

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: 06/10/2024 to 29/12/2024

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	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	16/12/2024	17/12/2024	18/12/2024	19/12/2024	20/12/2024	21/12/2024	22/12/2024	23/12/2024	24/12/2024	25/12/2024	26/12/2024	27/12/2024	28/12/2024	29/12/2024
Overall Call Volume	3,778	3,439	3,273	3,361	3,395	7,264	7,424	3,736	3,279	3,347	3,319	3,463	8,483	8,212	4,181	3,959	3,728	3,529	3,802	9,334	9,278	3,924	3,262	5,484	9,266	4,697	10,450	9,470
Overall Calls Connected	2,914	2,460	2,360	2,373	2,362	5,792	5,778	2,920	2,577	2,592	2,428	2,379	5,839	5,732	2,821	2,768	2,539	2,449	2,676	6,790	6,438	2,830	2,278	4,230	7,009	3,459	7,312	6,685
Callers Disconnected	0.33%	0.83%	1.20%	0.86%	1.07%	0.89%	0.89%	0.89%	0.66%	0.68%	0.66%	1.58%	1.82%	1.86%	1.49%	1.59%	1.09%	1.03%	1.19%	1.23%	1.97%	0.96%	1.18%	0.56%	1.04%	0.54%	1.48%	1.51%
Overall Avg Patient Journey Time	00:41:36	00:49:42	00:44:27	00:45:30	00:51:08	00:54:34	00:52:38	00:44:37	00:42:50	00:49:01	00:46:40	00:52:49	01:04:39	01:11:51	00:54:60	00:51:18	00:50:26	00:48:33	00:51:36	01:00:22	01:10:18	00:47:29	00:46:26	00:39:60	00:55:44	00:45:44	01:13:08	01:03:55
Traged at First Contact %	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%	99.56%	98.34%	99.00%	99.82%	94.60%	90.82%	91.98%	95.38%	96.42%	94.12%	92.80%	94.97%	90.28%	93.21%
Median Time to Answer	00:19:54	00:24:46	00:29:21	00:30:42	00:38:19	00:39:16	00:35:52	00:23:13	00:18:36	00:28:12	00:30:56	00:35:13	00:53:22	01:05:50	00:42:57	00:40:35	00:36:03	00:35:45	00:32:41	00:44:57	00:53:03	00:29:31	00:23:53	00:11:59	00:38:22	00:21:32	00:52:44	00:53:09
90th Percentile Time to Answer	01:19:12	01:29:42	01:17:39	01:04:58	01:14:42	01:12:00	01:07:10	01:21:11	01:10:29	01:22:49	01:11:23	01:36:20	01:56:09	02:00:55	01:36:57	01:20:28	01:22:48	01:19:16	01:28:14	01:42:23	02:00:05	01:22:12	01:12:48	01:05:30	01:15:43	01:19:43	02:24:38	01:55:26

Table 2

Week Endng Date	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	22/12/2024	29/12/2024
Overall Call Volume	31,183	29,504	28,960	28,837	28,596	29,884	30,114	30,274	31,999	32,234	33,859	37,811	46,553
Overall Calls Connected	26,048	23,839	23,480	23,487	23,849	24,449	23,981	23,953	24,009	24,039	24,377	26,481	33,803
Caller Discontinued	0.27%	0.42%	0.44%	0.42%	0.30%	0.35%	0.54%	0.42%	0.73%	0.86%	1.34%	1.43%	1.10%
Overall Avg Patient Journey Time	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	00:57:33	00:58:18	00:57:06
Triaged at First Contact %	94.31%	95.03%	94.57%	95.41%	95.18%	95.30%	95.95%	95.07%	96.21%	95.54%	95.47%	94.65%	93.17%
Median Time to Answer	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	00:40:36	00:34:22
90th Percentile Time to Answer	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	01:39:26	01:37:16

Table 3

Health Board	Care Group	Endpoint	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	22/12/2024	29/12/2024
NHS Ayrshire & Arran	PCARE	CPN (Dr) to phone patient within 1 Hr	11	13	7	17	12	8	13	11	11	14	4	8	12
NHS Ayrshire & Arran	PCARE	CPN (Dr) to phone patient within 2 Hrs	19	25	15	23	16	24	20	21	16	16	15	19	20
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 1 Hr	2		3			3	1						
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 2 Hrs	1	1	2	1	3	3	1	1	3	2	1	3	1
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 4 Hrs	3	4	4	3	2	7	8	4	8	5	6	4	3
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2	5	4	2	5	2	2		5	3	4	1	6
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)					1			3					1
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)			2	1	1		3	4	1	1		2	1
NHS Ayrshire & Arran	PCARE	Home Visit within 1 Hr	12	7	13	9	5	12	14	16	3	12	9	10	18
NHS Ayrshire & Arran	PCARE	Home Visit within 2 Hrs	32	24	33	21	34	26	31	26	34	30	36	36	43
NHS Ayrshire & Arran	PCARE	Home Visit within 4 Hrs	48	43	48	45	41	60	51	54	55	37	45	59	57
NHS Ayrshire & Arran	PCARE	PCEC within 1 Hr	56	40	53	42	45	53	59	55	53	69	67	60	74
NHS Ayrshire & Arran	PCARE	PCEC within 2 Hrs	109	110	109	105	126	139	132	125	135	127	143	145	183
NHS Ayrshire & Arran	PCARE	PCEC within 4 Hrs	292	277	282	270	295	351	316	326	320	326	342	421	653
NHS Ayrshire & Arran	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	48	43	55	58	54	55	57	53	60	60	53	55	54
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice - For Information Only	6	7	8	3	1	8	3	5	9	6	5	9	6
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	5	11	9	7	5	11	6	8	6	8	5	12	2
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	34	19	19	21	16	24	29	34	36	26	25	32	39
NHS Ayrshire & Arran	PCARE	Speak to clinician within 1 Hr	14	10	18	14	14	15	11	14	17	14	12	14	14
NHS Ayrshire & Arran	PCARE	Speak to clinician within 2 Hrs	18	21	15	29	26	20	26	21	11	30	29	23	22
NHS Ayrshire & Arran	PCARE	Speak to clinician within 4 Hrs	47	49	59	33	45	41	48	41	67	53	56	50	66
NHS Ayrshire & Arran	SCARE	999 contacted - For information only	161	159	192	152	155	149	158	160	169	165	159	203	177
NHS Ayrshire & Arran	SCARE	Patient advised to go to A&E	124	111	133	117	108	115	131	118	131	124	128	135	123
NHS Ayrshire & Arran	SCARE	Patient advised to go to A&E		1	1	1			2	2	3		1	1	2
NHS Ayrshire & Arran	SCARE	Patient sent to A&E via Ambulance within 1 Hr	11	5	9	11	10	6	11	12	14	8	10	10	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	70	65	62	93	69	65	67	77	60	74	80	79	71
NHS Ayrshire & Arran	SCARE	Speak to clinician 2 Hrs	13	20	17	8	17	14	11	15	10	11	12	14	9
NHS Ayrshire & Arran	SCARE	Speak to clinician within 4 Hrs	39	24	32	34	39	29	24	30	25	42	35	34	34
NHS Ayrshire & Arran	SLFC_NPA	Contact Breathing Space		1											
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	2			1	1	1	2						
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	78	85	90	74	95	73	87	96	79	73	76	83	144
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1			4		2	1	2					3
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	3	2	2	3	2	1	2	3		4	1	9	7
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1			1		4		2		4	2		1
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Self Care	2	1		1		2		2		1	1	1	2

