

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: 20/10/2024 to 12/01/2025

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	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	30/12/2024	31/12/2024	01/01/2025	02/01/2025	03/01/2025	04/01/2025	05/01/2025	06/01/2025	07/01/2025	08/01/2025	09/01/2025	10/01/2025	11/01/2025	12/01/2025
Overall Call Volume	4,181	3,959	3,728	3,529	3,892	9,294	9,278	3,924	3,262	5,484	9,266	4,697	10,450	9,470	3,884	3,106	7,463	8,547	3,925	9,046	7,883	3,640	3,186	2,991	2,945	2,967	7,131	6,493
Overall Calls Connected	2,821	2,768	2,539	2,449	2,676	6,790	6,438	2,830	2,278	4,230	7,009	3,469	7,312	6,685	2,617	2,490	6,008	8,016	3,070	6,197	5,099	2,493	2,493	2,293	2,391	2,338	6,116	5,887
Callers Disconnected	1.49%	1.59%	1.09%	1.03%	1.19%	1.23%	1.97%	0.96%	1.19%	0.96%	1.04%	0.54%	1.48%	1.51%	0.98%	0.58%	0.48%	0.36%	0.36%	1.40%	0.63%	1.41%	0.44%	0.52%	0.60%	0.46%	0.19%	0.08%
Overall Avg Patient Journey Time	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	00:39:50	00:55:44	00:45:44	01:13:08	01:04:27	00:50:15	00:33:43	00:36:23	00:38:12	00:38:01	01:07:32	00:50:54	00:54:27	00:45:53	00:47:02	00:40:09	00:47:58	00:34:59	00:34:10
Traged at First Contact %	99.96%	98.34%	99.00%	98.92%	94.60%	90.82%	91.98%	95.38%	96.42%	94.12%	92.80%	94.87%	90.28%	93.21%	96.21%	96.38%	93.05%	92.65%	96.38%	92.48%	93.63%	96.93%	98.82%	99.71%	99.05%	96.96%	91.57%	93.43%
Median Time to Answer	00:42:57	00:40:35	00:38:03	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	00:41:10	00:12:15	00:03:51	00:07:35	00:17:36	00:45:25	00:32:08	00:35:37	00:19:14	00:25:37	00:15:57	00:19:52	00:07:31	00:03:49
90th Percentile Time to Answer	01:36:57	01:20:28	01:22:48	01:19:18	01:29:14	01:42:23	02:00:05	01:22:12	01:12:48	01:05:30	01:15:43	01:19:43	02:24:38	01:55:28	01:23:45	00:37:04	00:54:02	00:34:12	00:46:15	02:15:17	01:15:40	01:32:03	01:21:38	01:09:05	00:47:24	01:04:58	00:21:35	00:29:33

Table 2

Week Endng Date	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	05/01/2025	12/01/2025
Overall Call Volume	28,960	28,837	28,596	29,884	30,114	30,274	31,999	32,234	33,859	37,811	46,553	44,874	29,353
Overall Calls Connected	23,480	23,487	23,849	24,449	23,981	23,953	24,009	24,039	24,377	26,481	33,803	34,397	24,011
Caller Discontinued	0.44%	0.42%	0.30%	0.35%	0.54%	0.42%	0.73%	0.86%	1.34%	1.43%	1.10%	0.67%	0.42%
Overall Avg Patient Journey Time	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	00:57:12	00:46:45	00:41:27
Triaged at First Contact %	94.57%	95.41%	95.18%	95.30%	95.95%	95.07%	96.21%	95.54%	95.47%	94.65%	93.17%	93.75%	95.32%
Median Time to Answer	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	00:15:39	00:11:56
90th Percentile Time to Answer	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	01:17:45	00:51:29

Table 3

Health Board	Care Group	Endpoint	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	05/01/2025	12/01/2025
NHS Ayrshire & Arran	PCARE	CPN (Dr) to phone patient within 1 Hr	7	17	12	8	13	11	11	14	4	8	12	16	13
NHS Ayrshire & Arran	PCARE	CPN (Dr) to phone patient within 2 Hrs	15	23	16	24	20	21	16	16	15	19	20	32	18
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 1 Hr	3			3	1							1	
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 2 Hrs	2	1	3	3	1	1	3	2	1	3	1	3	5
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 4 Hrs	4	3	2	7	8	4	8	5	6	4	3	6	1
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	4	2	5	2	2		5	3	4	1	6	3	5
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)			1			3					1	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	13	9	5	12	14	16	3	12	9	10	18	19	9
NHS Ayrshire & Arran	PCARE	Home Visit within 2 Hrs	33	21	34	26	31	26	34	30	36	36	43	60	27
NHS Ayrshire & Arran	PCARE	Home Visit within 4 Hrs	48	45	41	60	51	54	55	37	45	59	57	116	58
NHS Ayrshire & Arran	PCARE	PCEC within 1 Hr	53	42	45	53	59	55	53	69	67	60	74	79	46
NHS Ayrshire & Arran	PCARE	PCEC within 12 Hrs												1	
NHS Ayrshire & Arran	PCARE	PCEC within 2 Hrs	109	105	126	139	132	125	135	127	143	145	183	177	136
NHS Ayrshire & Arran	PCARE	PCEC within 4 Hrs	282	270	295	351	316	326	320	326	342	421	653	595	299
NHS Ayrshire & Arran	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	55	58	54	55	57	53	60	60	53	55	54	62	57
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice - For Information Only	8	3	1	8	3	5	9	6	5	9	6	10	10
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	9	7	5	11	6	8	6	8	5	12	2	7	7
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	19	21	16	24	29	34	36	26	25	32	39	47	28
NHS Ayrshire & Arran	PCARE	Speak to clinician within 1 Hr	18	14	14	15	11	14	17	14	12	14	14	32	17
NHS Ayrshire & Arran	PCARE	Speak to clinician within 2 Hrs	15	29	26	20	26	21	11	30	29	23	22	37	21
NHS Ayrshire & Arran	PCARE	Speak to clinician within 4 Hrs	59	33	45	41	48	41	67	53	56	50	66	99	58
NHS Ayrshire & Arran	SCARE	999 contacted - For information only	192	152	155	149	158	160	169	165	159	203	177	175	128
NHS Ayrshire & Arran	SCARE	Patient advised to go to A&E	133	117	108	115	131	118	131	124	128	135	123	164	124
NHS Ayrshire & Arran	SCARE	Patient advised to go to A&E	1	1			2	2	3		1	1	2	3	3
NHS Ayrshire & Arran	SCARE	Patient sent to A&E via Ambulance within 1 Hr	9	11	10	6	11	12	14	8	10	10	12	10	11
NHS Ayrshire & Arran	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only					1	1							
NHS Ayrshire & Arran	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	62	93	69	65	67	77	60	74	80	79	71	89	83
NHS Ayrshire & Arran	SCARE	Speak to clinician 2 Hrs	17	8	17	14	11	15	10	11	12	14	9	19	13
NHS Ayrshire & Arran	SCARE	Speak to clinician within 4 Hrs	32	34	39	29	24	30	25	42	35	34	34	43	34
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour		1	1	1	2							2	
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	90	74	95	73	87	96	79	73	76	83	144	140	82
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour		4		2	1	2					3	1	1
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Pharmacist													1
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Not Triage/Assessed	2	3	2	1	2	3		4	1	9	7	6	4
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Routine Contact with Dentist		1		4		2		4	2		1	2	1
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Self Care		1		2		2		1	1	1	2		4

Table 3

Health Board	Care Group	Endpoint	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	05/01/2025	12/01/2025
NHS Ayrshire & Arran	SLFC_NPA	Distress Brief Intervention	6	4	8	5	5	7	7	7	5	14	3	14	9
NHS Ayrshire & Arran	SLFC_NPA	For Information Only	34	32	33	38	36	28	24	36	43	45	37	65	39
NHS Ayrshire & Arran	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	1				2	1	1			1		1	1
NHS Ayrshire & Arran	SLFC_NPA	Patient given self care advice - For Information Only	105	99	108	114	108	94	114	110	94	117	139	128	120
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		1	
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Midwife - For Information Only	1	1	1	4		3		1	4	2	2	3	5
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Optician - For Information Only	2	3	1	2		1	3	3		1	5	3	1
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	6	8	18	6	13	23	18	10	20	26	23	36	18
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Police - For Information Only	5	1	1	3	5	2	3	5	7	3	7		3
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact appropriate service - For Info Only				1			1		1				
NHS Ayrshire & Arran	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	6	7	10	10	4	7	8	8	9	4	6	8	5
NHS Ayrshire & Arran	SLFC_NPA	Untriaged call - OOH Service clinician to phone patient												1	
NHS Ayrshire & Arran	Not assigned	Not assigned	1					1					1		
NHS Borders	PCARE	CPN (Dr) to phone patient within 1 Hr	7	2	4	2		1		4	2	4	2	6	1
NHS Borders	PCARE	CPN (Dr) to phone patient within 2 Hrs	3	7	8	7	4	7	8	6	5	3	5	10	9
NHS Borders	PCARE	DN (Dr) phone patient within 1 Hr	3	1	4	2	2	3	3	2		3	7	1	
NHS Borders	PCARE	DN (Dr) phone patient within 2 Hrs	5	3	3	8	5	3	2	3	3	1	5	10	3
NHS Borders	PCARE	DN (Dr) phone patient within 4 Hrs	12	15	15	16	18	13	9	5	7	9	14	21	11
NHS Borders	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)		1	1		1				1	1	2	2	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)	2		1		2								
NHS Borders	PCARE	Home Visit within 1 Hr	4	3	1	2	2	2	2	4	2	3	2	7	9
NHS Borders	PCARE	Home Visit within 2 Hrs	13	17	8	11	19	10	8	5	9	5	17	19	8
NHS Borders	PCARE	Home Visit within 4 Hrs	18	14	10	19	20	14	14	13	15	16	34	27	14
NHS Borders	PCARE	PCEC within 1 Hr	22	12	10	8	14	10	12	13	7	12	27	12	15
NHS Borders	PCARE	PCEC within 2 Hrs	40	22	31	20	20	41	30	28	17	37	37	57	25
NHS Borders	PCARE	PCEC within 4 Hrs	82	60	57	48	74	72	73	67	51	64	139	144	66
NHS Borders	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	17	10	20	19	8	18	17	20	21	15	19	21	13
NHS Borders	PCARE	Pt advised to contact practice - For Information Only		1	1	2	1	1		3				3	1
NHS Borders	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	3	2		2	2		1	4	1	2	2		
NHS Borders	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	6	9	6	8	6	9	7	8	8	3	7	12	7
NHS Borders	PCARE	Speak to clinician within 1 Hr	2	1	2		2	2	1	6	4	6	6	8	6
NHS Borders	PCARE	Speak to clinician within 2 Hrs	3	4	4	5	4	6	4	9	4	6	14	9	3
NHS Borders	PCARE	Speak to clinician within 4 Hrs	16	14	12	12	6	9	4	11	6	13	10	30	15
NHS Borders	SCARE	999 contacted - For information only	42	45	52	42	36	31	49	50	39	43	39	44	40
NHS Borders	SCARE	Patient advised to go to A&E	26	37	38	37	42	30	35	28	30	39	34	40	40
NHS Borders	SCARE	Patient advised to go to A&E	1		1	1				1	1		1		

