

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: 27/10/2024 to 19/01/2025

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	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	13/01/2025	14/01/2025	15/01/2025	16/01/2025	17/01/2025	18/01/2025	19/01/2025
Overall Call Volume	3,324	3,262	5,484	9,266	4,697	10,450	9,470	3,884	3,106	7,483	9,547	3,925	9,046	7,883	3,640	3,186	2,991	2,945	2,967	7,131	6,493	3,114	2,796	3,140	3,115	3,096	7,351	6,675
Overall Calls Connected	2,830	2,278	4,230	7,009	3,459	7,312	6,665	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	5,687	2,496	2,238	2,362	2,569	2,315	6,136	5,905
Callers Disconnected	0.96%	1.18%	0.56%	1.04%	0.54%	1.48%	1.68%	0.58%	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%	0.24%	0.16%	0.51%	0.14%	0.40%	0.22%	0.06%
Overall Avg Patient Journey Time	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	00:47:56	00:34:59	00:34:10	00:41:30	00:45:12	00:40:38	00:39:09	00:44:18	00:40:31	00:37:58
Traged at First Contact %	95.38%	96.42%	94.12%	92.80%	94.97%	90.28%	93.21%	96.38%	93.05%	92.65%	96.38%	92.48%	93.83%	96.93%	98.62%	99.71%	99.05%	96.96%	91.67%	93.43%	96.38%	97.70%	98.22%	97.69%	95.14%	91.46%	92.88%	
Median Time to Answer	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	00:32:06	00:35:37	00:19:14	00:25:37	00:15:57	00:19:52	00:07:31	00:03:49	00:16:10	00:16:09	00:18:07	00:10:54	00:19:54	00:10:18	00:05:24
50th Percentile Time to Answer	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	01:04:56	00:21:35	00:29:33	01:07:27	01:08:05	00:50:46	00:45:30	01:08:55	00:19:19	00:25:31

Table 2

Week Endng Date	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	19/01/2025
Overall Call Volume	28,837	28,596	29,884	30,114	30,274	31,999	32,234	33,859	37,811	46,553	44,874	29,353	29,287
Overall Calls Connected	23,487	23,849	24,449	23,981	23,953	24,009	24,039	24,377	26,481	33,803	34,397	24,011	24,041
Caller Discontinued	0.42%	0.30%	0.35%	0.54%	0.42%	0.73%	0.86%	1.34%	1.43%	1.10%	0.67%	0.42%	0.22%
Overall Avg Patient Journey Time	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	00:40:45
Triaged at First Contact %	95.41%	95.18%	95.30%	95.95%	95.07%	96.21%	95.54%	95.47%	94.65%	93.17%	93.75%	95.32%	94.75%
Median Time to Answer	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	00:11:16
90th Percentile Time to Answer	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	00:42:24

