10	7	9	7	8
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	33	30	37	30	33	28	24	32	17	22	23	21	26
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Dentist - For Information Only					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		1	2		1	1	1				2	
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Optician - For Information Only			2				1		2		1		2
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	8	5	2	6	6	8	3	3	3	2	7	1	1
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Police - For Information Only		1	1	2	2	2	1	3		3	1	2	3
NHS Dumfries & Gallo	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	4	3	1	4	4	3	2	2	3	2	2	2	3
NHS Dumfries & Gallo	Not assigned	Not assigned					1								
NHS Fife	PCARE	CPN (Dr) to phone patient within 1 Hr	9	11	4	14	8	12	14	12	16	19	12	16	11
NHS Fife	PCARE	CPN (Dr) to phone patient within 2 Hrs	21	16	26	13	20	21	19	15	15	29	24	14	13
NHS Fife	PCARE	DN (Dr) phone patient within 1 Hr	5	8	2	6	3	6	3	7	4	4	5	2	6
NHS Fife	PCARE	DN (Dr) phone patient within 2 Hrs	9	15	10	9	3	6	15	6	7	18	7	8	11
NHS Fife	PCARE	DN (Dr) phone patient within 4 Hrs	37	38	29	33	45	39	34	40	42	47	31	28	30

Table 3

Health Board	Care Group	Endpoint	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	13/10/2024	20/10/2024	27/10/2024	03/11/2024
NHS Fife	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	1	1	2	1	2	1	2	2	1			3	2
NHS Fife	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)		2		1		1	1				1		
NHS Fife	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	2			1	1				2	1	3	1	1
NHS Fife	PCARE	Home Visit within 1 Hr	12	12	8	11	12	13	10	8	8	10	7	5	17
NHS Fife	PCARE	Home Visit within 2 Hrs	28	25	33	32	29	27	26	30	29	28	17	30	29
NHS Fife	PCARE	Home Visit within 4 Hrs	27	35	42	48	41	44	41	56	38	56	42	39	58
NHS Fife	PCARE	PCEC within 1 Hr	45	36	42	38	45	43	45	49	52	56	43	50	63
NHS Fife	PCARE	PCEC within 2 Hrs	95	98	93	105	101	98	117	128	96	138	102	99	114
NHS Fife	PCARE	PCEC within 4 Hrs	270	292	271	279	315	325	306	316	348	399	313	344	278
NHS Fife	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	56	67	41	84	74	70	62	60	65	44	57	81	74
NHS Fife	PCARE	Pt advised to contact practice - For Information Only	7	10	7	6	4	9	6	7	5	8	5	2	7
NHS Fife	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	9	6	5	8	3	1	5	6	3	5	1	6	7
NHS Fife	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	30	28	27	29	21	29	27	29	31	41	29	29	20
NHS Fife	PCARE	Speak to clinician within 1 Hr	11	19	22	18	11	10	11	18	12	9	16	12	12
NHS Fife	PCARE	Speak to clinician within 2 Hrs	28	26	34	20	33	23	18	17	23	34	29	16	20
NHS Fife	PCARE	Speak to clinician within 4 Hrs	68	53	55	58	60	64	45	42	54	48	40	44	45
NHS Fife	SCARE	999 contacted - For information only	149	157	117	162	157	143	168	174	143	192	158	142	172
NHS Fife	SCARE	Patient advised to go to A&E	116	146	121	129	157	121	122	143	144	128	122	141	119
NHS Fife	SCARE	Patient advised to go to A&E	1	2	1	3	2	3		3	2	3	1		1
NHS Fife	SCARE	Patient sent to A&E via Ambulance within 1 Hr	9	13	13	10	15	9	12	14	7	9	6	10	16
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	1	1			1								
NHS Fife	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	114	93	102	89	128	83	99	92	106	84	66	91	105
NHS Fife	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub							1						
NHS Fife	SCARE	Speak to clinician 2 Hrs	15	35	24	26	17	23	22	27	24	10	20	23	23
NHS Fife	SCARE	Speak to clinician within 4 Hrs	38	37	23	42	37	30	38	21	27	26	17	24	29
NHS Fife	SLFC_NPA	Contact Breathing Space		1		1									
NHS Fife	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour						1			1	1			1
NHS Fife	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	115	114	106	88	108	104	111	112	108	103	85	98	94
NHS Fife	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1	1		3	2		1	3	1	1		2	1
NHS Fife	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	5	7	5	3	2	8	3	5	5	4	2	5	4
NHS Fife	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1	1	4	5	3	2	1		1	3	2	2	4
NHS Fife	SLFC_NPA	Dental Nurse - Self Care	3	4	2	2	3	2	3	2	2	2	2	1	5
NHS Fife	SLFC_NPA	Distress Brief Intervention	9	5	5	10	9	7	3	6	9	9	5	7	10
NHS Fife	SLFC_NPA	For Information Only	48	45	52	58	50	61	64	63	60	61	51	54	46
NHS Fife	SLFC_NPA	Patient advised to contact CPN Team - For Info Only		1			1	2			2			2	
NHS Fife	SLFC_NPA	Patient given self care advice - For Information Only	162	153	135	163	166	156	159	149	157	153	140	142	151
NHS Fife	SLFC_NPA	Pt advised to contact Dentist - For Information Only			1	1				1		2	1		

Table 3

Health Board	Care Group	Endpoint	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	13/10/2024	20/10/2024	27/10/2024	03/11/2024
NHS Fife	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only		1				1							
NHS Fife	SLFC_NPA	Pt advised to contact Midwife - For Information Only	1	2	4		5	2	6	3	4	5	3		4
NHS Fife	SLFC_NPA	Pt advised to contact Optician - For Information Only	11	5	3	3		3	2	2	3	2	3	1	7
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	20	23	16	25	18	24	14	21	19	21	6	15	19
NHS Fife	SLFC_NPA	Pt advised to contact Police - For Information Only	5	6	4	7	4	6	1	6	5	7	3		2
NHS Fife	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information		1								1			
NHS Fife	SLFC_NPA	Pt advised to contact appropriate service - For Info Only													1
NHS Fife	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	5	10	8	11	6	9	11	19	7	3	16	7	5
NHS Fife	Not assigned	Not assigned			1	3								2	
NHS Forth Valley	PCARE	CPN (Dr) to phone patient within 1 Hr	8	9	3	5	7	8	7	10	8	9	7	9	5
NHS Forth Valley	PCARE	CPN (Dr) to phone patient within 2 Hrs	10	14	11	10	16	17	11	13	7	9	12	11	11
NHS Forth Valley	PCARE	DN (Dr) phone patient within 1 Hr	3	5	3	2	2	1	6		1	2	2	2	4
NHS Forth Valley	PCARE	DN (Dr) phone patient within 2 Hrs	13	10	12	12	8	9	9	9	4	12	14	12	15
NHS Forth Valley	PCARE	DN (Dr) phone patient within 4 Hrs	29	30	27	23	26	24	27	33	26	22	23	24	30
NHS Forth Valley	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2	2	2	2	7	2	2	3	2		3	3	5
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)		3		1	2		1	2			2	3	2
NHS Forth Valley	PCARE	Home Visit within 1 Hr	6	5	3	9	10	7	6	7	10	8	8	8	3
NHS Forth Valley	PCARE	Home Visit within 2 Hrs	24	21	25	16	24	22	24	25	31	15	17	20	23
NHS Forth Valley	PCARE	Home Visit within 4 Hrs	28	20	32	26	26	32	38	38	23	30	32	24	31
NHS Forth Valley	PCARE	PCEC within 1 Hr	41	33	42	41	42	63	48	61	49	67	55	60	31
NHS Forth Valley	PCARE	PCEC within 2 Hrs	85	91	110	84	99	155	90	88	122	94	115	108	102
NHS Forth Valley	PCARE	PCEC within 4 Hrs	265	260	248	259	308	419	258	277	256	290	361	238	268
NHS Forth Valley	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	97	73	89	79	89	57	63	72	66	66	76	76	70
NHS Forth Valley	PCARE	Pt advised to contact practice - For Information Only	3	2	5	8	10	4	9	9	8	13	5	8	9
NHS Forth Valley	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	4	7	4	5	3	3	5	10	9	7	4	5	9
NHS Forth Valley	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	28	32	19	27	29	34	23	33	19	17	36	31	27
NHS Forth Valley	PCARE	Speak to clinician within 1 Hr	15	10	19	13	10	21	8	10	11	17	8	9	9
NHS Forth Valley	PCARE	Speak to clinician within 2 Hrs	23	16	27	25	20	20	17	15	20	22	19	25	21
NHS Forth Valley	PCARE	Speak to clinician within 4 Hrs	47	37	51	45	47	63	40	44	29	45	57	34	45
NHS Forth Valley	SCARE	999 contacted - For Information Only											1		
NHS Forth Valley	SCARE	999 contacted - For information only	103	135	109	108	119	137	139	144	150	145	145	133	114
NHS Forth Valley	SCARE	Patient advised to go to A&E	143	153	170	162	169	178	156	197	156	164	144	163	180
NHS Forth Valley	SCARE	Patient advised to go to A&E		1			1	2		1					1
NHS Forth Valley	SCARE	Patient sent to A&E via Ambulance within 1 Hr	6	6	9	9	11	11	6	9	15	10	10	9	7
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	205	225	207	220	250	244	225	217	184	199	159	174	205