Table 3

Health Board	Care Group	Endpoint	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	22/12/2024	29/12/2024
NHS Ayrshire & Arran	SLFC_NPA	Distress Brief Intervention	5	4	6	4	8	5	5	7	7	7	5	14	3
NHS Ayrshire & Arran	SLFC_NPA	For Information Only	37	33	34	32	33	38	36	28	24	36	43	45	37
NHS Ayrshire & Arran	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	2	4	1				2	1	1			1	
NHS Ayrshire & Arran	SLFC_NPA	Patient given self care advice - For Information Only	106	113	105	99	108	114	108	94	114	110	94	117	139
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 GUM Clinic - For Information Only												1	
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Midwife - For Information Only	1	2	1	1	1	4		3		1	4	2	2
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Optician - For Information Only	3		2	3	1	2		1	3	3		1	5
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	19	14	6	8	18	6	13	23	18	10	20	26	23
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Police - For Information Only	2	4	5	1	1	3	5	2	3	5	7	3	7
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact appropriate service - For Info Only						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	3	5	6	7	10	10	4	7	8	8	9	4	6
NHS Ayrshire & Arran	Not assigned	Not assigned			1					1					1
NHS Borders	PCARE	CPN (Dr) to phone patient within 1 Hr	7	1	7	2	4	2		1		4	2	4	2
NHS Borders	PCARE	CPN (Dr) to phone patient within 2 Hrs	7	5	3	7	8	7	4	7	8	6	5	3	5
NHS Borders	PCARE	DN (Dr) phone patient within 1 Hr	2	2	3	1	4	2	2	3	3	2		3	7
NHS Borders	PCARE	DN (Dr) phone patient within 2 Hrs	6	5	5	3	3	8	5	3	2	3	3	1	5
NHS Borders	PCARE	DN (Dr) phone patient within 4 Hrs	18	15	12	15	15	16	18	13	9	5	7	9	14
NHS Borders	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)				1	1		1				1	1	2
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)			2		1		2						
NHS Borders	PCARE	Home Visit within 1 Hr	2	4	4	3	1	2	2	2	2	4	2	3	2
NHS Borders	PCARE	Home Visit within 2 Hrs	4	13	13	17	8	11	19	10	8	5	9	5	17
NHS Borders	PCARE	Home Visit within 4 Hrs	11	17	18	14	10	19	20	14	14	13	15	16	34
NHS Borders	PCARE	PCEC within 1 Hr	13	15	22	12	10	8	14	10	12	13	7	12	27
NHS Borders	PCARE	PCEC within 2 Hrs	28	22	40	22	31	20	20	41	30	28	17	37	37
NHS Borders	PCARE	PCEC within 4 Hrs	66	75	82	60	57	48	74	72	73	67	51	64	139
NHS Borders	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	16	25	17	10	20	19	8	18	17	20	21	15	19
NHS Borders	PCARE	Pt advised to contact practice - For Information Only		2		1	1	2	1	1		3			
NHS Borders	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	3	2	3	2		2	2		1	4	1	2	2
NHS Borders	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	5	6	6	9	6	8	6	9	7	8	8	3	7
NHS Borders	PCARE	Speak to clinician within 1 Hr	8	7	2	1	2		2	2	1	6	4	6	6
NHS Borders	PCARE	Speak to clinician within 2 Hrs	3	5	3	4	4	5	4	6	4	9	4	6	14
NHS Borders	PCARE	Speak to clinician within 4 Hrs	12	7	16	14	12	12	6	9	4	11	6	13	10
NHS Borders	SCARE	999 contacted - For information only	51	45	42	45	52	42	36	31	49	50	39	43	39
NHS Borders	SCARE	Patient advised to go to A&E	42	36	26	37	38	37	42	30	35	28	30	39	34
NHS Borders	SCARE	Patient advised to go to A&E			1		1	1				1	1		1

Table 3

Health Board	Care Group	Endpoint	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	22/12/2024	29/12/2024
NHS Borders	SCARE	Patient sent to A&E via Ambulance within 1 Hr	4	2	4	1	3	2	6	4	7	5	3	3	2
NHS Borders	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	36	31	30	35	37	49	44	26	31	34	42	27	30
NHS Borders	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub						1					1	1	
NHS Borders	SCARE	Speak to clinician 2 Hrs	13	5	5	9	11	10	5	7	8	3	1	4	3
NHS Borders	SCARE	Speak to clinician within 4 Hrs	6	12	11	14	8	12	11	14	7	15	9	9	6
NHS Borders	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	31	22	18	13	24	22	20	27	15	17	17	22	30
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	1	1	2	2		1	2	1	1	2	2	4
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			3		3	3	1	1	2	1	1	2	2
NHS Borders	SLFC_NPA	For Information Only	14	11	5	10	10	7	4	9	7	10	8	10	9
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	26	32	25	29	21	27	27	29	19	31	33	32	34
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			1
NHS Borders	SLFC_NPA	Pt advised to contact Optician - For Information Only	2		1	2						2	2		3
NHS Borders	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	4	4	5	5	4	3	2	5	3	3	3	4	6
NHS Borders	SLFC_NPA	Pt advised to contact Police - For Information Only		1	1	2	2		1			1	1	1	2
NHS Borders	SLFC_NPA	Triage refused - Pt terminated call - For Information Only		1	1	1	1	2	6			2		3	1
NHS Dumfries & Gallo	PCARE	CPN (Dr) to phone patient within 1 Hr	3	2		3	3	2	3		2	3	2	2	1
NHS Dumfries & Gallo	PCARE	CPN (Dr) to phone patient within 2 Hrs	10	9	12	5	9	9	4	4	9	6	5	5	7
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 1 Hr	2	1	3	2	3	4	2	1	4	1	1	3	
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 2 Hrs	7	6	10	3	3	4	5	5	1	3	5	6	8
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 4 Hrs	16	14	21	20	20	7	17	13	20	20	14	8	27
NHS Dumfries & Gallo	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)			1	1	1		1	2		1			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		1
NHS Dumfries & Gallo	PCARE	Home Visit within 1 Hr	2	2	3	4	3	3	1		2	2	4	2	11
NHS Dumfries & Gallo	PCARE	Home Visit within 2 Hrs	14	7	15	9	8	13	11	8	12	5	8	11	15
NHS Dumfries & Gallo	PCARE	Home Visit within 4 Hrs	19	18	9	16	21	12	13	15	13	10	15	15	29
NHS Dumfries & Gallo	PCARE	PCEC within 1 Hr	20	19	13	14	12	16	10	18	17	9	10	18	23
NHS Dumfries & Gallo	PCARE	PCEC within 2 Hrs	45	35	40	31	35	32	33	33	38	26	36	27	69
NHS Dumfries & Gallo	PCARE	PCEC within 4 Hrs	56	86	102	65	64	74	66	92	82	71	78	97	170
NHS Dumfries & Gallo	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	18	8	11	12	7	13	11	5	11	13	21	15	12
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice - For Information Only		3	1				1	1	4	1	2	1	
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	1			3	1	2	3	4	5	2		2	2

Table 3

Health Board	Care Group	Endpoint	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	22/12/2024	29/12/2024
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	9	3	3	9	4	7	4	8	11	6	5	7	4
NHS Dumfries & Gallo	PCARE	Speak to clinician within 1 Hr	3	7	6	10	6	2	2	2	5	7	7	4	3
NHS Dumfries & Gallo	PCARE	Speak to clinician within 2 Hrs	8	8	13	8	5	8	3	10	11	12	4	7	5
NHS Dumfries & Gallo	PCARE	Speak to clinician within 4 Hrs	6	11	29	13	11	19	8	11	6	12	9	9	19
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	PCARE	Transport to PCEC within 4 hrs													1
NHS Dumfries & Gallo	SCARE	999 contacted - For information only	54	38	53	45	51	40	47	34	39	34	39	54	58
NHS Dumfries & Gallo	SCARE	Patient advised to go to A&E	33	36	38	34	30	47	27	44	30	30	28	28	51
NHS Dumfries & Gallo	SCARE	Patient advised to go to A&E	1			1	3	1		1	1	1			1
NHS Dumfries & Gallo	SCARE	Patient sent to A&E via Ambulance within 1 Hr	1	3	5	8	5	2	3	3	3	7	6	1	8
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	9	15	13	5	9	7	12	8	8	12	6	13	14
NHS Dumfries & Gallo	SCARE	Speak to clinician 2 Hrs	1	2	2	2		2	1		2	2		2	3
NHS Dumfries & Gallo	SCARE	Speak to clinician within 4 Hrs	8	8	6	7	4	3	8	7	6	5	4	6	9
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	38	36	32	42	41	26	44	39	31	32	37	38	52
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour			1									1	
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Not Triage/Assessed	2				6	1	1				1	3	1
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Routine Contact with Dentist			1								1		
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Self Care		1			2			1			1	3	
NHS Dumfries & Gallo	SLFC_NPA	Distress Brief Intervention				1		2	5		2	2	1	3	
NHS Dumfries & Gallo	SLFC_NPA	For Information Only	10	7	9	7	8	9	13	9	10	7	9	9	12
NHS Dumfries & Gallo	SLFC_NPA	Patient given self care advice - For Information Only	17	22	23	21	26	23	20	31	29	24	23	39	31
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Midwife - For Information Only				2				2	1		1		1
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Optician - For Information Only	2		1		2	1	1	1					
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only												1	
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	3	2	7	1	1	5	3	2	1	8	7	3	4
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Police - For Information Only		3	1	2	3	3		1			3	1	1
NHS Dumfries & Gallo	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	3	2	2	2	3	2	2	3	1	1	1		1
NHS Fife	PCARE	CPN (Dr) to phone patient within 1 Hr	16	19	12	16	11	13	18	19	7	18	15	21	15
NHS Fife	PCARE	CPN (Dr) to phone patient within 2 Hrs	15	29	24	14	13	31	22	19	19	21	26	13	33
NHS Fife	PCARE	DN (Dr) phone patient within 1 Hr	4	4	5	2	6	7	4	7	5	4	3	2	3
NHS Fife	PCARE	DN (Dr) phone patient within 2 Hrs	7	18	7	8	11	21	5	7	12	10	9	7	15
NHS Fife	PCARE	DN (Dr) phone patient within 4 Hrs	42	47	31	28	30	36	45	38	36	38	33	35	52
NHS Fife	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	1			3	2	5	2	3	3	1	1	1	3
NHS Fife	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)			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	1	