Table 3

Health Board	Care Group	Endpoint	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	05/01/2025	12/01/2025
NHS Borders	SCARE	Patient sent to A&E via Ambulance within 1 Hr	4	1	3	2	6	4	7	5	3	3	2	5	3
NHS Borders	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	30	35	37	49	44	26	31	34	42	27	30	34	35
NHS Borders	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub				1					1	1			2
NHS Borders	SCARE	Speak to clinician 2 Hrs	5	9	11	10	5	7	8	3	1	4	3	5	9
NHS Borders	SCARE	Speak to clinician within 4 Hrs	11	14	8	12	11	14	7	15	9	9	6	11	14
NHS Borders	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	18	13	24	22	20	27	15	17	17	22	30	26	26
NHS Borders	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1					1							
NHS Borders	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	1	2	2		1	2	1	1	2	2	4	4	
NHS Borders	SLFC_NPA	Dental Nurse - Routine Contact with Dentist							1						
NHS Borders	SLFC_NPA	Dental Nurse - Self Care						1					1		
NHS Borders	SLFC_NPA	Distress Brief Intervention	3		3	3	1	1	2	1	1	2	2	3	2
NHS Borders	SLFC_NPA	For Information Only	5	10	10	7	4	9	7	10	8	10	9	9	10
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	25	29	21	27	27	29	19	31	33	32	34	35	37
NHS Borders	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only							1					1	
NHS Borders	SLFC_NPA	Pt advised to contact Midwife - For Information Only	3			1				2			1	1	2
NHS Borders	SLFC_NPA	Pt advised to contact Optician - For Information Only	1	2						2	2		3	1	1
NHS Borders	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only													2
NHS Borders	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	5	5	4	3	2	5	3	3	3	4	6	11	2
NHS Borders	SLFC_NPA	Pt advised to contact Police - For Information Only	1	2	2		1			1	1	1	2	2	3
NHS Borders	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	1	1	1	2	6			2		3	1	3	1
NHS Dumfries & Gallo	PCARE	CPN (Dr) to phone patient within 1 Hr		3	3	2	3		2	3	2	2	1	2	1
NHS Dumfries & Gallo	PCARE	CPN (Dr) to phone patient within 2 Hrs	12	5	9	9	4	4	9	6	5	5	7	6	7
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 1 Hr	3	2	3	4	2	1	4	1	1	3		3	3
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 2 Hrs	10	3	3	4	5	5	1	3	5	6	8	12	5
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 4 Hrs	21	20	20	7	17	13	20	20	14	8	27	25	24
NHS Dumfries & Gallo	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	1	1	1		1	2		1			1	1	
NHS Dumfries & Gallo	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)				1									1
NHS Dumfries & Gallo	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)							1		1		1	2	1
NHS Dumfries & Gallo	PCARE	Home Visit within 1 Hr	3	4	3	3	1		2	2	4	2	11	2	4
NHS Dumfries & Gallo	PCARE	Home Visit within 2 Hrs	15	9	8	13	11	8	12	5	8	11	15	26	15
NHS Dumfries & Gallo	PCARE	Home Visit within 4 Hrs	9	16	21	12	13	15	13	10	15	15	29	25	11
NHS Dumfries & Gallo	PCARE	PCEC within 1 Hr	13	14	12	16	10	18	17	9	10	18	23	22	13
NHS Dumfries & Gallo	PCARE	PCEC within 2 Hrs	40	31	35	32	33	33	38	26	36	27	69	47	32
NHS Dumfries & Gallo	PCARE	PCEC within 4 Hrs	102	65	64	74	66	92	82	71	78	97	170	151	91
NHS Dumfries & Gallo	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	11	12	7	13	11	5	11	13	21	15	12	14	7
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice - For Information Only	1				1	1	4	1	2	1		1	
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice within 12 Hrs - Info Only		3	1	2	3	4	5	2		2	2	4	4

Table 3

Health Board	Care Group	Endpoint	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	05/01/2025	12/01/2025
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	3	9	4	7	4	8	11	6	5	7	4	10	8
NHS Dumfries & Gallo	PCARE	Speak to clinician within 1 Hr	6	10	6	2	2	2	5	7	7	4	3	9	2
NHS Dumfries & Gallo	PCARE	Speak to clinician within 2 Hrs	13	8	5	8	3	10	11	12	4	7	5	12	9
NHS Dumfries & Gallo	PCARE	Speak to clinician within 4 Hrs	29	13	11	19	8	11	6	12	9	9	19	23	18
NHS Dumfries & Gallo	PCARE	Transport to PCEC within 1 Hr						1						1	
NHS Dumfries & Gallo	PCARE	Transport to PCEC within 2 Hrs					1				1				
NHS Dumfries & Gallo	PCARE	Transport to PCEC within 4 hrs											1	2	
NHS Dumfries & Gallo	SCARE	999 contacted - For information only	53	45	51	40	47	34	39	34	39	54	58	63	46
NHS Dumfries & Gallo	SCARE	Patient advised to go to A&E	38	34	30	47	27	44	30	30	28	28	51	47	39
NHS Dumfries & Gallo	SCARE	Patient advised to go to A&E		1	3	1		1	1	1			1	1	2
NHS Dumfries & Gallo	SCARE	Patient sent to A&E via Ambulance within 1 Hr	5	8	5	2	3	3	3	7	6	1	8	6	4
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	13	5	9	7	12	8	8	12	6	13	14	13	15
NHS Dumfries & Gallo	SCARE	Speak to clinician 2 Hrs	2	2		2	1		2	2		2	3	2	3
NHS Dumfries & Gallo	SCARE	Speak to clinician within 4 Hrs	6	7	4	3	8	7	6	5	4	6	9	11	3
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	32	42	41	26	44	39	31	32	37	38	52	53	35
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1									1		1	
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Not Triaged/Assessed			6	1	1				1	3	1	1	
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1								1				
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Self Care			2			1			1	3			2
NHS Dumfries & Gallo	SLFC_NPA	Distress Brief Intervention		1		2	5		2	2	1	3		1	2
NHS Dumfries & Gallo	SLFC_NPA	For Information Only	9	7	8	9	13	9	10	7	9	9	12	12	10
NHS Dumfries & Gallo	SLFC_NPA	Patient given self care advice - For Information Only	23	21	26	23	20	31	29	24	23	39	31	42	32
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Dentist - For Information Only												1	
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Midwife - For Information Only		2				2	1		1		1	1	1
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Optician - For Information Only	1		2	1	1	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	7	1	1	5	3	2	1	8	7	3	4	17	3
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Police - For Information Only	1	2	3	3		1			3	1	1	3	
NHS Dumfries & Gallo	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	2	2	3	2	2	3	1	1	1		1	1	3
NHS Fife	PCARE	CPN (Dr) to phone patient within 1 Hr	12	16	11	13	18	19	7	18	15	21	15	20	26
NHS Fife	PCARE	CPN (Dr) to phone patient within 2 Hrs	24	14	13	31	22	19	19	21	26	13	33	32	21
NHS Fife	PCARE	DN (Dr) phone patient within 1 Hr	5	2	6	7	4	7	5	4	3	2	3	3	3
NHS Fife	PCARE	DN (Dr) phone patient within 2 Hrs	7	8	11	21	5	7	12	10	9	7	15	15	9
NHS Fife	PCARE	DN (Dr) phone patient within 4 Hrs	31	28	30	36	45	38	36	38	33	35	52	62	30
NHS Fife	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)		3	2	5	2	3	3	1	1	1	3	11	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)	3	1	1	5	2		1		1	1		5	