Table 3

Health Board	Care Group	Endpoint	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	19/01/2025
NHS Ayrshire & Arran	PCARE	CPN (Dr) to phone patient within 1 Hr	17	12	8	13	11	11	14	4	8	12	16	13	13
NHS Ayrshire & Arran	PCARE	CPN (Dr) to phone patient within 2 Hrs	23	16	24	20	21	16	16	15	19	20	32	18	27
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 1 Hr			3	1							1		3
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 2 Hrs	1	3	3	1	1	3	2	1	3	1	3	5	2
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 4 Hrs	3	2	7	8	4	8	5	6	4	3	6	1	7
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2	5	2	2		5	3	4	1	6	3	5	1
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)		1			3					1	1		1
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	1	1		3	4	1	1		2	1			
NHS Ayrshire & Arran	PCARE	Home Visit within 1 Hr	9	5	12	14	16	3	12	9	10	18	19	9	10
NHS Ayrshire & Arran	PCARE	Home Visit within 2 Hrs	21	34	26	31	26	34	30	36	36	43	60	27	42
NHS Ayrshire & Arran	PCARE	Home Visit within 4 Hrs	45	41	60	51	54	55	37	45	59	57	116	58	63
NHS Ayrshire & Arran	PCARE	PCEC within 1 Hr	42	45	53	59	55	53	69	67	60	74	79	46	53
NHS Ayrshire & Arran	PCARE	PCEC within 12 Hrs											1		
NHS Ayrshire & Arran	PCARE	PCEC within 2 Hrs	105	126	139	132	125	135	127	143	145	183	177	136	120
NHS Ayrshire & Arran	PCARE	PCEC within 4 Hrs	270	295	351	316	326	320	326	342	421	653	595	299	283
NHS Ayrshire & Arran	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	58	54	55	57	53	60	60	53	55	54	62	57	29
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice - For Information Only	3	1	8	3	5	9	6	5	9	6	10	10	2
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	7	5	11	6	8	6	8	5	12	2	7	7	7
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	21	16	24	29	34	36	26	25	32	39	47	28	29
NHS Ayrshire & Arran	PCARE	Speak to clinician within 1 Hr	14	14	15	11	14	17	14	12	14	14	32	17	20
NHS Ayrshire & Arran	PCARE	Speak to clinician within 2 Hrs	29	26	20	26	21	11	30	29	23	22	37	21	18
NHS Ayrshire & Arran	PCARE	Speak to clinician within 4 Hrs	33	45	41	48	41	67	53	56	50	66	99	58	41
NHS Ayrshire & Arran	SCARE	999 contacted - For information only	152	155	149	158	160	169	165	159	203	177	175	128	136
NHS Ayrshire & Arran	SCARE	Patient advised to go to A&E	117	108	115	131	118	131	124	128	135	123	164	124	148
NHS Ayrshire & Arran	SCARE	Patient advised to go to A&E	1			2	2	3		1	1	2	3	3	
NHS Ayrshire & Arran	SCARE	Patient sent to A&E via Ambulance within 1 Hr	11	10	6	11	12	14	8	10	10	12	10	11	8
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	93	69	65	67	77	60	74	80	79	71	89	83	84
NHS Ayrshire & Arran	SCARE	Speak to clinician 2 Hrs	8	17	14	11	15	10	11	12	14	9	19	13	21
NHS Ayrshire & Arran	SCARE	Speak to clinician within 4 Hrs	34	39	29	24	30	25	42	35	34	34	43	34	31
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	74	95	73	87	96	79	73	76	83	144	140	82	84
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	4		2	1	2					3	1	1	1
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Pharmacist												1	
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Not Triage/Assessed	3	2	1	2	3		4	1	9	7	6	4	3
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1		4		2		4	2		1	2	1	

Table 3

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

Table 3

Health Board	Care Group	Endpoint	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	19/01/2025
NHS Borders	SCARE	Patient advised to go to A&E		1	1				1	1		1			
NHS Borders	SCARE	Patient sent to A&E via Ambulance within 1 Hr	1	3	2	6	4	7	5	3	3	2	5	3	4
NHS Borders	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	35	37	49	44	26	31	34	42	27	30	34	35	31
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	9	11	10	5	7	8	3	1	4	3	5	9	12
NHS Borders	SCARE	Speak to clinician within 4 Hrs	14	8	12	11	14	7	15	9	9	6	11	14	18
NHS Borders	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	13	24	22	20	27	15	17	17	22	30	26	26	20
NHS Borders	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour					1								
NHS Borders	SLFC_NPA	Dental Nurse - Not Triage/Assessed	2	2		1	2	1	1	2	2	4	4		2
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	1	1	2	1	1	2	2	3	2	4
NHS Borders	SLFC_NPA	For Information Only	10	10	7	4	9	7	10	8	10	9	9	10	12
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	29	21	27	27	29	19	31	33	32	34	35	37	35
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			1				2			1	1	2	2
NHS Borders	SLFC_NPA	Pt advised to contact Optician - For Information Only	2						2	2		3	1	1	2
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	4	3	2	5	3	3	3	4	6	11	2	3
NHS Borders	SLFC_NPA	Pt advised to contact Police - For Information Only	2	2		1			1	1	1	2	2	3	1
NHS Borders	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	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	2
NHS Dumfries & Gallo	PCARE	CPN (Dr) to phone patient within 2 Hrs	5	9	9	4	4	9	6	5	5	7	6	7	7
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 1 Hr	2	3	4	2	1	4	1	1	3		3	3	1
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 2 Hrs	3	3	4	5	5	1	3	5	6	8	12	5	10
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 4 Hrs	20	20	7	17	13	20	20	14	8	27	25	24	28
NHS Dumfries & Gallo	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	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	4	3	3	1		2	2	4	2	11	2	4	2
NHS Dumfries & Gallo	PCARE	Home Visit within 2 Hrs	9	8	13	11	8	12	5	8	11	15	26	15	11
NHS Dumfries & Gallo	PCARE	Home Visit within 4 Hrs	16	21	12	13	15	13	10	15	15	29	25	11	12
NHS Dumfries & Gallo	PCARE	PCEC within 1 Hr	14	12	16	10	18	17	9	10	18	23	22	13	9
NHS Dumfries & Gallo	PCARE	PCEC within 2 Hrs	31	35	32	33	33	38	26	36	27	69	47	32	42
NHS Dumfries & Gallo	PCARE	PCEC within 4 Hrs	65	64	74	66	92	82	71	78	97	170	151	91	88
NHS Dumfries & Gallo	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	12	7	13	11	5	11	13	21	15	12	14	7	13
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice - For Information Only				1	1	4	1	2	1		1		