Table 3

Health Board	Care Group	Endpoint	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	22/12/2024	29/12/2024
NHS Fife	PCARE	Home Visit within 1 Hr	8	10	7	5	17	10	8	9	10	8	8	11	20
NHS Fife	PCARE	Home Visit within 2 Hrs	29	28	17	30	29	33	26	33	24	30	35	33	44
NHS Fife	PCARE	Home Visit within 4 Hrs	38	56	42	39	58	38	36	39	56	40	35	51	78
NHS Fife	PCARE	PCEC within 1 Hr	52	56	43	50	63	53	62	50	66	71	65	72	82
NHS Fife	PCARE	PCEC within 2 Hrs	96	138	102	99	114	143	126	144	150	136	166	180	201
NHS Fife	PCARE	PCEC within 4 Hrs	348	399	313	344	278	316	296	322	319	314	327	403	639
NHS Fife	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	65	44	57	81	74	63	88	59	79	89	66	83	69
NHS Fife	PCARE	Pt advised to contact practice - For Information Only	5	8	5	2	7	5	6	7	3	10	2	4	8
NHS Fife	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	3	5	1	6	7	10	4	7	6	9	10	7	10
NHS Fife	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	31	41	29	29	20	35	38	25	34	28	23	24	33
NHS Fife	PCARE	Speak to clinician within 1 Hr	12	9	16	12	12	16	16	22	13	15	16	9	23
NHS Fife	PCARE	Speak to clinician within 2 Hrs	23	34	29	16	20	19	22	22	20	26	18	18	26
NHS Fife	PCARE	Speak to clinician within 4 Hrs	54	48	40	44	45	47	50	46	33	36	43	34	72
NHS Fife	SCARE	999 contacted - For information only	143	192	158	142	172	181	146	167	145	164	179	166	224
NHS Fife	SCARE	Patient advised to go to A&E	144	128	122	141	119	148	137	126	152	140	151	131	169
NHS Fife	SCARE	Patient advised to go to A&E	2	3	1		1			1	1				1
NHS Fife	SCARE	Patient sent to A&E via Ambulance within 1 Hr	7	9	6	10	16	12	9	18	14	9	7	15	16
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	106	84	66	91	105	110	82	106	110	94	109	84	76
NHS Fife	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub						1			1				
NHS Fife	SCARE	Speak to clinician 2 Hrs	24	10	20	23	23	21	18	14	24	11	14	16	20
NHS Fife	SCARE	Speak to clinician within 4 Hrs	27	26	17	24	29	34	46	39	34	31	32	35	32
NHS Fife	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	1	1			1				1		1	1	1
NHS Fife	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	108	103	85	98	94	96	110	104	66	99	85	77	156
NHS Fife	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1	1		2	1	1	1	2	1			1	2
NHS Fife	SLFC_NPA	Dental Nurse - Not Triage/Assessed	5	4	2	5	4	4	8	5	4	5	3	8	10
NHS Fife	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1	3	2	2	4	1	2	1	2			3	6
NHS Fife	SLFC_NPA	Dental Nurse - Self Care	2	2	2	1	5	4	1	2	1	2	3	2	
NHS Fife	SLFC_NPA	Distress Brief Intervention	9	9	5	7	10	9	11	10	7	3	7	5	8
NHS Fife	SLFC_NPA	For Information Only	60	61	51	54	46	60	62	81	85	67	50	48	51
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	157	153	140	142	151	151	148	159	147	148	126	155	170
NHS Fife	SLFC_NPA	Pt advised to contact Dentist - For Information Only		2	1				1			2			1
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	4	5	3		4	2	4	2		1	3	3	3
NHS Fife	SLFC_NPA	Pt advised to contact Optician - For Information Only	3	2	3	1	7	3	4	1	1	1	2	4	5
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	19	21	6	15	19	24	11	17	13	15	13	20	27

Table 3

Health Board	Care Group	Endpoint	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	22/12/2024	29/12/2024
NHS Fife	SLFC_NPA	Pt advised to contact Police - For Information Only	5	7	3		2	7	6	4	4		2	4	6
NHS Fife	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information		1									1		
NHS Fife	SLFC_NPA	Pt advised to contact appropriate service - For Info Only					1								
NHS Fife	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	7	3	16	7	5	14	7	8	21	21	5	4	8
NHS Fife	Not assigned	Not assigned				2		1							1
NHS Forth Valley	PCARE	CPN (Dr) to phone patient within 1 Hr	8	9	7	9	5	7	13	5	6	5	6	6	10
NHS Forth Valley	PCARE	CPN (Dr) to phone patient within 2 Hrs	7	9	12	11	11	10	7	20	5	10	18	10	13
NHS Forth Valley	PCARE	DN (Dr) phone patient within 1 Hr	1	2	2	2	4	4	4	2	1	1	1	1	2
NHS Forth Valley	PCARE	DN (Dr) phone patient within 2 Hrs	4	12	14	12	15	7	6	10	4	7	11	5	9
NHS Forth Valley	PCARE	DN (Dr) phone patient within 4 Hrs	26	22	23	24	30	21	29	26	22	29	27	18	28
NHS Forth Valley	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2		3	3	5	2	2	2	4	2	3	2	5
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)			2	3	2			4	2	3	1	1	1
NHS Forth Valley	PCARE	Home Visit within 1 Hr	10	8	8	8	3	5	8	10	9	5	7	9	10
NHS Forth Valley	PCARE	Home Visit within 2 Hrs	31	15	17	20	23	25	22	21	25	20	20	24	39
NHS Forth Valley	PCARE	Home Visit within 4 Hrs	23	30	32	24	31	21	36	43	23	17	29	30	65
NHS Forth Valley	PCARE	PCEC within 1 Hr	49	67	55	60	31	59	61	50	37	63	65	62	73
NHS Forth Valley	PCARE	PCEC within 12 Hrs							1						
NHS Forth Valley	PCARE	PCEC within 2 Hrs	122	94	115	108	102	103	105	117	112	118	121	139	172
NHS Forth Valley	PCARE	PCEC within 4 Hrs	256	290	361	238	268	287	258	278	280	264	279	355	546
NHS Forth Valley	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	66	66	76	76	70	72	63	77	60	62	74	108	82
NHS Forth Valley	PCARE	Pt advised to contact practice - For Information Only	8	13	5	8	9	6	9	7	9	5	9	6	6
NHS Forth Valley	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	9	7	4	5	9	9	4	8	5	12	8	7	7
NHS Forth Valley	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	19	17	36	31	27	29	31	24	34	24	31	30	25
NHS Forth Valley	PCARE	Speak to clinician within 1 Hr	11	17	8	9	9	6	11	16	6	10	13	7	13
NHS Forth Valley	PCARE	Speak to clinician within 2 Hrs	20	22	19	25	21	12	19	12	15	19	20	14	22
NHS Forth Valley	PCARE	Speak to clinician within 4 Hrs	29	45	57	34	45	40	32	38	30	29	34	41	57
NHS Forth Valley	SCARE	999 contacted - For Information Only			1			1							
NHS Forth Valley	SCARE	999 contacted - For information only	150	145	145	133	114	115	127	144	111	124	119	123	151
NHS Forth Valley	SCARE	Patient advised to go to A&E	156	164	144	163	180	164	190	180	170	156	155	171	159
NHS Forth Valley	SCARE	Patient advised to go to A&E					1	2		2			3	1	1
NHS Forth Valley	SCARE	Patient sent to A&E via Ambulance within 1 Hr	15	10	10	9	7	4	6	5	17	14	6	7	17
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	184	199	159	174	205	206	196	205	198	205	184	189	137
NHS Forth Valley	SCARE	Speak to clinician 2 Hrs	42	46	29	35	49	45	61	51	35	36	34	23	19
NHS Forth Valley	SCARE	Speak to clinician within 4 Hrs	47	51	41	34	61	40	54	37	50	54	46	53	38
NHS Forth Valley	SLFC_NPA	Contact Breathing Space													1
NHS Forth Valley	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	1				1	1			1				