Table 3

Health Board	Care Group	Endpoint	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	13/10/2024	20/10/2024	27/10/2024	03/11/2024
NHS Forth Valley	SCARE	Speak to clinician 2 Hrs	45	62	55	57	73	59	60	59	42	46	29	35	49
NHS Forth Valley	SCARE	Speak to clinician within 4 Hrs	54	52	57	46	52	62	42	51	47	51	41	34	61
NHS Forth Valley	SLFC_NPA	Contact Breathing Space			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	71	66	66	75	75	74	76	57	74	67	82	55	69
NHS Forth Valley	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour			1		1	1	1			3	1		
NHS Forth Valley	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	7	3	3	6	2	4	6	2	2	1	5	4	2
NHS Forth Valley	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	2	1	2			3	2		1	1	1	2	
NHS Forth Valley	SLFC_NPA	Dental Nurse - Self Care	4		1	2	2	1	1	1		1	3	1	1
NHS Forth Valley	SLFC_NPA	Distress Brief Intervention	11	5	6	7	5	7	8	5	8	8	10	3	7
NHS Forth Valley	SLFC_NPA	For Information Only	40	34	30	30	46	47	41	40	44	38	41	25	29
NHS Forth Valley	SLFC_NPA	Patient advised to contact CPN Team - For Info Only					1		1						
NHS Forth Valley	SLFC_NPA	Patient given self care advice - For Information Only	117	124	106	121	98	101	84	83	102	93	104	102	88
NHS Forth Valley	SLFC_NPA	Pt advised to contact Dentist - For Information Only					2					1			1
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	3	1	2	6	4	1	1		4		2	2	3
NHS Forth Valley	SLFC_NPA	Pt advised to contact Optician - For Information Only	4	6	5	6	6	4	6	3	3	1	4	8	6
NHS Forth Valley	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only		1						1		1	1		
NHS Forth Valley	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	20	13	17	17	9	14	17	17	11	11	14	13	11
NHS Forth Valley	SLFC_NPA	Pt advised to contact Police - For Information Only	3	2	7	5	1	5	8	2	2	3	4	1	1
NHS Forth Valley	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	4	5	4	4	4	4	4	2	6	5	9	2	4
NHS Forth Valley	Not assigned	Not assigned					1								
NHS Grampian	PCARE	CPN (Dr) to phone patient within 1 Hr	20	15	18	13	31	13	15	22	17	18	15	19	20
NHS Grampian	PCARE	CPN (Dr) to phone patient within 2 Hrs	28	21	16	22	31	13	29	20	15	21	26	20	23
NHS Grampian	PCARE	DN (Dr) phone patient within 1 Hr	5	5	5	1	7	2	3	4	8	4	4	12	5
NHS Grampian	PCARE	DN (Dr) phone patient within 2 Hrs	8	6	5	10	5	8	5	11	5	9	5	7	5
NHS Grampian	PCARE	DN (Dr) phone patient within 4 Hrs	21	16	24	21	25	21	21	25	21	23	23	20	13
NHS Grampian	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2	1	3	4	6	3	4	3	4	2	3	5	5
NHS Grampian	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1	2					1				1		1
NHS Grampian	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	3	1	2	1	4	2	2	5	1	2	1	3	1
NHS Grampian	PCARE	Home Visit within 1 Hr	21	21	14	15	15	16	18	23	20	13	17	18	11
NHS Grampian	PCARE	Home Visit within 2 Hrs	46	47	49	24	59	33	39	65	43	60	49	56	48
NHS Grampian	PCARE	Home Visit within 4 Hrs	68	52	71	57	57	52	69	81	65	63	55	57	79
NHS Grampian	PCARE	PCEC within 1 Hr	69	61	70	63	67	67	82	119	72	71	83	81	60
NHS Grampian	PCARE	PCEC within 2 Hrs	138	156	148	132	160	142	166	190	162	161	147	154	176
NHS Grampian	PCARE	PCEC within 4 Hrs	385	412	358	406	392	407	448	571	402	398	383	423	430
NHS Grampian	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	101	88	80	86	78	77	77	59	86	71	100	71	88
NHS Grampian	PCARE	Pt advised to contact practice - For Information Only	10	4	5	10	12	5	7	18	9	6	9	8	6

Table 3

Health Board	Care Group	Endpoint	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	13/10/2024	20/10/2024	27/10/2024	03/11/2024
NHS Grampian	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	12	13	11	10	9	8	16	7	7	8	12	9	12
NHS Grampian	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	47	30	39	38	36	38	29	44	34	45	47	43	37
NHS Grampian	PCARE	Speak to clinician within 1 Hr	25	24	27	16	21	21	27	25	20	24	20	16	21
NHS Grampian	PCARE	Speak to clinician within 2 Hrs	38	46	44	38	26	32	43	41	39	26	30	33	45
NHS Grampian	PCARE	Speak to clinician within 4 Hrs	73	82	82	92	76	90	91	92	76	75	78	90	79
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	233	213	241	239	229	234	283	223	243	264	231	227
NHS Grampian	SCARE	Patient advised to go to A&E	189	206	193	196	209	171	211	185	214	204	193	195	215
NHS Grampian	SCARE	Patient advised to go to A&E	1		1	2			1			3	1	1	2
NHS Grampian	SCARE	Patient sent to A&E via Ambulance within 1 Hr	7	12	18	14	14	18	11	14	17	15	14	5	10
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	228	231	206	243	227	241	212	191	205	196	159	168	215
NHS Grampian	SCARE	Speak to clinician 2 Hrs	39	45	47	57	50	58	45	45	55	42	33	33	50
NHS Grampian	SCARE	Speak to clinician within 4 Hrs	71	79	59	78	58	53	71	62	59	57	59	48	58
NHS Grampian	SLFC_NPA	Contact Breathing Space	1												
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour		1		1	1		1	2		1	2	1	2
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	81	102	111	109	97	104	89	85	78	107	89	108	111
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour		2	2	2							3	1	4
NHS Grampian	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	3	4	6	5	5	6	3	7	4	6	6	3	5
NHS Grampian	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	3	1	1	3	4	1	1	1	1	2	4		
NHS Grampian	SLFC_NPA	Dental Nurse - Self Care	2	2	1	2		2		4		1	3	2	3
NHS Grampian	SLFC_NPA	Distress Brief Intervention	7	8	6	10	6	5	8	8	6	5	8	12	7
NHS Grampian	SLFC_NPA	For Information Only	125	86	94	118	126	93	107	117	92	118	89	102	100
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	175	149	156	163	151	147	140	170	142	166	169	153	135
NHS Grampian	SLFC_NPA	Pt advised to contact Dentist - For Information Only	2	3				1		2					1
NHS Grampian	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only		1	1					1		1	1	1	
NHS Grampian	SLFC_NPA	Pt advised to contact Midwife - For Information Only	4	2	1	3		3	3	3		3	1	2	2
NHS Grampian	SLFC_NPA	Pt advised to contact Optician - For Information Only	7	8	4	1	5	10	3	2	6	5	3	8	11
NHS Grampian	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only				1					1				1
NHS Grampian	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	26	22	19	27	25	26	26	30	26	16	28	21	22
NHS Grampian	SLFC_NPA	Pt advised to contact Police - For Information Only	13	15	12	15	18	10	18	19	12	13	11	12	21
NHS Grampian	SLFC_NPA	Pt advised to contact appropriate service - For Info Only											1	1	
NHS Grampian	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	23	18	31	23	18	19	30	26	30	30	20	17	24
NHS Grampian	Not assigned	Not assigned		1			1	1					1		