Table 3

Health Board	Care Group	Endpoint	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	19/01/2025
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	2
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	9	4	7	4	8	11	6	5	7	4	10	8	8
NHS Dumfries & Gallo	PCARE	Speak to clinician within 1 Hr	10	6	2	2	2	5	7	7	4	3	9	2	3
NHS Dumfries & Gallo	PCARE	Speak to clinician within 2 Hrs	8	5	8	3	10	11	12	4	7	5	12	9	6
NHS Dumfries & Gallo	PCARE	Speak to clinician within 4 Hrs	13	11	19	8	11	6	12	9	9	19	23	18	14
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	45	51	40	47	34	39	34	39	54	58	63	46	51
NHS Dumfries & Gallo	SCARE	Patient advised to go to A&E	34	30	47	27	44	30	30	28	28	51	47	39	33
NHS Dumfries & Gallo	SCARE	Patient advised to go to A&E	1	3	1		1	1	1			1	1	2	1
NHS Dumfries & Gallo	SCARE	Patient sent to A&E via Ambulance within 1 Hr	8	5	2	3	3	3	7	6	1	8	6	4	7
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	5	9	7	12	8	8	12	6	13	14	13	15	11
NHS Dumfries & Gallo	SCARE	Speak to clinician 2 Hrs	2		2	1		2	2		2	3	2	3	5
NHS Dumfries & Gallo	SCARE	Speak to clinician within 4 Hrs	7	4	3	8	7	6	5	4	6	9	11	3	6
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	42	41	26	44	39	31	32	37	38	52	53	35	47
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		6	1	1				1	3	1	1		
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Routine Contact with Dentist								1					
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Self Care		2			1			1	3			2	3
NHS Dumfries & Gallo	SLFC_NPA	Distress Brief Intervention	1		2	5		2	2	1	3		1	2	2
NHS Dumfries & Gallo	SLFC_NPA	For Information Only	7	8	9	13	9	10	7	9	9	12	12	10	9
NHS Dumfries & Gallo	SLFC_NPA	Patient given self care advice - For Information Only	21	26	23	20	31	29	24	23	39	31	42	32	29
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		2	1	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	1	1	5	3	2	1	8	7	3	4	17	3	4
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Police - For Information Only	2	3	3		1			3	1	1	3		2
NHS Dumfries & Gallo	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	2	3	2	2	3	1	1	1		1	1	3	1
NHS Fife	PCARE	CPN (Dr) to phone patient within 1 Hr	16	11	13	18	19	7	18	15	21	15	20	26	18
NHS Fife	PCARE	CPN (Dr) to phone patient within 2 Hrs	14	13	31	22	19	19	21	26	13	33	32	21	14
NHS Fife	PCARE	DN (Dr) phone patient within 1 Hr	2	6	7	4	7	5	4	3	2	3	3	3	3
NHS Fife	PCARE	DN (Dr) phone patient within 2 Hrs	8	11	21	5	7	12	10	9	7	15	15	9	10
NHS Fife	PCARE	DN (Dr) phone patient within 4 Hrs	28	30	36	45	38	36	38	33	35	52	62	30	41
NHS Fife	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	3	2	5	2	3	3	1	1	1	3	11	3	3
NHS Fife	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)			2	1			1						2

