

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: 22/09/2024 to 15/12/2024

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	18/11/2024	19/11/2024	20/11/2024	21/11/2024	22/11/2024	23/11/2024	24/11/2024	25/11/2024	26/11/2024	27/11/2024	28/11/2024	29/11/2024	30/11/2024	01/12/2024	02/12/2024	03/12/2024	04/12/2024	05/12/2024	06/12/2024	07/12/2024	08/12/2024	09/12/2024	10/12/2024	11/12/2024	12/12/2024	13/12/2024	14/12/2024	15/12/2024
Overall Call Volume	3,280	3,213	3,053	3,034	3,177	7,153	7,364	3,568	3,289	3,227	3,155	3,366	7,788	7,606	3,778	3,439	3,273	3,361	3,395	7,564	7,424	3,736	3,279	3,347	3,319	3,483	8,483	8,211
Overall Calls Connected	2,678	2,531	2,338	2,555	2,446	5,870	5,725	2,668	2,543	2,490	2,376	2,275	5,703	5,954	2,914	2,460	2,360	2,373	2,362	5,792	5,778	2,920	2,577	2,502	2,428	2,379	5,839	5,731
Callers Disconnected	0.26%	0.36%	0.37%	0.09%	0.48%	0.43%	0.65%	0.92%	0.73%	0.39%	0.60%	1.12%	0.93%	0.51%	0.33%	0.83%	1.20%	0.86%	1.07%	0.89%	0.69%	0.89%	0.66%	0.68%	0.66%	1.58%	1.82%	1.86%
Overall Avg Patient Journey Time	00:43:05	00:44:11	00:40:58	00:33:08	00:38:21	00:44:30	00:48:30	00:45:23	00:44:53	00:40:32	00:40:36	00:52:43	00:50:52	00:44:03	00:41:36	00:49:42	00:44:27	00:45:50	00:51:08	00:54:34	00:52:38	00:44:37	00:42:55	00:49:01	00:46:40	00:52:49	01:04:39	01:11:34
Traged at First Contact %	99.07%	97.88%	97.93%	97.66%	96.20%	91.38%	93.06%	99.80%	99.05%	99.23%	99.68%	95.67%	93.06%	94.13%	97.67%	98.90%	98.64%	99.37%	95.07%	92.71%	93.48%	98.78%	98.00%	96.68%	99.41%	96.01%	92.58%	93.33%
Median Time to Answer	00:12:01	00:19:04	00:18:10	00:05:22	00:14:31	00:18:11	00:26:48	00:27:19	00:17:00	00:18:07	00:17:29	00:35:40	00:27:52	00:25:37	00:19:54	00:34:46	00:29:21	00:30:42	00:38:19	00:39:16	00:35:52	00:23:13	00:18:36	00:28:12	00:30:06	00:35:13	00:53:22	01:05:50
50th Percentile Time to Answer	01:23:45	00:54:20	00:56:33	00:25:37	00:48:37	00:42:56	00:59:38	00:53:33	01:05:04	00:49:19	00:55:13	01:31:19	00:46:05	00:46:18	01:11:12	01:29:42	01:17:39	01:04:56	01:14:42	01:12:00	01:07:10	01:21:11	01:10:29	01:22:49	01:11:23	01:36:29	01:56:09	02:00:55

Table 2

Week Endng Date	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	01/12/2024	08/12/2024	15/12/2024
Overall Call Volume	30,363	29,372	31,183	29,504	28,960	28,837	28,596	29,884	30,114	30,274	31,999	32,234	33,858
Overall Calls Connected	24,649	24,585	26,048	23,839	23,480	23,487	23,849	24,449	23,981	23,953	24,009	24,039	24,376
Caller Discontinued	0.55%	0.30%	0.27%	0.42%	0.44%	0.42%	0.30%	0.35%	0.54%	0.42%	0.73%	0.86%	1.34%
Overall Avg Patient Journey Time	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	00:46:10	00:49:48	00:57:29
Triaged at First Contact %	95.03%	94.65%	94.31%	95.03%	94.57%	95.41%	95.18%	95.30%	95.95%	95.07%	96.21%	95.54%	95.47%
Median Time to Answer	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	00:26:50	00:32:45	00:39:33
90th Percentile Time to Answer	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	01:01:27	01:12:54	01:41:15

Table 3

Health Board	Care Group	Endpoint	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	01/12/2024	08/12/2024	15/12/2024
NHS Ayrshire & Arran	PCARE	CPN (Dr) to phone patient within 1 Hr	22	19	11	13	7	17	12	8	13	11	11	14	4
NHS Ayrshire & Arran	PCARE	CPN (Dr) to phone patient within 2 Hrs	23	24	19	25	15	23	16	24	20	21	16	16	15
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 1 Hr		1	2		3			3	1				
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 2 Hrs	2	6	1	1	2	1	3	3	1	1	3	2	1
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 4 Hrs	9	2	3	4	4	3	2	7	8	4	8	5	6
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	1	8	2	5	4	2	5	2	2		5	3	4
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)	1	1			2	1	1		3	4	1	1	
NHS Ayrshire & Arran	PCARE	Home Visit within 1 Hr	6	16	12	7	13	9	5	12	14	16	3	12	9
NHS Ayrshire & Arran	PCARE	Home Visit within 2 Hrs	43	41	32	24	33	21	34	26	31	26	34	30	36
NHS Ayrshire & Arran	PCARE	Home Visit within 4 Hrs	62	53	48	43	48	45	41	60	51	54	55	37	45
NHS Ayrshire & Arran	PCARE	PCEC within 1 Hr	63	58	56	40	53	42	45	53	59	55	53	69	67
NHS Ayrshire & Arran	PCARE	PCEC within 2 Hrs	156	135	109	110	109	105	126	139	132	125	135	127	143
NHS Ayrshire & Arran	PCARE	PCEC within 4 Hrs	465	388	292	277	282	270	295	351	316	326	320	326	342
NHS Ayrshire & Arran	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	50	45	48	43	55	58	54	55	57	53	60	60	53
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice - For Information Only	7	8	6	7	8	3	1	8	3	5	9	6	5
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	6	1	5	11	9	7	5	11	6	8	6	8	5
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	23	24	34	19	19	21	16	24	29	34	36	26	25
NHS Ayrshire & Arran	PCARE	Speak to clinician within 1 Hr	20	16	14	10	18	14	14	15	11	14	17	14	12
NHS Ayrshire & Arran	PCARE	Speak to clinician within 2 Hrs	43	20	18	21	15	29	26	20	26	21	11	30	29
NHS Ayrshire & Arran	PCARE	Speak to clinician within 4 Hrs	117	61	47	49	59	33	45	41	48	41	67	53	56
NHS Ayrshire & Arran	SCARE	999 contacted - For information only	161	159	161	159	192	152	155	149	158	160	169	165	159
NHS Ayrshire & Arran	SCARE	Patient advised to go to A&E	139	141	124	111	133	117	108	115	131	118	131	124	128
NHS Ayrshire & Arran	SCARE	Patient advised to go to A&E		1		1	1	1			2	2	3		1
NHS Ayrshire & Arran	SCARE	Patient sent to A&E via Ambulance within 1 Hr	6	10	11	5	9	11	10	6	11	12	14	8	10
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	80	69	70	65	62	93	69	65	67	77	60	74	80
NHS Ayrshire & Arran	SCARE	Speak to clinician 2 Hrs	18	11	13	20	17	8	17	14	11	15	10	11	12
NHS Ayrshire & Arran	SCARE	Speak to clinician within 4 Hrs	35	27	39	24	32	34	39	29	24	30	25	42	35
NHS Ayrshire & Arran	SLFC_NPA	Contact Breathing Space				1									
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour		2	2			1	1	1	2				
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	91	83	78	85	90	74	95	73	87	96	79	73	76
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 Triaged/Assessed	6	8	3	2	2	3	2	1	2	3		4	1
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1	2	1			1		4		2		4	2
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Self Care	4	1	2	1		1		2		2		1	1