Table 3

Health Board	Care Group	Endpoint	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	22/12/2024	29/12/2024
NHS Forth Valley	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	74	67	82	55	69	57	57	55	57	72	55	72	101
NHS Forth Valley	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour		3	1			1						1	2
NHS Forth Valley	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	2	1	5	4	2	3	2	4	2	2	2	7	5
NHS Forth Valley	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1	1	1	2				3		1		1	1
NHS Forth Valley	SLFC_NPA	Dental Nurse - Self Care		1	3	1	1			1		2	1	1	6
NHS Forth Valley	SLFC_NPA	Distress Brief Intervention	8	8	10	3	7	12	8	14	9	12	7	10	4
NHS Forth Valley	SLFC_NPA	For Information Only	44	38	41	25	29	32	40	36	33	28	39	38	46
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							2	1					
NHS Forth Valley	SLFC_NPA	Patient given self care advice - For Information Only	102	93	104	102	88	128	85	118	120	86	110	121	122
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	4		2	2	3		3	1	3	5	3	2	3
NHS Forth Valley	SLFC_NPA	Pt advised to contact Optician - For Information Only	3	1	4	8	6	2	4	3	6	2	7	3	5
NHS Forth Valley	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only		1	1			1	1			1	2		
NHS Forth Valley	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	11	11	14	13	11	12	14	12	19	19	16	11	23
NHS Forth Valley	SLFC_NPA	Pt advised to contact Police - For Information Only	2	3	4	1	1		3		3	6	5	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	6	5	9	2	4	3	2	8	5	8	7	5	1
NHS Forth Valley	Not assigned	Not assigned												1	
NHS Grampian	PCARE	CPN (Dr) to phone patient within 1 Hr	17	18	15	19	20	20	19	15	14	9	12	13	12
NHS Grampian	PCARE	CPN (Dr) to phone patient within 2 Hrs	15	21	26	20	23	23	16	21	10	16	20	16	16
NHS Grampian	PCARE	DN (Dr) phone patient within 1 Hr	8	4	4	12	5	4	8	4	4	3	5	4	3
NHS Grampian	PCARE	DN (Dr) phone patient within 2 Hrs	5	9	5	7	5	8	6	7	10	7	7	12	5
NHS Grampian	PCARE	DN (Dr) phone patient within 4 Hrs	21	23	23	20	13	20	25	19	16	12	14	14	35
NHS Grampian	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	4	2	3	5	5	3	1	4	3	2	8	2	4
NHS Grampian	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)			1		1		1	1			1	4	
NHS Grampian	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	1	2	1	3	1	1	3	3		1	2	7	2
NHS Grampian	PCARE	Home Visit within 1 Hr	20	13	17	18	11	12	17	17	11	15	20	12	28
NHS Grampian	PCARE	Home Visit within 2 Hrs	43	60	49	56	48	49	45	58	55	47	50	41	58
NHS Grampian	PCARE	Home Visit within 4 Hrs	65	63	55	57	79	61	66	75	83	45	69	61	105
NHS Grampian	PCARE	PCEC within 1 Hr	72	71	83	81	60	77	93	83	85	90	81	86	129
NHS Grampian	PCARE	PCEC within 12 Hrs							1						
NHS Grampian	PCARE	PCEC within 2 Hrs	162	161	147	154	176	177	165	165	157	175	212	213	312
NHS Grampian	PCARE	PCEC within 4 Hrs	402	398	383	423	430	452	423	459	409	433	448	509	863
NHS Grampian	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	86	71	100	71	88	72	108	80	98	75	67	92	107
NHS Grampian	PCARE	Pt advised to contact practice - For Information Only	9	6	9	8	6	9	12	13	10	7	3	5	12
NHS Grampian	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	7	8	12	9	12	14	10	6	8	18	11	9	4

Table 3

Health Board	Care Group	Endpoint	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	22/12/2024	29/12/2024
NHS Grampian	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	34	45	47	43	37	51	37	34	41	34	43	51	62
NHS Grampian	PCARE	Speak to clinician within 1 Hr	20	24	20	16	21	11	16	15	20	15	22	20	26
NHS Grampian	PCARE	Speak to clinician within 2 Hrs	39	26	30	33	45	34	19	35	31	47	47	32	43
NHS Grampian	PCARE	Speak to clinician within 4 Hrs	76	75	78	90	79	68	49	69	76	47	72	62	122
NHS Grampian	SCARE	999 contacted - For information only	223	243	264	231	227	271	234	254	223	236	232	249	308
NHS Grampian	SCARE	Patient advised to go to A&E	214	204	193	195	215	206	214	209	206	190	206	201	237
NHS Grampian	SCARE	Patient advised to go to A&E		3	1	1	2		1	2	4	3	1		2
NHS Grampian	SCARE	Patient sent to A&E via Ambulance within 1 Hr	17	15	14	5	10	17	12	16	16	18	15	11	21
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	205	196	159	168	215	211	226	185	184	212	208	182	158
NHS Grampian	SCARE	Speak to clinician 2 Hrs	55	42	33	33	50	45	38	31	25	31	29	35	29
NHS Grampian	SCARE	Speak to clinician within 4 Hrs	59	57	59	48	58	46	57	76	60	51	53	42	62
NHS Grampian	SLFC_NPA	Contact Breathing Space						1							1
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour		1	2	1	2			3	1	1	1	1	1
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	78	107	89	108	111	109	104	95	73	69	74	91	183
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour			3	1	4	3	1	1		3	1	3	1
NHS Grampian	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	4	6	6	3	5	4	1	3	3	3	5	3	10
NHS Grampian	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1	2	4			1		3	1	1	1	1	3
NHS Grampian	SLFC_NPA	Dental Nurse - Self Care		1	3	2	3	1	1	4		3	1		3
NHS Grampian	SLFC_NPA	Distress Brief Intervention	6	5	8	12	7	10	9	11	6	7	9	9	8
NHS Grampian	SLFC_NPA	For Information Only	92	118	89	102	100	120	118	91	79	102	109	108	118
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	142	166	169	153	135	172	153	150	167	135	136	143	211
NHS Grampian	SLFC_NPA	Pt advised to contact Dentist - For Information Only					1					1	2		
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	1	2	2	3	3	2	2		2	1	5
NHS Grampian	SLFC_NPA	Pt advised to contact Optician - For Information Only	6	5	3	8	11	4	2	5	3	2	5	3	3
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	26	16	28	21	22	20	24	19	19	23	21	38	47
NHS Grampian	SLFC_NPA	Pt advised to contact Police - For Information Only	12	13	11	12	21	7	11	10	13	13	13	10	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	30	20	17	24	8	21	17	12	19	15	20	23
NHS Grampian	Not assigned	Not assigned			1										
NHS Greater Glasgow	PCARE	CPN (Dr) to phone patient within 1 Hr	58	36	41	46	33	38	26	30	41	31	33	40	37
NHS Greater Glasgow	PCARE	CPN (Dr) to phone patient within 2 Hrs	77	67	50	64	47	59	60	65	57	65	54	54	93
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 1 Hr	2	2		6	4	4	1	4	6	4	2	1	6
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 2 Hrs	6	5	3	7	7	6	3	5	3	1	5	7	6

