

## 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: 01/09/2024 to 24/11/2024

### 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	28/10/2024	29/10/2024	30/10/2024	31/10/2024	01/11/2024	02/11/2024	03/11/2024	04/11/2024	05/11/2024	06/11/2024	07/11/2024	08/11/2024	09/11/2024	10/11/2024	11/11/2024	12/11/2024	13/11/2024	14/11/2024	15/11/2024	16/11/2024	17/11/2024	18/11/2024	19/11/2024	20/11/2024	21/11/2024	22/11/2024	23/11/2024	24/11/2024
Overall Call Volume	3,352	2,989	2,851	2,748	2,945	7,145	6,566	3,433	2,936	2,982	3,031	3,162	7,477	6,863	3,488	3,238	3,229	2,698	3,108	7,167	6,946	3,280	3,213	3,053	3,034	3,177	7,163	7,364
Overall Calls Connected	2,792	2,560	2,365	2,265	2,203	5,901	5,762	2,771	2,366	2,123	2,311	2,628	6,368	5,892	2,801	2,621	2,563	2,207	2,232	5,778	5,639	2,678	2,591	2,338	2,555	2,446	5,670	5,735
Callers Disconnected	0.21%	0.23%	0.24%	0.34%	0.85%	0.26%	0.19%	0.64%	0.33%	0.99%	0.29%	0.35%	0.17%	0.16%	0.49%	0.50%	0.42%	0.81%	1.23%	0.43%	0.32%	0.26%	0.36%	0.37%	0.09%	0.48%	0.43%	0.65%
Overall Avg Patient Journey Time	00:37:21	00:37:05	00:39:45	00:35:59	00:47:17	00:46:31	00:40:36	00:39:40	00:38:32	00:51:11	00:47:17	00:38:08	00:41:25	00:43:03	00:39:54	00:38:55	00:39:26	00:45:24	00:46:54	00:43:56	00:44:22	00:43:05	00:44:11	00:40:58	00:33:08	00:38:21	00:44:30	00:48:30
Traged at First Contact %	97.53%	99.08%	99.87%	98.50%	97.59%	91.46%	92.41%	96.89%	98.67%	99.74%	99.24%	96.09%	92.04%	93.53%	99.92%	99.29%	98.96%	99.50%	98.04%	92.08%	93.63%	99.07%	97.88%	97.93%	97.86%	98.20%	91.38%	93.06%
Median Time to Answer	00:10:53	00:09:13	00:09:13	00:13:57	00:29:29	00:18:56	00:15:23	00:15:04	00:15:02	00:22:12	00:17:14	00:13:06	00:14:24	00:14:17	00:13:17	00:14:45	00:14:00	00:27:29	00:30:35	00:21:30	00:13:56	00:12:01	00:19:04	00:18:10	00:05:22	00:14:31	00:18:11	00:26:48
90th Percentile Time to Answer	00:41:01	00:41:17	00:55:20	00:35:23	01:10:30	00:30:16	00:37:51	00:46:20	00:46:13	01:31:32	01:21:03	00:47:25	00:34:32	00:38:09	00:55:42	00:42:53	01:01:53	01:00:38	01:07:03	00:51:58	01:01:47	01:23:45	00:54:20	00:56:33	00:25:37	00:48:37	00:42:56	00:59:38

Table 2

Week Endng Date	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	10/11/2024	17/11/2024	24/11/2024
Overall Call Volume	28,281	28,531	29,016	30,363	29,372	31,183	29,504	28,960	28,837	28,596	29,884	30,114	30,274
Overall Calls Connected	23,694	24,026	24,148	24,649	24,585	26,048	23,839	23,480	23,487	23,849	24,449	23,981	23,953
Caller Discontinued	0.27%	0.20%	0.35%	0.55%	0.30%	0.27%	0.42%	0.44%	0.42%	0.30%	0.35%	0.54%	0.42%
Overall Avg Patient Journey Time	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	00:42:31	00:42:60	00:43:09
Triaged at First Contact %	94.34%	94.82%	94.32%	95.03%	94.65%	94.31%	95.03%	94.57%	95.41%	95.18%	95.30%	95.95%	95.07%
Median Time to Answer	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	00:15:03	00:18:50	00:17:41
90th Percentile Time to Answer	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	00:47:36	00:56:28	00:53:28

Table 3

Health Board	Care Group	Endpoint	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	10/11/2024	17/11/2024	24/11/2024
NHS Ayrshire & Arran	PCARE	CPN (Dr) to phone patient within 1 Hr	20	7	10	22	19	11	13	7	17	12	8	13	11
NHS Ayrshire & Arran	PCARE	CPN (Dr) to phone patient within 2 Hrs	15	12	19	23	24	19	25	15	23	16	24	20	21
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 1 Hr	1	1	1		1	2		3			3	1	
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 2 Hrs	1	1	2	2	6	1	1	2	1	3	3	1	1
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 4 Hrs	7	3	2	9	2	3	4	4	3	2	7	8	4
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)			4	1	8	2	5	4	2	5	2	2	
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)										1			3
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)		2	1	1	1			2	1	1		3	4
NHS Ayrshire & Arran	PCARE	Home Visit within 1 Hr	8	12	9	6	16	12	7	13	9	5	12	14	16
NHS Ayrshire & Arran	PCARE	Home Visit within 2 Hrs	33	26	32	43	41	32	24	33	21	34	26	31	26
NHS Ayrshire & Arran	PCARE	Home Visit within 4 Hrs	50	54	36	62	53	48	43	48	45	41	60	51	54
NHS Ayrshire & Arran	PCARE	PCEC within 1 Hr	36	53	51	63	58	56	40	53	42	45	53	59	55
NHS Ayrshire & Arran	PCARE	PCEC within 2 Hrs	100	110	113	156	135	109	110	109	105	126	139	132	125
NHS Ayrshire & Arran	PCARE	PCEC within 4 Hrs	296	289	297	465	388	292	277	282	270	295	351	316	326
NHS Ayrshire & Arran	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	70	46	42	50	45	48	43	55	58	54	55	57	53
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice - For Information Only	5	4	3	7	8	6	7	8	3	1	8	3	5
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	12	5	3	6	1	5	11	9	7	5	11	6	8
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	28	27	28	23	24	34	19	19	21	16	24	29	34
NHS Ayrshire & Arran	PCARE	Speak to clinician within 1 Hr	18	19	13	20	16	14	10	18	14	14	15	11	14
NHS Ayrshire & Arran	PCARE	Speak to clinician within 2 Hrs	35	22	19	43	20	18	21	15	29	26	20	26	21
NHS Ayrshire & Arran	PCARE	Speak to clinician within 4 Hrs	70	43	43	117	61	47	49	59	33	45	41	48	41
NHS Ayrshire & Arran	SCARE	999 contacted - For information only	132	142	154	161	159	161	159	192	152	155	149	158	160
NHS Ayrshire & Arran	SCARE	Patient advised to go to A&E	116	97	127	139	141	124	111	133	117	108	115	131	118
NHS Ayrshire & Arran	SCARE	Patient advised to go to A&E			1		1		1	1	1			2	2
NHS Ayrshire & Arran	SCARE	Patient sent to A&E via Ambulance within 1 Hr	8	12	14	6	10	11	5	9	11	10	6	11	12
NHS Ayrshire & Arran	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only												1	1
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	86	76	81	80	69	70	65	62	93	69	65	67	77
NHS Ayrshire & Arran	SCARE	Speak to clinician 2 Hrs	21	18	18	18	11	13	20	17	8	17	14	11	15
NHS Ayrshire & Arran	SCARE	Speak to clinician within 4 Hrs	30	37	39	35	27	39	24	32	34	39	29	24	30
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	1	2	
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	83	80	80	91	83	78	85	90	74	95	73	87	96
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour				1		1			4		2	1	2
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Not Triage/Assessed	3	5	3	6	8	3	2	2	3	2	1	2	3
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Routine Contact with Dentist		1	1	1	2	1			1		4		2
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Self Care	1	2	1	4	1	2	1		1		2		2