Table 3

Health Board	Care Group	Endpoint	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	01/12/2024	08/12/2024	15/12/2024
NHS Ayrshire & Arran	SLFC_NPA	Distress Brief Intervention	10	8	5	4	6	4	8	5	5	7	7	7	5
NHS Ayrshire & Arran	SLFC_NPA	For Information Only	45	39	37	33	34	32	33	38	36	28	24	36	43
NHS Ayrshire & Arran	SLFC_NPA	Patient advised to contact CPN Team - For Info Only			2	4	1				2	1	1		
NHS Ayrshire & Arran	SLFC_NPA	Patient given self care advice - For Information Only	137	99	106	113	105	99	108	114	108	94	114	110	94
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1				1	1	1	1					1
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Midwife - For Information Only	2	2	1	2	1	1	1	4		3		1	4
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Optician - For Information Only	2	3	3		2	3	1	2		1	3	3	
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	31	18	19	14	6	8	18	6	13	23	18	10	20
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Police - For Information Only	3	3	2	4	5	1	1	3	5	2	3	5	7
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			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	7	9	3	5	6	7	10	10	4	7	8	8	9
NHS Ayrshire & Arran	Not assigned	Not assigned					1					1			
NHS Borders	PCARE	CPN (Dr) to phone patient within 1 Hr	5	4	7	1	7	2	4	2		1		4	2
NHS Borders	PCARE	CPN (Dr) to phone patient within 2 Hrs	5	8	7	5	3	7	8	7	4	7	8	6	5
NHS Borders	PCARE	DN (Dr) phone patient within 1 Hr	1		2	2	3	1	4	2	2	3	3	2	
NHS Borders	PCARE	DN (Dr) phone patient within 2 Hrs	2	7	6	5	5	3	3	8	5	3	2	3	3
NHS Borders	PCARE	DN (Dr) phone patient within 4 Hrs	18	15	18	15	12	15	15	16	18	13	9	5	7
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		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	3	5	2	4	4	3	1	2	2	2	2	4	2
NHS Borders	PCARE	Home Visit within 2 Hrs	9	6	4	13	13	17	8	11	19	10	8	5	9
NHS Borders	PCARE	Home Visit within 4 Hrs	22	14	11	17	18	14	10	19	20	14	14	13	15
NHS Borders	PCARE	PCEC within 1 Hr	15	16	13	15	22	12	10	8	14	10	12	13	7
NHS Borders	PCARE	PCEC within 2 Hrs	30	30	28	22	40	22	31	20	20	41	30	28	17
NHS Borders	PCARE	PCEC within 4 Hrs	62	57	66	75	82	60	57	48	74	72	73	67	51
NHS Borders	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	14	17	16	25	17	10	20	19	8	18	17	20	21
NHS Borders	PCARE	Pt advised to contact practice - For Information Only	1	2		2		1	1	2	1	1		3	
NHS Borders	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	1		3	2	3	2		2	2		1	4	1
NHS Borders	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	2	6	5	6	6	9	6	8	6	9	7	8	8
NHS Borders	PCARE	Speak to clinician within 1 Hr	2	7	8	7	2	1	2		2	2	1	6	4
NHS Borders	PCARE	Speak to clinician within 2 Hrs	3	8	3	5	3	4	4	5	4	6	4	9	4
NHS Borders	PCARE	Speak to clinician within 4 Hrs	8	9	12	7	16	14	12	12	6	9	4	11	6
NHS Borders	SCARE	999 contacted - For information only	35	43	51	45	42	45	52	42	36	31	49	50	39
NHS Borders	SCARE	Patient advised to go to A&E	26	40	42	36	26	37	38	37	42	30	35	28	30
NHS Borders	SCARE	Patient advised to go to A&E					1		1	1				1	1

Table 3

Health Board	Care Group	Endpoint	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	01/12/2024	08/12/2024	15/12/2024
NHS Borders	SCARE	Patient sent to A&E via Ambulance within 1 Hr	5	5	4	2	4	1	3	2	6	4	7	5	3
NHS Borders	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	38	43	36	31	30	35	37	49	44	26	31	34	42
NHS Borders	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub								1					1
NHS Borders	SCARE	Speak to clinician 2 Hrs	10	13	13	5	5	9	11	10	5	7	8	3	1
NHS Borders	SCARE	Speak to clinician within 4 Hrs	15	8	6	12	11	14	8	12	11	14	7	15	9
NHS Borders	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	12	20	31	22	18	13	24	22	20	27	15	17	17
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	1	2	1	1	2	2		1	2	1	1	2
NHS Borders	SLFC_NPA	Dental Nurse - Routine Contact with Dentist											1		
NHS Borders	SLFC_NPA	Dental Nurse - Self Care		1	1	1						1			
NHS Borders	SLFC_NPA	Distress Brief Intervention	1	5			3		3	3	1	1	2	1	1
NHS Borders	SLFC_NPA	For Information Only	8	9	14	11	5	10	10	7	4	9	7	10	8
NHS Borders	SLFC_NPA	Patient advised to contact CPN Team - For Info Only						1							
NHS Borders	SLFC_NPA	Patient given self care advice - For Information Only	22	25	26	32	25	29	21	27	27	29	19	31	33
NHS Borders	SLFC_NPA	Pt advised to contact Dentist - For Information Only			1	1									
NHS Borders	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only											1		
NHS Borders	SLFC_NPA	Pt advised to contact Midwife - For Information Only			1		3			1				2	
NHS Borders	SLFC_NPA	Pt advised to contact Optician - For Information Only	1	3	2		1	2						2	2
NHS Borders	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	6	3	4	4	5	5	4	3	2	5	3	3	3
NHS Borders	SLFC_NPA	Pt advised to contact Police - For Information Only	1			1	1	2	2		1			1	1
NHS Borders	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	1	6		1	1	1	1	2	6			2	
NHS Dumfries & Gallo	PCARE	CPN (Dr) to phone patient within 1 Hr			3	2		3	3	2	3		2	3	2
NHS Dumfries & Gallo	PCARE	CPN (Dr) to phone patient within 2 Hrs	6	8	10	9	12	5	9	9	4	4	9	6	5
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 1 Hr		3	2	1	3	2	3	4	2	1	4	1	1
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 2 Hrs	7	9	7	6	10	3	3	4	5	5	1	3	5
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 4 Hrs	14	11	16	14	21	20	20	7	17	13	20	20	14
NHS Dumfries & Gallo	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2	1			1	1	1		1	2		1	
NHS Dumfries & Gallo	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)								1					
NHS Dumfries & Gallo	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)				1							1		1
NHS Dumfries & Gallo	PCARE	Home Visit within 1 Hr	1	1	2	2	3	4	3	3	1		2	2	4
NHS Dumfries & Gallo	PCARE	Home Visit within 2 Hrs	14	9	14	7	15	9	8	13	11	8	12	5	8
NHS Dumfries & Gallo	PCARE	Home Visit within 4 Hrs	9	11	19	18	9	16	21	12	13	15	13	10	15
NHS Dumfries & Gallo	PCARE	PCEC within 1 Hr	14	6	20	19	13	14	12	16	10	18	17	9	10
NHS Dumfries & Gallo	PCARE	PCEC within 2 Hrs	19	25	45	35	40	31	35	32	33	33	38	26	36
NHS Dumfries & Gallo	PCARE	PCEC within 4 Hrs	81	76	56	86	102	65	64	74	66	92	82	71	78
NHS Dumfries & Gallo	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	15	9	18	8	11	12	7	13	11	5	11	13	21
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice - For Information Only	3	1		3	1				1	1	4	1	2
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	3	1	1			3	1	2	3	4	5	2	

Table 3

Health Board	Care Group	Endpoint	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	01/12/2024	08/12/2024	15/12/2024
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	10	8	9	3	3	9	4	7	4	8	11	6	5
NHS Dumfries & Gallo	PCARE	Speak to clinician within 1 Hr	2	4	3	7	6	10	6	2	2	2	5	7	7
NHS Dumfries & Gallo	PCARE	Speak to clinician within 2 Hrs	5	7	8	8	13	8	5	8	3	10	11	12	4
NHS Dumfries & Gallo	PCARE	Speak to clinician within 4 Hrs	12	14	6	11	29	13	11	19	8	11	6	12	9
NHS Dumfries & Gallo	PCARE	Transport to PCEC within 1 Hr										1			
NHS Dumfries & Gallo	PCARE	Transport to PCEC within 2 Hrs									1				1
NHS Dumfries & Gallo	SCARE	999 contacted - For information only	41	54	54	38	53	45	51	40	47	34	39	34	39
NHS Dumfries & Gallo	SCARE	Patient advised to go to A&E	38	39	33	36	38	34	30	47	27	44	30	30	28
NHS Dumfries & Gallo	SCARE	Patient advised to go to A&E			1			1	3	1		1	1	1	
NHS Dumfries & Gallo	SCARE	Patient sent to A&E via Ambulance within 1 Hr	4	4	1	3	5	8	5	2	3	3	3	7	6
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	12	11	9	15	13	5	9	7	12	8	8	12	6
NHS Dumfries & Gallo	SCARE	Speak to clinician 2 Hrs	2	1	1	2	2	2		2	1		2	2	
NHS Dumfries & Gallo	SCARE	Speak to clinician within 4 Hrs	4	7	8	8	6	7	4	3	8	7	6	5	4
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	32	30	38	36	32	42	41	26	44	39	31	32	37
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		3	2				6	1	1				1
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1	2			1								1
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Self Care				1			2			1			1
NHS Dumfries & Gallo	SLFC_NPA	Distress Brief Intervention		3				1		2	5		2	2	1
NHS Dumfries & Gallo	SLFC_NPA	For Information Only	8	12	10	7	9	7	8	9	13	9	10	7	9
NHS Dumfries & Gallo	SLFC_NPA	Patient given self care advice - For Information Only	24	32	17	22	23	21	26	23	20	31	29	24	23
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Midwife - For Information Only	1	1				2				2	1		1
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	3	3	3	2	7	1	1	5	3	2	1	8	7
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Police - For Information Only	1	3		3	1	2	3	3		1			3
NHS Dumfries & Gallo	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	2	2	3	2	2	2	3	2	2	3	1	1	1
NHS Fife	PCARE	CPN (Dr) to phone patient within 1 Hr	14	12	16	19	12	16	11	13	18	19	7	18	15
NHS Fife	PCARE	CPN (Dr) to phone patient within 2 Hrs	19	15	15	29	24	14	13	31	22	19	19	21	26
NHS Fife	PCARE	DN (Dr) phone patient within 1 Hr	3	7	4	4	5	2	6	7	4	7	5	4	3
NHS Fife	PCARE	DN (Dr) phone patient within 2 Hrs	15	6	7	18	7	8	11	21	5	7	12	10	9
NHS Fife	PCARE	DN (Dr) phone patient within 4 Hrs	34	40	42	47	31	28	30	36	45	38	36	38	33
NHS Fife	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2	2	1			3	2	5	2	3	3	1	1
NHS Fife	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1				1			2	1			1	
NHS Fife	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)			2	1	3	1	1	5	2		1		1
NHS Fife	PCARE	Home Visit within 1 Hr	10	8	8	10	7	5	17	10	8	9	10	8	8
NHS Fife	PCARE	Home Visit within 2 Hrs	26	30	29	28	17	30	29	33	26	33	24	30	35