Table 3

Health Board	Care Group	Endpoint	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	05/01/2025	12/01/2025
NHS Fife	PCARE	Home Visit within 1 Hr	7	5	17	10	8	9	10	8	8	11	20	7	11
NHS Fife	PCARE	Home Visit within 2 Hrs	17	30	29	33	26	33	24	30	35	33	44	62	34
NHS Fife	PCARE	Home Visit within 4 Hrs	42	39	58	38	36	39	56	40	35	51	78	95	58
NHS Fife	PCARE	PCEC within 1 Hr	43	50	63	53	62	50	66	71	65	72	82	81	49
NHS Fife	PCARE	PCEC within 2 Hrs	102	99	114	143	126	144	150	136	166	180	201	183	136
NHS Fife	PCARE	PCEC within 4 Hrs	313	344	278	316	296	322	319	314	327	403	639	571	278
NHS Fife	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	57	81	74	63	88	59	79	89	66	83	69	66	71
NHS Fife	PCARE	Pt advised to contact practice - For Information Only	5	2	7	5	6	7	3	10	2	4	8	10	5
NHS Fife	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	1	6	7	10	4	7	6	9	10	7	10	3	5
NHS Fife	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	29	29	20	35	38	25	34	28	23	24	33	40	36
NHS Fife	PCARE	Speak to clinician within 1 Hr	16	12	12	16	16	22	13	15	16	9	23	23	20
NHS Fife	PCARE	Speak to clinician within 2 Hrs	29	16	20	19	22	22	20	26	18	18	26	38	28
NHS Fife	PCARE	Speak to clinician within 4 Hrs	40	44	45	47	50	46	33	36	43	34	72	97	41
NHS Fife	SCARE	999 contacted - For information only	158	142	172	181	146	167	145	164	179	166	224	169	145
NHS Fife	SCARE	Patient advised to go to A&E	122	141	119	148	137	126	152	140	151	131	169	154	141
NHS Fife	SCARE	Patient advised to go to A&E	1		1			1	1				1		
NHS Fife	SCARE	Patient sent to A&E via Ambulance within 1 Hr	6	10	16	12	9	18	14	9	7	15	16	17	10
NHS Fife	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only					1	1					1	1	
NHS Fife	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	66	91	105	110	82	106	110	94	109	84	76	116	95
NHS Fife	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub				1			1						
NHS Fife	SCARE	Speak to clinician 2 Hrs	20	23	23	21	18	14	24	11	14	16	20	18	17
NHS Fife	SCARE	Speak to clinician within 4 Hrs	17	24	29	34	46	39	34	31	32	35	32	43	38
NHS Fife	SLFC_NPA	Contact Breathing Space												1	1
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	85	98	94	96	110	104	66	99	85	77	156	139	102
NHS Fife	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour		2	1	1	1	2	1			1	2	1	
NHS Fife	SLFC_NPA	Dental Nurse - Not Triage/Assessed	2	5	4	4	8	5	4	5	3	8	10	9	4
NHS Fife	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	2	2	4	1	2	1	2			3	6	3	
NHS Fife	SLFC_NPA	Dental Nurse - Self Care	2	1	5	4	1	2	1	2	3	2		5	
NHS Fife	SLFC_NPA	Distress Brief Intervention	5	7	10	9	11	10	7	3	7	5	8	6	10
NHS Fife	SLFC_NPA	For Information Only	51	54	46	60	62	81	85	67	50	48	51	97	54
NHS Fife	SLFC_NPA	Patient advised to contact CPN Team - For Info Only		2		1	1								
NHS Fife	SLFC_NPA	Patient given self care advice - For Information Only	140	142	151	151	148	159	147	148	126	155	170	174	163
NHS Fife	SLFC_NPA	Pt advised to contact Dentist - For Information Only	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	3		4	2	4	2		1	3	3	3	4	4
NHS Fife	SLFC_NPA	Pt advised to contact Optician - For Information Only	3	1	7	3	4	1	1	1	2	4	5	6	2
NHS Fife	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only						1		1					

Table 3

Health Board	Care Group	Endpoint	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	05/01/2025	12/01/2025
NHS Fife	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	6	15	19	24	11	17	13	15	13	20	27	26	13
NHS Fife	SLFC_NPA	Pt advised to contact Police - For Information Only	3		2	7	6	4	4		2	4	6	7	3
NHS Fife	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information									1				
NHS Fife	SLFC_NPA	Pt advised to contact appropriate service - For Info Only			1										
NHS Fife	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	16	7	5	14	7	8	21	21	5	4	8	15	2
NHS Fife	Not assigned	Not assigned		2		1							1		
NHS Forth Valley	PCARE	CPN (Dr) to phone patient within 1 Hr	7	9	5	7	13	5	6	5	6	6	10	7	3
NHS Forth Valley	PCARE	CPN (Dr) to phone patient within 2 Hrs	12	11	11	10	7	20	5	10	18	10	13	14	6
NHS Forth Valley	PCARE	DN (Dr) phone patient within 1 Hr	2	2	4	4	4	2	1	1	1	1	2	1	4
NHS Forth Valley	PCARE	DN (Dr) phone patient within 2 Hrs	14	12	15	7	6	10	4	7	11	5	9	6	10
NHS Forth Valley	PCARE	DN (Dr) phone patient within 4 Hrs	23	24	30	21	29	26	22	29	27	18	28	46	19
NHS Forth Valley	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	3	3	5	2	2	2	4	2	3	2	5	2	2
NHS Forth Valley	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)							1	1					
NHS Forth Valley	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	2	3	2			4	2	3	1	1	1	3	
NHS Forth Valley	PCARE	Home Visit within 1 Hr	8	8	3	5	8	10	9	5	7	9	10	18	6
NHS Forth Valley	PCARE	Home Visit within 2 Hrs	17	20	23	25	22	21	25	20	20	24	39	40	23
NHS Forth Valley	PCARE	Home Visit within 4 Hrs	32	24	31	21	36	43	23	17	29	30	65	60	26
NHS Forth Valley	PCARE	PCEC within 1 Hr	55	60	31	59	61	50	37	63	65	62	73	63	45
NHS Forth Valley	PCARE	PCEC within 12 Hrs					1								
NHS Forth Valley	PCARE	PCEC within 2 Hrs	115	108	102	103	105	117	112	118	121	139	172	143	85
NHS Forth Valley	PCARE	PCEC within 4 Hrs	361	238	268	287	258	278	280	264	279	355	546	536	263
NHS Forth Valley	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	76	76	70	72	63	77	60	62	74	108	82	66	67
NHS Forth Valley	PCARE	Pt advised to contact practice - For Information Only	5	8	9	6	9	7	9	5	9	6	6	12	8
NHS Forth Valley	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	4	5	9	9	4	8	5	12	8	7	7	5	7
NHS Forth Valley	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	36	31	27	29	31	24	34	24	31	30	25	40	27
NHS Forth Valley	PCARE	Speak to clinician within 1 Hr	8	9	9	6	11	16	6	10	13	7	13	11	11
NHS Forth Valley	PCARE	Speak to clinician within 2 Hrs	19	25	21	12	19	12	15	19	20	14	22	22	17
NHS Forth Valley	PCARE	Speak to clinician within 4 Hrs	57	34	45	40	32	38	30	29	34	41	57	76	36
NHS Forth Valley	SCARE	999 contacted - For Information Only	1			1									
NHS Forth Valley	SCARE	999 contacted - For information only	145	133	114	115	127	144	111	124	119	123	151	140	98
NHS Forth Valley	SCARE	Patient advised to go to A&E	144	163	180	164	190	180	170	156	155	171	159	180	166
NHS Forth Valley	SCARE	Patient advised to go to A&E			1	2		2			3	1	1	3	1
NHS Forth Valley	SCARE	Patient sent to A&E via Ambulance within 1 Hr	10	9	7	4	6	5	17	14	6	7	17	9	5
NHS Forth Valley	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only	1												
NHS Forth Valley	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	159	174	205	206	196	205	198	205	184	189	137	144	165
NHS Forth Valley	SCARE	Speak to clinician 2 Hrs	29	35	49	45	61	51	35	36	34	23	19	24	34
NHS Forth Valley	SCARE	Speak to clinician within 4 Hrs	41	34	61	40	54	37	50	54	46	53	38	59	52
NHS Forth Valley	SLFC_NPA	Contact Breathing Space											1		