Table 3

Health Board	Care Group	Endpoint	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	10/11/2024	17/11/2024	24/11/2024
NHS Ayrshire & Arran	SLFC_NPA	Distress Brief Intervention	3	11	7	10	8	5	4	6	4	8	5	5	7
NHS Ayrshire & Arran	SLFC_NPA	For Information Only	44	39	41	45	39	37	33	34	32	33	38	36	28
NHS Ayrshire & Arran	SLFC_NPA	Patient advised to contact CPN Team - For Info Only						2	4	1				2	1
NHS Ayrshire & Arran	SLFC_NPA	Patient given self care advice - For Information Only	124	114	109	137	99	106	113	105	99	108	114	108	94
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1	1		1				1	1	1	1		
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Midwife - For Information Only	2	1	1	2	2	1	2	1	1	1	4		3
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Optician - For Information Only	1	2	4	2	3	3		2	3	1	2		1
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	23	7	15	31	18	19	14	6	8	18	6	13	23
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Police - For Information Only	5	2	5	3	3	2	4	5	1	1	3	5	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						1		
NHS Ayrshire & Arran	SLFC_NPA	Pt given TOXBASE advice - For Information Only						1							
NHS Ayrshire & Arran	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	5	5	8	7	9	3	5	6	7	10	10	4	7
NHS Ayrshire & Arran	Not assigned	Not assigned	2							1					1
NHS Borders	PCARE	CPN (Dr) to phone patient within 1 Hr	8	5	3	5	4	7	1	7	2	4	2		1
NHS Borders	PCARE	CPN (Dr) to phone patient within 2 Hrs	8	6	7	5	8	7	5	3	7	8	7	4	7
NHS Borders	PCARE	DN (Dr) phone patient within 1 Hr	1	1	5	1		2	2	3	1	4	2	2	3
NHS Borders	PCARE	DN (Dr) phone patient within 2 Hrs	5	2	5	2	7	6	5	5	3	3	8	5	3
NHS Borders	PCARE	DN (Dr) phone patient within 4 Hrs	13	15	14	18	15	18	15	12	15	15	16	18	13
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 2 Hrs (Disputed Outcome)												1	
NHS Borders	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)				1				2		1		2	
NHS Borders	PCARE	Home Visit within 1 Hr	2	4	2	3	5	2	4	4	3	1	2	2	2
NHS Borders	PCARE	Home Visit within 2 Hrs	4	8	5	9	6	4	13	13	17	8	11	19	10
NHS Borders	PCARE	Home Visit within 4 Hrs	10	12	12	22	14	11	17	18	14	10	19	20	14
NHS Borders	PCARE	PCEC within 1 Hr	10	9	7	15	16	13	15	22	12	10	8	14	10
NHS Borders	PCARE	PCEC within 2 Hrs	28	26	18	30	30	28	22	40	22	31	20	20	41
NHS Borders	PCARE	PCEC within 4 Hrs	55	60	60	62	57	66	75	82	60	57	48	74	72
NHS Borders	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	22	20	23	14	17	16	25	17	10	20	19	8	18
NHS Borders	PCARE	Pt advised to contact practice - For Information Only	1	2	2	1	2		2		1	1	2	1	1
NHS Borders	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	5	1	1	1		3	2	3	2		2	2	
NHS Borders	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	8	5	9	2	6	5	6	6	9	6	8	6	9
NHS Borders	PCARE	Speak to clinician within 1 Hr	9	4	6	2	7	8	7	2	1	2		2	2
NHS Borders	PCARE	Speak to clinician within 2 Hrs	5	10	3	3	8	3	5	3	4	4	5	4	6
NHS Borders	PCARE	Speak to clinician within 4 Hrs	14	17	10	8	9	12	7	16	14	12	12	6	9
NHS Borders	SCARE	999 contacted - For information only	38	46	43	35	43	51	45	42	45	52	42	36	31
NHS Borders	SCARE	Patient advised to go to A&E	23	42	29	26	40	42	36	26	37	38	37	42	30
NHS Borders	SCARE	Patient advised to go to A&E	1							1		1	1		

Table 3

Health Board	Care Group	Endpoint	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	10/11/2024	17/11/2024	24/11/2024
NHS Borders	SCARE	Patient sent to A&E via Ambulance within 1 Hr	2	4	3	5	5	4	2	4	1	3	2	6	4
NHS Borders	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	36	42	43	38	43	36	31	30	35	37	49	44	26
NHS Borders	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub											1		
NHS Borders	SCARE	Speak to clinician 2 Hrs	11	9	8	10	13	13	5	5	9	11	10	5	7
NHS Borders	SCARE	Speak to clinician within 4 Hrs	14	20	10	15	8	6	12	11	14	8	12	11	14
NHS Borders	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	32	25	21	12	20	31	22	18	13	24	22	20	27
NHS Borders	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour								1					1
NHS Borders	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	2	2	3	1	1	2	1	1	2	2		1	2
NHS Borders	SLFC_NPA	Dental Nurse - Routine Contact with Dentist			2										
NHS Borders	SLFC_NPA	Dental Nurse - Self Care					1	1	1						1
NHS Borders	SLFC_NPA	Distress Brief Intervention	2	3	1	1	5			3		3	3	1	1
NHS Borders	SLFC_NPA	For Information Only	17	6	11	8	9	14	11	5	10	10	7	4	9
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	32	34	36	22	25	26	32	25	29	21	27	27	29
NHS Borders	SLFC_NPA	Pt advised to contact Dentist - For Information Only						1	1						
NHS Borders	SLFC_NPA	Pt advised to contact Midwife - For Information Only	2					1		3			1		
NHS Borders	SLFC_NPA	Pt advised to contact Optician - For Information Only			1	1	3	2		1	2				
NHS Borders	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	2	4	2	6	3	4	4	5	5	4	3	2	5
NHS Borders	SLFC_NPA	Pt advised to contact Police - For Information Only		1	1	1			1	1	2	2		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	2	2	1	1	6		1	1	1	1	2	6	
NHS Dumfries & Gallo	PCARE	CPN (Dr) to phone patient within 1 Hr	2	1	1			3	2		3	3	2	3	
NHS Dumfries & Gallo	PCARE	CPN (Dr) to phone patient within 2 Hrs	8	9	9	6	8	10	9	12	5	9	9	4	4
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 1 Hr	1	2	4		3	2	1	3	2	3	4	2	1
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 2 Hrs	9	6	3	7	9	7	6	10	3	3	4	5	5
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 4 Hrs	19	11	13	14	11	16	14	21	20	20	7	17	13
NHS Dumfries & Gallo	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)			1	2	1			1	1	1		1	2
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	4	2	5	1	1	2	2	3	4	3	3	1	
NHS Dumfries & Gallo	PCARE	Home Visit within 2 Hrs	15	10	9	14	9	14	7	15	9	8	13	11	8
NHS Dumfries & Gallo	PCARE	Home Visit within 4 Hrs	18	10	12	9	11	19	18	9	16	21	12	13	15
NHS Dumfries & Gallo	PCARE	PCEC within 1 Hr	16	8	13	14	6	20	19	13	14	12	16	10	18
NHS Dumfries & Gallo	PCARE	PCEC within 2 Hrs	48	25	33	19	25	45	35	40	31	35	32	33	33
NHS Dumfries & Gallo	PCARE	PCEC within 4 Hrs	120	79	96	81	76	56	86	102	65	64	74	66	92
NHS Dumfries & Gallo	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	10	9	15	15	9	18	8	11	12	7	13	11	5
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice - For Information Only	2	2	4	3	1		3	1				1	1
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	2	2		3	1	1			3	1	2	3	4