Table 3

Health Board	Care Group	Endpoint	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	01/12/2024	08/12/2024	15/12/2024
NHS Fife	PCARE	Home Visit within 4 Hrs	41	56	38	56	42	39	58	38	36	39	56	40	35
NHS Fife	PCARE	PCEC within 1 Hr	45	49	52	56	43	50	63	53	62	50	66	71	65
NHS Fife	PCARE	PCEC within 2 Hrs	117	128	96	138	102	99	114	143	126	144	150	136	166
NHS Fife	PCARE	PCEC within 4 Hrs	306	316	348	399	313	344	278	316	296	322	319	314	327
NHS Fife	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	62	60	65	44	57	81	74	63	88	59	79	89	66
NHS Fife	PCARE	Pt advised to contact practice - For Information Only	6	7	5	8	5	2	7	5	6	7	3	10	2
NHS Fife	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	5	6	3	5	1	6	7	10	4	7	6	9	10
NHS Fife	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	27	29	31	41	29	29	20	35	38	25	34	28	23
NHS Fife	PCARE	Speak to clinician within 1 Hr	11	18	12	9	16	12	12	16	16	22	13	15	16
NHS Fife	PCARE	Speak to clinician within 2 Hrs	18	17	23	34	29	16	20	19	22	22	20	26	18
NHS Fife	PCARE	Speak to clinician within 4 Hrs	45	42	54	48	40	44	45	47	50	46	33	36	43
NHS Fife	SCARE	999 contacted - For information only	168	174	143	192	158	142	172	181	146	167	145	164	179
NHS Fife	SCARE	Patient advised to go to A&E	122	143	144	128	122	141	119	148	137	126	152	140	151
NHS Fife	SCARE	Patient advised to go to A&E		3	2	3	1		1			1	1		
NHS Fife	SCARE	Patient sent to A&E via Ambulance within 1 Hr	12	14	7	9	6	10	16	12	9	18	14	9	7
NHS Fife	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only									1	1			
NHS Fife	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	99	92	106	84	66	91	105	110	82	106	110	94	109
NHS Fife	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	1							1			1		
NHS Fife	SCARE	Speak to clinician 2 Hrs	22	27	24	10	20	23	23	21	18	14	24	11	14
NHS Fife	SCARE	Speak to clinician within 4 Hrs	38	21	27	26	17	24	29	34	46	39	34	31	32
NHS Fife	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour			1	1			1				1		1
NHS Fife	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	111	112	108	103	85	98	94	96	110	104	66	99	85
NHS Fife	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1	3	1	1		2	1	1	1	2	1		
NHS Fife	SLFC_NPA	Dental Nurse - Not Triage/Assessed	3	5	5	4	2	5	4	4	8	5	4	5	3
NHS Fife	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1		1	3	2	2	4	1	2	1	2		
NHS Fife	SLFC_NPA	Dental Nurse - Self Care	3	2	2	2	2	1	5	4	1	2	1	2	3
NHS Fife	SLFC_NPA	Distress Brief Intervention	3	6	9	9	5	7	10	9	11	10	7	3	7
NHS Fife	SLFC_NPA	For Information Only	64	63	60	61	51	54	46	60	62	81	85	67	50
NHS Fife	SLFC_NPA	Patient advised to contact CPN Team - For Info Only			2			2		1	1				
NHS Fife	SLFC_NPA	Patient given self care advice - For Information Only	159	149	157	153	140	142	151	151	148	159	147	148	126
NHS Fife	SLFC_NPA	Pt advised to contact Dentist - For Information Only		1		2	1				1			2	
NHS Fife	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only									2				
NHS Fife	SLFC_NPA	Pt advised to contact Midwife - For Information Only	6	3	4	5	3		4	2		2		1	3

Table 3

Health Board	Care Group	Endpoint	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	01/12/2024	08/12/2024	15/12/2024
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	19	7	3	16	7	5	14	7	8	21	21	5
NHS Fife	Not assigned	Not assigned						2		1					
NHS Forth Valley	PCARE	CPN (Dr) to phone patient within 1 Hr	7	10	8	9	7	9	5	7	13	5	6	5	6
NHS Forth Valley	PCARE	CPN (Dr) to phone patient within 2 Hrs	11	13	7	9	12	11	11	10	7	20	5	10	18
NHS Forth Valley	PCARE	DN (Dr) phone patient within 1 Hr	6		1	2	2	2	4	4	4	2	1	1	1
NHS Forth Valley	PCARE	DN (Dr) phone patient within 2 Hrs	9	9	4	12	14	12	15	7	6	10	4	7	11
NHS Forth Valley	PCARE	DN (Dr) phone patient within 4 Hrs	27	33	26	22	23	24	30	21	29	26	22	29	27
NHS Forth Valley	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2	3	2		3	3	5	2	2	2	4	2	3
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			2	3	2			4	2	3	1
NHS Forth Valley	PCARE	Home Visit within 1 Hr	6	7	10	8	8	8	3	5	8	10	9	5	7
NHS Forth Valley	PCARE	Home Visit within 2 Hrs	24	25	31	15	17	20	23	25	22	21	25	20	20
NHS Forth Valley	PCARE	Home Visit within 4 Hrs	38	38	23	30	32	24	31	21	36	43	23	17	29
NHS Forth Valley	PCARE	PCEC within 1 Hr	48	61	49	67	55	60	31	59	61	50	37	63	65
NHS Forth Valley	PCARE	PCEC within 12 Hrs									1				
NHS Forth Valley	PCARE	PCEC within 2 Hrs	90	88	122	94	115	108	102	103	105	117	112	118	121
NHS Forth Valley	PCARE	PCEC within 4 Hrs	258	277	256	290	361	238	268	287	258	278	280	264	279
NHS Forth Valley	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	63	72	66	66	76	76	70	72	63	77	60	62	74
NHS Forth Valley	PCARE	Pt advised to contact practice - For Information Only	9	9	8	13	5	8	9	6	9	7	9	5	9
NHS Forth Valley	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	5	10	9	7	4	5	9	9	4	8	5	12	8
NHS Forth Valley	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	23	33	19	17	36	31	27	29	31	24	34	24	31
NHS Forth Valley	PCARE	Speak to clinician within 1 Hr	8	10	11	17	8	9	9	6	11	16	6	10	13
NHS Forth Valley	PCARE	Speak to clinician within 2 Hrs	17	15	20	22	19	25	21	12	19	12	15	19	20
NHS Forth Valley	PCARE	Speak to clinician within 4 Hrs	40	44	29	45	57	34	45	40	32	38	30	29	34
NHS Forth Valley	SCARE	999 contacted - For Information Only					1			1					
NHS Forth Valley	SCARE	999 contacted - For information only	139	144	150	145	145	133	114	115	127	144	111	124	119
NHS Forth Valley	SCARE	Patient advised to go to A&E	156	197	156	164	144	163	180	164	190	180	170	156	155
NHS Forth Valley	SCARE	Patient advised to go to A&E		1					1	2		2			3
NHS Forth Valley	SCARE	Patient sent to A&E via Ambulance within 1 Hr	6	9	15	10	10	9	7	4	6	5	17	14	6
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	225	217	184	199	159	174	205	206	196	205	198	205	184
NHS Forth Valley	SCARE	Speak to clinician 2 Hrs	60	59	42	46	29	35	49	45	61	51	35	36	34
NHS Forth Valley	SCARE	Speak to clinician within 4 Hrs	42	51	47	51	41	34	61	40	54	37	50	54	46
NHS Forth Valley	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour			1				1	1			1		
NHS Forth Valley	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	76	57	74	67	82	55	69	57	57	55	57	72	55
NHS Forth Valley	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1			3	1			1					
NHS Forth Valley	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	6	2	2	1	5	4	2	3	2	4	2	2	2