Table 3

Health Board	Care Group	Endpoint	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	05/01/2025	12/01/2025
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	82	55	69	57	57	55	57	72	55	72	101	101	63
NHS Forth Valley	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1			1						1	2	1	3
NHS Forth Valley	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	5	4	2	3	2	4	2	2	2	7	5	4	3
NHS Forth Valley	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1	2				3		1		1	1	1	
NHS Forth Valley	SLFC_NPA	Dental Nurse - Self Care	3	1	1			1		2	1	1	6		5
NHS Forth Valley	SLFC_NPA	Distress Brief Intervention	10	3	7	12	8	14	9	12	7	10	4	8	7
NHS Forth Valley	SLFC_NPA	For Information Only	41	25	29	32	40	36	33	28	39	38	46	44	33
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	104	102	88	128	85	118	120	86	110	121	122	127	91
NHS Forth Valley	SLFC_NPA	Pt advised to contact Dentist - For Information Only			1	1			1	2	1			2	
NHS Forth Valley	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only				1									
NHS Forth Valley	SLFC_NPA	Pt advised to contact Midwife - For Information Only	2	2	3		3	1	3	5	3	2	3	3	2
NHS Forth Valley	SLFC_NPA	Pt advised to contact Optician - For Information Only	4	8	6	2	4	3	6	2	7	3	5	5	1
NHS Forth Valley	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only	1			1	1			1	2				
NHS Forth Valley	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	14	13	11	12	14	12	19	19	16	11	23	22	12
NHS Forth Valley	SLFC_NPA	Pt advised to contact Police - For Information Only	4	1	1		3		3	6	5	1	3	4	
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	9	2	4	3	2	8	5	8	7	5	1	6	5
NHS Forth Valley	Not assigned	Not assigned										1			
NHS Grampian	PCARE	CPN (Dr) to phone patient within 1 Hr	15	19	20	20	19	15	14	9	12	13	12	10	23
NHS Grampian	PCARE	CPN (Dr) to phone patient within 2 Hrs	26	20	23	23	16	21	10	16	20	16	16	18	16
NHS Grampian	PCARE	DN (Dr) phone patient within 1 Hr	4	12	5	4	8	4	4	3	5	4	3	3	5
NHS Grampian	PCARE	DN (Dr) phone patient within 2 Hrs	5	7	5	8	6	7	10	7	7	12	5	5	7
NHS Grampian	PCARE	DN (Dr) phone patient within 4 Hrs	23	20	13	20	25	19	16	12	14	14	35	32	16
NHS Grampian	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	3	5	5	3	1	4	3	2	8	2	4	5	8
NHS Grampian	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1		1		1	1			1	4		2	
NHS Grampian	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	1	3	1	1	3	3		1	2	7	2	6	2
NHS Grampian	PCARE	Home Visit within 1 Hr	17	18	11	12	17	17	11	15	20	12	28	23	25
NHS Grampian	PCARE	Home Visit within 2 Hrs	49	56	48	49	45	58	55	47	50	41	58	92	55
NHS Grampian	PCARE	Home Visit within 4 Hrs	55	57	79	61	66	75	83	45	69	61	105	152	73
NHS Grampian	PCARE	PCEC within 1 Hr	83	81	60	77	93	83	85	90	81	86	129	110	79
NHS Grampian	PCARE	PCEC within 12 Hrs					1								
NHS Grampian	PCARE	PCEC within 2 Hrs	147	154	176	177	165	165	157	175	212	213	312	273	144
NHS Grampian	PCARE	PCEC within 4 Hrs	383	423	430	452	423	459	409	433	448	509	863	841	440
NHS Grampian	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	100	71	88	72	108	80	98	75	67	92	107	88	96
NHS Grampian	PCARE	Pt advised to contact practice - For Information Only	9	8	6	9	12	13	10	7	3	5	12	13	10

Table 3

Health Board	Care Group	Endpoint	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	05/01/2025	12/01/2025
NHS Grampian	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	12	9	12	14	10	6	8	18	11	9	4	6	10
NHS Grampian	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	47	43	37	51	37	34	41	34	43	51	62	59	46
NHS Grampian	PCARE	Speak to clinician within 1 Hr	20	16	21	11	16	15	20	15	22	20	26	25	33
NHS Grampian	PCARE	Speak to clinician within 2 Hrs	30	33	45	34	19	35	31	47	47	32	43	49	23
NHS Grampian	PCARE	Speak to clinician within 4 Hrs	78	90	79	68	49	69	76	47	72	62	122	132	83
NHS Grampian	SCARE	999 contacted - For information only	264	231	227	271	234	254	223	236	232	249	308	261	210
NHS Grampian	SCARE	Patient advised to go to A&E	193	195	215	206	214	209	206	190	206	201	237	220	197
NHS Grampian	SCARE	Patient advised to go to A&E	1	1	2		1	2	4	3	1		2	1	1
NHS Grampian	SCARE	Patient sent to A&E via Ambulance within 1 Hr	14	5	10	17	12	16	16	18	15	11	21	18	13
NHS Grampian	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only						1							1
NHS Grampian	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	159	168	215	211	226	185	184	212	208	182	158	183	226
NHS Grampian	SCARE	Speak to clinician 2 Hrs	33	33	50	45	38	31	25	31	29	35	29	29	31
NHS Grampian	SCARE	Speak to clinician within 4 Hrs	59	48	58	46	57	76	60	51	53	42	62	65	59
NHS Grampian	SLFC_NPA	Contact Breathing Space				1							1		
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	2	1	2			3	1	1	1	1	1	1	
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	89	108	111	109	104	95	73	69	74	91	183	140	84
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	3	1	4	3	1	1		3	1	3	1	2	3
NHS Grampian	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	6	3	5	4	1	3	3	3	5	3	10	6	3
NHS Grampian	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	4			1		3	1	1	1	1	3	3	1
NHS Grampian	SLFC_NPA	Dental Nurse - Self Care	3	2	3	1	1	4		3	1		3	2	1
NHS Grampian	SLFC_NPA	Distress Brief Intervention	8	12	7	10	9	11	6	7	9	9	8	13	11
NHS Grampian	SLFC_NPA	For Information Only	89	102	100	120	118	91	79	102	109	108	118	114	115
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		1	1
NHS Grampian	SLFC_NPA	Patient given self care advice - For Information Only	169	153	135	172	153	150	167	135	136	143	211	221	169
NHS Grampian	SLFC_NPA	Pt advised to contact Dentist - For Information Only			1					1	2			2	
NHS Grampian	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only	1	1		1			1						
NHS Grampian	SLFC_NPA	Pt advised to contact Midwife - For Information Only	1	2	2	3	3	2	2		2	1	5		4
NHS Grampian	SLFC_NPA	Pt advised to contact Optician - For Information Only	3	8	11	4	2	5	3	2	5	3	3	4	2
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	28	21	22	20	24	19	19	23	21	38	47	29	21
NHS Grampian	SLFC_NPA	Pt advised to contact Police - For Information Only	11	12	21	7	11	10	13	13	13	10	13	14	16
NHS Grampian	SLFC_NPA	Pt advised to contact appropriate service - For Info Only	1	1										1	
NHS Grampian	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	20	17	24	8	21	17	12	19	15	20	23	31	24
NHS Grampian	Not assigned	Not assigned	1												
NHS Greater Glasgow	PCARE	CPN (Dr) to phone patient within 1 Hr	41	46	33	38	26	30	41	31	33	40	37	40	42
NHS Greater Glasgow	PCARE	CPN (Dr) to phone patient within 2 Hrs	50	64	47	59	60	65	57	65	54	54	93	69	66
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 1 Hr		6	4	4	1	4	6	4	2	1	6	2	1

Table 3

Health Board	Care Group	Endpoint	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	05/01/2025	12/01/2025
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 2 Hrs	3	7	7	6	3	5	3	1	5	7	6	6	8
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 4 Hrs	14	12	10	14	11	17	7	8	11	9	17	21	18
NHS Greater Glasgow	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	9	8	9	8	12	9	7	10	12	7	10	7	8
NHS Greater Glasgow	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	3	2	3	1	4	3	2	3	3	1	1	2	2
NHS Greater Glasgow	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	1	7	8	4	4	5	8	4	4	4	3	3	5
NHS Greater Glasgow	PCARE	Home Visit within 1 Hr	27	35	28	25	37	38	32	34	27	33	53	48	45
NHS Greater Glasgow	PCARE	Home Visit within 2 Hrs	72	99	105	85	113	74	98	85	97	109	168	162	114
NHS Greater Glasgow	PCARE	Home Visit within 4 Hrs	117	133	126	120	111	136	147	125	125	161	265	292	140
NHS Greater Glasgow	PCARE	PCEC within 1 Hr	181	159	179	187	225	208	192	176	165	197	212	181	139
NHS Greater Glasgow	PCARE	PCEC within 2 Hrs	340	374	397	456	440	402	439	437	408	485	586	560	431
NHS Greater Glasgow	PCARE	PCEC within 4 Hrs	1,008	1,034	1,027	1,087	1,002	1,026	1,043	1,019	1,099	1,289	1,948	1,902	1,022
NHS Greater Glasgow	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	226	238	216	244	246	214	212	243	206	285	235	251	248
NHS Greater Glasgow	PCARE	Pt advised to contact practice - For Information Only	10	35	30	30	22	26	23	14	14	16	29	32	19
NHS Greater Glasgow	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	18	22	22	26	21	20	22	21	23	17	14	18	37
NHS Greater Glasgow	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	139	114	102	114	119	102	113	102	118	109	108	125	120
NHS Greater Glasgow	PCARE	Speak to clinician within 1 Hr	58	48	59	62	46	66	63	65	48	48	67	81	57
NHS Greater Glasgow	PCARE	Speak to clinician within 2 Hrs	78	72	65	67	78	71	59	84	52	92	88	110	83
NHS Greater Glasgow	PCARE	Speak to clinician within 4 Hrs	163	165	170	174	150	154	150	156	134	172	269	256	185
NHS Greater Glasgow	PCARE	Transport to PCEC within 2 Hrs							1						
NHS Greater Glasgow	PCARE	Transport to PCEC within 4 hrs	3	4	1	3	2	9	5	2	1	3	7	6	5
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	469	476	501	442	441	488	523	464	429	482	564	492	359
NHS Greater Glasgow	SCARE	Patient advised to go to A&E	441	446	468	469	508	500	437	499	444	464	520	620	486
NHS Greater Glasgow	SCARE	Patient advised to go to A&E	4	4	4	4	3	4	2		2	1	2	4	5
NHS Greater Glasgow	SCARE	Patient sent to A&E via Ambulance within 1 Hr	36	30	18	30	26	35	23	31	41	27	52	45	29
NHS Greater Glasgow	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only	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	261	301	338	321	314	313	295	321	343	333	264	409	361
NHS Greater Glasgow	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub										1		1	
NHS Greater Glasgow	SCARE	Speak to clinician 2 Hrs	41	55	66	48	70	50	48	39	44	46	40	50	51
NHS Greater Glasgow	SCARE	Speak to clinician within 4 Hrs	91	98	106	116	116	126	119	113	112	116	109	182	135
NHS Greater Glasgow	SLFC_NPA	Contact Breathing Space		1		1				1					
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	3	1	2	3	4	3	1	2	1	1	3		
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	259	259	269	253	260	223	258	251	254	253	358	376	235
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	6	3	3	2	5	5	2	4	2	7	6	7	3
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	18	11	10	13	5	9	5	13	11	25	27	28	8
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	6	5	2	4	3	4	1		7	5	4	4	