Table 3

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



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Health Board	Care Group	Endpoint	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	10/11/2024	17/11/2024	24/11/2024
NHS Fife	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	1	2	1	2	2	1			3	2	5	2	3
NHS Fife	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1		1	1				1			2	1	
NHS Fife	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	1	1				2	1	3	1	1	5	2	
NHS Fife	PCARE	Home Visit within 1 Hr	11	12	13	10	8	8	10	7	5	17	10	8	9
NHS Fife	PCARE	Home Visit within 2 Hrs	32	29	27	26	30	29	28	17	30	29	33	26	33
NHS Fife	PCARE	Home Visit within 4 Hrs	48	41	44	41	56	38	56	42	39	58	38	36	39
NHS Fife	PCARE	PCEC within 1 Hr	38	45	43	45	49	52	56	43	50	63	53	62	50
NHS Fife	PCARE	PCEC within 2 Hrs	105	101	98	117	128	96	138	102	99	114	143	126	144
NHS Fife	PCARE	PCEC within 4 Hrs	279	315	325	306	316	348	399	313	344	278	316	296	322
NHS Fife	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	84	74	70	62	60	65	44	57	81	74	63	88	59
NHS Fife	PCARE	Pt advised to contact practice - For Information Only	6	4	9	6	7	5	8	5	2	7	5	6	7
NHS Fife	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	8	3	1	5	6	3	5	1	6	7	10	4	7
NHS Fife	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	29	21	29	27	29	31	41	29	29	20	35	38	25
NHS Fife	PCARE	Speak to clinician within 1 Hr	18	11	10	11	18	12	9	16	12	12	16	16	22
NHS Fife	PCARE	Speak to clinician within 2 Hrs	20	33	23	18	17	23	34	29	16	20	19	22	22
NHS Fife	PCARE	Speak to clinician within 4 Hrs	58	60	64	45	42	54	48	40	44	45	47	50	46
NHS Fife	SCARE	999 contacted - For information only	162	157	143	168	174	143	192	158	142	172	181	146	167
NHS Fife	SCARE	Patient advised to go to A&E	129	157	121	122	143	144	128	122	141	119	148	137	126
NHS Fife	SCARE	Patient advised to go to A&E	3	2	3		3	2	3	1		1			1
NHS Fife	SCARE	Patient sent to A&E via Ambulance within 1 Hr	10	15	9	12	14	7	9	6	10	16	12	9	18
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	89	128	83	99	92	106	84	66	91	105	110	82	106
NHS Fife	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub				1							1		
NHS Fife	SCARE	Speak to clinician 2 Hrs	26	17	23	22	27	24	10	20	23	23	21	18	14
NHS Fife	SCARE	Speak to clinician within 4 Hrs	42	37	30	38	21	27	26	17	24	29	34	46	39
NHS Fife	SLFC_NPA	Contact Breathing Space	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	88	108	104	111	112	108	103	85	98	94	96	110	104
NHS Fife	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	3	2		1	3	1	1		2	1	1	1	2
NHS Fife	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	3	2	8	3	5	5	4	2	5	4	4	8	5
NHS Fife	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	5	3	2	1		1	3	2	2	4	1	2	1
NHS Fife	SLFC_NPA	Dental Nurse - Self Care	2	3	2	3	2	2	2	2	1	5	4	1	2
NHS Fife	SLFC_NPA	Distress Brief Intervention	10	9	7	3	6	9	9	5	7	10	9	11	10
NHS Fife	SLFC_NPA	For Information Only	58	50	61	64	63	60	61	51	54	46	60	62	81
NHS Fife	SLFC_NPA	Patient advised to contact CPN Team - For Info Only		1	2			2			2		1	1	
NHS Fife	SLFC_NPA	Patient given self care advice - For Information Only	163	166	156	159	149	157	153	140	142	151	151	148	159
NHS Fife	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1				1		2	1				1	

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Health Board	Care Group	Endpoint	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	10/11/2024	17/11/2024	24/11/2024
NHS Fife	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only			1									2	
NHS Fife	SLFC_NPA	Pt advised to contact Midwife - For Information Only		5	2	6	3	4	5	3		4	2	4	2
NHS Fife	SLFC_NPA	Pt advised to contact Optician - For Information Only	3		3	2	2	3	2	3	1	7	3	4	1
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	25	18	24	14	21	19	21	6	15	19	24	11	17
NHS Fife	SLFC_NPA	Pt advised to contact Police - For Information Only	7	4	6	1	6	5	7	3		2	7	6	4
NHS Fife	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information							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	11	6	9	11	19	7	3	16	7	5	14	7	8
NHS Fife	Not assigned	Not assigned	3								2		1		
NHS Forth Valley	PCARE	CPN (Dr) to phone patient within 1 Hr	5	7	8	7	10	8	9	7	9	5	7	13	5
NHS Forth Valley	PCARE	CPN (Dr) to phone patient within 2 Hrs	10	16	17	11	13	7	9	12	11	11	10	7	20
NHS Forth Valley	PCARE	DN (Dr) phone patient within 1 Hr	2	2	1	6		1	2	2	2	4	4	4	2
NHS Forth Valley	PCARE	DN (Dr) phone patient within 2 Hrs	12	8	9	9	9	4	12	14	12	15	7	6	10
NHS Forth Valley	PCARE	DN (Dr) phone patient within 4 Hrs	23	26	24	27	33	26	22	23	24	30	21	29	26
NHS Forth Valley	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2	7	2	2	3	2		3	3	5	2	2	2
NHS Forth Valley	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)		1	1										
NHS Forth Valley	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	1	2		1	2			2	3	2			4
NHS Forth Valley	PCARE	Home Visit within 1 Hr	9	10	7	6	7	10	8	8	8	3	5	8	10
NHS Forth Valley	PCARE	Home Visit within 2 Hrs	16	24	22	24	25	31	15	17	20	23	25	22	21
NHS Forth Valley	PCARE	Home Visit within 4 Hrs	26	26	32	38	38	23	30	32	24	31	21	36	43
NHS Forth Valley	PCARE	PCEC within 1 Hr	41	42	63	48	61	49	67	55	60	31	59	61	50
NHS Forth Valley	PCARE	PCEC within 12 Hrs												1	
NHS Forth Valley	PCARE	PCEC within 2 Hrs	84	99	155	90	88	122	94	115	108	102	103	105	117
NHS Forth Valley	PCARE	PCEC within 4 Hrs	259	308	419	258	277	256	290	361	238	268	287	258	278
NHS Forth Valley	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	79	89	57	63	72	66	66	76	76	70	72	63	77
NHS Forth Valley	PCARE	Pt advised to contact practice - For Information Only	8	10	4	9	9	8	13	5	8	9	6	9	7
NHS Forth Valley	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	5	3	3	5	10	9	7	4	5	9	9	4	8
NHS Forth Valley	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	27	29	34	23	33	19	17	36	31	27	29	31	24
NHS Forth Valley	PCARE	Speak to clinician within 1 Hr	13	10	21	8	10	11	17	8	9	9	6	11	16
NHS Forth Valley	PCARE	Speak to clinician within 2 Hrs	25	20	20	17	15	20	22	19	25	21	12	19	12
NHS Forth Valley	PCARE	Speak to clinician within 4 Hrs	45	47	63	40	44	29	45	57	34	45	40	32	38
NHS Forth Valley	SCARE	999 contacted - For Information Only								1			1		
NHS Forth Valley	SCARE	999 contacted - For information only	108	119	137	139	144	150	145	145	133	114	115	127	144
NHS Forth Valley	SCARE	Patient advised to go to A&E	162	169	178	156	197	156	164	144	163	180	164	190	180
NHS Forth Valley	SCARE	Patient advised to go to A&E		1	2		1					1	2		2
NHS Forth Valley	SCARE	Patient sent to A&E via Ambulance within 1 Hr	9	11	11	6	9	15	10	10	9	7	4	6	5
NHS Forth Valley	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only						1		1					

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Health Board	Care Group	Endpoint	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	10/11/2024	17/11/2024	24/11/2024
NHS Forth Valley	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	220	250	244	225	217	184	199	159	174	205	206	196	205
NHS Forth Valley	SCARE	Speak to clinician 2 Hrs	57	73	59	60	59	42	46	29	35	49	45	61	51
NHS Forth Valley	SCARE	Speak to clinician within 4 Hrs	46	52	62	42	51	47	51	41	34	61	40	54	37
NHS Forth Valley	SLFC_NPA	Contact Breathing Space		1											
NHS Forth Valley	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour						1				1	1		
NHS Forth Valley	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	75	75	74	76	57	74	67	82	55	69	57	57	55
NHS Forth Valley	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour		1	1	1			3	1			1		
NHS Forth Valley	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	6	2	4	6	2	2	1	5	4	2	3	2	4
NHS Forth Valley	SLFC_NPA	Dental Nurse - Routine Contact with Dentist			3	2		1	1	1	2				3
NHS Forth Valley	SLFC_NPA	Dental Nurse - Self Care	2	2	1	1	1		1	3	1	1			1
NHS Forth Valley	SLFC_NPA	Distress Brief Intervention	7	5	7	8	5	8	8	10	3	7	12	8	14
NHS Forth Valley	SLFC_NPA	For Information Only	30	46	47	41	40	44	38	41	25	29	32	40	36
NHS Forth Valley	SLFC_NPA	Patient advised to contact CPN Team - For Info Only		1		1								2	1
NHS Forth Valley	SLFC_NPA	Patient given self care advice - For Information Only	121	98	101	84	83	102	93	104	102	88	128	85	118
NHS Forth Valley	SLFC_NPA	Pt advised to contact Dentist - For Information Only		2					1			1	1		
NHS Forth Valley	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only						1					1		
NHS Forth Valley	SLFC_NPA	Pt advised to contact Midwife - For Information Only	6	4	1	1		4		2	2	3		3	1
NHS Forth Valley	SLFC_NPA	Pt advised to contact Optician - For Information Only	6	6	4	6	3	3	1	4	8	6	2	4	3
NHS Forth Valley	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only					1		1	1			1	1	
NHS Forth Valley	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	17	9	14	17	17	11	11	14	13	11	12	14	12
NHS Forth Valley	SLFC_NPA	Pt advised to contact Police - For Information Only	5	1	5	8	2	2	3	4	1	1		3	
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	4	4	4	4	2	6	5	9	2	4	3	2	8
NHS Forth Valley	Not assigned	Not assigned		1											
NHS Grampian	PCARE	CPN (Dr) to phone patient within 1 Hr	13	31	13	15	22	17	18	15	19	20	20	19	15
NHS Grampian	PCARE	CPN (Dr) to phone patient within 2 Hrs	22	31	13	29	20	15	21	26	20	23	23	16	21
NHS Grampian	PCARE	DN (Dr) phone patient within 1 Hr	1	7	2	3	4	8	4	4	12	5	4	8	4
NHS Grampian	PCARE	DN (Dr) phone patient within 2 Hrs	10	5	8	5	11	5	9	5	7	5	8	6	7
NHS Grampian	PCARE	DN (Dr) phone patient within 4 Hrs	21	25	21	21	25	21	23	23	20	13	20	25	19
NHS Grampian	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	4	6	3	4	3	4	2	3	5	5	3	1	4
NHS Grampian	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)				1				1		1		1	1
NHS Grampian	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	1	4	2	2	5	1	2	1	3	1	1	3	3
NHS Grampian	PCARE	Home Visit within 1 Hr	15	15	16	18	23	20	13	17	18	11	12	17	17
NHS Grampian	PCARE	Home Visit within 2 Hrs	24	59	33	39	65	43	60	49	56	48	49	45	58
NHS Grampian	PCARE	Home Visit within 4 Hrs	57	57	52	69	81	65	63	55	57	79	61	66	75
NHS Grampian	PCARE	PCEC within 1 Hr	63	67	67	82	119	72	71	83	81	60	77	93	83
NHS Grampian	PCARE	PCEC within 12 Hrs												1	
NHS Grampian	PCARE	PCEC within 2 Hrs	132	160	142	166	190	162	161	147	154	176	177	165	165