Table 3

Health Board	Care Group	Endpoint	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	01/12/2024	08/12/2024	15/12/2024
NHS Forth Valley	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	2		1	1	1	2				3		1	
NHS Forth Valley	SLFC_NPA	Dental Nurse - Self Care	1	1		1	3	1	1			1		2	1
NHS Forth Valley	SLFC_NPA	Distress Brief Intervention	8	5	8	8	10	3	7	12	8	14	9	12	7
NHS Forth Valley	SLFC_NPA	For Information Only	41	40	44	38	41	25	29	32	40	36	33	28	39
NHS Forth Valley	SLFC_NPA	Hub to arrange appointment within 24 hours											1		
NHS Forth Valley	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	1								2	1			
NHS Forth Valley	SLFC_NPA	Patient given self care advice - For Information Only	84	83	102	93	104	102	88	128	85	118	120	86	110
NHS Forth Valley	SLFC_NPA	Pt advised to contact Dentist - For Information Only				1			1	1			1	2	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	1		4		2	2	3		3	1	3	5	3
NHS Forth Valley	SLFC_NPA	Pt advised to contact Optician - For Information Only	6	3	3	1	4	8	6	2	4	3	6	2	7
NHS Forth Valley	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only		1		1	1			1	1			1	2
NHS Forth Valley	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	17	17	11	11	14	13	11	12	14	12	19	19	16
NHS Forth Valley	SLFC_NPA	Pt advised to contact Police - For Information Only	8	2	2	3	4	1	1		3		3	6	5
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	2	6	5	9	2	4	3	2	8	5	8	7
NHS Grampian	PCARE	CPN (Dr) to phone patient within 1 Hr	15	22	17	18	15	19	20	20	19	15	14	9	12
NHS Grampian	PCARE	CPN (Dr) to phone patient within 2 Hrs	29	20	15	21	26	20	23	23	16	21	10	16	20
NHS Grampian	PCARE	DN (Dr) phone patient within 1 Hr	3	4	8	4	4	12	5	4	8	4	4	3	5
NHS Grampian	PCARE	DN (Dr) phone patient within 2 Hrs	5	11	5	9	5	7	5	8	6	7	10	7	7
NHS Grampian	PCARE	DN (Dr) phone patient within 4 Hrs	21	25	21	23	23	20	13	20	25	19	16	12	14
NHS Grampian	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	4	3	4	2	3	5	5	3	1	4	3	2	8
NHS Grampian	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1				1		1		1	1			1
NHS Grampian	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	2	5	1	2	1	3	1	1	3	3		1	2
NHS Grampian	PCARE	Home Visit within 1 Hr	18	23	20	13	17	18	11	12	17	17	11	15	20
NHS Grampian	PCARE	Home Visit within 2 Hrs	39	65	43	60	49	56	48	49	45	58	55	47	50
NHS Grampian	PCARE	Home Visit within 4 Hrs	69	81	65	63	55	57	79	61	66	75	83	45	69
NHS Grampian	PCARE	PCEC within 1 Hr	82	119	72	71	83	81	60	77	93	83	85	90	81
NHS Grampian	PCARE	PCEC within 12 Hrs									1				
NHS Grampian	PCARE	PCEC within 2 Hrs	166	190	162	161	147	154	176	177	165	165	157	175	212
NHS Grampian	PCARE	PCEC within 4 Hrs	448	571	402	398	383	423	430	452	423	459	409	433	448
NHS Grampian	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	77	59	86	71	100	71	88	72	108	80	98	75	67
NHS Grampian	PCARE	Pt advised to contact practice - For Information Only	7	18	9	6	9	8	6	9	12	13	10	7	3
NHS Grampian	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	16	7	7	8	12	9	12	14	10	6	8	18	11
NHS Grampian	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	29	44	34	45	47	43	37	51	37	34	41	34	43
NHS Grampian	PCARE	Speak to clinician within 1 Hr	27	25	20	24	20	16	21	11	16	15	20	15	22
NHS Grampian	PCARE	Speak to clinician within 2 Hrs	43	41	39	26	30	33	45	34	19	35	31	47	47
NHS Grampian	PCARE	Speak to clinician within 4 Hrs	91	92	76	75	78	90	79	68	49	69	76	47	72

Table 3

Health Board	Care Group	Endpoint	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	01/12/2024	08/12/2024	15/12/2024
NHS Grampian	SCARE	999 contacted - For Information Only		1											
NHS Grampian	SCARE	999 contacted - For information only	234	283	223	243	264	231	227	271	234	254	223	236	232
NHS Grampian	SCARE	Patient advised to go to A&E	211	185	214	204	193	195	215	206	214	209	206	190	206
NHS Grampian	SCARE	Patient advised to go to A&E	1			3	1	1	2		1	2	4	3	1
NHS Grampian	SCARE	Patient sent to A&E via Ambulance within 1 Hr	11	14	17	15	14	5	10	17	12	16	16	18	15
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			
NHS Grampian	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	212	191	205	196	159	168	215	211	226	185	184	212	208
NHS Grampian	SCARE	Speak to clinician 2 Hrs	45	45	55	42	33	33	50	45	38	31	25	31	29
NHS Grampian	SCARE	Speak to clinician within 4 Hrs	71	62	59	57	59	48	58	46	57	76	60	51	53
NHS Grampian	SLFC_NPA	Contact Breathing Space								1					
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	1	2		1	2	1	2			3	1	1	1
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	89	85	78	107	89	108	111	109	104	95	73	69	74
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour					3	1	4	3	1	1		3	1
NHS Grampian	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	3	7	4	6	6	3	5	4	1	3	3	3	5
NHS Grampian	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1	1	1	2	4			1		3	1	1	1
NHS Grampian	SLFC_NPA	Dental Nurse - Self Care		4		1	3	2	3	1	1	4		3	1
NHS Grampian	SLFC_NPA	Distress Brief Intervention	8	8	6	5	8	12	7	10	9	11	6	7	9
NHS Grampian	SLFC_NPA	For Information Only	107	117	92	118	89	102	100	120	118	91	79	102	109
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			
NHS Grampian	SLFC_NPA	Patient given self care advice - For Information Only	140	170	142	166	169	153	135	172	153	150	167	135	136
NHS Grampian	SLFC_NPA	Pt advised to contact Dentist - For Information Only		2					1					1	2
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	3	3		3	1	2	2	3	3	2	2		2
NHS Grampian	SLFC_NPA	Pt advised to contact Optician - For Information Only	3	2	6	5	3	8	11	4	2	5	3	2	5
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	30	26	16	28	21	22	20	24	19	19	23	21
NHS Grampian	SLFC_NPA	Pt advised to contact Police - For Information Only	18	19	12	13	11	12	21	7	11	10	13	13	13
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	30	26	30	30	20	17	24	8	21	17	12	19	15
NHS Grampian	Not assigned	Not assigned					1								
NHS Greater Glasgow	PCARE	CPN (Dr) to phone patient within 1 Hr	34	34	58	36	41	46	33	38	26	30	41	31	33
NHS Greater Glasgow	PCARE	CPN (Dr) to phone patient within 2 Hrs	45	57	77	67	50	64	47	59	60	65	57	65	54
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 1 Hr	2	3	2	2		6	4	4	1	4	6	4	2
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 2 Hrs	4	4	6	5	3	7	7	6	3	5	3	1	5
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 4 Hrs	6	11	12	15	14	12	10	14	11	17	7	8	11
NHS Greater Glasgow	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	8	9	12	6	9	8	9	8	12	9	7	10	12