Table 3

Health Board	Care Group	Endpoint	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	13/10/2024	20/10/2024	27/10/2024	03/11/2024
NHS Greater Glasgow	PCARE	CPN (Dr) to phone patient within 1 Hr	34	42	44	39	49	36	34	34	58	36	41	46	33
NHS Greater Glasgow	PCARE	CPN (Dr) to phone patient within 2 Hrs	92	69	74	70	68	59	45	57	77	67	50	64	47
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 1 Hr	3	3	2	3	2	3	2	3	2	2		6	4
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 2 Hrs	5	9	6	9	6	6	4	4	6	5	3	7	7
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 4 Hrs	22	13	15	7	3	12	6	11	12	15	14	12	10
NHS Greater Glasgow	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	9	5	15	5	7	7	8	9	12	6	9	8	9
NHS Greater Glasgow	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1	3	1		2	1			1	1	3	2	3
NHS Greater Glasgow	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	9	3	4	5	8	5	4	8	4	4	1	7	8
NHS Greater Glasgow	PCARE	Home Visit within 1 Hr	42	31	32	35	26	27	35	29	45	43	27	35	28
NHS Greater Glasgow	PCARE	Home Visit within 2 Hrs	84	93	95	91	69	85	84	89	131	80	72	99	105
NHS Greater Glasgow	PCARE	Home Visit within 4 Hrs	133	145	103	131	123	140	140	109	152	119	117	133	126
NHS Greater Glasgow	PCARE	PCEC within 1 Hr	125	154	147	121	155	128	155	143	224	177	181	159	179
NHS Greater Glasgow	PCARE	PCEC within 2 Hrs	297	321	322	342	324	371	333	364	516	370	340	374	397
NHS Greater Glasgow	PCARE	PCEC within 4 Hrs	967	966	910	902	1,016	1,026	1,074	1,098	1,538	959	1,008	1,034	1,027
NHS Greater Glasgow	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	243	248	183	221	200	213	186	199	175	211	226	238	216
NHS Greater Glasgow	PCARE	Pt advised to contact practice - For Information Only	20	22	25	22	25	19	32	27	24	30	10	35	30
NHS Greater Glasgow	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	35	26	20	26	18	27	32	26	13	22	18	22	22
NHS Greater Glasgow	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	126	104	95	90	96	91	84	74	121	109	139	114	102
NHS Greater Glasgow	PCARE	Speak to clinician within 1 Hr	65	61	69	61	68	44	36	54	61	61	58	48	59
NHS Greater Glasgow	PCARE	Speak to clinician within 2 Hrs	83	86	86	74	82	73	67	72	92	70	78	72	65
NHS Greater Glasgow	PCARE	Speak to clinician within 4 Hrs	228	193	174	172	172	174	147	218	229	152	163	165	170
NHS Greater Glasgow	PCARE	Transport to PCEC within 4 hrs	3	8	4	3	8	4	2	4	4	1	3	4	1
NHS Greater Glasgow	PCARE	Triage refused therefore Dr requested to phone patient					1			1					
NHS Greater Glasgow	SCARE	999 contacted - For information only	441	473	397	398	451	444	449	475	587	468	469	476	501
NHS Greater Glasgow	SCARE	Patient advised to go to A&E	443	472	403	459	450	445	430	418	542	472	441	446	468
NHS Greater Glasgow	SCARE	Patient advised to go to A&E	10	3	1	1	5	3	4		6	4	4	4	4
NHS Greater Glasgow	SCARE	Patient sent to A&E via Ambulance within 1 Hr	30	17	38	19	45	34	32	29	32	30	36	30	18
NHS Greater Glasgow	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only	1				1				2	1	1		
NHS Greater Glasgow	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only	1			3		2		1			2		
NHS Greater Glasgow	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	300	328	283	307	380	318	321	312	355	290	261	301	338
NHS Greater Glasgow	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub				1		1							
NHS Greater Glasgow	SCARE	Speak to clinician 2 Hrs	56	64	65	82	89	75	76	53	70	50	41	55	66
NHS Greater Glasgow	SCARE	Speak to clinician within 4 Hrs	115	126	116	116	122	114	121	108	124	118	91	98	106
NHS Greater Glasgow	SLFC_NPA	Contact Breathing Space		1	1	2		2			1			1	
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	4	5		1	2	3	2	3	3	4	3	1	2
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	301	283	263	275	258	287	259	288	351	281	259	259	269
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	7	3	2	6	6		5	4	5	5	6	3	3
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	11	11	14	23	15	16	12	20	17	15	18	11	10