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Health Board	Care Group	Endpoint	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	10/11/2024	17/11/2024	24/11/2024
NHS Grampian	PCARE	PCEC within 4 Hrs	406	392	407	448	571	402	398	383	423	430	452	423	459
NHS Grampian	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	86	78	77	77	59	86	71	100	71	88	72	108	80
NHS Grampian	PCARE	Pt advised to contact practice - For Information Only	10	12	5	7	18	9	6	9	8	6	9	12	13
NHS Grampian	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	10	9	8	16	7	7	8	12	9	12	14	10	6
NHS Grampian	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	38	36	38	29	44	34	45	47	43	37	51	37	34
NHS Grampian	PCARE	Speak to clinician within 1 Hr	16	21	21	27	25	20	24	20	16	21	11	16	15
NHS Grampian	PCARE	Speak to clinician within 2 Hrs	38	26	32	43	41	39	26	30	33	45	34	19	35
NHS Grampian	PCARE	Speak to clinician within 4 Hrs	92	76	90	91	92	76	75	78	90	79	68	49	69
NHS Grampian	PCARE	Triage refused therefore Dr requested to phone patient			1										
NHS Grampian	SCARE	999 contacted - For Information Only					1								
NHS Grampian	SCARE	999 contacted - For information only	241	239	229	234	283	223	243	264	231	227	271	234	254
NHS Grampian	SCARE	Patient advised to go to A&E	196	209	171	211	185	214	204	193	195	215	206	214	209
NHS Grampian	SCARE	Patient advised to go to A&E	2			1			3	1	1	2		1	2
NHS Grampian	SCARE	Patient sent to A&E via Ambulance within 1 Hr	14	14	18	11	14	17	15	14	5	10	17	12	16
NHS Grampian	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only					1								
NHS Grampian	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only		1											1
NHS Grampian	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	243	227	241	212	191	205	196	159	168	215	211	226	185
NHS Grampian	SCARE	Speak to clinician 2 Hrs	57	50	58	45	45	55	42	33	33	50	45	38	31
NHS Grampian	SCARE	Speak to clinician within 4 Hrs	78	58	53	71	62	59	57	59	48	58	46	57	76
NHS Grampian	SLFC_NPA	Contact Breathing Space											1		
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	1	1		1	2		1	2	1	2			3
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	109	97	104	89	85	78	107	89	108	111	109	104	95
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	2							3	1	4	3	1	1
NHS Grampian	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	5	5	6	3	7	4	6	6	3	5	4	1	3
NHS Grampian	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	3	4	1	1	1	1	2	4			1		3
NHS Grampian	SLFC_NPA	Dental Nurse - Self Care	2		2		4		1	3	2	3	1	1	4
NHS Grampian	SLFC_NPA	Distress Brief Intervention	10	6	5	8	8	6	5	8	12	7	10	9	11
NHS Grampian	SLFC_NPA	For Information Only	118	126	93	107	117	92	118	89	102	100	120	118	91
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	1	1	1
NHS Grampian	SLFC_NPA	Patient given self care advice - For Information Only	163	151	147	140	170	142	166	169	153	135	172	153	150
NHS Grampian	SLFC_NPA	Pt advised to contact Dentist - For Information Only			1		2					1			
NHS Grampian	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only					1		1	1	1		1		
NHS Grampian	SLFC_NPA	Pt advised to contact Midwife - For Information Only	3		3	3	3		3	1	2	2	3	3	2
NHS Grampian	SLFC_NPA	Pt advised to contact Optician - For Information Only	1	5	10	3	2	6	5	3	8	11	4	2	5
NHS Grampian	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only	1					1				1			1
NHS Grampian	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	27	25	26	26	30	26	16	28	21	22	20	24	19
NHS Grampian	SLFC_NPA	Pt advised to contact Police - For Information Only	15	18	10	18	19	12	13	11	12	21	7	11	10

Table 3

Health Board	Care Group	Endpoint	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	10/11/2024	17/11/2024	24/11/2024
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	19	30	26	30	30	20	17	24	8	21	17
NHS Grampian	Not assigned	Not assigned		1	1					1					
NHS Greater Glasgow	PCARE	CPN (Dr) to phone patient within 1 Hr	39	49	36	34	34	58	36	41	46	33	38	26	30
NHS Greater Glasgow	PCARE	CPN (Dr) to phone patient within 2 Hrs	70	68	59	45	57	77	67	50	64	47	59	60	65
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 1 Hr	3	2	3	2	3	2	2		6	4	4	1	4
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 2 Hrs	9	6	6	4	4	6	5	3	7	7	6	3	5
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 4 Hrs	7	3	12	6	11	12	15	14	12	10	14	11	17
NHS Greater Glasgow	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	5	7	7	8	9	12	6	9	8	9	8	12	9
NHS Greater Glasgow	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)		2	1			1	1	3	2	3	1	4	3
NHS Greater Glasgow	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	5	8	5	4	8	4	4	1	7	8	4	4	5
NHS Greater Glasgow	PCARE	Home Visit within 1 Hr	35	26	27	35	29	45	43	27	35	28	25	37	38
NHS Greater Glasgow	PCARE	Home Visit within 2 Hrs	91	69	85	84	89	131	80	72	99	105	85	113	74
NHS Greater Glasgow	PCARE	Home Visit within 4 Hrs	131	123	140	140	109	152	119	117	133	126	120	111	136
NHS Greater Glasgow	PCARE	PCEC within 1 Hr	121	155	128	155	143	224	177	181	159	179	187	225	208
NHS Greater Glasgow	PCARE	PCEC within 2 Hrs	342	324	371	333	364	516	370	340	374	397	456	440	402
NHS Greater Glasgow	PCARE	PCEC within 4 Hrs	902	1,016	1,026	1,074	1,098	1,538	959	1,008	1,034	1,027	1,087	1,002	1,026
NHS Greater Glasgow	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	221	200	213	186	199	175	211	226	238	216	244	246	214
NHS Greater Glasgow	PCARE	Pt advised to contact practice - For Information Only	22	25	19	32	27	24	30	10	35	30	30	22	26
NHS Greater Glasgow	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	26	18	27	32	26	13	22	18	22	22	26	21	20
NHS Greater Glasgow	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	90	96	91	84	74	121	109	139	114	102	114	119	102
NHS Greater Glasgow	PCARE	Speak to clinician within 1 Hr	61	68	44	36	54	61	61	58	48	59	62	46	66
NHS Greater Glasgow	PCARE	Speak to clinician within 2 Hrs	74	82	73	67	72	92	70	78	72	65	67	78	71
NHS Greater Glasgow	PCARE	Speak to clinician within 4 Hrs	172	172	174	147	218	229	152	163	165	170	174	150	154
NHS Greater Glasgow	PCARE	Transport to PCEC within 4 hrs	3	8	4	2	4	4	1	3	4	1	3	2	9
NHS Greater Glasgow	PCARE	Triage refused therefore Dr requested to phone patient		1			1								
NHS Greater Glasgow	SCARE	999 contacted - For information only	398	451	444	449	475	587	468	469	476	501	442	441	488
NHS Greater Glasgow	SCARE	Patient advised to go to A&E	459	450	445	430	418	542	472	441	446	468	469	508	500
NHS Greater Glasgow	SCARE	Patient advised to go to A&E	1	5	3	4		6	4	4	4	4	4	3	4
NHS Greater Glasgow	SCARE	Patient sent to A&E via Ambulance within 1 Hr	19	45	34	32	29	32	30	36	30	18	30	26	35
NHS Greater Glasgow	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only		1				2	1	1					
NHS Greater Glasgow	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only	3		2		1			2					
NHS Greater Glasgow	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	307	380	318	321	312	355	290	261	301	338	321	314	313
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	82	89	75	76	53	70	50	41	55	66	48	70	50
NHS Greater Glasgow	SCARE	Speak to clinician within 4 Hrs	116	122	114	121	108	124	118	91	98	106	116	116	126
NHS Greater Glasgow	SLFC_NPA	Contact Breathing Space	2		2			1			1		1		
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	1	2	3	2	3	3	4	3	1	2	3	4	3