Table 3

Health Board	Care Group	Endpoint	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	22/12/2024	29/12/2024
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 4 Hrs	12	15	14	12	10	14	11	17	7	8	11	9	17
NHS Greater Glasgow	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	12	6	9	8	9	8	12	9	7	10	12	7	10
NHS Greater Glasgow	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1	1	3	2	3	1	4	3	2	3	3	1	1
NHS Greater Glasgow	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	4	4	1	7	8	4	4	5	8	4	4	4	3
NHS Greater Glasgow	PCARE	Home Visit within 1 Hr	45	43	27	35	28	25	37	38	32	34	27	33	53
NHS Greater Glasgow	PCARE	Home Visit within 2 Hrs	131	80	72	99	105	85	113	74	98	85	97	109	168
NHS Greater Glasgow	PCARE	Home Visit within 4 Hrs	152	119	117	133	126	120	111	136	147	125	125	161	265
NHS Greater Glasgow	PCARE	PCEC within 1 Hr	224	177	181	159	179	187	225	208	192	176	165	197	212
NHS Greater Glasgow	PCARE	PCEC within 2 Hrs	516	370	340	374	397	456	440	402	439	437	408	485	586
NHS Greater Glasgow	PCARE	PCEC within 4 Hrs	1,538	959	1,008	1,034	1,027	1,087	1,002	1,026	1,043	1,019	1,099	1,289	1,948
NHS Greater Glasgow	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	175	211	226	238	216	244	246	214	212	243	206	285	235
NHS Greater Glasgow	PCARE	Pt advised to contact practice - For Information Only	24	30	10	35	30	30	22	26	23	14	14	16	29
NHS Greater Glasgow	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	13	22	18	22	22	26	21	20	22	21	23	17	14
NHS Greater Glasgow	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	121	109	139	114	102	114	119	102	113	102	118	109	108
NHS Greater Glasgow	PCARE	Speak to clinician within 1 Hr	61	61	58	48	59	62	46	66	63	65	48	48	67
NHS Greater Glasgow	PCARE	Speak to clinician within 2 Hrs	92	70	78	72	65	67	78	71	59	84	52	92	88
NHS Greater Glasgow	PCARE	Speak to clinician within 4 Hrs	229	152	163	165	170	174	150	154	150	156	134	172	269
NHS Greater Glasgow	PCARE	Transport to PCEC within 2 Hrs									1				
NHS Greater Glasgow	PCARE	Transport to PCEC within 4 hrs	4	1	3	4	1	3	2	9	5	2	1	3	7
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	587	468	469	476	501	442	441	488	523	464	429	482	564
NHS Greater Glasgow	SCARE	Patient advised to go to A&E	542	472	441	446	468	469	508	500	437	499	444	464	520
NHS Greater Glasgow	SCARE	Patient advised to go to A&E	6	4	4	4	4	4	3	4	2		2	1	2
NHS Greater Glasgow	SCARE	Patient sent to A&E via Ambulance within 1 Hr	32	30	36	30	18	30	26	35	23	31	41	27	52
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			2									1	
NHS Greater Glasgow	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	355	290	261	301	338	321	314	313	295	321	343	333	264
NHS Greater Glasgow	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub												1	
NHS Greater Glasgow	SCARE	Speak to clinician 2 Hrs	70	50	41	55	66	48	70	50	48	39	44	46	40
NHS Greater Glasgow	SCARE	Speak to clinician within 4 Hrs	124	118	91	98	106	116	116	126	119	113	112	116	109
NHS Greater Glasgow	SLFC_NPA	Contact Breathing Space	1			1		1				1			
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	3	4	3	1	2	3	4	3	1	2	1	1	3
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	351	281	259	259	269	253	260	223	258	251	254	253	358
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	5	5	6	3	3	2	5	5	2	4	2	7	6
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	17	15	18	11	10	13	5	9	5	13	11	25	27
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	6	4	6	5	2	4	3	4	1		7	5	4
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Self Care	8	2	11	5	3	6	5	6	3	6	4	4	11

Table 3

Health Board	Care Group	Endpoint	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	22/12/2024	29/12/2024
NHS Greater Glasgow	SLFC_NPA	Distress Brief Intervention	27	16	22	24	17	26	19	22	23	32	26	36	25
NHS Greater Glasgow	SLFC_NPA	For Information Only	190	157	140	143	159	154	161	130	130	150	123	155	192
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	1	4	3	3	3	4	2	6	1		
NHS Greater Glasgow	SLFC_NPA	Patient given self care advice - For Information Only	460	424	440	437	452	479	469	444	445	430	447	452	560
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Dentist - For Information Only	2	3	5	2	2	1	5	1	1	2		3	1
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	8	10	10	10	6	7	9	12	6	4	8	12
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Optician - For Information Only	14	7	5	10	17	14	16	9	14	10	17	18	11
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only		2	1						1	2	1		3
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	101	51	65	48	70	43	71	56	63	63	67	64	100
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Police - For Information Only	12	14	14	14	9	13	4	5	8	15	6	16	15
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	21	26	26	19	22	33	33	16	19	27	12	18	22
NHS Greater Glasgow	SLFC_NPA	Untriaged call - OOH Service clinician to phone patient								1					
NHS Greater Glasgow	Not assigned	Not assigned	1		1									1	2
NHS HIGHLAND	PCARE	CPN (Dr) to phone patient within 1 Hr	7	5	8	5	9	8	8	4	7	4	3	12	6
NHS HIGHLAND	PCARE	CPN (Dr) to phone patient within 2 Hrs	11	14	8	11	13	13	10	9	6	11	12	8	15
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 1 Hr	3	4	2	2	1	2	6	1	2	2	2	3	2
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 2 Hrs	2	5	3	5	4	4	5	4	4	2	4	4	6
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 4 Hrs	12	11	10	11	19	15	16	10	14	17	8	10	17
NHS HIGHLAND	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2		1			2	1	1	1	2			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)	3			1		1	1	2					2
NHS HIGHLAND	PCARE	Home Visit within 1 Hr	5	11	5	2	9	7	9	5	9	4	10	11	7
NHS HIGHLAND	PCARE	Home Visit within 2 Hrs	28	15	36	20	21	16	11	20	27	23	18	21	24
NHS HIGHLAND	PCARE	Home Visit within 4 Hrs	29	17	43	24	21	18	30	36	23	32	29	23	69
NHS HIGHLAND	PCARE	PCEC within 1 Hr	38	33	35	28	37	30	35	32	29	36	26	35	41
NHS HIGHLAND	PCARE	PCEC within 2 Hrs	80	70	84	75	68	69	75	80	76	79	66	61	130
NHS HIGHLAND	PCARE	PCEC within 4 Hrs	184	131	284	184	161	168	138	144	180	153	137	183	378
NHS HIGHLAND	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	47	35	24	32	34	32	26	25	23	38	30	38	39
NHS HIGHLAND	PCARE	Pt advised to contact practice - For Information Only	4	1	6	6	5	4	3	5	2	1	3	2	6
NHS HIGHLAND	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	2	6	1	2	3	6	5	3	5	9	4	1	4
NHS HIGHLAND	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	18	20	20	9	19	25	10	13	21	16	16	8	16
NHS HIGHLAND	PCARE	Speak to clinician within 1 Hr	18	12	14	8	10	12	12	12	11	16	8	8	15
NHS HIGHLAND	PCARE	Speak to clinician within 2 Hrs	20	15	19	16	10	13	14	19	7	7	15	13	15
NHS HIGHLAND	PCARE	Speak to clinician within 4 Hrs	44	31	53	28	31	27	27	41	37	17	27	26	58

Table 3

Health Board	Care Group	Endpoint	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	22/12/2024	29/12/2024
NHS HIGHLAND	PCARE	Transport to PCEC within 1 Hr							1						
NHS HIGHLAND	PCARE	Transport to PCEC within 2 Hrs			1	1								1	
NHS HIGHLAND	PCARE	Transport to PCEC within 4 hrs			2		1			1	1				1
NHS HIGHLAND	SCARE	999 contacted - For Information Only												1	
NHS HIGHLAND	SCARE	999 contacted - For information only	89	88	96	98	97	92	103	102	103	118	89	80	133
NHS HIGHLAND	SCARE	Patient advised to go to A&E	74	73	88	69	69	68	66	45	65	75	70	73	79
NHS HIGHLAND	SCARE	Patient advised to go to A&E	3		1	3				1		1		1	1
NHS HIGHLAND	SCARE	Patient sent to A&E via Ambulance within 1 Hr	8	7	6	5	3	5	5	7	7	5	4	5	6
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	38	35	46	34	48	37	51	46	45	34	39	53
NHS HIGHLAND	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	16	21	21	18	22	9	18	11	16	16	15	16	26
NHS HIGHLAND	SCARE	Speak to clinician 2 Hrs	10	8	11	8	7	9	11	9	4	7	10	13	10
NHS HIGHLAND	SCARE	Speak to clinician within 4 Hrs	21	16	19	25	21	20	13	17	22	14	15	23	18
NHS HIGHLAND	SLFC_NPA	Distress Brief Intervention	3	3	2	4	7	7	2	3	6	6	6	6	4
NHS HIGHLAND	SLFC_NPA	For Information Only	37	37	28	25	24	32	33	34	41	27	29	24	32
NHS HIGHLAND	SLFC_NPA	Hub to arrange appointment within 24 hours	63	61	64	66	65	62	48	51	51	34	41	66	92
NHS HIGHLAND	SLFC_NPA	Patient advised to contact CPN Team - For Info Only			1					1		1			
NHS HIGHLAND	SLFC_NPA	Patient advised to contact dental advice line - Info Only	1					1	1		3			2	2
NHS HIGHLAND	SLFC_NPA	Patient advised to contact registered GDP - Info Only	18	13	8	8	9	9	11	6	16	6	10	10	11
NHS HIGHLAND	SLFC_NPA	Patient given self care advice - For Information Only	93	76	80	74	64	74	82	85	76	71	60	76	113
NHS HIGHLAND	SLFC_NPA	Patient given self care dental advice - For Information Only	4	1		2		2	1	3	2				1
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Dentist - For Information Only					1		2					1	1
NHS HIGHLAND	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only						1							
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Midwife - For Information Only	1	1	1		3		1		1	2		1	
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Optician - For Information Only	2	1		1	1	4	3	1		3	4	3	2
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only							1					1	
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	11	12	16	12	8	9	8	12	9	7	11	13	20
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Police - For Information Only	5	3	1	4	3	5	1	2	7	4	4	3	2
NHS HIGHLAND	SLFC_NPA	Pt given TOXBASE advice - For Information Only	1												
NHS HIGHLAND	SLFC_NPA	Triage refused - For Information Only	2	9	4	2	2	6	1	4	1	1	7	4	7
NHS HIGHLAND	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	2	5	4	6	5	6	8	8	5	5	6	3	2
NHS LANARKSHIRE	PCARE	CPN (Dr) to phone patient within 1 Hr	14	15	13	13	21	9	22	15	13	23	18	15	17
NHS LANARKSHIRE	PCARE	CPN (Dr) to phone patient within 2 Hrs	16	23	15	20	13	24	24	23	27	25	16	30	20
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 1 Hr		1	2	1	1	1			1			2	
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 2 Hrs	5	5	3	3	4	2	1			2	1	1	2
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 4 Hrs	5	8	5	10	6	7	4	6	1	3	10	4	10
NHS LANARKSHIRE	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	6	5	1	6	3	2	7	2	3	4	3	3	6
NHS LANARKSHIRE	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)		2								2	1	3	1