Table 3

Health Board	Care Group	Endpoint	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	13/10/2024	20/10/2024	27/10/2024	03/11/2024
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	2	6	2	5	6	6	5	3	6	4	6	5	2
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Self Care	4	5	13	7	6	5	5	11	8	2	11	5	3
NHS Greater Glasgow	SLFC_NPA	Distress Brief Intervention	26	26	21	18	18	26	29	23	27	16	22	24	17
NHS Greater Glasgow	SLFC_NPA	For Information Only	179	150	156	159	134	131	180	155	190	157	140	143	159
NHS Greater Glasgow	SLFC_NPA	Hub to arrange appointment within 24 hours							1						
NHS Greater Glasgow	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	1		3	1	1	5	3	1	1	1	1	4	3
NHS Greater Glasgow	SLFC_NPA	Patient given self care advice - For Information Only	467	455	461	428	454	469	432	466	460	424	440	437	452
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Dentist - For Information Only	2	3	5	2	2	1		1	2	3	5	2	2
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only	1				2				1	1	1		
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Midwife - For Information Only	19	4	8	15	7	14	8	12	8	8	10	10	10
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Optician - For Information Only	12	13	11	12	15	15	2	12	14	7	5	10	17
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only	1	2	2				2	2		2	1		
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	86	67	54	67	67	73	72	64	101	51	65	48	70
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Police - For Information Only	16	19	11	17	12	13	14	15	12	14	14	14	9
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact appropriate service - For Info Only		1			1							2	
NHS Greater Glasgow	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	26	21	21	24	40	29	22	28	21	26	26	19	22
NHS Greater Glasgow	Not assigned	Not assigned	1	2		1	1	2			1		1		
NHS HIGHLAND	PCARE	CPN (Dr) to phone patient within 1 Hr	2	5	7	4	10	4	8	3	7	5	8	5	9
NHS HIGHLAND	PCARE	CPN (Dr) to phone patient within 2 Hrs	12	8	10	11	13	13	13	9	11	14	8	11	13
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 1 Hr	1	3	2	3	7	1	3	1	3	4	2	2	1
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 2 Hrs	5	5	4	4	5	6	4	4	2	5	3	5	4
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 4 Hrs	18	6	13	12	17	7	6	11	12	11	10	11	19
NHS HIGHLAND	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	1	1	1	2	3	1		1	2		1		
NHS HIGHLAND	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)					1	1			1				
NHS HIGHLAND	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	2	1	1		1	1	1	1	3			1	
NHS HIGHLAND	PCARE	Home Visit within 1 Hr	3	11	6	10	12	5	6	7	5	11	5	2	9
NHS HIGHLAND	PCARE	Home Visit within 2 Hrs	37	21	20	21	21	15	26	31	28	15	36	20	21
NHS HIGHLAND	PCARE	Home Visit within 4 Hrs	33	27	27	24	19	30	19	36	29	17	43	24	21
NHS HIGHLAND	PCARE	PCEC within 1 Hr	33	19	39	31	25	15	38	30	38	33	35	28	37
NHS HIGHLAND	PCARE	PCEC within 2 Hrs	76	62	47	67	60	57	66	62	80	70	84	75	68
NHS HIGHLAND	PCARE	PCEC within 4 Hrs	256	207	168	153	175	178	183	211	184	131	284	184	161
NHS HIGHLAND	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	58	46	33	44	37	34	29	35	47	35	24	32	34
NHS HIGHLAND	PCARE	Pt advised to contact practice - For Information Only	6	4	2	5	1	6	3	1	4	1	6	6	5
NHS HIGHLAND	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	6	3	2	3	2	5	8	5	2	6	1	2	3
NHS HIGHLAND	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	21	12	17	13	20	15	17	14	18	20	20	9	19
NHS HIGHLAND	PCARE	Speak to clinician within 1 Hr	21	15	8	14	5	7	16	11	18	12	14	8	10
NHS HIGHLAND	PCARE	Speak to clinician within 2 Hrs	23	23	20	17	24	22	18	9	20	15	19	16	10
NHS HIGHLAND	PCARE	Speak to clinician within 4 Hrs	73	43	45	44	31	28	40	36	44	31	53	28	31

Table 3

Health Board	Care Group	Endpoint	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	13/10/2024	20/10/2024	27/10/2024	03/11/2024
NHS HIGHLAND	PCARE	Transport to PCEC within 2 Hrs											1	1	
NHS HIGHLAND	PCARE	Transport to PCEC within 4 hrs	1						1				2		1
NHS HIGHLAND	SCARE	999 contacted - For information only	92	98	87	103	102	108	107	121	89	88	96	98	97
NHS HIGHLAND	SCARE	Patient advised to go to A&E	91	65	72	72	72	59	57	77	74	73	88	69	69
NHS HIGHLAND	SCARE	Patient advised to go to A&E	1	1	1	1	1	3	1	1	3		1	3	
NHS HIGHLAND	SCARE	Patient sent to A&E via Ambulance within 1 Hr	9	8	7	4	4	5	3	5	8	7	6	5	3
NHS HIGHLAND	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only											1		1
NHS HIGHLAND	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	65	51	60	62	56	57	51	49	51	38	35	46	34
NHS HIGHLAND	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	22	24	18	22	15	14	20	17	16	21	21	18	22
NHS HIGHLAND	SCARE	Speak to clinician 2 Hrs	23	20	15	26	11	11	14	11	10	8	11	8	7
NHS HIGHLAND	SCARE	Speak to clinician within 4 Hrs	27	22	29	24	21	13	19	20	21	16	19	25	21
NHS HIGHLAND	SLFC_NPA	Contact Breathing Space		1											
NHS HIGHLAND	SLFC_NPA	Distress Brief Intervention	6	3	1	3	4	7	6	3	3	3	2	4	7
NHS HIGHLAND	SLFC_NPA	For Information Only	34	27	31	26	43	39	32	27	37	37	28	25	24
NHS HIGHLAND	SLFC_NPA	Hub to arrange appointment within 24 hours	63	72	69	78	73	61	57	60	63	61	64	66	65
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			1		
NHS HIGHLAND	SLFC_NPA	Patient advised to contact dental advice line - Info Only		1			1	1	1	2	1				
NHS HIGHLAND	SLFC_NPA	Patient advised to contact registered GDP - Info Only	9	11	10	7	6	15	9	13	18	13	8	8	9
NHS HIGHLAND	SLFC_NPA	Patient given self care advice - For Information Only	132	72	89	94	86	81	90	77	93	76	80	74	64
NHS HIGHLAND	SLFC_NPA	Patient given self care dental advice - For Information Only	5	2	1	2			1	4	4	1		2	
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Dentist - For Information Only													1
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	2	2		2	3		1	3	1	1	1		3
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Optician - For Information Only	7	1	1	3	1	3	2	2	2	1		1	1
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	13	14	13	6	16	13	8	4	11	12	16	12	8
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Police - For Information Only	3	3		3		2	2	4	5	3	1	4	3
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	2	5	4	3	2	2	4	2	9	4	2	2
NHS HIGHLAND	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	2	3	8	5	6	3	6	9	2	5	4	6	5
NHS LANARKSHIRE	PCARE	CPN (Dr) to phone patient within 1 Hr	19	14	16	11	15	15	18	16	14	15	13	13	21
NHS LANARKSHIRE	PCARE	CPN (Dr) to phone patient within 2 Hrs	28	33	29	22	22	22	25	12	16	23	15	20	13
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 1 Hr	1	1	2		1	2	2	1		1	2	1	1
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 2 Hrs	1	2	3	4	3	4		1	5	5	3	3	4
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 4 Hrs	4	3	5	9	5	7	6	7	5	8	5	10	6
NHS LANARKSHIRE	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	3	2	2	8	7	2	2	4	6	5	1	6	3