Table 3

Health Board	Care Group	Endpoint	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	01/12/2024	08/12/2024	15/12/2024
NHS Greater Glasgow	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)			1	1	3	2	3	1	4	3	2	3	3
NHS Greater Glasgow	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	4	8	4	4	1	7	8	4	4	5	8	4	4
NHS Greater Glasgow	PCARE	Home Visit within 1 Hr	35	29	45	43	27	35	28	25	37	38	32	34	27
NHS Greater Glasgow	PCARE	Home Visit within 2 Hrs	84	89	131	80	72	99	105	85	113	74	98	85	97
NHS Greater Glasgow	PCARE	Home Visit within 4 Hrs	140	109	152	119	117	133	126	120	111	136	147	125	125
NHS Greater Glasgow	PCARE	PCEC within 1 Hr	155	143	224	177	181	159	179	187	225	208	192	176	165
NHS Greater Glasgow	PCARE	PCEC within 2 Hrs	333	364	516	370	340	374	397	456	440	402	439	437	408
NHS Greater Glasgow	PCARE	PCEC within 4 Hrs	1,074	1,098	1,538	959	1,008	1,034	1,027	1,087	1,002	1,026	1,043	1,019	1,099
NHS Greater Glasgow	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	186	199	175	211	226	238	216	244	246	214	212	243	206
NHS Greater Glasgow	PCARE	Pt advised to contact practice - For Information Only	32	27	24	30	10	35	30	30	22	26	23	14	14
NHS Greater Glasgow	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	32	26	13	22	18	22	22	26	21	20	22	21	23
NHS Greater Glasgow	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	84	74	121	109	139	114	102	114	119	102	113	102	118
NHS Greater Glasgow	PCARE	Speak to clinician within 1 Hr	36	54	61	61	58	48	59	62	46	66	63	65	48
NHS Greater Glasgow	PCARE	Speak to clinician within 2 Hrs	67	72	92	70	78	72	65	67	78	71	59	84	52
NHS Greater Glasgow	PCARE	Speak to clinician within 4 Hrs	147	218	229	152	163	165	170	174	150	154	150	156	134
NHS Greater Glasgow	PCARE	Transport to PCEC within 2 Hrs											1		
NHS Greater Glasgow	PCARE	Transport to PCEC within 4 hrs	2	4	4	1	3	4	1	3	2	9	5	2	1
NHS Greater Glasgow	PCARE	Triage refused therefore Dr requested to phone patient		1											
NHS Greater Glasgow	SCARE	999 contacted - For Information Only												1	
NHS Greater Glasgow	SCARE	999 contacted - For information only	449	475	587	468	469	476	501	442	441	488	523	464	429
NHS Greater Glasgow	SCARE	Patient advised to go to A&E	430	418	542	472	441	446	468	469	508	500	437	499	444
NHS Greater Glasgow	SCARE	Patient advised to go to A&E	4		6	4	4	4	4	4	3	4	2		2
NHS Greater Glasgow	SCARE	Patient sent to A&E via Ambulance within 1 Hr	32	29	32	30	36	30	18	30	26	35	23	31	41
NHS Greater Glasgow	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only			2	1	1						1		
NHS Greater Glasgow	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only		1			2								
NHS Greater Glasgow	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	321	312	355	290	261	301	338	321	314	313	295	321	343
NHS Greater Glasgow	SCARE	Speak to clinician 2 Hrs	76	53	70	50	41	55	66	48	70	50	48	39	44
NHS Greater Glasgow	SCARE	Speak to clinician within 4 Hrs	121	108	124	118	91	98	106	116	116	126	119	113	112
NHS Greater Glasgow	SLFC_NPA	Contact Breathing Space			1			1		1				1	
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	2	3	3	4	3	1	2	3	4	3	1	2	1
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	259	288	351	281	259	259	269	253	260	223	258	251	254
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	5	4	5	5	6	3	3	2	5	5	2	4	2
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Not Triageed/Assessed	12	20	17	15	18	11	10	13	5	9	5	13	11
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	5	3	6	4	6	5	2	4	3	4	1		7
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Self Care	5	11	8	2	11	5	3	6	5	6	3	6	4
NHS Greater Glasgow	SLFC_NPA	Distress Brief Intervention	29	23	27	16	22	24	17	26	19	22	23	32	26
NHS Greater Glasgow	SLFC_NPA	For Information Only	180	155	190	157	140	143	159	154	161	130	130	150	123
NHS Greater Glasgow	SLFC_NPA	Hub to arrange appointment within 24 hours	1											1	

Table 3

Health Board	Care Group	Endpoint	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	01/12/2024	08/12/2024	15/12/2024
NHS Greater Glasgow	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	3	1	1	1	1	4	3	3	3	4	2	6	1
NHS Greater Glasgow	SLFC_NPA	Patient given self care advice - For Information Only	432	466	460	424	440	437	452	479	469	444	445	430	447
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Dentist - For Information Only		1	2	3	5	2	2	1	5	1	1	2	
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only			1	1	1				1		3		1
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Midwife - For Information Only	8	12	8	8	10	10	10	6	7	9	12	6	4
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Optician - For Information Only	2	12	14	7	5	10	17	14	16	9	14	10	17
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only	2	2		2	1						1	2	1
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	72	64	101	51	65	48	70	43	71	56	63	63	67
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Police - For Information Only	14	15	12	14	14	14	9	13	4	5	8	15	6
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact appropriate service - For Info Only						2					1		
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	22	28	21	26	26	19	22	33	33	16	19	27	12
NHS Greater Glasgow	SLFC_NPA	Untriaged call - OOH Service clinician to phone patient										1			
NHS Greater Glasgow	Not assigned	Not assigned			1		1								
NHS HIGHLAND	PCARE	CPN (Dr) to phone patient within 1 Hr	8	3	7	5	8	5	9	8	8	4	7	4	3
NHS HIGHLAND	PCARE	CPN (Dr) to phone patient within 2 Hrs	13	9	11	14	8	11	13	13	10	9	6	11	12
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 1 Hr	3	1	3	4	2	2	1	2	6	1	2	2	2
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 2 Hrs	4	4	2	5	3	5	4	4	5	4	4	2	4
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 4 Hrs	6	11	12	11	10	11	19	15	16	10	14	17	8
NHS HIGHLAND	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)		1	2		1			2	1	1	1	2	
NHS HIGHLAND	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)			1										1
NHS HIGHLAND	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	1	1	3			1		1	1	2			
NHS HIGHLAND	PCARE	Home Visit within 1 Hr	6	7	5	11	5	2	9	7	9	5	9	4	10
NHS HIGHLAND	PCARE	Home Visit within 2 Hrs	26	31	28	15	36	20	21	16	11	20	27	23	18
NHS HIGHLAND	PCARE	Home Visit within 4 Hrs	19	36	29	17	43	24	21	18	30	36	23	32	29
NHS HIGHLAND	PCARE	PCEC within 1 Hr	38	30	38	33	35	28	37	30	35	32	29	36	26
NHS HIGHLAND	PCARE	PCEC within 2 Hrs	66	62	80	70	84	75	68	69	75	80	76	79	66
NHS HIGHLAND	PCARE	PCEC within 4 Hrs	183	211	184	131	284	184	161	168	138	144	180	153	137
NHS HIGHLAND	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	29	35	47	35	24	32	34	32	26	25	23	38	30
NHS HIGHLAND	PCARE	Pt advised to contact practice - For Information Only	3	1	4	1	6	6	5	4	3	5	2	1	3
NHS HIGHLAND	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	8	5	2	6	1	2	3	6	5	3	5	9	4
NHS HIGHLAND	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	17	14	18	20	20	9	19	25	10	13	21	16	16
NHS HIGHLAND	PCARE	Speak to clinician within 1 Hr	16	11	18	12	14	8	10	12	12	12	11	16	8
NHS HIGHLAND	PCARE	Speak to clinician within 2 Hrs	18	9	20	15	19	16	10	13	14	19	7	7	15
NHS HIGHLAND	PCARE	Speak to clinician within 4 Hrs	40	36	44	31	53	28	31	27	27	41	37	17	27
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	1		

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Health Board	Care Group	Endpoint	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	01/12/2024	08/12/2024	15/12/2024
NHS HIGHLAND	SCARE	999 contacted - For information only	107	121	89	88	96	98	97	92	103	102	103	118	89
NHS HIGHLAND	SCARE	Patient advised to go to A&E	57	77	74	73	88	69	69	68	66	45	65	75	70
NHS HIGHLAND	SCARE	Patient advised to go to A&E	1	1	3		1	3				1		1	
NHS HIGHLAND	SCARE	Patient sent to A&E via Ambulance within 1 Hr	3	5	8	7	6	5	3	5	5	7	7	5	4
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	51	49	51	38	35	46	34	48	37	51	46	45	34
NHS HIGHLAND	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	20	17	16	21	21	18	22	9	18	11	16	16	15
NHS HIGHLAND	SCARE	Speak to clinician 2 Hrs	14	11	10	8	11	8	7	9	11	9	4	7	10
NHS HIGHLAND	SCARE	Speak to clinician within 4 Hrs	19	20	21	16	19	25	21	20	13	17	22	14	15
NHS HIGHLAND	SLFC_NPA	Distress Brief Intervention	6	3	3	3	2	4	7	7	2	3	6	6	6
NHS HIGHLAND	SLFC_NPA	For Information Only	32	27	37	37	28	25	24	32	33	34	41	27	29
NHS HIGHLAND	SLFC_NPA	Hub to arrange appointment within 24 hours	57	60	63	61	64	66	65	62	48	51	51	34	41
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	2	1					1	1		3		
NHS HIGHLAND	SLFC_NPA	Patient advised to contact registered GDP - Info Only	9	13	18	13	8	8	9	9	11	6	16	6	10
NHS HIGHLAND	SLFC_NPA	Patient given self care advice - For Information Only	90	77	93	76	80	74	64	74	82	85	76	71	60
NHS HIGHLAND	SLFC_NPA	Patient given self care dental advice - For Information Only	1	4	4	1		2		2	1	3	2		
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					
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Midwife - For Information Only	1	3	1	1	1		3		1		1	2	
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Optician - For Information Only	2	2	2	1		1	1	4	3	1		3	4
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only									1				
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	8	4	11	12	16	12	8	9	8	12	9	7	11
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Police - For Information Only	2	4	5	3	1	4	3	5	1	2	7	4	4
NHS HIGHLAND	SLFC_NPA	Pt given TOXBASE advice - For Information Only			1										
NHS HIGHLAND	SLFC_NPA	Triage refused - For Information Only	2	4	2	9	4	2	2	6	1	4	1	1	7
NHS HIGHLAND	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	6	9	2	5	4	6	5	6	8	8	5	5	6
NHS LANARKSHIRE	PCARE	CPN (Dr) to phone patient within 1 Hr	18	16	14	15	13	13	21	9	22	15	13	23	18
NHS LANARKSHIRE	PCARE	CPN (Dr) to phone patient within 2 Hrs	25	12	16	23	15	20	13	24	24	23	27	25	16
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 1 Hr	2	1		1	2	1	1	1			1		
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 2 Hrs		1	5	5	3	3	4	2	1			2	1
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 4 Hrs	6	7	5	8	5	10	6	7	4	6	1	3	10
NHS LANARKSHIRE	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2	4	6	5	1	6	3	2	7	2	3	4	3
NHS LANARKSHIRE	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)		1		2								2	1
NHS LANARKSHIRE	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	1	1			2	1	4	3	4	1	2	3	1
NHS LANARKSHIRE	PCARE	Home Visit within 1 Hr	9	14	12	7	16	15	13	6	10	18	17	16	19
NHS LANARKSHIRE	PCARE	Home Visit within 2 Hrs	25	39	49	39	26	46	35	40	35	34	37	35	36
NHS LANARKSHIRE	PCARE	Home Visit within 4 Hrs	46	58	51	53	50	49	43	41	41	55	53	51	63