Table 3

Health Board	Care Group	Endpoint	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	10/11/2024	17/11/2024	24/11/2024
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	275	258	287	259	288	351	281	259	259	269	253	260	223
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	6	6		5	4	5	5	6	3	3	2	5	5
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	23	15	16	12	20	17	15	18	11	10	13	5	9
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	5	6	6	5	3	6	4	6	5	2	4	3	4
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Self Care	7	6	5	5	11	8	2	11	5	3	6	5	6
NHS Greater Glasgow	SLFC_NPA	Distress Brief Intervention	18	18	26	29	23	27	16	22	24	17	26	19	22
NHS Greater Glasgow	SLFC_NPA	For Information Only	159	134	131	180	155	190	157	140	143	159	154	161	130
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	1	5	3	1	1	1	1	4	3	3	3	4
NHS Greater Glasgow	SLFC_NPA	Patient given self care advice - For Information Only	428	454	469	432	466	460	424	440	437	452	479	469	444
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Dentist - For Information Only	2	2	1		1	2	3	5	2	2	1	5	1
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only		2				1	1	1				1	
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Midwife - For Information Only	15	7	14	8	12	8	8	10	10	10	6	7	9
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Optician - For Information Only	12	15	15	2	12	14	7	5	10	17	14	16	9
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only				2	2		2	1					
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	67	67	73	72	64	101	51	65	48	70	43	71	56
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Police - For Information Only	17	12	13	14	15	12	14	14	14	9	13	4	5
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact appropriate service - For Info Only		1							2				
NHS Greater Glasgow	SLFC_NPA	Pt given TOXBASE advice - For Information Only												1	
NHS Greater Glasgow	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	24	40	29	22	28	21	26	26	19	22	33	33	16
NHS Greater Glasgow	SLFC_NPA	Untriaged call - OOH Service clinician to phone patient													1
NHS Greater Glasgow	Not assigned		1	1	2			1		1					
NHS HIGHLAND	PCARE	CPN (Dr) to phone patient within 1 Hr	4	10	4	8	3	7	5	8	5	9	8	8	4
NHS HIGHLAND	PCARE	CPN (Dr) to phone patient within 2 Hrs	11	13	13	13	9	11	14	8	11	13	13	10	9
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 1 Hr	3	7	1	3	1	3	4	2	2	1	2	6	1
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 2 Hrs	4	5	6	4	4	2	5	3	5	4	4	5	4
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 4 Hrs	12	17	7	6	11	12	11	10	11	19	15	16	10
NHS HIGHLAND	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2	3	1		1	2		1			2	1	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)		1	1	1	1	3			1		1	1	2
NHS HIGHLAND	PCARE	Home Visit within 1 Hr	10	12	5	6	7	5	11	5	2	9	7	9	5
NHS HIGHLAND	PCARE	Home Visit within 2 Hrs	21	21	15	26	31	28	15	36	20	21	16	11	20
NHS HIGHLAND	PCARE	Home Visit within 4 Hrs	24	19	30	19	36	29	17	43	24	21	18	30	36
NHS HIGHLAND	PCARE	PCEC within 1 Hr	31	25	15	38	30	38	33	35	28	37	30	35	32
NHS HIGHLAND	PCARE	PCEC within 2 Hrs	67	60	57	66	62	80	70	84	75	68	69	75	80
NHS HIGHLAND	PCARE	PCEC within 4 Hrs	153	175	178	183	211	184	131	284	184	161	168	138	144
NHS HIGHLAND	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	44	37	34	29	35	47	35	24	32	34	32	26	25
NHS HIGHLAND	PCARE	Pt advised to contact practice - For Information Only	5	1	6	3	1	4	1	6	6	5	4	3	5

Table 3

Health Board	Care Group	Endpoint	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	10/11/2024	17/11/2024	24/11/2024
NHS HIGHLAND	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	3	2	5	8	5	2	6	1	2	3	6	5	3
NHS HIGHLAND	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	13	20	15	17	14	18	20	20	9	19	25	10	13
NHS HIGHLAND	PCARE	Speak to clinician within 1 Hr	14	5	7	16	11	18	12	14	8	10	12	12	12
NHS HIGHLAND	PCARE	Speak to clinician within 2 Hrs	17	24	22	18	9	20	15	19	16	10	13	14	19
NHS HIGHLAND	PCARE	Speak to clinician within 4 Hrs	44	31	28	40	36	44	31	53	28	31	27	27	41
NHS HIGHLAND	PCARE	Transport to PCEC within 1 Hr												1	
NHS HIGHLAND	PCARE	Transport to PCEC within 2 Hrs								1	1				
NHS HIGHLAND	PCARE	Transport to PCEC within 4 hrs				1				2		1			1
NHS HIGHLAND	SCARE	999 contacted - For information only	103	102	108	107	121	89	88	96	98	97	92	103	102
NHS HIGHLAND	SCARE	Patient advised to go to A&E	72	72	59	57	77	74	73	88	69	69	68	66	45
NHS HIGHLAND	SCARE	Patient advised to go to A&E	1	1	3	1	1	3		1	3				1
NHS HIGHLAND	SCARE	Patient sent to A&E via Ambulance within 1 Hr	4	4	5	3	5	8	7	6	5	3	5	5	7
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	62	56	57	51	49	51	38	35	46	34	48	37	51
NHS HIGHLAND	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	22	15	14	20	17	16	21	21	18	22	9	18	11
NHS HIGHLAND	SCARE	Speak to clinician 2 Hrs	26	11	11	14	11	10	8	11	8	7	9	11	9
NHS HIGHLAND	SCARE	Speak to clinician within 4 Hrs	24	21	13	19	20	21	16	19	25	21	20	13	17
NHS HIGHLAND	SLFC_NPA	Distress Brief Intervention	3	4	7	6	3	3	3	2	4	7	7	2	3
NHS HIGHLAND	SLFC_NPA	For Information Only	26	43	39	32	27	37	37	28	25	24	32	33	34
NHS HIGHLAND	SLFC_NPA	Hub to arrange appointment within 24 hours	78	73	61	57	60	63	61	64	66	65	62	48	51
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	2	1					1	1	
NHS HIGHLAND	SLFC_NPA	Patient advised to contact registered GDP - Info Only	7	6	15	9	13	18	13	8	8	9	9	11	6
NHS HIGHLAND	SLFC_NPA	Patient given self care advice - For Information Only	94	86	81	90	77	93	76	80	74	64	74	82	85
NHS HIGHLAND	SLFC_NPA	Patient given self care dental advice - For Information Only	2			1	4	4	1		2		2	1	3
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Dentist - For Information Only										1		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	2	3		1	3	1	1	1		3		1	
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Optician - For Information Only	3	1	3	2	2	2	1		1	1	4	3	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	6	16	13	8	4	11	12	16	12	8	9	8	12
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Police - For Information Only	3		2	2	4	5	3	1	4	3	5	1	2
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	4	3	2	2	4	2	9	4	2	2	6	1	4
NHS HIGHLAND	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	5	6	3	6	9	2	5	4	6	5	6	8	8
NHS LANARKSHIRE	PCARE	CPN (Dr) to phone patient within 1 Hr	11	15	15	18	16	14	15	13	13	21	9	22	15
NHS LANARKSHIRE	PCARE	CPN (Dr) to phone patient within 2 Hrs	22	22	22	25	12	16	23	15	20	13	24	24	23