Table 3

Health Board	Care Group	Endpoint	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	13/10/2024	20/10/2024	27/10/2024	03/11/2024
NHS LANARKSHIRE	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)				2				1		2			
NHS LANARKSHIRE	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	5	2	2	1	5	1	1	1			2	1	4
NHS LANARKSHIRE	PCARE	Home Visit within 1 Hr	13	13	9	8	9	6	9	14	12	7	16	15	13
NHS LANARKSHIRE	PCARE	Home Visit within 2 Hrs	24	45	30	29	37	29	25	39	49	39	26	46	35
NHS LANARKSHIRE	PCARE	Home Visit within 4 Hrs	48	56	40	50	39	54	46	58	51	53	50	49	43
NHS LANARKSHIRE	PCARE	PCEC within 1 Hr	71	63	79	72	79	71	101	89	122	106	108	117	103
NHS LANARKSHIRE	PCARE	PCEC within 2 Hrs	155	177	172	164	158	176	197	217	267	233	192	189	206
NHS LANARKSHIRE	PCARE	PCEC within 4 Hrs	470	506	426	479	507	524	501	574	714	476	502	479	501
NHS LANARKSHIRE	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	105	82	90	87	78	93	89	78	75	97	92	88	86
NHS LANARKSHIRE	PCARE	Pt advised to contact practice - For Information Only	10	9	9	18	14	11	12	14	9	11	9	11	13
NHS LANARKSHIRE	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	11	12	8	12	12	6	8	7	8	7	6	9	8
NHS LANARKSHIRE	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	47	54	39	41	48	42	51	25	62	46	39	46	50
NHS LANARKSHIRE	PCARE	Speak to clinician within 1 Hr	31	25	20	26	28	17	12	17	28	25	24	17	22
NHS LANARKSHIRE	PCARE	Speak to clinician within 2 Hrs	51	37	39	41	31	32	35	31	38	27	38	22	30
NHS LANARKSHIRE	PCARE	Speak to clinician within 4 Hrs	87	90	65	64	75	66	88	82	111	80	83	72	76
NHS LANARKSHIRE	PCARE	Transport to PCEC within 2 Hrs	1						1		2			1	
NHS LANARKSHIRE	PCARE	Transport to PCEC within 4 hrs	4		1		1	1		2	1			2	1
NHS LANARKSHIRE	PCARE	Triage refused therefore Dr requested to phone patient				1									
NHS LANARKSHIRE	SCARE	999 contacted - For information only	174	188	198	210	217	224	195	242	273	266	217	226	218
NHS LANARKSHIRE	SCARE	Patient advised to go to A&E	196	243	256	234	236	237	239	244	302	282	247	278	272
NHS LANARKSHIRE	SCARE	Patient advised to go to A&E	3	1	1	4	4	2	1	1		2	1	1	3
NHS LANARKSHIRE	SCARE	Patient sent to A&E via Ambulance within 1 Hr	16	15	18	12	24	20	23	13	17	15	15	16	13
NHS LANARKSHIRE	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only		1			1				1		1		
NHS LANARKSHIRE	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only	1												1
NHS LANARKSHIRE	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	133	129	104	141	105	117	101	92	127	89	81	132	131
NHS LANARKSHIRE	SCARE	Speak to clinician 2 Hrs	14	33	26	35	28	25	32	25	30	17	15	24	34
NHS LANARKSHIRE	SCARE	Speak to clinician within 4 Hrs	48	52	48	47	47	37	36	52	64	50	43	43	49
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	1			1	1		1			2		5	
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	154	156	156	154	134	125	148	150	175	127	131	133	136
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1	1	4		1		2		2		1	2	2
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	6	12	7	9	9	6		11	8	5	8	5	10
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	6	1		5		1	3	3	4			1	2
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Self Care	3	1	3	2	4	6	4	2	2	3	2	3	
NHS LANARKSHIRE	SLFC_NPA	Distress Brief Intervention	5	12	7	5	12	10	10	17	19	12	11	11	4
NHS LANARKSHIRE	SLFC_NPA	For Information Only	92	66	58	66	68	58	59	56	88	61	49	59	54
NHS LANARKSHIRE	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	3	2	2	1	1	3	1		1		1	2	1
NHS LANARKSHIRE	SLFC_NPA	Patient given self care advice - For Information Only	169	180	159	152	175	157	156	144	152	135	151	136	159
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Dentist - For Information Only	3	2	3	4			2	1	2				

Table 3

Health Board	Care Group	Endpoint	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	13/10/2024	20/10/2024	27/10/2024	03/11/2024
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only	2	1										2	1
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Midwife - For Information Only	5	3	9	3	4	1	4	3	3	5	7	3	8
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Optician - For Information Only	6	6	1	2	2	6	3	5	4	5	7	2	6
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only		1	1		1			1					1
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	29	30	18	38	28	41	28	32	32	24	25	31	24
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Police - For Information Only	1	7	9	7	9	12	4	12	10	2	8	5	13
NHS LANARKSHIRE	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	8	17	18	13	5	17	11	8	9	6	6	7	16
NHS LANARKSHIRE	Not assigned	Not assigned			1	1		1						1	
NHS Lothian	PCARE	CPN (Dr) to phone patient within 1 Hr	16	13	15	26	22	19	24	27	22	25	19	21	18
NHS Lothian	PCARE	CPN (Dr) to phone patient within 2 Hrs	30	45	40	36	47	42	42	31	41	27	38	32	39
NHS Lothian	PCARE	DN (Dr) phone patient within 1 Hr	5	8	4	7	4	6	4	5	9	10	7	1	6
NHS Lothian	PCARE	DN (Dr) phone patient within 2 Hrs	14	10	12	11	16	6	11	12	7	7	11	17	16
NHS Lothian	PCARE	DN (Dr) phone patient within 4 Hrs	45	44	40	31	30	35	41	40	36	37	34	40	38
NHS Lothian	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	7	8	9	7	7	5	7	7	5	10	7	7	5
NHS Lothian	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	2	1	3		2		2			3		1	
NHS Lothian	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	7	9	1		3	5	3	3	3	3	2	3	2
NHS Lothian	PCARE	Home Visit within 1 Hr	17	18	31	31	28	19	32	25	34	31	35	29	21
NHS Lothian	PCARE	Home Visit within 2 Hrs	53	69	62	63	58	61	82	53	65	70	72	57	55
NHS Lothian	PCARE	Home Visit within 4 Hrs	65	82	72	79	89	91	109	96	91	88	82	87	89
NHS Lothian	PCARE	PCEC within 1 Hr	88	117	126	117	113	100	130	114	129	130	128	139	121
NHS Lothian	PCARE	PCEC within 12 Hrs		1											
NHS Lothian	PCARE	PCEC within 2 Hrs	240	266	268	232	258	238	343	276	280	273	302	275	263
NHS Lothian	PCARE	PCEC within 4 Hrs	732	678	659	707	806	821	1,058	784	790	731	766	698	762
NHS Lothian	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	209	224	205	190	154	176	146	199	198	167	181	197	192
NHS Lothian	PCARE	Pt advised to contact practice - For Information Only	20	27	15	17	26	21	29	21	16	17	14	20	18
NHS Lothian	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	21	16	21	18	19	18	18	16	14	22	15	14	19
NHS Lothian	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	89	78	79	79	85	67	100	80	87	81	76	84	79
NHS Lothian	PCARE	Speak to clinician within 1 Hr	44	53	59	27	37	34	48	42	34	40	41	47	33
NHS Lothian	PCARE	Speak to clinician within 2 Hrs	63	60	67	57	50	60	61	46	61	69	54	46	61
NHS Lothian	PCARE	Speak to clinician within 4 Hrs	147	151	115	141	150	149	182	115	145	105	114	104	105
NHS Lothian	PCARE	Transport to PCEC within 2 Hrs		1	1	1	3		1		3	3			3
NHS Lothian	PCARE	Transport to PCEC within 4 hrs	1		1	3	2				1	1	1	1	2
NHS Lothian	PCARE	Triage refused therefore Dr requested to phone patient					1			1					
NHS Lothian	SCARE	999 contacted - For Information Only							1		1				
NHS Lothian	SCARE	999 contacted - For information only	341	287	309	317	309	316	372	337	350	370	318	338	347
NHS Lothian	SCARE	Patient advised to go to A&E	360	337	324	368	358	395	430	410	450	386	383	439	390
NHS Lothian	SCARE	Patient advised to go to A&E	2	1	3	5	1	2	3	8	3	1	1	4	6
NHS Lothian	SCARE	Patient sent to A&E via Ambulance within 1 Hr	30	17	22	31	20	27	20	15	24	22	21	23	33