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Health Board	Care Group	Endpoint	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	01/12/2024	08/12/2024	15/12/2024
NHS LANARKSHIRE	PCARE	PCEC within 1 Hr	101	89	122	106	108	117	103	112	116	106	128	111	99
NHS LANARKSHIRE	PCARE	PCEC within 2 Hrs	197	217	267	233	192	189	206	239	233	211	218	251	241
NHS LANARKSHIRE	PCARE	PCEC within 4 Hrs	501	574	714	476	502	479	501	554	502	561	526	534	582
NHS LANARKSHIRE	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	89	78	75	97	92	88	86	89	90	90	104	106	97
NHS LANARKSHIRE	PCARE	Pt advised to contact practice - For Information Only	12	14	9	11	9	11	13	9	11	6	19	15	1
NHS LANARKSHIRE	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	8	7	8	7	6	9	8	12	9	6	7	7	7
NHS LANARKSHIRE	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	51	25	62	46	39	46	50	55	51	53	54	34	46
NHS LANARKSHIRE	PCARE	Speak to clinician within 1 Hr	12	17	28	25	24	17	22	27	22	16	23	23	19
NHS LANARKSHIRE	PCARE	Speak to clinician within 2 Hrs	35	31	38	27	38	22	30	38	34	33	30	47	29
NHS LANARKSHIRE	PCARE	Speak to clinician within 4 Hrs	88	82	111	80	83	72	76	61	63	69	74	63	60
NHS LANARKSHIRE	PCARE	Transport to PCEC within 2 Hrs	1		2			1				1	1	4	4
NHS LANARKSHIRE	PCARE	Transport to PCEC within 4 hrs		2	1			2	1	1	2		1	1	
NHS LANARKSHIRE	SCARE	999 contacted - For information only	195	242	273	266	217	226	218	230	250	251	284	239	211
NHS LANARKSHIRE	SCARE	Patient advised to go to A&E	239	244	302	282	247	278	272	255	275	255	255	273	276
NHS LANARKSHIRE	SCARE	Patient advised to go to A&E	1	1		2	1	1	3	1	1	1	2		4
NHS LANARKSHIRE	SCARE	Patient sent to A&E via Ambulance within 1 Hr	23	13	17	15	15	16	13	9	10	18	10	21	21
NHS LANARKSHIRE	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only			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	101	92	127	89	81	132	131	106	108	105	117	119	126
NHS LANARKSHIRE	SCARE	Speak to clinician 2 Hrs	32	25	30	17	15	24	34	30	21	23	13	30	17
NHS LANARKSHIRE	SCARE	Speak to clinician within 4 Hrs	36	52	64	50	43	43	49	53	47	49	49	41	36
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	1			2		5			1	1	1		
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	148	150	175	127	131	133	136	124	121	122	115	118	133
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	2		2		1	2	2		1	4		1	1
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Not Triage/Assessed		11	8	5	8	5	10	2	2	3	7	5	5
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	3	3	4			1	2	3		1	2	2	1
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Self Care	4	2	2	3	2	3		2	2	2	1		1
NHS LANARKSHIRE	SLFC_NPA	Distress Brief Intervention	10	17	19	12	11	11	4	13	6	3	13	11	8
NHS LANARKSHIRE	SLFC_NPA	For Information Only	59	56	88	61	49	59	54	70	49	72	72	73	75
NHS LANARKSHIRE	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	1		1		1	2	1		1	3			
NHS LANARKSHIRE	SLFC_NPA	Patient given self care advice - For Information Only	156	144	152	135	151	136	159	151	150	163	174	152	167
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Dentist - For Information Only	2	1	2					1			2	1	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	4	3	3	5	7	3	8	3	1	2	4	3	6
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Optician - For Information Only	3	5	4	5	7	2	6	6	6	3	2	5	5
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only		1					1			1			
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	28	32	32	24	25	31	24	28	26	25	31	20	24
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Police - For Information Only	4	12	10	2	8	5	13	7	3	6	7	5	5

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Health Board	Care Group	Endpoint	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	01/12/2024	08/12/2024	15/12/2024
NHS LANARKSHIRE	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	11	8	9	6	6	7	16	11	14	15	18	8	17
NHS LANARKSHIRE	Not assigned	Not assigned						1							
NHS Lothian	PCARE	CPN (Dr) to phone patient within 1 Hr	24	27	22	25	19	21	18	23	21	18	20	16	19
NHS Lothian	PCARE	CPN (Dr) to phone patient within 2 Hrs	42	31	41	27	38	32	39	47	38	34	34	46	28
NHS Lothian	PCARE	DN (Dr) phone patient within 1 Hr	4	5	9	10	7	1	6	2	4	8	8	3	6
NHS Lothian	PCARE	DN (Dr) phone patient within 2 Hrs	11	12	7	7	11	17	16	14	12	7	16	10	11
NHS Lothian	PCARE	DN (Dr) phone patient within 4 Hrs	41	40	36	37	34	40	38	28	31	31	32	31	34
NHS Lothian	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	7	7	5	10	7	7	5	7	7	8	3	3	2
NHS Lothian	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	2			3		1		1		1		2	
NHS Lothian	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	3	3	3	3	2	3	2	2	1	2	3	4	3
NHS Lothian	PCARE	Home Visit within 1 Hr	32	25	34	31	35	29	21	22	30	31	32	30	26
NHS Lothian	PCARE	Home Visit within 2 Hrs	82	53	65	70	72	57	55	53	70	86	69	67	65
NHS Lothian	PCARE	Home Visit within 4 Hrs	109	96	91	88	82	87	89	96	83	102	95	87	109
NHS Lothian	PCARE	PCEC within 1 Hr	130	114	129	130	128	139	121	134	146	125	145	133	136
NHS Lothian	PCARE	PCEC within 2 Hrs	343	276	280	273	302	275	263	306	308	316	323	335	304
NHS Lothian	PCARE	PCEC within 4 Hrs	1,058	784	790	731	766	698	762	836	742	770	786	790	845
NHS Lothian	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	146	199	198	167	181	197	192	178	194	161	191	205	175
NHS Lothian	PCARE	Pt advised to contact practice - For Information Only	29	21	16	17	14	20	18	11	10	16	18	16	28
NHS Lothian	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	18	16	14	22	15	14	19	27	17	14	15	16	18
NHS Lothian	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	100	80	87	81	76	84	79	86	71	74	86	82	84
NHS Lothian	PCARE	Speak to clinician within 1 Hr	48	42	34	40	41	47	33	41	23	36	45	32	32
NHS Lothian	PCARE	Speak to clinician within 2 Hrs	61	46	61	69	54	46	61	49	65	54	37	53	47
NHS Lothian	PCARE	Speak to clinician within 4 Hrs	182	115	145	105	114	104	105	123	130	117	99	116	112
NHS Lothian	PCARE	Transport to PCEC within 2 Hrs	1		3	3			3		3			2	1
NHS Lothian	PCARE	Transport to PCEC within 4 hrs			1	1	1	1	2	2	1	3	1	2	1
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	372	337	350	370	318	338	347	345	326	372	332	297	349
NHS Lothian	SCARE	Patient advised to go to A&E	430	410	450	386	383	439	390	416	397	373	397	390	389
NHS Lothian	SCARE	Patient advised to go to A&E	3	8	3	1	1	4	6		2	3	1	2	1
NHS Lothian	SCARE	Patient sent to A&E via Ambulance within 1 Hr	20	15	24	22	21	23	33	25	21	28	17	34	14
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		1	
NHS Lothian	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	386	375	385	393	326	365	422	353	391	342	367	328	340
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	62	66	62	65	38	60	59	51	73	53	56	45	45
NHS Lothian	SCARE	Speak to clinician within 4 Hrs	117	109	112	108	102	97	99	109	108	107	128	116	83
NHS Lothian	SLFC_NPA	Contact Breathing Space	1		1				1		1				