Table 3

Health Board	Care Group	Endpoint	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	05/01/2025	12/01/2025
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Self Care	11	5	3	6	5	6	3	6	4	4	11	3	6
NHS Greater Glasgow	SLFC_NPA	Distress Brief Intervention	22	24	17	26	19	22	23	32	26	36	25	22	27
NHS Greater Glasgow	SLFC_NPA	For Information Only	140	143	159	154	161	130	130	150	123	155	192	172	183
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	4	3	3	3	4	2	6	1			4	2
NHS Greater Glasgow	SLFC_NPA	Patient given self care advice - For Information Only	440	437	452	479	469	444	445	430	447	452	560	577	449
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Dentist - For Information Only	5	2	2	1	5	1	1	2		3	1	1	3
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only	1				1		3		1			1	1
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Midwife - For Information Only	10	10	10	6	7	9	12	6	4	8	12	13	12
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Optician - For Information Only	5	10	17	14	16	9	14	10	17	18	11	21	18
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only	1						1	2	1		3	2	1
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	65	48	70	43	71	56	63	63	67	64	100	143	73
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Police - For Information Only	14	14	9	13	4	5	8	15	6	16	15	20	12
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact appropriate service - For Info Only		2					1					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	26	19	22	33	33	16	19	27	12	18	22	26	12
NHS Greater Glasgow	SLFC_NPA	Untriaged call - OOH Service clinician to phone patient						1							
NHS Greater Glasgow	Not assigned	Not assigned	1									1	2	1	
NHS HIGHLAND	PCARE	CPN (Dr) to phone patient within 1 Hr	8	5	9	8	8	4	7	4	3	12	6	8	4
NHS HIGHLAND	PCARE	CPN (Dr) to phone patient within 2 Hrs	8	11	13	13	10	9	6	11	12	8	15	16	9
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 1 Hr	2	2	1	2	6	1	2	2	2	3	2	2	1
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 2 Hrs	3	5	4	4	5	4	4	2	4	4	6	4	1
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 4 Hrs	10	11	19	15	16	10	14	17	8	10	17	23	12
NHS HIGHLAND	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	1			2	1	1	1	2			2		
NHS HIGHLAND	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)									1				
NHS HIGHLAND	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)		1		1	1	2					2	1	
NHS HIGHLAND	PCARE	Home Visit within 1 Hr	5	2	9	7	9	5	9	4	10	11	7	18	7
NHS HIGHLAND	PCARE	Home Visit within 2 Hrs	36	20	21	16	11	20	27	23	18	21	24	55	29
NHS HIGHLAND	PCARE	Home Visit within 4 Hrs	43	24	21	18	30	36	23	32	29	23	69	80	34
NHS HIGHLAND	PCARE	PCEC within 1 Hr	35	28	37	30	35	32	29	36	26	35	41	48	26
NHS HIGHLAND	PCARE	PCEC within 2 Hrs	84	75	68	69	75	80	76	79	66	61	130	111	64
NHS HIGHLAND	PCARE	PCEC within 4 Hrs	284	184	161	168	138	144	180	153	137	183	378	393	195
NHS HIGHLAND	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	24	32	34	32	26	25	23	38	30	38	39	36	29
NHS HIGHLAND	PCARE	Pt advised to contact practice - For Information Only	6	6	5	4	3	5	2	1	3	2	6	6	5
NHS HIGHLAND	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	1	2	3	6	5	3	5	9	4	1	4	1	5
NHS HIGHLAND	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	20	9	19	25	10	13	21	16	16	8	16	35	16
NHS HIGHLAND	PCARE	Speak to clinician within 1 Hr	14	8	10	12	12	12	11	16	8	8	15	17	6
NHS HIGHLAND	PCARE	Speak to clinician within 2 Hrs	19	16	10	13	14	19	7	7	15	13	15	31	14

Table 3

Health Board	Care Group	Endpoint	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	05/01/2025	12/01/2025
NHS HIGHLAND	PCARE	Speak to clinician within 4 Hrs	53	28	31	27	27	41	37	17	27	26	58	71	34
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	96	98	97	92	103	102	103	118	89	80	133	102	89
NHS HIGHLAND	SCARE	Patient advised to go to A&E	88	69	69	68	66	45	65	75	70	73	79	98	74
NHS HIGHLAND	SCARE	Patient advised to go to A&E	1	3				1		1		1	1	1	1
NHS HIGHLAND	SCARE	Patient sent to A&E via Ambulance within 1 Hr	6	5	3	5	5	7	7	5	4	5	6	9	8
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	35	46	34	48	37	51	46	45	34	39	53	48	35
NHS HIGHLAND	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	21	18	22	9	18	11	16	16	15	16	26	19	18
NHS HIGHLAND	SCARE	Speak to clinician 2 Hrs	11	8	7	9	11	9	4	7	10	13	10	15	11
NHS HIGHLAND	SCARE	Speak to clinician within 4 Hrs	19	25	21	20	13	17	22	14	15	23	18	42	23
NHS HIGHLAND	SLFC_NPA	Distress Brief Intervention	2	4	7	7	2	3	6	6	6	6	4	5	7
NHS HIGHLAND	SLFC_NPA	For Information Only	28	25	24	32	33	34	41	27	29	24	32	25	26
NHS HIGHLAND	SLFC_NPA	Hub to arrange appointment within 24 hours	64	66	65	62	48	51	51	34	41	66	92	94	59
NHS HIGHLAND	SLFC_NPA	Hub to arrange contact with Clinician within 1 hour												1	
NHS HIGHLAND	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	1					1		1					
NHS HIGHLAND	SLFC_NPA	Patient advised to contact dental advice line - Info Only				1	1		3			2	2	3	
NHS HIGHLAND	SLFC_NPA	Patient advised to contact registered GDP - Info Only	8	8	9	9	11	6	16	6	10	10	11	10	11
NHS HIGHLAND	SLFC_NPA	Patient given self care advice - For Information Only	80	74	64	74	82	85	76	71	60	76	113	97	78
NHS HIGHLAND	SLFC_NPA	Patient given self care dental advice - For Information Only		2		2	1	3	2				1	2	
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		3		1		1	2		1			
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Optician - For Information Only		1	1	4	3	1		3	4	3	2	3	1
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only					1					1			
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	16	12	8	9	8	12	9	7	11	13	20	24	7
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Police - For Information Only	1	4	3	5	1	2	7	4	4	3	2	2	3
NHS HIGHLAND	SLFC_NPA	Triage refused - For Information Only	4	2	2	6	1	4	1	1	7	4	7	6	2
NHS HIGHLAND	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	4	6	5	6	8	8	5	5	6	3	2	6	9
NHS HIGHLAND	Not assigned	Not assigned												1	
NHS LANARKSHIRE	PCARE	CPN (Dr) to phone patient within 1 Hr	13	13	21	9	22	15	13	23	18	15	17	25	18
NHS LANARKSHIRE	PCARE	CPN (Dr) to phone patient within 2 Hrs	15	20	13	24	24	23	27	25	16	30	20	44	26
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 1 Hr	2	1	1	1			1			2		2	3
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 2 Hrs	3	3	4	2	1			2	1	1	2	3	5
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 4 Hrs	5	10	6	7	4	6	1	3	10	4	10	8	9