Table 3

Health Board	Care Group	Endpoint	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	13/10/2024	20/10/2024	27/10/2024	03/11/2024
NHS Lothian	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only		1				1			1		1		1
NHS Lothian	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only							1						
NHS Lothian	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	409	465	403	429	394	416	386	375	385	393	326	365	422
NHS Lothian	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	1								1		1		1
NHS Lothian	SCARE	Speak to clinician 2 Hrs	70	69	98	81	61	67	62	66	62	65	38	60	59
NHS Lothian	SCARE	Speak to clinician within 4 Hrs	148	125	124	124	104	125	117	109	112	108	102	97	99
NHS Lothian	SLFC_NPA	Contact Breathing Space			2		1	2	1		1				1
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	4	3		3		1	1				1	2	1
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	232	221	212	218	211	239	215	246	223	203	187	209	208
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	4	4	4	4	1	3	2	3	5	3	3	2	6
NHS Lothian	SLFC_NPA	Dental Nurse - Not Triage/Assessed	19	11	12	14	9	14	6	15	7	14	22	13	8
NHS Lothian	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	6	2	6	2	5	6	5	5	3	1	3	1	8
NHS Lothian	SLFC_NPA	Dental Nurse - Self Care	6	1	4	6	10	6	6	1	9	3	6	5	4
NHS Lothian	SLFC_NPA	Distress Brief Intervention	12	23	12	13	24	19	19	13	15	14	19	12	12
NHS Lothian	SLFC_NPA	For Information Only	119	128	123	121	113	127	117	83	115	112	116	126	102
NHS Lothian	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	1	1	1	1	3				1	1	1	2	1
NHS Lothian	SLFC_NPA	Patient given self care advice - For Information Only	328	341	286	301	281	295	299	292	301	278	303	290	273
NHS Lothian	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1	3	3		3	3	1	2	1	1	2	2	2
NHS Lothian	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only	1					1	1	2	1	2		1	1
NHS Lothian	SLFC_NPA	Pt advised to contact Midwife - For Information Only	12	13	11	10	9	8	11	12	8	8	8	11	13
NHS Lothian	SLFC_NPA	Pt advised to contact Optician - For Information Only	20	9	12	11	12	17	14	7	4	12	14	11	12
NHS Lothian	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only		2			2		1	1		1		1	
NHS Lothian	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	62	53	58	61	60	48	67	58	59	41	52	62	55
NHS Lothian	SLFC_NPA	Pt advised to contact Police - For Information Only	9	8	14	8	12	7	16	11	11	13	13	14	6
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						
NHS Lothian	SLFC_NPA	Pt given TOXBASE advice - For Information Only						1			1				
NHS Lothian	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	14	15	26	20	15	18	20	11	16	8	14	20	12
NHS Lothian	Not assigned	Not assigned		2				1			2	1		1	1
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	1		
NHS Orkney	PCARE	DN (Dr) phone patient within 1 Hr											1		
NHS Orkney	PCARE	DN (Dr) phone patient within 2 Hrs						2						1	1
NHS Orkney	PCARE	DN (Dr) phone patient within 4 Hrs		1		4		1	2	1	2			1	1
NHS Orkney	PCARE	Home Visit within 1 Hr			1					1	1			1	
NHS Orkney	PCARE	Home Visit within 2 Hrs	2	3	2	1	1	4	2	1	2			1	4
NHS Orkney	PCARE	Home Visit within 4 Hrs	3	3	4	4	2	2	3		4	2	1	4	4
NHS Orkney	PCARE	PCEC within 1 Hr	3		2	2				1			1	1	2

Table 3

Health Board	Care Group	Endpoint	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	13/10/2024	20/10/2024	27/10/2024	03/11/2024
NHS Orkney	PCARE	PCEC within 2 Hrs	1	1	2	4	3	1	4	3	4	5	1	1	3
NHS Orkney	PCARE	PCEC within 4 Hrs	10	10	9	7	7	8	10	7	15	14	7	8	10
NHS Orkney	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	1	2	1		1	1	1				1	1	
NHS Orkney	PCARE	Pt advised to contact practice - For Information Only							1						
NHS Orkney	PCARE	Pt advised to contact practice within 12 Hrs - Info Only					1					1			
NHS Orkney	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	1				1	1		1		2			1
NHS Orkney	PCARE	Speak to clinician within 1 Hr		2		1		1	1	1		1			
NHS Orkney	PCARE	Speak to clinician within 2 Hrs	2		1						1	2		1	2
NHS Orkney	PCARE	Speak to clinician within 4 Hrs	1	2	2	2	2	1	3	3	3	2	2		2
NHS Orkney	SCARE	999 contacted - For information only	5	5	7	4	2	6	6	5	4	1	4	4	10
NHS Orkney	SCARE	Patient advised to go to A&E	4	7	4	4		7	4	6	7	1	3	2	
NHS Orkney	SCARE	Patient sent to A&E via Ambulance within 1 Hr										1	1	1	
NHS Orkney	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	2	1	2	2	1	2	1					1	
NHS Orkney	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub						1							
NHS Orkney	SCARE	Speak to clinician within 4 Hrs	2				1	2	1		1	1		2	
NHS Orkney	SLFC_NPA	For Information Only	1	1	4	1	1	2	1	2	3	1		1	2
NHS Orkney	SLFC_NPA	Hub to arrange appointment within 24 hours	3	5	5	3	4	5	4	4	3	1	1	1	3
NHS Orkney	SLFC_NPA	Hub to arrange contact with Clinician within 1 hour				1									1
NHS Orkney	SLFC_NPA	Patient advised to contact dental advice line - Info Only						1		1					
NHS Orkney	SLFC_NPA	Patient advised to contact registered GDP - Info Only			1					2	1	2			
NHS Orkney	SLFC_NPA	Patient given self care advice - For Information Only	5	4	6	4	1	2	6	2	7	2	5	5	5
NHS Orkney	SLFC_NPA	Patient given self care dental advice - For Information Only						1							
NHS Orkney	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1												
NHS Orkney	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only	1												
NHS Orkney	SLFC_NPA	Pt advised to contact Optician - For Information Only		1				1							1
NHS Orkney	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	2	1			1	1			1				
NHS Orkney	SLFC_NPA	Triage refused - For Information Only						1		1	1				
NHS Orkney	SLFC_NPA	Triage refused - Pt terminated call - For Information Only				1		2			1		1		
NHS Orkney	Not assigned	Not assigned						1							
NHS Shetland	PCARE	CPN (Dr) to phone patient within 1 Hr							1	1	3		2	2	
NHS Shetland	PCARE	CPN (Dr) to phone patient within 2 Hrs	1	1			1				2	3		1	
NHS Shetland	PCARE	DN (Dr) phone patient within 1 Hr							1				1		
NHS Shetland	PCARE	DN (Dr) phone patient within 2 Hrs							1	1			3		
NHS Shetland	PCARE	DN (Dr) phone patient within 4 Hrs	4		2	1	2	1	3	2	1		1		
NHS Shetland	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)				1									
NHS Shetland	PCARE	Home Visit within 1 Hr					2	1			2	3		1	1
NHS Shetland	PCARE	Home Visit within 2 Hrs	2		4		1		1	2	1	1		1	1
NHS Shetland	PCARE	Home Visit within 4 Hrs	3	1	3			6	4	5	1	2	1	3	1