Table 3

Health Board	Care Group	Endpoint	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	01/12/2024	08/12/2024	15/12/2024
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	1				1	2	1	3	3		2	2	2
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	215	246	223	203	187	209	208	190	189	177	167	183	191
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	2	3	5	3	3	2	6	3	6	6	1		2
NHS Lothian	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	6	15	7	14	22	13	8	7	6	10	7	5	4
NHS Lothian	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	5	5	3	1	3	1	8	4	5	4	1	1	2
NHS Lothian	SLFC_NPA	Dental Nurse - Self Care	6	1	9	3	6	5	4	7	8	5	3	5	2
NHS Lothian	SLFC_NPA	Distress Brief Intervention	19	13	15	14	19	12	12	18	22	14	15	16	15
NHS Lothian	SLFC_NPA	For Information Only	117	83	115	112	116	126	102	126	103	98	89	121	102
NHS Lothian	SLFC_NPA	Patient advised to contact CPN Team - For Info Only			1	1	1	2	1	1		1	2	1	
NHS Lothian	SLFC_NPA	Patient given self care advice - For Information Only	299	292	301	278	303	290	273	322	289	275	297	286	308
NHS Lothian	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1	2	1	1	2	2	2	1	3	1		3	
NHS Lothian	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only	1	2	1	2		1	1	1	2	1			
NHS Lothian	SLFC_NPA	Pt advised to contact Midwife - For Information Only	11	12	8	8	8	11	13	10	10	10	8	9	8
NHS Lothian	SLFC_NPA	Pt advised to contact Optician - For Information Only	14	7	4	12	14	11	12	13	9	14	17	10	12
NHS Lothian	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only	1	1		1		1			1	2			
NHS Lothian	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	67	58	59	41	52	62	55	48	42	54	42	63	41
NHS Lothian	SLFC_NPA	Pt advised to contact Police - For Information Only	16	11	11	13	13	14	6	12	7	9	12	10	5
NHS Lothian	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information										1	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										
NHS Lothian	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	20	11	16	8	14	20	12	12	11	18	18	17	13
NHS Lothian	Not assigned	Not assigned			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					
NHS Orkney	PCARE	DN (Dr) phone patient within 1 Hr					1				1	1			
NHS Orkney	PCARE	DN (Dr) phone patient within 2 Hrs						1	1		1			1	
NHS Orkney	PCARE	DN (Dr) phone patient within 4 Hrs	2	1	2			1	1	1	1		2	1	3
NHS Orkney	PCARE	Home Visit within 1 Hr		1	1			1					1		1
NHS Orkney	PCARE	Home Visit within 2 Hrs	2	1	2			1	4	2	1	2	2	1	
NHS Orkney	PCARE	Home Visit within 4 Hrs	3		4	2	1	4	4	1	2	2	2	1	2
NHS Orkney	PCARE	PCEC within 1 Hr		1			1	1	2	1			1		1
NHS Orkney	PCARE	PCEC within 2 Hrs	4	3	4	5	1	1	3	2	4	3	2		1
NHS Orkney	PCARE	PCEC within 4 Hrs	10	7	15	14	7	8	10	6	9	9	9	7	4
NHS Orkney	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	1				1	1		1	1		1		
NHS Orkney	PCARE	Pt advised to contact practice - For Information Only	1							1				1	1
NHS Orkney	PCARE	Pt advised to contact practice within 12 Hrs - Info Only				1						1	1		
NHS Orkney	PCARE	Pt advised to contact practice within 36 Hrs - Info Only		1		2			1	1	2	1	1	1	
NHS Orkney	PCARE	Speak to clinician within 1 Hr	1	1		1					1	1			

Table 3

Health Board	Care Group	Endpoint	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	01/12/2024	08/12/2024	15/12/2024
NHS Orkney	PCARE	Speak to clinician within 2 Hrs			1	2		1	2		1	1		1	
NHS Orkney	PCARE	Speak to clinician within 4 Hrs	3	3	3	2	2		2		1	1	3		
NHS Orkney	PCARE	Transport to PCEC within 4 hrs										1			
NHS Orkney	SCARE	999 contacted - For information only	6	5	4	1	4	4	10	4	4	2	1	4	
NHS Orkney	SCARE	Patient advised to go to A&E	4	6	7	1	3	2		1	3	4	4	2	3
NHS Orkney	SCARE	Patient sent to A&E via Ambulance within 1 Hr				1	1	1		1				1	
NHS Orkney	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	1					1			1			1	2
NHS Orkney	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub												1	
NHS Orkney	SCARE	Speak to clinician 2 Hrs									2				
NHS Orkney	SCARE	Speak to clinician within 4 Hrs	1		1	1		2			1	1	2		
NHS Orkney	SLFC_NPA	For Information Only	1	2	3	1		1	2		1	1		1	
NHS Orkney	SLFC_NPA	Hub to arrange appointment within 24 hours	4	4	3	1	1	1	3	2	5	6	1	3	1
NHS Orkney	SLFC_NPA	Hub to arrange contact with Clinician within 1 hour							1						
NHS Orkney	SLFC_NPA	Patient advised to contact dental advice line - Info Only		1											
NHS Orkney	SLFC_NPA	Patient advised to contact registered GDP - Info Only		2	1	2							1	1	1
NHS Orkney	SLFC_NPA	Patient given self care advice - For Information Only	6	2	7	2	5	5	5	4	3	2	4	4	10
NHS Orkney	SLFC_NPA	Patient given self care dental advice - For Information Only								1					
NHS Orkney	SLFC_NPA	Pt advised to contact Optician - For Information Only							1						
NHS Orkney	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only			1						1			2	
NHS Orkney	SLFC_NPA	Triage refused - For Information Only		1	1						1			1	
NHS Orkney	SLFC_NPA	Triage refused - Pt terminated call - For Information Only			1		1				1				
NHS Shetland	PCARE	CPN (Dr) to phone patient within 1 Hr	1	1	3		2	2		1					
NHS Shetland	PCARE	CPN (Dr) to phone patient within 2 Hrs			2	3		1						1	
NHS Shetland	PCARE	DN (Dr) phone patient within 1 Hr	1				1					2		1	
NHS Shetland	PCARE	DN (Dr) phone patient within 2 Hrs	1	1			3						3		
NHS Shetland	PCARE	DN (Dr) phone patient within 4 Hrs	3	2	1		1			1	1	1	2	2	
NHS Shetland	PCARE	Home Visit within 1 Hr			2	3		1	1	1	1	1	2	1	1
NHS Shetland	PCARE	Home Visit within 2 Hrs	1	2	1	1		1	1	3	1	1	2	1	3
NHS Shetland	PCARE	Home Visit within 4 Hrs	4	5	1	2	1	3	1			1	4	2	1
NHS Shetland	PCARE	PCEC within 1 Hr	1	1	1	1	3	2	2	1		1	1	1	1
NHS Shetland	PCARE	PCEC within 2 Hrs	2	3	3		5	5	1	3	1	2	2	4	1
NHS Shetland	PCARE	PCEC within 4 Hrs	5	9	5	6	5	8	13	8	7	10	5	5	5
NHS Shetland	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	1		4			2		1	3		1	1	2
NHS Shetland	PCARE	Pt advised to contact practice - For Information Only	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			1	2	1	3		1	1				
NHS Shetland	PCARE	Speak to clinician within 1 Hr	2	1		1	1					1		3	1
NHS Shetland	PCARE	Speak to clinician within 2 Hrs	1	1			1			3			1	1	1