Table 3

Health Board	Care Group	Endpoint	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	22/12/2024	29/12/2024
NHS LANARKSHIRE	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)			2	1	4	3	4	1	2	3	1	3	3
NHS LANARKSHIRE	PCARE	Home Visit within 1 Hr	12	7	16	15	13	6	10	18	17	16	19	18	18
NHS LANARKSHIRE	PCARE	Home Visit within 2 Hrs	49	39	26	46	35	40	35	34	37	35	36	47	59
NHS LANARKSHIRE	PCARE	Home Visit within 4 Hrs	51	53	50	49	43	41	41	55	53	51	63	70	96
NHS LANARKSHIRE	PCARE	PCEC within 1 Hr	122	106	108	117	103	112	116	106	128	111	99	109	147
NHS LANARKSHIRE	PCARE	PCEC within 2 Hrs	267	233	192	189	206	239	233	211	218	251	241	297	308
NHS LANARKSHIRE	PCARE	PCEC within 4 Hrs	714	476	502	479	501	554	502	561	526	534	582	723	1,074
NHS LANARKSHIRE	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	75	97	92	88	86	89	90	90	104	106	97	114	109
NHS LANARKSHIRE	PCARE	Pt advised to contact practice - For Information Only	9	11	9	11	13	9	11	6	19	15	1	10	12
NHS LANARKSHIRE	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	8	7	6	9	8	12	9	6	7	7	7	15	10
NHS LANARKSHIRE	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	62	46	39	46	50	55	51	53	54	34	46	46	43
NHS LANARKSHIRE	PCARE	Speak to clinician within 1 Hr	28	25	24	17	22	27	22	16	23	23	19	20	22
NHS LANARKSHIRE	PCARE	Speak to clinician within 2 Hrs	38	27	38	22	30	38	34	33	30	47	29	30	34
NHS LANARKSHIRE	PCARE	Speak to clinician within 4 Hrs	111	80	83	72	76	61	63	69	74	63	60	81	112
NHS LANARKSHIRE	PCARE	Transport to PCEC within 2 Hrs	2			1				1	1	4	4	1	
NHS LANARKSHIRE	PCARE	Transport to PCEC within 4 hrs	1			2	1	1	2		1	1			1
NHS LANARKSHIRE	PCARE	Triage refused therefore Dr requested to phone patient												1	
NHS LANARKSHIRE	SCARE	999 contacted - For information only	273	266	217	226	218	230	250	251	284	239	211	250	278
NHS LANARKSHIRE	SCARE	Patient advised to go to A&E	302	282	247	278	272	255	275	255	255	273	276	260	290
NHS LANARKSHIRE	SCARE	Patient advised to go to A&E		2	1	1	3	1	1	1	2		4	1	4
NHS LANARKSHIRE	SCARE	Patient sent to A&E via Ambulance within 1 Hr	17	15	15	16	13	9	10	18	10	21	21	22	20
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	127	89	81	132	131	106	108	105	117	119	126	101	102
NHS LANARKSHIRE	SCARE	Speak to clinician 2 Hrs	30	17	15	24	34	30	21	23	13	30	17	15	13
NHS LANARKSHIRE	SCARE	Speak to clinician within 4 Hrs	64	50	43	43	49	53	47	49	49	41	36	48	40
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour		2		5			1	1	1			1	
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	175	127	131	133	136	124	121	122	115	118	133	124	192
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	2		1	2	2		1	4		1	1	1	1
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	8	5	8	5	10	2	2	3	7	5	5	10	8
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	4			1	2	3		1	2	2	1	3	4
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Self Care	2	3	2	3		2	2	2	1		1	5	4
NHS LANARKSHIRE	SLFC_NPA	Distress Brief Intervention	19	12	11	11	4	13	6	3	13	11	8	14	13
NHS LANARKSHIRE	SLFC_NPA	For Information Only	88	61	49	59	54	70	49	72	72	73	75	72	94
NHS LANARKSHIRE	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	1		1	2	1		1	3					1
NHS LANARKSHIRE	SLFC_NPA	Patient given self care advice - For Information Only	152	135	151	136	159	151	150	163	174	152	167	154	238
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Dentist - For Information Only	2					1			2	1	1		
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only				2	1	1							

Table 3

Health Board	Care Group	Endpoint	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	22/12/2024	29/12/2024
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Midwife - For Information Only	3	5	7	3	8	3	1	2	4	3	6	2	2
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Optician - For Information Only	4	5	7	2	6	6	6	3	2	5	5	4	1
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	32	24	25	31	24	28	26	25	31	20	24	26	42
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Police - For Information Only	10	2	8	5	13	7	3	6	7	5	5	4	4
NHS LANARKSHIRE	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	9	6	6	7	16	11	14	15	18	8	17	4	15
NHS LANARKSHIRE	Not assigned	Not assigned				1									1
NHS Lothian	PCARE	CPN (Dr) to phone patient within 1 Hr	22	25	19	21	18	23	21	18	20	16	19	20	22
NHS Lothian	PCARE	CPN (Dr) to phone patient within 2 Hrs	41	27	38	32	39	47	38	34	34	46	28	36	35
NHS Lothian	PCARE	DN (Dr) phone patient within 1 Hr	9	10	7	1	6	2	4	8	8	3	6	1	5
NHS Lothian	PCARE	DN (Dr) phone patient within 2 Hrs	7	7	11	17	16	14	12	7	16	10	11	11	16
NHS Lothian	PCARE	DN (Dr) phone patient within 4 Hrs	36	37	34	40	38	28	31	31	32	31	34	24	49
NHS Lothian	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	5	10	7	7	5	7	7	8	3	3	2	8	6
NHS Lothian	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)		3		1		1		1		2		4	4
NHS Lothian	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	3	3	2	3	2	2	1	2	3	4	3	5	
NHS Lothian	PCARE	Home Visit within 1 Hr	34	31	35	29	21	22	30	31	32	30	26	25	41
NHS Lothian	PCARE	Home Visit within 2 Hrs	65	70	72	57	55	53	70	86	69	67	65	85	139
NHS Lothian	PCARE	Home Visit within 4 Hrs	91	88	82	87	89	96	83	102	95	87	109	88	181
NHS Lothian	PCARE	PCEC within 1 Hr	129	130	128	139	121	134	146	125	145	133	136	136	137
NHS Lothian	PCARE	PCEC within 2 Hrs	280	273	302	275	263	306	308	316	323	335	304	299	417
NHS Lothian	PCARE	PCEC within 4 Hrs	790	731	766	698	762	836	742	770	786	790	845	918	1,382
NHS Lothian	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	198	167	181	197	192	178	194	161	191	205	175	249	183
NHS Lothian	PCARE	Pt advised to contact practice - For Information Only	16	17	14	20	18	11	10	16	18	16	28	17	16
NHS Lothian	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	14	22	15	14	19	27	17	14	15	16	18	15	12
NHS Lothian	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	87	81	76	84	79	86	71	74	86	82	84	95	86
NHS Lothian	PCARE	Speak to clinician within 1 Hr	34	40	41	47	33	41	23	36	45	32	32	27	42
NHS Lothian	PCARE	Speak to clinician within 2 Hrs	61	69	54	46	61	49	65	54	37	53	47	60	76
NHS Lothian	PCARE	Speak to clinician within 4 Hrs	145	105	114	104	105	123	130	117	99	116	112	117	211
NHS Lothian	PCARE	Transport to PCEC within 2 Hrs	3	3			3		3			2	1	2	1
NHS Lothian	PCARE	Transport to PCEC within 4 hrs	1	1	1	1	2	2	1	3	1	2	1	3	2
NHS Lothian	PCARE	Triage refused therefore Dr requested to phone patient									1				
NHS Lothian	SCARE	999 contacted - For Information Only	1												1
NHS Lothian	SCARE	999 contacted - For information only	350	370	318	338	347	345	326	372	332	297	349	335	382
NHS Lothian	SCARE	Patient advised to go to A&E	450	386	383	439	390	416	397	373	397	390	389	372	389
NHS Lothian	SCARE	Patient advised to go to A&E	3	1	1	4	6		2	3	1	2	1	2	3
NHS Lothian	SCARE	Patient sent to A&E via Ambulance within 1 Hr	24	22	21	23	33	25	21	28	17	34	14	22	32
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			