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Health Board	Care Group	Endpoint	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	10/11/2024	17/11/2024	24/11/2024
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 1 Hr		1	2	2	1		1	2	1	1	1		
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 2 Hrs	4	3	4		1	5	5	3	3	4	2	1	
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 4 Hrs	9	5	7	6	7	5	8	5	10	6	7	4	6
NHS LANARKSHIRE	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	8	7	2	2	4	6	5	1	6	3	2	7	2
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)	1	5	1	1	1			2	1	4	3	4	1
NHS LANARKSHIRE	PCARE	Home Visit within 1 Hr	8	9	6	9	14	12	7	16	15	13	6	10	18
NHS LANARKSHIRE	PCARE	Home Visit within 2 Hrs	29	37	29	25	39	49	39	26	46	35	40	35	34
NHS LANARKSHIRE	PCARE	Home Visit within 4 Hrs	50	39	54	46	58	51	53	50	49	43	41	41	55
NHS LANARKSHIRE	PCARE	PCEC within 1 Hr	72	79	71	101	89	122	106	108	117	103	112	116	106
NHS LANARKSHIRE	PCARE	PCEC within 2 Hrs	164	158	176	197	217	267	233	192	189	206	239	233	211
NHS LANARKSHIRE	PCARE	PCEC within 4 Hrs	479	507	524	501	574	714	476	502	479	501	554	502	561
NHS LANARKSHIRE	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	87	78	93	89	78	75	97	92	88	86	89	90	90
NHS LANARKSHIRE	PCARE	Pt advised to contact practice - For Information Only	18	14	11	12	14	9	11	9	11	13	9	11	6
NHS LANARKSHIRE	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	12	12	6	8	7	8	7	6	9	8	12	9	6
NHS LANARKSHIRE	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	41	48	42	51	25	62	46	39	46	50	55	51	53
NHS LANARKSHIRE	PCARE	Speak to clinician within 1 Hr	26	28	17	12	17	28	25	24	17	22	27	22	16
NHS LANARKSHIRE	PCARE	Speak to clinician within 2 Hrs	41	31	32	35	31	38	27	38	22	30	38	34	33
NHS LANARKSHIRE	PCARE	Speak to clinician within 4 Hrs	64	75	66	88	82	111	80	83	72	76	61	63	69
NHS LANARKSHIRE	PCARE	Transport to PCEC within 2 Hrs				1		2			1				1
NHS LANARKSHIRE	PCARE	Transport to PCEC within 4 hrs		1	1		2	1			2	1	1	2	
NHS LANARKSHIRE	PCARE	Triage refused therefore Dr requested to phone patient	1												
NHS LANARKSHIRE	SCARE	999 contacted - For information only	210	217	224	195	242	273	266	217	226	218	230	250	251
NHS LANARKSHIRE	SCARE	Patient advised to go to A&E	234	236	237	239	244	302	282	247	278	272	255	275	255
NHS LANARKSHIRE	SCARE	Patient advised to go to A&E	4	4	2	1	1		2	1	1	3	1	1	1
NHS LANARKSHIRE	SCARE	Patient sent to A&E via Ambulance within 1 Hr	12	24	20	23	13	17	15	15	16	13	9	10	18
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	141	105	117	101	92	127	89	81	132	131	106	108	105
NHS LANARKSHIRE	SCARE	Speak to clinician 2 Hrs	35	28	25	32	25	30	17	15	24	34	30	21	23
NHS LANARKSHIRE	SCARE	Speak to clinician within 4 Hrs	47	47	37	36	52	64	50	43	43	49	53	47	49
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	1	1		1			2		5			1	1
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	154	134	125	148	150	175	127	131	133	136	124	121	122
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour		1		2		2		1	2	2		1	4
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Not Triage/Assessed	9	9	6		11	8	5	8	5	10	2	2	3
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	5		1	3	3	4			1	2	3		1
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Self Care	2	4	6	4	2	2	3	2	3		2	2	2
NHS LANARKSHIRE	SLFC_NPA	Distress Brief Intervention	5	12	10	10	17	19	12	11	11	4	13	6	3



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Health Board	Care Group	Endpoint	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	10/11/2024	17/11/2024	24/11/2024
NHS LANARKSHIRE	SLFC_NPA	For Information Only	66	68	58	59	56	88	61	49	59	54	70	49	72
NHS LANARKSHIRE	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	1	1	3	1		1		1	2	1		1	3
NHS LANARKSHIRE	SLFC_NPA	Patient given self care advice - For Information Only	152	175	157	156	144	152	135	151	136	159	151	150	163
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Dentist - For Information Only	4			2	1	2					1		
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only									2	1	1		
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Midwife - For Information Only	3	4	1	4	3	3	5	7	3	8	3	1	2
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Optician - For Information Only	2	2	6	3	5	4	5	7	2	6	6	6	3
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	38	28	41	28	32	32	24	25	31	24	28	26	25
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Police - For Information Only	7	9	12	4	12	10	2	8	5	13	7	3	6
NHS LANARKSHIRE	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	13	5	17	11	8	9	6	6	7	16	11	14	15
NHS LANARKSHIRE	Not assigned	Not assigned	1		1						1				
NHS Lothian	PCARE	CPN (Dr) to phone patient within 1 Hr	26	22	19	24	27	22	25	19	21	18	23	21	18
NHS Lothian	PCARE	CPN (Dr) to phone patient within 2 Hrs	36	47	42	42	31	41	27	38	32	39	47	38	34
NHS Lothian	PCARE	DN (Dr) phone patient within 1 Hr	7	4	6	4	5	9	10	7	1	6	2	4	8
NHS Lothian	PCARE	DN (Dr) phone patient within 2 Hrs	11	16	6	11	12	7	7	11	17	16	14	12	7
NHS Lothian	PCARE	DN (Dr) phone patient within 4 Hrs	31	30	35	41	40	36	37	34	40	38	28	31	31
NHS Lothian	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	7	7	5	7	7	5	10	7	7	5	7	7	8
NHS Lothian	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)		2		2			3		1		1		1
NHS Lothian	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)		3	5	3	3	3	3	2	3	2	2	1	2
NHS Lothian	PCARE	Home Visit within 1 Hr	31	28	19	32	25	34	31	35	29	21	22	30	31
NHS Lothian	PCARE	Home Visit within 2 Hrs	63	58	61	82	53	65	70	72	57	55	53	70	86
NHS Lothian	PCARE	Home Visit within 4 Hrs	79	89	91	109	96	91	88	82	87	89	96	83	102
NHS Lothian	PCARE	PCEC within 1 Hr	117	113	100	130	114	129	130	128	139	121	134	146	125
NHS Lothian	PCARE	PCEC within 2 Hrs	232	258	238	343	276	280	273	302	275	263	306	308	316
NHS Lothian	PCARE	PCEC within 4 Hrs	707	806	821	1,058	784	790	731	766	698	762	836	742	770
NHS Lothian	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	190	154	176	146	199	198	167	181	197	192	178	194	161
NHS Lothian	PCARE	Pt advised to contact practice - For Information Only	17	26	21	29	21	16	17	14	20	18	11	10	16
NHS Lothian	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	18	19	18	18	16	14	22	15	14	19	27	17	14
NHS Lothian	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	79	85	67	100	80	87	81	76	84	79	86	71	74
NHS Lothian	PCARE	Speak to clinician within 1 Hr	27	37	34	48	42	34	40	41	47	33	41	23	36
NHS Lothian	PCARE	Speak to clinician within 2 Hrs	57	50	60	61	46	61	69	54	46	61	49	65	54
NHS Lothian	PCARE	Speak to clinician within 4 Hrs	141	150	149	182	115	145	105	114	104	105	123	130	117
NHS Lothian	PCARE	Transport to PCEC within 2 Hrs	1	3		1		3	3			3		3	
NHS Lothian	PCARE	Transport to PCEC within 4 hrs	3	2				1	1	1	1	2	2	1	3
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	317	309	316	372	337	350	370	318	338	347	345	326	372