Table 3

Health Board	Care Group	Endpoint	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	05/01/2025	12/01/2025
NHS LANARKSHIRE	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	1	6	3	2	7	2	3	4	3	3	6	5	3
NHS LANARKSHIRE	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)								2	1	3	1	2	
NHS LANARKSHIRE	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	2	1	4	3	4	1	2	3	1	3	3	4	1
NHS LANARKSHIRE	PCARE	Home Visit within 1 Hr	16	15	13	6	10	18	17	16	19	18	18	18	14
NHS LANARKSHIRE	PCARE	Home Visit within 2 Hrs	26	46	35	40	35	34	37	35	36	47	59	64	33
NHS LANARKSHIRE	PCARE	Home Visit within 4 Hrs	50	49	43	41	41	55	53	51	63	70	96	99	44
NHS LANARKSHIRE	PCARE	PCEC within 1 Hr	108	117	103	112	116	106	128	111	99	109	147	112	72
NHS LANARKSHIRE	PCARE	PCEC within 2 Hrs	192	189	206	239	233	211	218	251	241	297	308	296	167
NHS LANARKSHIRE	PCARE	PCEC within 4 Hrs	502	479	501	554	502	561	526	534	582	723	1,074	896	463
NHS LANARKSHIRE	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	92	88	86	89	90	90	104	106	97	114	109	95	101
NHS LANARKSHIRE	PCARE	Pt advised to contact practice - For Information Only	9	11	13	9	11	6	19	15	1	10	12	22	15
NHS LANARKSHIRE	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	6	9	8	12	9	6	7	7	7	15	10	4	17
NHS LANARKSHIRE	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	39	46	50	55	51	53	54	34	46	46	43	67	43
NHS LANARKSHIRE	PCARE	Speak to clinician within 1 Hr	24	17	22	27	22	16	23	23	19	20	22	26	20
NHS LANARKSHIRE	PCARE	Speak to clinician within 2 Hrs	38	22	30	38	34	33	30	47	29	30	34	57	22
NHS LANARKSHIRE	PCARE	Speak to clinician within 4 Hrs	83	72	76	61	63	69	74	63	60	81	112	109	61
NHS LANARKSHIRE	PCARE	Transport to PCEC within 2 Hrs		1				1	1	4	4	1		1	
NHS LANARKSHIRE	PCARE	Transport to PCEC within 4 hrs		2	1	1	2		1	1			1	1	1
NHS LANARKSHIRE	PCARE	Triage refused therefore Dr requested to phone patient										1			
NHS LANARKSHIRE	SCARE	999 contacted - For information only	217	226	218	230	250	251	284	239	211	250	278	250	168
NHS LANARKSHIRE	SCARE	Patient advised to go to A&E	247	278	272	255	275	255	255	273	276	260	290	315	212
NHS LANARKSHIRE	SCARE	Patient advised to go to A&E	1	1	3	1	1	1	2		4	1	4	3	1
NHS LANARKSHIRE	SCARE	Patient sent to A&E via Ambulance within 1 Hr	15	16	13	9	10	18	10	21	21	22	20	29	15
NHS LANARKSHIRE	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only	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	81	132	131	106	108	105	117	119	126	101	102	116	146
NHS LANARKSHIRE	SCARE	Speak to clinician 2 Hrs	15	24	34	30	21	23	13	30	17	15	13	19	15
NHS LANARKSHIRE	SCARE	Speak to clinician within 4 Hrs	43	43	49	53	47	49	49	41	36	48	40	58	50
NHS LANARKSHIRE	SLFC_NPA	Contact Breathing Space													1
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour		5			1	1	1			1			
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	131	133	136	124	121	122	115	118	133	124	192	174	110
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1	2	2		1	4		1	1	1	1	2	1
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	8	5	10	2	2	3	7	5	5	10	8	9	4
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Routine Contact with Dentist		1	2	3		1	2	2	1	3	4	2	4
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Self Care	2	3		2	2	2	1		1	5	4	3	2
NHS LANARKSHIRE	SLFC_NPA	Distress Brief Intervention	11	11	4	13	6	3	13	11	8	14	13	12	10
NHS LANARKSHIRE	SLFC_NPA	For Information Only	49	59	54	70	49	72	72	73	75	72	94	71	56
NHS LANARKSHIRE	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	1	2	1		1	3					1	2	

Table 3

Health Board	Care Group	Endpoint	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	05/01/2025	12/01/2025
NHS LANARKSHIRE	SLFC_NPA	Patient given self care advice - For Information Only	151	136	159	151	150	163	174	152	167	154	238	219	172
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Dentist - For Information Only				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	7	3	8	3	1	2	4	3	6	2	2	7	3
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Optician - For Information Only	7	2	6	6	6	3	2	5	5	4	1	3	3
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only			1			1				1	1		1
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	25	31	24	28	26	25	31	20	24	26	42	62	26
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Police - For Information Only	8	5	13	7	3	6	7	5	5	4	4	10	6
NHS LANARKSHIRE	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	6	7	16	11	14	15	18	8	17	4	15	8	4
NHS LANARKSHIRE	Not assigned	Not assigned		1									1		1
NHS Lothian	PCARE	CPN (Dr) to phone patient within 1 Hr	19	21	18	23	21	18	20	16	19	20	22	23	18
NHS Lothian	PCARE	CPN (Dr) to phone patient within 2 Hrs	38	32	39	47	38	34	34	46	28	36	35	50	28
NHS Lothian	PCARE	DN (Dr) phone patient within 1 Hr	7	1	6	2	4	8	8	3	6	1	5	8	3
NHS Lothian	PCARE	DN (Dr) phone patient within 2 Hrs	11	17	16	14	12	7	16	10	11	11	16	19	13
NHS Lothian	PCARE	DN (Dr) phone patient within 4 Hrs	34	40	38	28	31	31	32	31	34	24	49	46	41
NHS Lothian	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	7	7	5	7	7	8	3	3	2	8	6	12	11
NHS Lothian	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)		1		1		1		2		4	4	1	1
NHS Lothian	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	2	3	2	2	1	2	3	4	3	5		5	3
NHS Lothian	PCARE	Home Visit within 1 Hr	35	29	21	22	30	31	32	30	26	25	41	41	42
NHS Lothian	PCARE	Home Visit within 2 Hrs	72	57	55	53	70	86	69	67	65	85	139	112	77
NHS Lothian	PCARE	Home Visit within 4 Hrs	82	87	89	96	83	102	95	87	109	88	181	189	112
NHS Lothian	PCARE	PCEC within 1 Hr	128	139	121	134	146	125	145	133	136	136	137	161	109
NHS Lothian	PCARE	PCEC within 2 Hrs	302	275	263	306	308	316	323	335	304	299	417	392	295
NHS Lothian	PCARE	PCEC within 4 Hrs	766	698	762	836	742	770	786	790	845	918	1,382	1,470	844
NHS Lothian	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	181	197	192	178	194	161	191	205	175	249	183	178	191
NHS Lothian	PCARE	Pt advised to contact practice - For Information Only	14	20	18	11	10	16	18	16	28	17	16	27	24
NHS Lothian	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	15	14	19	27	17	14	15	16	18	15	12	14	19
NHS Lothian	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	76	84	79	86	71	74	86	82	84	95	86	116	76
NHS Lothian	PCARE	Speak to clinician within 1 Hr	41	47	33	41	23	36	45	32	32	27	42	45	44
NHS Lothian	PCARE	Speak to clinician within 2 Hrs	54	46	61	49	65	54	37	53	47	60	76	80	59
NHS Lothian	PCARE	Speak to clinician within 4 Hrs	114	104	105	123	130	117	99	116	112	117	211	195	116
NHS Lothian	PCARE	Transport to PCEC within 2 Hrs			3		3			2	1	2	1	1	2
NHS Lothian	PCARE	Transport to PCEC within 4 hrs	1	1	2	2	1	3	1	2	1	3	2	5	3
NHS Lothian	PCARE	Triage refused therefore Dr requested to phone patient							1						
NHS Lothian	SCARE	999 contacted - For Information Only											1		
NHS Lothian	SCARE	999 contacted - For information only	318	338	347	345	326	372	332	297	349	335	382	330	258
NHS Lothian	SCARE	Patient advised to go to A&E	383	439	390	416	397	373	397	390	389	372	389	471	372
NHS Lothian	SCARE	Patient advised to go to A&E	1	4	6		2	3	1	2	1	2	3	4	3

Table 3

Health Board	Care Group	Endpoint	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	05/01/2025	12/01/2025
NHS Lothian	SCARE	Patient sent to A&E via Ambulance within 1 Hr	21	23	33	25	21	28	17	34	14	22	32	31	26
NHS Lothian	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only	1		1					1					
NHS Lothian	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only				1		1		1					
NHS Lothian	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	326	365	422	353	391	342	367	328	340	345	296	421	408
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	38	60	59	51	73	53	56	45	45	48	33	44	68
NHS Lothian	SCARE	Speak to clinician within 4 Hrs	102	97	99	109	108	107	128	116	83	92	103	122	112
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	2	1
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	187	209	208	190	189	177	167	183	191	195	302	285	213
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	3	2	6	3	6	6	1		2	1	2	5	6
NHS Lothian	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	22	13	8	7	6	10	7	5	4	15	25	16	7
NHS Lothian	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	3	1	8	4	5	4	1	1	2	8	3	3	5
NHS Lothian	SLFC_NPA	Dental Nurse - Self Care	6	5	4	7	8	5	3	5	2	6	9	11	3
NHS Lothian	SLFC_NPA	Distress Brief Intervention	19	12	12	18	22	14	15	16	15	24	14	19	18
NHS Lothian	SLFC_NPA	For Information Only	116	126	102	126	103	98	89	121	102	102	110	103	99
NHS Lothian	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	1	2	1	1		1	2	1		1		1	1
NHS Lothian	SLFC_NPA	Patient given self care advice - For Information Only	303	290	273	322	289	275	297	286	308	295	319	388	278
NHS Lothian	SLFC_NPA	Pt advised to contact Dentist - For Information Only	2	2	2	1	3	1		3				3	2
NHS Lothian	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only		1	1	1	2	1				1		2	
NHS Lothian	SLFC_NPA	Pt advised to contact Midwife - For Information Only	8	11	13	10	10	10	8	9	8	14	18	14	12
NHS Lothian	SLFC_NPA	Pt advised to contact Optician - For Information Only	14	11	12	13	9	14	17	10	12	9	12	11	12
NHS Lothian	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only		1			1	2							
NHS Lothian	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	52	62	55	48	42	54	42	63	41	55	66	103	52
NHS Lothian	SLFC_NPA	Pt advised to contact Police - For Information Only	13	14	6	12	7	9	12	10	5	8	11	9	21
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		1
NHS Lothian	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	14	20	12	12	11	18	18	17	13	14	12	17	18
NHS Lothian	Not assigned	Not assigned		1	1			1				1	1		
NHS Orkney	PCARE	CPN (Dr) to phone patient within 1 Hr			1				1				1	2	
NHS Orkney	PCARE	CPN (Dr) to phone patient within 2 Hrs	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				1	
NHS Orkney	PCARE	DN (Dr) phone patient within 4 Hrs		1	1	1	1		2	1	3	1	1		2
NHS Orkney	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)												1	
NHS Orkney	PCARE	Home Visit within 1 Hr		1					1		1	2	2	2	2
NHS Orkney	PCARE	Home Visit within 2 Hrs		1	4	2	1	2	2	1		1	3	11	2
NHS Orkney	PCARE	Home Visit within 4 Hrs	1	4	4	1	2	2	2	1	2	2	2	6	3