Table 3

Health Board	Care Group	Endpoint	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	22/12/2024	29/12/2024
NHS Lothian	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	385	393	326	365	422	353	391	342	367	328	340	345	296
NHS Lothian	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	1		1		1	1		1					1
NHS Lothian	SCARE	Speak to clinician 2 Hrs	62	65	38	60	59	51	73	53	56	45	45	48	33
NHS Lothian	SCARE	Speak to clinician within 4 Hrs	112	108	102	97	99	109	108	107	128	116	83	92	103
NHS Lothian	SLFC_NPA	Contact Breathing Space	1				1		1						
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour			1	2	1	3	3		2	2	2		2
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	223	203	187	209	208	190	189	177	167	183	191	195	302
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	5	3	3	2	6	3	6	6	1		2	1	2
NHS Lothian	SLFC_NPA	Dental Nurse - Not Triage/Assessed	7	14	22	13	8	7	6	10	7	5	4	15	25
NHS Lothian	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	3	1	3	1	8	4	5	4	1	1	2	8	3
NHS Lothian	SLFC_NPA	Dental Nurse - Self Care	9	3	6	5	4	7	8	5	3	5	2	6	9
NHS Lothian	SLFC_NPA	Distress Brief Intervention	15	14	19	12	12	18	22	14	15	16	15	24	14
NHS Lothian	SLFC_NPA	For Information Only	115	112	116	126	102	126	103	98	89	121	102	102	110
NHS Lothian	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	1	1	1	2	1	1		1	2	1		1	
NHS Lothian	SLFC_NPA	Patient given self care advice - For Information Only	301	278	303	290	273	322	289	275	297	286	308	295	319
NHS Lothian	SLFC_NPA	Pt advised to contact Dentist - For Information Only	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	1	1	2	1				1	
NHS Lothian	SLFC_NPA	Pt advised to contact Midwife - For Information Only	8	8	8	11	13	10	10	10	8	9	8	14	18
NHS Lothian	SLFC_NPA	Pt advised to contact Optician - For Information Only	4	12	14	11	12	13	9	14	17	10	12	9	12
NHS Lothian	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only		1		1			1	2					
NHS Lothian	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	59	41	52	62	55	48	42	54	42	63	41	55	66
NHS Lothian	SLFC_NPA	Pt advised to contact Police - For Information Only	11	13	13	14	6	12	7	9	12	10	5	8	11
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					2
NHS Lothian	SLFC_NPA	Pt given TOXBASE advice - For Information Only	1												
NHS Lothian	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	16	8	14	20	12	12	11	18	18	17	13	14	12
NHS Lothian	Not assigned	Not assigned	2	1		1	1			1				1	1
NHS Orkney	PCARE	CPN (Dr) to phone patient within 1 Hr					1				1				1
NHS Orkney	PCARE	CPN (Dr) to phone patient within 2 Hrs	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	1	1	1		2	1	3	1	1
NHS Orkney	PCARE	Home Visit within 1 Hr	1			1					1		1	2	2
NHS Orkney	PCARE	Home Visit within 2 Hrs	2			1	4	2	1	2	2	1		1	3
NHS Orkney	PCARE	Home Visit within 4 Hrs	4	2	1	4	4	1	2	2	2	1	2	2	2
NHS Orkney	PCARE	PCEC within 1 Hr			1	1	2	1			1		1		4
NHS Orkney	PCARE	PCEC within 2 Hrs	4	5	1	1	3	2	4	3	2		1	3	5
NHS Orkney	PCARE	PCEC within 4 Hrs	15	14	7	8	10	6	9	9	9	7	4	16	14

Table 3

[illegible]

Table 3

Health Board	Care Group	Endpoint	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	22/12/2024	29/12/2024
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					1	
NHS Shetland	PCARE	Speak to clinician within 1 Hr		1	1					1		3	1		
NHS Shetland	PCARE	Speak to clinician within 2 Hrs			1			3			1	1	1		
NHS Shetland	PCARE	Speak to clinician within 4 Hrs	5	2	1		1	1	2	2	2	1	1	1	
NHS Shetland	SCARE	999 contacted - For information only	5	5	6	3	5	1	5	5	4	4	2	6	3
NHS Shetland	SCARE	Patient advised to go to A&E	8		2	4	1	4		5	1	3		4	2
NHS Shetland	SCARE	Patient advised to go to A&E													1
NHS Shetland	SCARE	Patient sent to A&E via Ambulance within 1 Hr	1							2					
NHS Shetland	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	2		1	1						2			2
NHS Shetland	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub		1		1			2					1	1
NHS Shetland	SCARE	Speak to clinician 2 Hrs	1								1				
NHS Shetland	SCARE	Speak to clinician within 4 Hrs	2	1		1							1		1
NHS Shetland	SLFC_NPA	Distress Brief Intervention	1		1										
NHS Shetland	SLFC_NPA	For Information Only			2	1	1					1			1
NHS Shetland	SLFC_NPA	Hub to arrange appointment within 24 hours	1	2	1	1	3	2		3	3	1	3	5	6
NHS Shetland	SLFC_NPA	Patient advised to contact CPN Team - For Info Only		1		1									
NHS Shetland	SLFC_NPA	Patient advised to contact registered GDP - Info Only	1	2	2			2				2			1
NHS Shetland	SLFC_NPA	Patient given self care advice - For Information Only	1	3	5	3	3	3		1	4	1	4	1	6
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						
NHS TAYSIDE	PCARE	CPN (Dr) to phone patient within 1 Hr	17	17	18	11	22	19	10	12	16	13	12	11	17
NHS TAYSIDE	PCARE	CPN (Dr) to phone patient within 2 Hrs	20	18	25	17	27	20	20	17	25	23	16	14	23
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 1 Hr	1	6	3	2	4	3	3	9	3	6	2	5	2
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 2 Hrs	19	11	8	10	19	12	17	7	13	15	9	11	20
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 4 Hrs	46	39	39	36	32	47	30	34	37	42	35	46	53
NHS TAYSIDE	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	5	1	2	1	4	3	1	1	1	4	3		2
NHS TAYSIDE	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1	1				1		2		1	1		
NHS TAYSIDE	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	3	2	1	1	1	1			1	1	2	2	5
NHS TAYSIDE	PCARE	Home Visit within 1 Hr	10	14	17	15	10	11	13	7	13	5	14	7	30
NHS TAYSIDE	PCARE	Home Visit within 12 Hrs									1				
NHS TAYSIDE	PCARE	Home Visit within 2 Hrs	47	39	42	38	38	41	32	33	32	43	40	35	51
NHS TAYSIDE	PCARE	Home Visit within 4 Hrs	47	69	43	48	37	53	40	63	63	46	40	56	100
NHS TAYSIDE	PCARE	PCEC within 1 Hr	91	103	70	68	78	83	94	81	104	96	94	107	114
NHS TAYSIDE	PCARE	PCEC within 2 Hrs	147	166	133	133	154	132	147	126	145	156	197	188	258
NHS TAYSIDE	PCARE	PCEC within 4 Hrs	321	405	301	308	343	353	362	337	349	335	368	438	740
NHS TAYSIDE	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	51	44	59	61	64	68	49	44	63	52	47	77	70