Table 3

Health Board	Care Group	Endpoint	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	10/11/2024	17/11/2024	24/11/2024
NHS Lothian	SCARE	Patient advised to go to A&E	368	358	395	430	410	450	386	383	439	390	416	397	373
NHS Lothian	SCARE	Patient advised to go to A&E	5	1	2	3	8	3	1	1	4	6		2	3
NHS Lothian	SCARE	Patient sent to A&E via Ambulance within 1 Hr	31	20	27	20	15	24	22	21	23	33	25	21	28
NHS Lothian	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only			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	429	394	416	386	375	385	393	326	365	422	353	391	342
NHS Lothian	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub						1		1		1	1		1
NHS Lothian	SCARE	Speak to clinician 2 Hrs	81	61	67	62	66	62	65	38	60	59	51	73	53
NHS Lothian	SCARE	Speak to clinician within 4 Hrs	124	104	125	117	109	112	108	102	97	99	109	108	107
NHS Lothian	SLFC_NPA	Contact Breathing Space		1	2	1		1				1		1	
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	3		1	1				1	2	1	3	3	
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	218	211	239	215	246	223	203	187	209	208	190	189	177
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	4	1	3	2	3	5	3	3	2	6	3	6	6
NHS Lothian	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	14	9	14	6	15	7	14	22	13	8	7	6	10
NHS Lothian	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	2	5	6	5	5	3	1	3	1	8	4	5	4
NHS Lothian	SLFC_NPA	Dental Nurse - Self Care	6	10	6	6	1	9	3	6	5	4	7	8	5
NHS Lothian	SLFC_NPA	Distress Brief Intervention	13	24	19	19	13	15	14	19	12	12	18	22	14
NHS Lothian	SLFC_NPA	For Information Only	121	113	127	117	83	115	112	116	126	102	126	103	98
NHS Lothian	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	1	3				1	1	1	2	1	1		1
NHS Lothian	SLFC_NPA	Patient given self care advice - For Information Only	301	281	295	299	292	301	278	303	290	273	322	289	275
NHS Lothian	SLFC_NPA	Pt advised to contact Dentist - For Information Only		3	3	1	2	1	1	2	2	2	1	3	1
NHS Lothian	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only			1	1	2	1	2		1	1	1	2	1
NHS Lothian	SLFC_NPA	Pt advised to contact Midwife - For Information Only	10	9	8	11	12	8	8	8	11	13	10	10	10
NHS Lothian	SLFC_NPA	Pt advised to contact Optician - For Information Only	11	12	17	14	7	4	12	14	11	12	13	9	14
NHS Lothian	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only		2		1	1		1		1			1	2
NHS Lothian	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	61	60	48	67	58	59	41	52	62	55	48	42	54
NHS Lothian	SLFC_NPA	Pt advised to contact Police - For Information Only	8	12	7	16	11	11	13	13	14	6	12	7	9
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
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	20	15	18	20	11	16	8	14	20	12	12	11	18
NHS Lothian	Not assigned	Not assigned			1			2	1		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			1		
NHS Orkney	PCARE	DN (Dr) phone patient within 1 Hr								1				1	1
NHS Orkney	PCARE	DN (Dr) phone patient within 2 Hrs			2						1	1		1	
NHS Orkney	PCARE	DN (Dr) phone patient within 4 Hrs	4		1	2	1	2			1	1	1	1	
NHS Orkney	PCARE	Home Visit within 1 Hr					1	1			1				

Table 3

[illegible]

Table 3

Health Board	Care Group	Endpoint	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	10/11/2024	17/11/2024	24/11/2024
NHS Shetland	PCARE	Home Visit within 1 Hr		2	1			2	3		1	1	1	1	1
NHS Shetland	PCARE	Home Visit within 2 Hrs		1		1	2	1	1		1	1	3	1	1
NHS Shetland	PCARE	Home Visit within 4 Hrs			6	4	5	1	2	1	3	1			1
NHS Shetland	PCARE	PCEC within 1 Hr	1	1	2	1	1	1	1	3	2	2	1		1
NHS Shetland	PCARE	PCEC within 2 Hrs	2	3	6	2	3	3		5	5	1	3	1	2
NHS Shetland	PCARE	PCEC within 4 Hrs	7	5	2	5	9	5	6	5	8	13	8	7	10
NHS Shetland	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	2	1		1		4			2		1	3	
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	1	2				1	2	1	3		1	1	
NHS Shetland	PCARE	Speak to clinician within 1 Hr				2	1		1	1					1
NHS Shetland	PCARE	Speak to clinician within 2 Hrs	1		2	1	1			1			3		
NHS Shetland	PCARE	Speak to clinician within 4 Hrs	1	3	2	1	2	5	2	1		1	1	2	2
NHS Shetland	SCARE	999 contacted - For information only	3	1	4	3	2	5	5	6	3	5	1	5	5
NHS Shetland	SCARE	Patient advised to go to A&E		3	4	8	4	8		2	4	1	4		5
NHS Shetland	SCARE	Patient sent to A&E via Ambulance within 1 Hr				1		1							2
NHS Shetland	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange			2	1	1	2		1	1				
NHS Shetland	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	1			1			1		1			2	
NHS Shetland	SCARE	Speak to clinician 2 Hrs	1			1		1							
NHS Shetland	SCARE	Speak to clinician within 4 Hrs				1	2	2	1		1				
NHS Shetland	SLFC_NPA	Distress Brief Intervention						1		1					
NHS Shetland	SLFC_NPA	For Information Only	3	1		1	1			2	1	1			
NHS Shetland	SLFC_NPA	Hub to arrange appointment within 24 hours	2	2	3	2	6	1	2	1	1	3	2		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	2	1		2		1	2	2			2		
NHS Shetland	SLFC_NPA	Patient given self care advice - For Information Only	2	3	1	3	3	1	3	5	3	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												
NHS Shetland	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only					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				1	
NHS TAYSIDE	PCARE	CPN (Dr) to phone patient within 1 Hr	15	10	15	13	15	17	17	18	11	22	19	10	12
NHS TAYSIDE	PCARE	CPN (Dr) to phone patient within 2 Hrs	25	16	13	19	19	20	18	25	17	27	20	20	17
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 1 Hr	5	2	4	7		1	6	3	2	4	3	3	9
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 2 Hrs	18	16	16	13	11	19	11	8	10	19	12	17	7
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 4 Hrs	45	44	47	43	57	46	39	39	36	32	47	30	34
NHS TAYSIDE	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2	4	1	5	1	5	1	2	1	4	3	1	1
NHS TAYSIDE	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1			1		1	1				1		2

Table 3

Health Board	Care Group	Endpoint	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	10/11/2024	17/11/2024	24/11/2024
NHS TAYSIDE	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	2	1	1	1	6	3	2	1	1	1	1		
NHS TAYSIDE	PCARE	Home Visit within 1 Hr	7	13	9	7	8	10	14	17	15	10	11	13	7
NHS TAYSIDE	PCARE	Home Visit within 2 Hrs	30	29	37	30	35	47	39	42	38	38	41	32	33
NHS TAYSIDE	PCARE	Home Visit within 4 Hrs	38	46	51	47	50	47	69	43	48	37	53	40	63
NHS TAYSIDE	PCARE	PCEC within 1 Hr	76	77	61	74	92	91	103	70	68	78	83	94	81
NHS TAYSIDE	PCARE	PCEC within 2 Hrs	122	133	140	126	140	147	166	133	133	154	132	147	126
NHS TAYSIDE	PCARE	PCEC within 4 Hrs	279	307	329	302	339	321	405	301	308	343	353	362	337
NHS TAYSIDE	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	60	67	41	44	53	51	44	59	61	64	68	49	44
NHS TAYSIDE	PCARE	Pt advised to contact practice - For Information Only	9	10	6	7	6	10	11	5	7	7	7	8	8
NHS TAYSIDE	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	6	5	5	7	3	9	11	7	5	7	8	12	6
NHS TAYSIDE	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	23	23	30	23	26	22	40	28	37	33	24	29	30
NHS TAYSIDE	PCARE	Speak to clinician within 1 Hr	26	15	20	13	18	27	18	23	15	19	19	18	14
NHS TAYSIDE	PCARE	Speak to clinician within 2 Hrs	27	30	26	28	23	29	33	30	25	18	29	27	25
NHS TAYSIDE	PCARE	Speak to clinician within 4 Hrs	54	67	63	52	50	51	58	69	53	39	60	50	54
NHS TAYSIDE	PCARE	Transport to PCEC within 1 Hr	1	1			1			1	1				
NHS TAYSIDE	PCARE	Transport to PCEC within 2 Hrs					2	2	1		4		1		
NHS TAYSIDE	PCARE	Transport to PCEC within 4 hrs		1					1	1			1	1	
NHS TAYSIDE	SCARE	999 contacted - For information only	174	180	193	172	185	189	204	166	179	200	184	196	188
NHS TAYSIDE	SCARE	Patient advised to go to A&E	78	68	95	71	83	79	67	83	77	83	66	90	76
NHS TAYSIDE	SCARE	Patient advised to go to A&E		2	1	2	2	2	1	1	3		1	1	2
NHS TAYSIDE	SCARE	Patient sent to A&E via Ambulance within 1 Hr	15	14	10	13	8	10	8	9	13	8	7	8	4
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	122	100	104	91	100	105	83	93	97	89	83	86	91
NHS TAYSIDE	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	5	4					2	1	1			1	
NHS TAYSIDE	SCARE	Speak to clinician 2 Hrs	20	29	29	29	26	27	22	20	25	22	16	25	20
NHS TAYSIDE	SCARE	Speak to clinician within 4 Hrs	35	51	49	33	45	49	46	35	40	47	38	26	39
NHS TAYSIDE	SLFC_NPA	Contact Breathing Space				1		1				1			
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour			2		1		1	1			1		1
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	112	117	102	134	109	115	112	125	104	93	115	93	108
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1	3		3	1	2	1	1			2	2	1
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Pharmacist								1					
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	5	7	6	3	14	3	4	12	7	4	3	5	3
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1	2	2		2	2	2	2	4	3		4	3
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Self Care	2	3	2	3	3		3	2	1	3	4	2	1
NHS TAYSIDE	SLFC_NPA	Distress Brief Intervention	4	4	5	5	4	5	7	8	9	12	8	13	8
NHS TAYSIDE	SLFC_NPA	For Information Only	52	34	44	29	38	47	41	38	46	52	32	32	46
NHS TAYSIDE	SLFC_NPA	Patient advised to contact CPN Team - For Info Only		2	1			1					1	1	
NHS TAYSIDE	SLFC_NPA	Patient given self care advice - For Information Only	103	134	132	122	110	108	133	117	107	120	130	123	131