Table 3

Health Board	Care Group	Endpoint	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	01/12/2024	08/12/2024	15/12/2024
NHS Shetland	PCARE	Speak to clinician within 4 Hrs	1	2	5	2	1		1	1	2	2	2	1	1
NHS Shetland	SCARE	999 contacted - For information only	3	2	5	5	6	3	5	1	5	5	4	4	2
NHS Shetland	SCARE	Patient advised to go to A&E	8	4	8		2	4	1	4		5	1	3	
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	1	1	2		1	1						2	
NHS Shetland	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	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							1
NHS Shetland	SLFC_NPA	Distress Brief Intervention			1		1								
NHS Shetland	SLFC_NPA	For Information Only	1	1			2	1	1					1	
NHS Shetland	SLFC_NPA	Hub to arrange appointment within 24 hours	2	6	1	2	1	1	3	2		3	3	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	2		1	2	2			2				2	
NHS Shetland	SLFC_NPA	Patient given self care advice - For Information Only	3	3	1	3	5	3	3	3		1	4	1	4
NHS Shetland	SLFC_NPA	Patient given self care dental advice - For Information Only						1							
NHS Shetland	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only		1	1							1	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	13	15	17	17	18	11	22	19	10	12	16	13	12
NHS TAYSIDE	PCARE	CPN (Dr) to phone patient within 2 Hrs	19	19	20	18	25	17	27	20	20	17	25	23	16
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 1 Hr	7		1	6	3	2	4	3	3	9	3	6	2
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 2 Hrs	13	11	19	11	8	10	19	12	17	7	13	15	9
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 4 Hrs	43	57	46	39	39	36	32	47	30	34	37	42	35
NHS TAYSIDE	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	5	1	5	1	2	1	4	3	1	1	1	4	3
NHS TAYSIDE	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1		1	1				1		2		1	1
NHS TAYSIDE	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	1	6	3	2	1	1	1	1			1	1	2
NHS TAYSIDE	PCARE	Home Visit within 1 Hr	7	8	10	14	17	15	10	11	13	7	13	5	14
NHS TAYSIDE	PCARE	Home Visit within 12 Hrs											1		
NHS TAYSIDE	PCARE	Home Visit within 2 Hrs	30	35	47	39	42	38	38	41	32	33	32	43	40
NHS TAYSIDE	PCARE	Home Visit within 4 Hrs	47	50	47	69	43	48	37	53	40	63	63	46	40
NHS TAYSIDE	PCARE	PCEC within 1 Hr	74	92	91	103	70	68	78	83	94	81	104	96	94
NHS TAYSIDE	PCARE	PCEC within 2 Hrs	126	140	147	166	133	133	154	132	147	126	145	156	197
NHS TAYSIDE	PCARE	PCEC within 4 Hrs	302	339	321	405	301	308	343	353	362	337	349	335	368
NHS TAYSIDE	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	44	53	51	44	59	61	64	68	49	44	63	52	47
NHS TAYSIDE	PCARE	Pt advised to contact practice - For Information Only	7	6	10	11	5	7	7	7	8	8	7	10	7
NHS TAYSIDE	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	7	3	9	11	7	5	7	8	12	6	4	11	7
NHS TAYSIDE	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	23	26	22	40	28	37	33	24	29	30	24	31	28
NHS TAYSIDE	PCARE	Speak to clinician within 1 Hr	13	18	27	18	23	15	19	19	18	14	16	8	22
NHS TAYSIDE	PCARE	Speak to clinician within 2 Hrs	28	23	29	33	30	25	18	29	27	25	24	36	22

Table 3

Health Board	Care Group	Endpoint	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	01/12/2024	08/12/2024	15/12/2024
NHS TAYSIDE	PCARE	Speak to clinician within 4 Hrs	52	50	51	58	69	53	39	60	50	54	47	45	54
NHS TAYSIDE	PCARE	Transport to PCEC within 1 Hr		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												1	
NHS TAYSIDE	SCARE	999 contacted - For information only	172	185	189	204	166	179	200	184	196	188	160	174	178
NHS TAYSIDE	SCARE	Patient advised to go to A&E	71	83	79	67	83	77	83	66	90	76	65	93	74
NHS TAYSIDE	SCARE	Patient advised to go to A&E	2	2	2	1	1	3		1	1	2		3	
NHS TAYSIDE	SCARE	Patient sent to A&E via Ambulance within 1 Hr	13	8	10	8	9	13	8	7	8	4	7	7	16
NHS TAYSIDE	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only		1											
NHS TAYSIDE	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	91	100	105	83	93	97	89	83	86	91	94	90	81
NHS TAYSIDE	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub				2	1	1			1		1	1	
NHS TAYSIDE	SCARE	Speak to clinician 2 Hrs	29	26	27	22	20	25	22	16	25	20	18	25	17
NHS TAYSIDE	SCARE	Speak to clinician within 4 Hrs	33	45	49	46	35	40	47	38	26	39	39	31	27
NHS TAYSIDE	SLFC_NPA	Contact Breathing Space	1		1				1						
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour		1		1	1			1		1	1		1
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	134	109	115	112	125	104	93	115	93	108	103	89	127
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	3	1	2	1	1			2	2	1	2	1	
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Pharmacist					1								
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Not Triage/Assessed	3	14	3	4	12	7	4	3	5	3	4	6	8
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Routine Contact with Dentist		2	2	2	2	4	3		4	3	4	1	1
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Self Care	3	3		3	2	1	3	4	2	1	2	5	
NHS TAYSIDE	SLFC_NPA	Distress Brief Intervention	5	4	5	7	8	9	12	8	13	8	7	11	6
NHS TAYSIDE	SLFC_NPA	For Information Only	29	38	47	41	38	46	52	32	32	46	45	22	31
NHS TAYSIDE	SLFC_NPA	Patient advised to contact CPN Team - For Info Only			1					1	1		1		2
NHS TAYSIDE	SLFC_NPA	Patient given self care advice - For Information Only	122	110	108	133	117	107	120	130	123	131	127	108	138
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Dentist - For Information Only					1	1		1			1		
NHS TAYSIDE	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only	1		1			1							1
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Midwife - For Information Only	2	2	2	4	2	2	3		4		4	2	2
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Optician - For Information Only	3	8	4	7	3	3	5	2	9	11	7	4	3
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	16	16	32	15	15	27	20	22	13	11	23	18	15
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Police - For Information Only	2	2	5	3	3	4	8	1	2	2	7	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	3	11	6	7	5	8		7	9	7	4	2	1
NHS TAYSIDE	Not assigned	Not assigned					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	1		1			2	2	2	1	2			1
NHS Western Isles	PCARE	DN (Dr) phone patient within 1 Hr		3						1		1			

Table 3

[illegible]

Table 3

Health Board	Care Group	Endpoint	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	01/12/2024	08/12/2024	15/12/2024
Not assigned	SCARE	Accident & Emergency (ASAP)									1				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					1	
Not assigned	SLFC_NPA	Dental Nurse - Not Triaged/Assessed							3						
Not assigned	SLFC_NPA	Triage Refused/Not Assessed												1	
Not assigned	Not assigned	Not assigned	11	10	25	12	22	22	23	10	15	11	7	7	20

Table 4

Care Group	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	01/12/2024	08/12/2024	15/12/2024
PCARE	11,897	11,846	12,668	11,405	11,492	11,080	11,218	11,861	11,479	11,575	11,710	11,610	11,720
SCARE	6,714	6,787	7,199	6,660	6,198	6,518	6,819	6,604	6,730	6,695	6,578	6,582	6,395
SLFC_NPA	4,399	4,411	4,594	4,213	4,219	4,126	4,233	4,325	4,175	4,155	4,077	4,022	4,052
Not assigned	11	10	28	13	26	26	24	11	16	14	7	7	20
Total	23,021	23,054	24,489	22,291	21,935	21,750	22,294	22,801	22,400	22,439	22,372	22,221	22,187

Care Group	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	01/12/2024	08/12/2024	15/12/2024
PCARE	51.68%	51.38%	51.73%	51.16%	52.39%	50.94%	50.32%	52.02%	51.25%	51.58%	52.34%	52.25%	52.82%
SCARE	29.16%	29.44%	29.40%	29.88%	28.26%	29.97%	30.59%	28.96%	30.04%	29.84%	29.40%	29.62%	28.82%
SLFC_NPA	19.11%	19.13%	18.76%	18.90%	19.23%	18.97%	18.99%	18.97%	18.64%	18.52%	18.22%	18.10%	18.26%
Not assigned	0.05%	0.04%	0.11%	0.06%	0.12%	0.12%	0.11%	0.05%	0.07%	0.06%	0.03%	0.03%	0.09%

Table 5

Calendar day	18/11/2024	19/11/2024	20/11/2024	21/11/2024	22/11/2024	23/11/2024	24/11/2024	25/11/2024	26/11/2024	27/11/2024	28/11/2024	29/11/2024	30/11/2024	01/12/2024	02/12/2024	03/12/2024	04/12/2024	05/12/2024	06/12/2024	07/12/2024	08/12/2024	09/12/2024	10/12/2024	11/12/2024	12/12/2024	13/12/2024	14/12/2024	15/12/2024
Overall Call Volume	408	409	395	400	373	459	464	460	423	412	352	417	511	583	437	446	414	404	380	503	452	364	396	402	375	354	455	451
Overall Calls Connected	332	338	303	294	272	372	396	315	260	300	256	271	361	395	369	230	309	287	268	406	397	311	321	323	329	272	363	341
Median Time to Answer	00:00:06	00:00:06	00:00:09	00:00:14	00:00:16	00:00:06	00:00:06	00:01:34	00:01:45	00:00:06	00:00:06	00:01:21	00:01:23	00:04:43	00:00:06	00:00:09	00:00:06	00:00:09	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
90th Percentile Time to Answer	00:13:51	00:12:06	00:14:27	00:15:47	00:20:32	00:11:12	00:10:19	00:27:40	00:19:43	00:17:37	00:11:49	00:26:04	00:14:10	00:15:24	00:08:50	00:16:42	00:19:58	00:28:03	00:13:35	00:14:19	00:10:55	00:05:32	00:11:49	00:08:58	00:10:35	00:14:33	00:13:24	00:15:39

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	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	01/12/2024	08/12/2024	15/12/2024
Overall Call Volume	3,018	2,730	2,827	2,761	2,689	2,704	2,649	2,867	2,737	2,908	3,158	3,066	2,797
Overall Calls Connected	2,570	2,389	2,383	2,416	2,248	2,243	2,283	2,472	2,344	2,295	2,178	2,316	2,260
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	00:01:12	00:00:06	00:00:06
90th Percentile Time to Answer	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	00:19:09	00:14:24	00:10:58

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

Graphs