Table 3

Health Board	Care Group	Endpoint	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	13/10/2024	20/10/2024	27/10/2024	03/11/2024
NHS Shetland	PCARE	PCEC within 1 Hr	1		1	1	1	2	1	1	1	1	3	2	2
NHS Shetland	PCARE	PCEC within 2 Hrs	2	2	6	2	3	6	2	3	3		5	5	1
NHS Shetland	PCARE	PCEC within 4 Hrs	8	6	8	7	5	2	5	9	5	6	5	8	13
NHS Shetland	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	2	9	3	2	1		1		4			2	
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				
NHS Shetland	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	2	2	1	1	2				1	2	1	3	
NHS Shetland	PCARE	Speak to clinician within 1 Hr	1	1	2				2	1		1	1		
NHS Shetland	PCARE	Speak to clinician within 2 Hrs	1	1	1	1		2	1	1			1		
NHS Shetland	PCARE	Speak to clinician within 4 Hrs	4	5	2	1	3	2	1	2	5	2	1		1
NHS Shetland	SCARE	999 contacted - For information only	7	4	5	3	1	4	3	2	5	5	6	3	5
NHS Shetland	SCARE	Patient advised to go to A&E	1	1	1		3	4	8	4	8		2	4	1
NHS Shetland	SCARE	Patient sent to A&E via Ambulance within 1 Hr	1						1		1				
NHS Shetland	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	1	1				2	1	1	2		1	1	
NHS Shetland	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	1		3	1			1			1		1	
NHS Shetland	SCARE	Speak to clinician 2 Hrs				1			1		1				
NHS Shetland	SCARE	Speak to clinician within 4 Hrs	1		3				1	2	2	1		1	
NHS Shetland	SLFC_NPA	Distress Brief Intervention			1						1		1		
NHS Shetland	SLFC_NPA	For Information Only	2		1	3	1		1	1			2	1	1
NHS Shetland	SLFC_NPA	Hub to arrange appointment within 24 hours	3	2	1	2	2	3	2	6	1	2	1	1	3
NHS Shetland	SLFC_NPA	Patient advised to contact CPN Team - For Info Only										1		1	
NHS Shetland	SLFC_NPA	Patient advised to contact registered GDP - Info Only	1		2	2	1		2		1	2	2		
NHS Shetland	SLFC_NPA	Patient given self care advice - For Information Only	4	1	2	2	3	1	3	3	1	3	5	3	3
NHS Shetland	SLFC_NPA	Patient given self care dental advice - For Information Only			1									1	
NHS Shetland	SLFC_NPA	Pt advised to contact Dentist - For Information Only				1									
NHS Shetland	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	3	1						1	1				
NHS Shetland	SLFC_NPA	Triage refused - For Information Only						1							
NHS Shetland	SLFC_NPA	Triage refused - Pt terminated call - For Information Only								1			1		
NHS TAYSIDE	PCARE	CPN (Dr) to phone patient within 1 Hr	16	12	12	15	10	15	13	15	17	17	18	11	22
NHS TAYSIDE	PCARE	CPN (Dr) to phone patient within 2 Hrs	25	25	18	25	16	13	19	19	20	18	25	17	27
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 1 Hr	9	6	9	5	2	4	7		1	6	3	2	4
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 2 Hrs	12	10	19	18	16	16	13	11	19	11	8	10	19
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 4 Hrs	46	40	40	45	44	47	43	57	46	39	39	36	32
NHS TAYSIDE	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	1	2	3	2	4	1	5	1	5	1	2	1	4
NHS TAYSIDE	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	2	1	1	1			1		1	1			
NHS TAYSIDE	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	2	1	1	2	1	1	1	6	3	2	1	1	1
NHS TAYSIDE	PCARE	Home Visit within 1 Hr	10	9	8	7	13	9	7	8	10	14	17	15	10
NHS TAYSIDE	PCARE	Home Visit within 2 Hrs	33	25	24	30	29	37	30	35	47	39	42	38	38

Table 3

Health Board	Care Group	Endpoint	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	13/10/2024	20/10/2024	27/10/2024	03/11/2024
NHS TAYSIDE	PCARE	Home Visit within 4 Hrs	42	47	42	38	46	51	47	50	47	69	43	48	37
NHS TAYSIDE	PCARE	PCEC within 1 Hr	59	63	67	76	77	61	74	92	91	103	70	68	78
NHS TAYSIDE	PCARE	PCEC within 2 Hrs	116	109	140	122	133	140	126	140	147	166	133	133	154
NHS TAYSIDE	PCARE	PCEC within 4 Hrs	284	343	283	279	307	329	302	339	321	405	301	308	343
NHS TAYSIDE	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	49	57	57	60	67	41	44	53	51	44	59	61	64
NHS TAYSIDE	PCARE	Pt advised to contact practice - For Information Only	11	8	8	9	10	6	7	6	10	11	5	7	7
NHS TAYSIDE	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	11	9	7	6	5	5	7	3	9	11	7	5	7
NHS TAYSIDE	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	29	38	19	23	23	30	23	26	22	40	28	37	33
NHS TAYSIDE	PCARE	Speak to clinician within 1 Hr	10	39	25	26	15	20	13	18	27	18	23	15	19
NHS TAYSIDE	PCARE	Speak to clinician within 2 Hrs	30	26	28	27	30	26	28	23	29	33	30	25	18
NHS TAYSIDE	PCARE	Speak to clinician within 4 Hrs	56	58	58	54	67	63	52	50	51	58	69	53	39
NHS TAYSIDE	PCARE	Transport to PCEC within 1 Hr		1		1	1			1			1	1	
NHS TAYSIDE	PCARE	Transport to PCEC within 2 Hrs	1							2	2	1		4	
NHS TAYSIDE	PCARE	Transport to PCEC within 4 hrs	2				1					1	1		
NHS TAYSIDE	SCARE	999 contacted - For information only	162	181	178	174	180	193	172	185	189	204	166	179	200
NHS TAYSIDE	SCARE	Patient advised to go to A&E	90	81	60	78	68	95	71	83	79	67	83	77	83
NHS TAYSIDE	SCARE	Patient advised to go to A&E	1		2		2	1	2	2	2	1	1	3	
NHS TAYSIDE	SCARE	Patient sent to A&E via Ambulance within 1 Hr	9	5	5	15	14	10	13	8	10	8	9	13	8
NHS TAYSIDE	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only					1			1					
NHS TAYSIDE	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	106	120	118	122	100	104	91	100	105	83	93	97	89
NHS TAYSIDE	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	2		1	5	4					2	1	1	
NHS TAYSIDE	SCARE	Speak to clinician 2 Hrs	24	26	30	20	29	29	29	26	27	22	20	25	22
NHS TAYSIDE	SCARE	Speak to clinician within 4 Hrs	46	61	49	35	51	49	33	45	49	46	35	40	47
NHS TAYSIDE	SLFC_NPA	Contact Breathing Space							1		1				1
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour		1				2		1		1	1		
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	87	107	129	112	117	102	134	109	115	112	125	104	93
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1			1	3		3	1	2	1	1		
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Pharmacist											1		
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	7	2	6	5	7	6	3	14	3	4	12	7	4
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	4	2		1	2	2		2	2	2	2	4	3
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Self Care	4	6	5	2	3	2	3	3		3	2	1	3
NHS TAYSIDE	SLFC_NPA	Distress Brief Intervention	6	5	6	4	4	5	5	4	5	7	8	9	12
NHS TAYSIDE	SLFC_NPA	For Information Only	47	44	55	52	34	44	29	38	47	41	38	46	52
NHS TAYSIDE	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	1		1		2	1			1				
NHS TAYSIDE	SLFC_NPA	Patient given self care advice - For Information Only	133	149	110	103	134	132	122	110	108	133	117	107	120
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Dentist - For Information Only	2	1	1	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	4		2		3	3	2	2	2	4	2	2	3