Table 3

Health Board	Care Group	Endpoint	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	10/11/2024	17/11/2024	24/11/2024
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1	1	1					1	1		1		
NHS TAYSIDE	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only				1		1			1				
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Midwife - For Information Only		3	3	2	2	2	4	2	2	3		4	
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Optician - For Information Only	8	4	1	3	8	4	7	3	3	5	2	9	11
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	34	19	31	16	16	32	15	15	27	20	22	13	11
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Police - For Information Only	7	7	8	2	2	5	3	3	4	8	1	2	2
NHS TAYSIDE	SLFC_NPA	Pt advised to contact appropriate service - For Info Only													1
NHS TAYSIDE	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	11	4	3	3	11	6	7	5	8		7	9	7
NHS TAYSIDE	Not assigned	Not assigned		1	1					1				1	1
NHS Western Isles	PCARE	CPN (Dr) to phone patient within 1 Hr												1	1
NHS Western Isles	PCARE	CPN (Dr) to phone patient within 2 Hrs	2			1		1			2	2	2	1	2
NHS Western Isles	PCARE	DN (Dr) phone patient within 1 Hr					3						1		1
NHS Western Isles	PCARE	DN (Dr) phone patient within 4 Hrs	1	4	1	2	2	4	2	1			2	1	2
NHS Western Isles	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)					1	1	1				1		
NHS Western Isles	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)											1		1
NHS Western Isles	PCARE	Home Visit within 1 Hr		1	1	2	1		2	1	1	2			
NHS Western Isles	PCARE	Home Visit within 2 Hrs		2	2			2	1	1		2		1	3
NHS Western Isles	PCARE	Home Visit within 4 Hrs	2	4	4	2	3	4	2			1	6	1	3
NHS Western Isles	PCARE	PCEC within 1 Hr	3	1	2	2	2	3	1		4	2	1	3	2
NHS Western Isles	PCARE	PCEC within 2 Hrs	8	6	6	5	3	6	3	2	5	5	9	4	7
NHS Western Isles	PCARE	PCEC within 4 Hrs	16	8	13	14	10	11	13	11	9	14	11	12	12
NHS Western Isles	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	1	4	1	1	5	2	4	1	2	1	1		3
NHS Western Isles	PCARE	Pt advised to contact practice - For Information Only			1		1				1			1	
NHS Western Isles	PCARE	Pt advised to contact practice within 12 Hrs - Info Only				1		1					1	1	1
NHS Western Isles	PCARE	Pt advised to contact practice within 36 Hrs - Info Only			3		1		1	2	2	3		2	1
NHS Western Isles	PCARE	Speak to clinician within 1 Hr	4		1		1				1	1	1		
NHS Western Isles	PCARE	Speak to clinician within 2 Hrs		1	3	2		4	3	2	2	1		2	
NHS Western Isles	PCARE	Speak to clinician within 4 Hrs	6	2	3	1	2	2	5	4	2	3	1	1	2
NHS Western Isles	SCARE	999 contacted - For information only	7	10	6	3	5	7	3	8	6	2	6	5	5
NHS Western Isles	SCARE	Patient advised to go to A&E	12	6	1	2		4	7	4	6	4	4	3	9
NHS Western Isles	SCARE	Patient sent to A&E via Ambulance within 1 Hr						1	1			1			
NHS Western Isles	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	6	2	3		4	2	8	1	2	3	5	1	4
NHS Western Isles	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	1	2	1	1	1	1	1		1		1	1	2
NHS Western Isles	SCARE	Speak to clinician 2 Hrs	1		1	1							1	2	
NHS Western Isles	SCARE	Speak to clinician within 4 Hrs	1	2	2		1				1		1	3	1
NHS Western Isles	SLFC_NPA	Distress Brief Intervention		1									1		1
NHS Western Isles	SLFC_NPA	For Information Only	1	1		1	2		4	2	3	4			4
NHS Western Isles	SLFC_NPA	Hub to arrange appointment within 24 hours	2	3	5	2	2	7	4	3	5	2	3	4	5

Table 3

Health Board	Care Group	Endpoint	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	10/11/2024	17/11/2024	24/11/2024
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	2	3	2	3	8	3	3	5	2	2	6	3	9
NHS Western Isles	SLFC_NPA	Patient given self care dental advice - For Information Only					1								
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			1	
NHS Western Isles	SLFC_NPA	Pt advised to contact Police - For Information Only	1												
Not assigned	PCARE	Contact GP Practice within 4 Hours (ASAP)		1											
Not assigned	PCARE	Home Visit				1									
Not assigned	SCARE	Accident & Emergency (ASAP)												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	Not assigned	Not assigned	21	15	16	11	10	25	12	22	22	23	10	15	11

Table 4

Care Group	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	10/11/2024	17/11/2024	24/11/2024
PCARE	10,801	11,084	11,196	11,897	11,846	12,668	11,405	11,492	11,080	11,218	11,861	11,479	11,575
SCARE	6,754	6,842	6,784	6,714	6,787	7,199	6,660	6,198	6,518	6,819	6,604	6,730	6,695
SLFC_NPA	4,540	4,409	4,488	4,399	4,411	4,594	4,213	4,219	4,126	4,233	4,325	4,175	4,155
Not assigned	28	20	23	11	10	28	13	26	26	24	11	16	14
Total	22,123	22,355	22,491	23,021	23,054	24,489	22,291	21,935	21,750	22,294	22,801	22,400	22,439

Care Group	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	10/11/2024	17/11/2024	24/11/2024
PCARE	48.82%	49.58%	49.78%	51.68%	51.38%	51.73%	51.16%	52.39%	50.94%	50.32%	52.02%	51.25%	51.58%
SCARE	30.53%	30.61%	30.16%	29.16%	29.44%	29.40%	29.88%	28.26%	29.97%	30.59%	28.96%	30.04%	29.84%
SLFC_NPA	20.52%	19.72%	19.95%	19.11%	19.13%	18.76%	18.90%	19.23%	18.97%	18.99%	18.97%	18.64%	18.52%
Not assigned	0.13%	0.09%	0.10%	0.05%	0.04%	0.11%	0.06%	0.12%	0.12%	0.11%	0.05%	0.07%	0.06%



Table 5

Calendar day	28/10/2024	29/10/2024	30/10/2024	31/10/2024	01/11/2024	02/11/2024	03/11/2024	04/11/2024	05/11/2024	06/11/2024	07/11/2024	08/11/2024	09/11/2024	10/11/2024	11/11/2024	12/11/2024	13/11/2024	14/11/2024	15/11/2024	16/11/2024	17/11/2024	18/11/2024	19/11/2024	20/11/2024	21/11/2024	22/11/2024	23/11/2024	24/11/2024
Overall Call Volume	402	342	352	333	354	435	431	374	381	372	415	373	456	496	407	368	391	324	346	445	456	406	409	395	400	373	459	464
Overall Calls Connected	311	313	331	306	267	347	408	345	330	333	342	300	417	405	313	315	347	304	301	374	390	332	336	303	284	272	372	396
Median Time to Answer	00:00:12	00:00:06	00:00:06	00:00:06	00:00:12	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:08	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:09	00:00:14	00:00:16	00:00:06	00:00:06	
90th Percentile Time to Answer	00:10:39	00:04:48	00:03:12	00:05:51	00:20:50	00:10:58	00:03:34	00:02:45	00:09:11	00:04:54	00:12:47	00:10:08	00:04:24	00:07:54	00:14:30	00:09:29	00:06:03	00:02:03	00:04:56	00:09:35	00:10:59	00:13:51	00:12:06	00:14:27	00:15:47	00:20:32	00:11:12	00:10:19

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

Table 6

Week Ending Date	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	10/11/2024	17/11/2024	24/11/2024
Overall Call Volume	2,805	2,785	2,747	3,018	2,730	2,827	2,761	2,689	2,704	2,649	2,867	2,737	2,908
Overall Calls Connected	2,424	2,480	2,451	2,570	2,389	2,383	2,416	2,248	2,243	2,283	2,472	2,344	2,295
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	00:06:18	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	00:07:55	00:08:31	00:13:53

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

Graphs