Table 3

Health Board	Care Group	Endpoint	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	22/12/2024	29/12/2024
NHS TAYSIDE	PCARE	Pt advised to contact practice - For Information Only	10	11	5	7	7	7	8	8	7	10	7	5	13
NHS TAYSIDE	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	9	11	7	5	7	8	12	6	4	11	7	5	2
NHS TAYSIDE	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	22	40	28	37	33	24	29	30	24	31	28	39	40
NHS TAYSIDE	PCARE	Speak to clinician within 1 Hr	27	18	23	15	19	19	18	14	16	8	22	9	12
NHS TAYSIDE	PCARE	Speak to clinician within 2 Hrs	29	33	30	25	18	29	27	25	24	36	22	29	27
NHS TAYSIDE	PCARE	Speak to clinician within 4 Hrs	51	58	69	53	39	60	50	54	47	45	54	54	97
NHS TAYSIDE	PCARE	Transport to PCEC within 1 Hr			1	1							1		
NHS TAYSIDE	PCARE	Transport to PCEC within 2 Hrs	2	1		4		1						1	
NHS TAYSIDE	PCARE	Transport to PCEC within 4 hrs		1	1			1	1			1		1	1
NHS TAYSIDE	SCARE	999 contacted - For Information Only										1			
NHS TAYSIDE	SCARE	999 contacted - For information only	189	204	166	179	200	184	196	188	160	174	178	214	237
NHS TAYSIDE	SCARE	Patient advised to go to A&E	79	67	83	77	83	66	90	76	65	93	74	74	98
NHS TAYSIDE	SCARE	Patient advised to go to A&E	2	1	1	3		1	1	2		3		1	2
NHS TAYSIDE	SCARE	Patient sent to A&E via Ambulance within 1 Hr	10	8	9	13	8	7	8	4	7	7	16	8	15
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	105	83	93	97	89	83	86	91	94	90	81	82	93
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	27	22	20	25	22	16	25	20	18	25	17	15	17
NHS TAYSIDE	SCARE	Speak to clinician within 4 Hrs	49	46	35	40	47	38	26	39	39	31	27	41	42
NHS TAYSIDE	SLFC_NPA	Contact Breathing Space	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	115	112	125	104	93	115	93	108	103	89	127	113	188
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	2	1	1			2	2	1	2	1		1	5
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Pharmacist			1										
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Not Triage/Assessed	3	4	12	7	4	3	5	3	4	6	8	14	18
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	2	2	2	4	3		4	3	4	1	1	4	6
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Self Care		3	2	1	3	4	2	1	2	5		1	3
NHS TAYSIDE	SLFC_NPA	Distress Brief Intervention	5	7	8	9	12	8	13	8	7	11	6	8	8
NHS TAYSIDE	SLFC_NPA	For Information Only	47	41	38	46	52	32	32	46	45	22	31	40	41
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	108	133	117	107	120	130	123	131	127	108	138	136	181
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Dentist - For Information Only			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	2	4	2	2	3		4		4	2	2	3	3
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Optician - For Information Only	4	7	3	3	5	2	9	11	7	4	3	5	7
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only												1	
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	32	15	15	27	20	22	13	11	23	18	15	15	25
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Police - For Information Only	5	3	3	4	8	1	2	2	7	2	2	6	2

Table 3

Health Board	Care Group	Endpoint	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	22/12/2024	29/12/2024
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	6	7	5	8		7	9	7	4	2	1	5	4
NHS TAYSIDE	Not assigned	Not assigned			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	1			2	2	2	1	2			1		
NHS Western Isles	PCARE	DN (Dr) phone patient within 1 Hr						1		1					
NHS Western Isles	PCARE	DN (Dr) phone patient within 2 Hrs									1				1
NHS Western Isles	PCARE	DN (Dr) phone patient within 4 Hrs	4	2	1			2	1	2	2	2	2	1	
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		2	1	1	2				4		2	2	2
NHS Western Isles	PCARE	Home Visit within 2 Hrs	2	1	1		2		1	3	2	2	2		4
NHS Western Isles	PCARE	Home Visit within 4 Hrs	4	2			1	6	1	3	3	3	3		6
NHS Western Isles	PCARE	PCEC within 1 Hr	3	1		4	2	1	3	2	1		3	2	1
NHS Western Isles	PCARE	PCEC within 2 Hrs	6	3	2	5	5	9	4	7	4	3	4	2	10
NHS Western Isles	PCARE	PCEC within 4 Hrs	11	13	11	9	14	11	12	12	8	7	11	14	27
NHS Western Isles	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	2	4	1	2	1	1		3		3	1	4	5
NHS Western Isles	PCARE	Pt advised to contact practice - For Information Only				1			1						1
NHS Western Isles	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	1					1	1	1				1	
NHS Western Isles	PCARE	Pt advised to contact practice within 36 Hrs - Info Only		1	2	2	3		2	1	1	1			1
NHS Western Isles	PCARE	Speak to clinician within 1 Hr				1	1	1							1
NHS Western Isles	PCARE	Speak to clinician within 2 Hrs	4	3	2	2	1		2		2			1	
NHS Western Isles	PCARE	Speak to clinician within 4 Hrs	2	5	4	2	3	1	1	2	3	2		5	3
NHS Western Isles	PCARE	Transport to PCEC within 2 Hrs										1			
NHS Western Isles	SCARE	999 contacted - For information only	7	3	8	6	2	6	5	5	8	4	6	5	4
NHS Western Isles	SCARE	Patient advised to go to A&E	4	7	4	6	4	4	3	9	11	8	5	1	3
NHS Western Isles	SCARE	Patient sent to A&E via Ambulance within 1 Hr	1	1			1					1			
NHS Western Isles	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	2	8	1	2	3	5	1	4	1	3	1	3	1
NHS Western Isles	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	1	1		1		1	1	2	2	1			2
NHS Western Isles	SCARE	Speak to clinician 2 Hrs						1	2		1				
NHS Western Isles	SCARE	Speak to clinician within 4 Hrs				1		1	3	1	1	5		1	4
NHS Western Isles	SLFC_NPA	Distress Brief Intervention						1		1					
NHS Western Isles	SLFC_NPA	For Information Only		4	2	3	4			4		2	2		
NHS Western Isles	SLFC_NPA	Hub to arrange appointment within 24 hours	7	4	3	5	2	3	4	5	1	3	2	3	5
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										
NHS Western Isles	SLFC_NPA	Patient advised to contact dental advice line - Info Only													1
NHS Western Isles	SLFC_NPA	Patient advised to contact registered GDP - Info Only		1		1					2				1

Table 3

Health Board	Care Group	Endpoint	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	22/12/2024	29/12/2024
NHS Western Isles	SLFC_NPA	Patient given self care advice - For Information Only	3	3	5	2	2	6	3	9	2	3	6		5
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	1		1	1			1			1			1
Not assigned	SCARE	999 contacted - For information only										1			
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	25	12	22	22	23	10	15	11	7	7	20	14	24

Table 4

Care Group	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	22/12/2024	29/12/2024
PCARE	12,668	11,405	11,492	11,080	11,218	11,861	11,479	11,575	11,710	11,610	11,720	13,268	18,647
SCARE	7,199	6,660	6,198	6,518	6,819	6,604	6,730	6,695	6,578	6,582	6,395	6,536	6,971
SLFC_NPA	4,594	4,213	4,219	4,126	4,233	4,325	4,175	4,155	4,077	4,022	4,052	4,348	5,681
Not assigned	28	13	26	26	24	11	16	14	7	7	20	17	31
Total	24,489	22,291	21,935	21,750	22,294	22,801	22,400	22,439	22,372	22,221	22,187	24,169	31,330

Care Group	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	22/12/2024	29/12/2024
PCARE	51.73%	51.16%	52.39%	50.94%	50.32%	52.02%	51.25%	51.58%	52.34%	52.25%	52.82%	54.90%	59.52%
SCARE	29.40%	29.88%	28.26%	29.97%	30.59%	28.96%	30.04%	29.84%	29.40%	29.62%	28.82%	27.04%	22.25%
SLFC_NPA	18.76%	18.90%	19.23%	18.97%	18.99%	18.97%	18.64%	18.52%	18.22%	18.10%	18.26%	17.99%	18.13%
Not assigned	0.11%	0.06%	0.12%	0.12%	0.11%	0.05%	0.07%	0.06%	0.03%	0.03%	0.09%	0.07%	0.10%

Table 5

Calendar day	03/12/2024	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	16/12/2024	17/12/2024	18/12/2024	19/12/2024	20/12/2024	21/12/2024	22/12/2024	23/12/2024	24/12/2024	25/12/2024	26/12/2024	27/12/2024	28/12/2024	29/12/2024
Overall Call Volume	437	446	414	404	380	503	482	364	396	402	375	354	455	451	447	398	370	378	390	479	514	395	332	405	494	476	594	555
Overall Calls Connected	369	280	309	287	268	406	397	311	321	323	329	272	363	341	336	354	299	296	335	405	436	345	236	328	460	405	430	419
Median Time to Answer	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	00:00:06	00:00:06	00:00:06	00:00:10	00:00:11	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:02:14	00:00:06
90th Percentile Time to Answer	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	00:13:23	00:09:44	00:16:53	00:20:42	00:09:59	00:06:58	00:09:17	00:09:30	00:14:06	00:09:41	00:00:53	00:06:23	00:23:44	00:17:45

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	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	22/12/2024	29/12/2024
Overall Call Volume	2,827	2,761	2,689	2,704	2,649	2,867	2,737	2,908	3,158	3,066	2,797	2,976	3,244
Overall Calls Connected	2,383	2,416	2,248	2,243	2,283	2,472	2,344	2,295	2,178	2,316	2,260	2,461	2,623
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	00:01:12	00:00:06	00:00:06	00:00:06	00:00:06
90th Percentile Time to Answer	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	00:12:28	00:12:46

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

Graphs