Table 3

Health Board	Care Group	Endpoint	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	05/01/2025	12/01/2025
NHS Orkney	PCARE	PCEC within 1 Hr	1	1	2	1			1		1		4	3	2
NHS Orkney	PCARE	PCEC within 2 Hrs	1	1	3	2	4	3	2		1	3	5	3	4
NHS Orkney	PCARE	PCEC within 4 Hrs	7	8	10	6	9	9	9	7	4	16	14	21	11
NHS Orkney	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	1	1		1	1		1			1		2	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	1	2	1	1	1				1	
NHS Orkney	PCARE	Speak to clinician within 1 Hr					1	1						1	1
NHS Orkney	PCARE	Speak to clinician within 2 Hrs		1	2		1	1		1				2	
NHS Orkney	PCARE	Speak to clinician within 4 Hrs	2		2		1	1	3			1	4	6	2
NHS Orkney	PCARE	Transport to PCEC within 4 hrs						1							
NHS Orkney	SCARE	999 contacted - For information only	4	4	10	4	4	2	1	4		2	4	7	3
NHS Orkney	SCARE	Patient advised to go to A&E	3	2		1	3	4	4	2	3	1	4	6	4
NHS Orkney	SCARE	Patient sent to A&E via Ambulance within 1 Hr	1	1		1				1				1	1
NHS Orkney	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange		1			1			1	2	1	4	1	1
NHS Orkney	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub								1			1		
NHS Orkney	SCARE	Speak to clinician 2 Hrs					2							1	
NHS Orkney	SCARE	Speak to clinician within 4 Hrs		2			1	1	2			1		1	
NHS Orkney	SLFC_NPA	Distress Brief Intervention													1
NHS Orkney	SLFC_NPA	For Information Only		1	2		1	1		1		1		1	3
NHS Orkney	SLFC_NPA	Hub to arrange appointment within 24 hours	1	1	3	2	5	6	1	3	1	5	4	2	2
NHS Orkney	SLFC_NPA	Hub to arrange contact with Clinician within 1 hour			1										
NHS Orkney	SLFC_NPA	Patient advised to contact registered GDP - Info Only							1	1	1				1
NHS Orkney	SLFC_NPA	Patient given self care advice - For Information Only	5	5	5	4	3	2	4	4	10	4	3	7	7
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			2			2		
NHS Orkney	SLFC_NPA	Triage refused - For Information Only					1			1			1		
NHS Orkney	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	1				1								1
NHS Shetland	PCARE	CPN (Dr) to phone patient within 1 Hr	2	2		1								2	
NHS Shetland	PCARE	CPN (Dr) to phone patient within 2 Hrs		1						1		1			
NHS Shetland	PCARE	DN (Dr) phone patient within 1 Hr	1					2		1					
NHS Shetland	PCARE	DN (Dr) phone patient within 2 Hrs	3						3			1	2		
NHS Shetland	PCARE	DN (Dr) phone patient within 4 Hrs	1			1	1	1	2	2			3	2	1
NHS Shetland	PCARE	Home Visit within 1 Hr		1	1	1	1	1	2	1	1		1	1	
NHS Shetland	PCARE	Home Visit within 2 Hrs		1	1	3	1	1	2	1	3	1	1	2	2
NHS Shetland	PCARE	Home Visit within 4 Hrs	1	3	1			1	4	2	1	2	4	3	2
NHS Shetland	PCARE	PCEC within 1 Hr	3	2	2	1		1	1	1	1		1	2	2

Table 3

Health Board	Care Group	Endpoint	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	05/01/2025	12/01/2025
NHS Shetland	PCARE	PCEC within 2 Hrs	5	5	1	3	1	2	2	4	1	2	6	10	4
NHS Shetland	PCARE	PCEC within 4 Hrs	5	8	13	8	7	10	5	5	5	8	19	19	10
NHS Shetland	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only		2		1	3		1	1	2			1	
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	3		1	1					1		1	1
NHS Shetland	PCARE	Speak to clinician within 1 Hr	1					1		3	1				1
NHS Shetland	PCARE	Speak to clinician within 2 Hrs	1			3			1	1	1				
NHS Shetland	PCARE	Speak to clinician within 4 Hrs	1		1	1	2	2	2	1	1	1		1	
NHS Shetland	SCARE	999 contacted - For information only	6	3	5	1	5	5	4	4	2	6	3	6	1
NHS Shetland	SCARE	Patient advised to go to A&E	2	4	1	4		5	1	3		4	2	2	5
NHS Shetland	SCARE	Patient advised to go to A&E											1		
NHS Shetland	SCARE	Patient sent to A&E via Ambulance within 1 Hr						2						1	
NHS Shetland	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	1	1						2			2	2	2
NHS Shetland	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub		1			2					1	1		
NHS Shetland	SCARE	Speak to clinician 2 Hrs							1						1
NHS Shetland	SCARE	Speak to clinician within 4 Hrs		1							1		1	1	1
NHS Shetland	SLFC_NPA	Distress Brief Intervention	1											3	
NHS Shetland	SLFC_NPA	For Information Only	2	1	1					1			1		
NHS Shetland	SLFC_NPA	Hub to arrange appointment within 24 hours	1	1	3	2		3	3	1	3	5	6	3	4
NHS Shetland	SLFC_NPA	Patient advised to contact CPN Team - For Info Only		1											
NHS Shetland	SLFC_NPA	Patient advised to contact registered GDP - Info Only	2			2				2			1		
NHS Shetland	SLFC_NPA	Patient given self care advice - For Information Only	5	3	3	3		1	4	1	4	1	6	2	3
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	18	11	22	19	10	12	16	13	12	11	17	14	14
NHS TAYSIDE	PCARE	CPN (Dr) to phone patient within 2 Hrs	25	17	27	20	20	17	25	23	16	14	23	21	20
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 1 Hr	3	2	4	3	3	9	3	6	2	5	2	7	5
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 2 Hrs	8	10	19	12	17	7	13	15	9	11	20	8	16
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 4 Hrs	39	36	32	47	30	34	37	42	35	46	53	41	39
NHS TAYSIDE	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2	1	4	3	1	1	1	4	3		2	1	1
NHS TAYSIDE	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)				1		2		1	1				2
NHS TAYSIDE	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	1	1	1	1			1	1	2	2	5		3
NHS TAYSIDE	PCARE	Home Visit within 1 Hr	17	15	10	11	13	7	13	5	14	7	30	15	14
NHS TAYSIDE	PCARE	Home Visit within 12 Hrs							1						
NHS TAYSIDE	PCARE	Home Visit within 2 Hrs	42	38	38	41	32	33	32	43	40	35	51	52	47
NHS TAYSIDE	PCARE	Home Visit within 4 Hrs	43	48	37	53	40	63	63	46	40	56	100	107	46