Table 3

Health Board	Care Group	Endpoint	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	13/10/2024	20/10/2024	27/10/2024	03/11/2024
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Optician - For Information Only	3	9	4	8	4	1	3	8	4	7	3	3	5
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	19	20	25	34	19	31	16	16	32	15	15	27	20
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Police - For Information Only	8	3	6	7	7	8	2	2	5	3	3	4	8
NHS TAYSIDE	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	8	3	12	11	4	3	3	11	6	7	5	8	
NHS TAYSIDE	Not assigned	Not assigned		1	1		1	1					1		
NHS Western Isles	PCARE	CPN (Dr) to phone patient within 2 Hrs	1			2			1		1			2	2
NHS Western Isles	PCARE	DN (Dr) phone patient within 1 Hr			1					3					
NHS Western Isles	PCARE	DN (Dr) phone patient within 2 Hrs		3											
NHS Western Isles	PCARE	DN (Dr) phone patient within 4 Hrs		2	1	1	4	1	2	2	4	2	1		
NHS Western Isles	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)								1	1	1			
NHS Western Isles	PCARE	Home Visit within 1 Hr	1				1	1	2	1		2	1	1	2
NHS Western Isles	PCARE	Home Visit within 2 Hrs	4	1	2		2	2			2	1	1		2
NHS Western Isles	PCARE	Home Visit within 4 Hrs		2	1	2	4	4	2	3	4	2			1
NHS Western Isles	PCARE	PCEC within 1 Hr		2	4	3	1	2	2	2	3	1		4	2
NHS Western Isles	PCARE	PCEC within 2 Hrs	5	10	4	8	6	6	5	3	6	3	2	5	5
NHS Western Isles	PCARE	PCEC within 4 Hrs	16	13	15	16	8	13	14	10	11	13	11	9	14
NHS Western Isles	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only		8	2	1	4	1	1	5	2	4	1	2	1
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				
NHS Western Isles	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	1	1				3		1		1	2	2	3
NHS Western Isles	PCARE	Speak to clinician within 1 Hr	1	1		4		1		1				1	1
NHS Western Isles	PCARE	Speak to clinician within 2 Hrs	2	1	1		1	3	2		4	3	2	2	1
NHS Western Isles	PCARE	Speak to clinician within 4 Hrs	3	3	3	6	2	3	1	2	2	5	4	2	3
NHS Western Isles	SCARE	999 contacted - For information only	6	5	3	7	10	6	3	5	7	3	8	6	2
NHS Western Isles	SCARE	Patient advised to go to A&E	8	5	7	12	6	1	2		4	7	4	6	4
NHS Western Isles	SCARE	Patient sent to A&E via Ambulance within 1 Hr		1							1	1			1
NHS Western Isles	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	4	5	4	6	2	3		4	2	8	1	2	3
NHS Western Isles	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	1	1	1	1	2	1	1	1	1	1		1	
NHS Western Isles	SCARE	Speak to clinician 2 Hrs			1	1		1	1						
NHS Western Isles	SCARE	Speak to clinician within 4 Hrs	2	3		1	2	2		1				1	
NHS Western Isles	SLFC_NPA	Distress Brief Intervention					1								
NHS Western Isles	SLFC_NPA	For Information Only	3	4	1	1	1		1	2		4	2	3	4
NHS Western Isles	SLFC_NPA	Hub to arrange appointment within 24 hours	5	2	5	2	3	5	2	2	7	4	3	5	2
NHS Western Isles	SLFC_NPA	Hub to arrange contact with Clinician within 1 hour							1				1		
NHS Western Isles	SLFC_NPA	Patient advised to contact CPN Team - For Info Only							1				1		
NHS Western Isles	SLFC_NPA	Patient advised to contact registered GDP - Info Only				1						1		1	
NHS Western Isles	SLFC_NPA	Patient given self care advice - For Information Only	3	5	4	2	3	2	3	8	3	3	5	2	2
NHS Western Isles	SLFC_NPA	Patient given self care dental advice - For Information Only	1							1					

Table 3

Health Board	Care Group	Endpoint	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	13/10/2024	20/10/2024	27/10/2024	03/11/2024
NHS Western Isles	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only													1
NHS Western Isles	SLFC_NPA	Pt advised to contact Midwife - For Information Only		1											
NHS Western Isles	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only				2	1	1	2		1		1	1	
NHS Western Isles	SLFC_NPA	Pt advised to contact Police - 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	SLFC_NPA	Contact Dentist within 12 Hours													1
Not assigned	SLFC_NPA	Contact Dentist within 24 Hours													2
Not assigned	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours													6
Not assigned	SLFC_NPA	Dental Nurse - Not Triaged/Assessed													3
Not assigned	SLFC_NPA	Self Care		1											
Not assigned	Not assigned	Not assigned	14	17	16	21	15	16	11	10	25	12	22	22	23

Table 4

Care Group	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	13/10/2024	20/10/2024	27/10/2024	03/11/2024
PCARE	11,123	11,094	10,503	10,801	11,084	11,196	11,897	11,846	12,668	11,405	11,492	11,080	11,218
SCARE	6,574	6,845	6,368	6,754	6,842	6,784	6,714	6,787	7,199	6,660	6,198	6,518	6,819
SLFC_NPA	4,789	4,494	4,421	4,540	4,409	4,488	4,399	4,411	4,594	4,213	4,219	4,126	4,233
Not assigned	15	24	19	28	20	23	11	10	28	13	26	26	24
Total	22,501	22,457	21,311	22,123	22,355	22,491	23,021	23,054	24,489	22,291	21,935	21,750	22,294

Care Group	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	13/10/2024	20/10/2024	27/10/2024	03/11/2024
PCARE	49.43%	49.40%	49.28%	48.82%	49.58%	49.78%	51.68%	51.38%	51.73%	51.16%	52.39%	50.94%	50.32%
SCARE	29.22%	30.48%	29.88%	30.53%	30.61%	30.16%	29.16%	29.44%	29.40%	29.88%	28.26%	29.97%	30.59%
SLFC_NPA	21.28%	20.01%	20.75%	20.52%	19.72%	19.95%	19.11%	19.13%	18.76%	18.90%	19.23%	18.97%	18.99%
Not assigned	0.07%	0.11%	0.09%	0.13%	0.09%	0.10%	0.05%	0.04%	0.11%	0.06%	0.12%	0.12%	0.11%

Table 5

Calendar day	07/10/2024	08/10/2024	09/10/2024	10/10/2024	11/10/2024	12/10/2024	13/10/2024	14/10/2024	15/10/2024	16/10/2024	17/10/2024	18/10/2024	19/10/2024	20/10/2024	21/10/2024	22/10/2024	23/10/2024	24/10/2024	25/10/2024	26/10/2024	27/10/2024	28/10/2024	29/10/2024	30/10/2024	31/10/2024	01/11/2024	02/11/2024	03/11/2024
Overall Call Volume	451	373	380	341	323	407	426	392	347	362	396	350	399	443	362	381	377	362	318	480	424	402	342	352	333	354	435	431
Overall Calls Connected	358	322	350	305	281	412	388	323	306	283	307	286	354	389	292	321	319	300	289	388	334	311	313	331	306	287	347	408
Median Time to Answer	00:00:08	00:00:06	00:00:06	00:00:08	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:49	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:35	00:00:06	00:00:06	00:00:06	00:00:06	00:00:08	00:00:12	00:00:06	00:00:06	00:00:06	00:00:12	00:00:06	00:00:06
90th Percentile Time to Answer	00:16:57	00:08:24	00:06:11	00:05:35	00:08:58	00:07:29	00:02:28	00:17:56	00:07:43	00:15:50	00:16:57	00:15:20	00:06:20	00:05:28	00:16:52	00:11:40	00:09:39	00:12:58	00:09:25	00:10:29	00:18:48	00:10:39	00:04:48	00:03:12	00:05:51	00:20:60	00:10:58	00:03:34

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	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	13/10/2024	20/10/2024	27/10/2024	03/11/2024
Overall Call Volume	2,702	2,716	2,739	2,805	2,785	2,747	3,018	2,730	2,827	2,761	2,689	2,704	2,649
Overall Calls Connected	2,462	2,355	2,421	2,424	2,480	2,451	2,570	2,389	2,383	2,416	2,248	2,243	2,283
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	00:04:28	00:08:18	00:07:45	00:06:18	00:05:21	00:05:02	00:07:51	00:06:32	00:09:02	00:08:30	00:12:49	00:12:04	00:08:30

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

Graphs