Table 3

Health Board	Care Group	Endpoint	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	05/01/2025	12/01/2025
NHS TAYSIDE	PCARE	PCEC within 1 Hr	70	68	78	83	94	81	104	96	94	107	114	102	61
NHS TAYSIDE	PCARE	PCEC within 2 Hrs	133	133	154	132	147	126	145	156	197	188	258	204	147
NHS TAYSIDE	PCARE	PCEC within 4 Hrs	301	308	343	353	362	337	349	335	368	438	740	729	385
NHS TAYSIDE	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	59	61	64	68	49	44	63	52	47	77	70	59	47
NHS TAYSIDE	PCARE	Pt advised to contact practice - For Information Only	5	7	7	7	8	8	7	10	7	5	13	7	4
NHS TAYSIDE	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	7	5	7	8	12	6	4	11	7	5	2	1	11
NHS TAYSIDE	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	28	37	33	24	29	30	24	31	28	39	40	44	31
NHS TAYSIDE	PCARE	Speak to clinician within 1 Hr	23	15	19	19	18	14	16	8	22	9	12	24	22
NHS TAYSIDE	PCARE	Speak to clinician within 2 Hrs	30	25	18	29	27	25	24	36	22	29	27	36	22
NHS TAYSIDE	PCARE	Speak to clinician within 4 Hrs	69	53	39	60	50	54	47	45	54	54	97	104	51
NHS TAYSIDE	PCARE	Transport to PCEC within 1 Hr	1	1							1				
NHS TAYSIDE	PCARE	Transport to PCEC within 2 Hrs		4		1						1		1	
NHS TAYSIDE	PCARE	Transport to PCEC within 4 hrs	1			1	1			1		1	1	3	
NHS TAYSIDE	SCARE	999 contacted - For Information Only								1					
NHS TAYSIDE	SCARE	999 contacted - For information only	166	179	200	184	196	188	160	174	178	214	237	228	147
NHS TAYSIDE	SCARE	Patient advised to go to A&E	83	77	83	66	90	76	65	93	74	74	98	108	94
NHS TAYSIDE	SCARE	Patient advised to go to A&E	1	3		1	1	2		3		1	2	2	
NHS TAYSIDE	SCARE	Patient sent to A&E via Ambulance within 1 Hr	9	13	8	7	8	4	7	7	16	8	15	14	8
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	93	97	89	83	86	91	94	90	81	82	93	100	81
NHS TAYSIDE	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	1	1			1		1	1					1
NHS TAYSIDE	SCARE	Speak to clinician 2 Hrs	20	25	22	16	25	20	18	25	17	15	17	24	25
NHS TAYSIDE	SCARE	Speak to clinician within 4 Hrs	35	40	47	38	26	39	39	31	27	41	42	51	32
NHS TAYSIDE	SLFC_NPA	Contact Breathing Space			1										
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	1			1		1	1		1		1		
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	125	104	93	115	93	108	103	89	127	113	188	196	95
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1			2	2	1	2	1		1	5	1	2
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Pharmacist	1												
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	12	7	4	3	5	3	4	6	8	14	18	12	3
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	2	4	3		4	3	4	1	1	4	6	2	2
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Self Care	2	1	3	4	2	1	2	5		1	3	4	6
NHS TAYSIDE	SLFC_NPA	Distress Brief Intervention	8	9	12	8	13	8	7	11	6	8	8	6	6
NHS TAYSIDE	SLFC_NPA	For Information Only	38	46	52	32	32	46	45	22	31	40	41	54	45
NHS TAYSIDE	SLFC_NPA	Patient advised to contact CPN Team - For Info Only				1	1		1		2				
NHS TAYSIDE	SLFC_NPA	Patient given self care advice - For Information Only	117	107	120	130	123	131	127	108	138	136	181	180	176
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				
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Midwife - For Information Only	2	2	3		4		4	2	2	3	3	2	3

Table 3

Health Board	Care Group	Endpoint	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	05/01/2025	12/01/2025
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Optician - For Information Only	3	3	5	2	9	11	7	4	3	5	7	3	5
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	15	27	20	22	13	11	23	18	15	15	25	39	18
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Police - For Information Only	3	4	8	1	2	2	7	2	2	6	2	1	5
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information												1	
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	5	8		7	9	7	4	2	1	5	4	5	3
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		2	2	2	1	2			1			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	3	
NHS Western Isles	PCARE	DN (Dr) phone patient within 4 Hrs	1			2	1	2	2	2	2	1		3	2
NHS Western Isles	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)				1							1		
NHS Western Isles	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)				1		1							
NHS Western Isles	PCARE	Home Visit within 1 Hr	1	1	2				4		2	2	2		
NHS Western Isles	PCARE	Home Visit within 2 Hrs	1		2		1	3	2	2	2		4	2	1
NHS Western Isles	PCARE	Home Visit within 4 Hrs			1	6	1	3	3	3	3		6	3	3
NHS Western Isles	PCARE	PCEC within 1 Hr		4	2	1	3	2	1		3	2	1	6	3
NHS Western Isles	PCARE	PCEC within 2 Hrs	2	5	5	9	4	7	4	3	4	2	10	7	7
NHS Western Isles	PCARE	PCEC within 4 Hrs	11	9	14	11	12	12	8	7	11	14	27	27	12
NHS Western Isles	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	1	2	1	1		3		3	1	4	5	1	1
NHS Western Isles	PCARE	Pt advised to contact practice - For Information Only		1			1						1		1
NHS Western Isles	PCARE	Pt advised to contact practice within 12 Hrs - Info Only				1	1	1				1			
NHS Western Isles	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	2	2	3		2	1	1	1			1	3	
NHS Western Isles	PCARE	Speak to clinician within 1 Hr		1	1	1							1	2	2
NHS Western Isles	PCARE	Speak to clinician within 2 Hrs	2	2	1		2		2			1		3	3
NHS Western Isles	PCARE	Speak to clinician within 4 Hrs	4	2	3	1	1	2	3	2		5	3	4	2
NHS Western Isles	PCARE	Transport to PCEC within 2 Hrs								1					
NHS Western Isles	SCARE	999 contacted - For information only	8	6	2	6	5	5	8	4	6	5	4	5	9
NHS Western Isles	SCARE	Patient advised to go to A&E	4	6	4	4	3	9	11	8	5	1	3	6	5
NHS Western Isles	SCARE	Patient sent to A&E via Ambulance within 1 Hr			1					1					1
NHS Western Isles	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	1	2	3	5	1	4	1	3	1	3	1	1	2
NHS Western Isles	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub		1		1	1	2	2	1			2	4	1
NHS Western Isles	SCARE	Speak to clinician 2 Hrs				1	2		1					2	
NHS Western Isles	SCARE	Speak to clinician within 4 Hrs		1		1	3	1	1	5		1	4	1	
NHS Western Isles	SLFC_NPA	Distress Brief Intervention				1		1							1
NHS Western Isles	SLFC_NPA	For Information Only	2	3	4			4		2	2				

Table 3

Health Board	Care Group	Endpoint	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	05/01/2025	12/01/2025
NHS Western Isles	SLFC_NPA	Hub to arrange appointment within 24 hours	3	5	2	3	4	5	1	3	2	3	5	4	2
NHS Western Isles	SLFC_NPA	Hub to arrange contact with Clinician within 1 hour	1										1		
NHS Western Isles	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	1												
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					2				1	1	
NHS Western Isles	SLFC_NPA	Patient given self care advice - For Information Only	5	2	2	6	3	9	2	3	6		5	5	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	3	
NHS Western Isles	SLFC_NPA	Triage refused - For Information Only												1	
Not assigned	SCARE	999 contacted - For information only								1				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	22	22	23	10	15	11	7	7	20	14	24	22	14

Table 4

Care Group	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	05/01/2025	12/01/2025
PCARE	11,492	11,080	11,218	11,861	11,479	11,575	11,710	11,610	11,720	13,268	18,647	18,772	11,635
SCARE	6,198	6,518	6,819	6,604	6,730	6,695	6,578	6,582	6,395	6,536	6,971	7,566	6,320
SLFC_NPA	4,219	4,126	4,233	4,325	4,175	4,155	4,077	4,022	4,052	4,348	5,681	5,861	4,307
Not assigned	26	26	24	11	16	14	7	7	20	17	31	24	15
Total	21,935	21,750	22,294	22,801	22,400	22,439	22,372	22,221	22,187	24,169	31,330	32,223	22,277

Care Group	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	05/01/2025	12/01/2025
PCARE	52.39%	50.94%	50.32%	52.02%	51.25%	51.58%	52.34%	52.25%	52.82%	54.90%	59.52%	58.26%	52.23%
SCARE	28.26%	29.97%	30.59%	28.96%	30.04%	29.84%	29.40%	29.62%	28.82%	27.04%	22.25%	23.48%	28.37%
SLFC_NPA	19.23%	18.97%	18.99%	18.97%	18.64%	18.52%	18.22%	18.10%	18.26%	17.99%	18.13%	18.19%	19.33%
Not assigned	0.12%	0.12%	0.11%	0.05%	0.07%	0.06%	0.03%	0.03%	0.09%	0.07%	0.10%	0.07%	0.07%

Table 5

Calendar day	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	30/12/2024	31/12/2024	01/01/2025	02/01/2025	03/01/2025	04/01/2025	05/01/2025	06/01/2025	07/01/2025	08/01/2025	09/01/2025	10/01/2025	11/01/2025	12/01/2025
Overall Call Volume	447	398	370	378	390	479	514	398	332	405	494	476	584	555	490	399	566	551	455	539	500	426	337	366	339	353	479	457
Overall Calls Connected	336	354	299	296	335	405	436	345	236	328	460	405	430	419	360	329	389	481	393	333	370	267	265	278	297	297	388	402
Median Time to Answer	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	00:00:06	00:02:14	00:00:06	00:00:08	00:00:06	00:00:13	00:00:06	00:00:06	00:01:17	00:00:27	00:03:45	00:00:06	00:00:15	00:00:06	00:00:06	00:00:09	00:00:06
90th Percentile Time to Answer	00:13:23	00:09:44	00:16:53	00:20:42	00:09:59	00:06:56	00:09:17	00:09:30	00:14:06	00:09:41	00:00:53	00:06:23	00:23:44	00:17:45	00:11:52	00:12:01	00:17:14	00:08:35	00:07:19	00:44:53	00:17:01	00:34:09	00:12:15	00:15:00	00:07:26	00:13:11	00:13:33	00:10:23

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

Table 6

Week Ending Date	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	05/01/2025	12/01/2025
Overall Call Volume	2,689	2,704	2,649	2,867	2,737	2,908	3,158	3,066	2,797	2,976	3,244	3,500	2,759
Overall Calls Connected	2,248	2,243	2,283	2,472	2,344	2,295	2,178	2,316	2,260	2,461	2,623	2,655	2,194
Median Time to Answer	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	00:00:06	00:00:06
90th Percentile Time to Answer	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	00:15:26	00:15:07

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

Graphs