Table 3

Health Board	Care Group	Endpoint	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	19/01/2025
NHS Fife	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	1	1	5	2		1		1	1		5		2
NHS Fife	PCARE	Home Visit within 1 Hr	5	17	10	8	9	10	8	8	11	20	7	11	7
NHS Fife	PCARE	Home Visit within 2 Hrs	30	29	33	26	33	24	30	35	33	44	62	34	34
NHS Fife	PCARE	Home Visit within 4 Hrs	39	58	38	36	39	56	40	35	51	78	95	58	52
NHS Fife	PCARE	PCEC within 1 Hr	50	63	53	62	50	66	71	65	72	82	81	49	47
NHS Fife	PCARE	PCEC within 2 Hrs	99	114	143	126	144	150	136	166	180	201	183	136	107
NHS Fife	PCARE	PCEC within 4 Hrs	344	278	316	296	322	319	314	327	403	639	571	278	291
NHS Fife	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	81	74	63	88	59	79	89	66	83	69	66	71	55
NHS Fife	PCARE	Pt advised to contact practice - For Information Only	2	7	5	6	7	3	10	2	4	8	10	5	8
NHS Fife	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	6	7	10	4	7	6	9	10	7	10	3	5	6
NHS Fife	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	29	20	35	38	25	34	28	23	24	33	40	36	27
NHS Fife	PCARE	Speak to clinician within 1 Hr	12	12	16	16	22	13	15	16	9	23	23	20	16
NHS Fife	PCARE	Speak to clinician within 2 Hrs	16	20	19	22	22	20	26	18	18	26	38	28	26
NHS Fife	PCARE	Speak to clinician within 4 Hrs	44	45	47	50	46	33	36	43	34	72	97	41	44
NHS Fife	SCARE	999 contacted - For information only	142	172	181	146	167	145	164	179	166	224	169	145	143
NHS Fife	SCARE	Patient advised to go to A&E	141	119	148	137	126	152	140	151	131	169	154	141	132
NHS Fife	SCARE	Patient advised to go to A&E		1			1	1				1			3
NHS Fife	SCARE	Patient sent to A&E via Ambulance within 1 Hr	10	16	12	9	18	14	9	7	15	16	17	10	9
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	91	105	110	82	106	110	94	109	84	76	116	95	115
NHS Fife	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub			1			1							
NHS Fife	SCARE	Speak to clinician 2 Hrs	23	23	21	18	14	24	11	14	16	20	18	17	25
NHS Fife	SCARE	Speak to clinician within 4 Hrs	24	29	34	46	39	34	31	32	35	32	43	38	41
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			1
NHS Fife	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	98	94	96	110	104	66	99	85	77	156	139	102	93
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	5	4	4	8	5	4	5	3	8	10	9	4	4
NHS Fife	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	2	4	1	2	1	2			3	6	3		2
NHS Fife	SLFC_NPA	Dental Nurse - Self Care	1	5	4	1	2	1	2	3	2		5		2
NHS Fife	SLFC_NPA	Distress Brief Intervention	7	10	9	11	10	7	3	7	5	8	6	10	6
NHS Fife	SLFC_NPA	For Information Only	54	46	60	62	81	85	67	50	48	51	97	54	47
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	142	151	151	148	159	147	148	126	155	170	174	163	146
NHS Fife	SLFC_NPA	Pt advised to contact Dentist - For Information Only				1			2			1			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	2	4	2		1	3	3	3	4	4	3
NHS Fife	SLFC_NPA	Pt advised to contact Optician - For Information Only	1	7	3	4	1	1	1	2	4	5	6	2	5

Table 3

Health Board	Care Group	Endpoint	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	19/01/2025
NHS Fife	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only					1		1						
NHS Fife	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	15	19	24	11	17	13	15	13	20	27	26	13	15
NHS Fife	SLFC_NPA	Pt advised to contact Police - For Information Only		2	7	6	4	4		2	4	6	7	3	10
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	7	5	14	7	8	21	21	5	4	8	15	2	5
NHS Fife	Not assigned	Not assigned	2		1							1			2
NHS Forth Valley	PCARE	CPN (Dr) to phone patient within 1 Hr	9	5	7	13	5	6	5	6	6	10	7	3	6
NHS Forth Valley	PCARE	CPN (Dr) to phone patient within 2 Hrs	11	11	10	7	20	5	10	18	10	13	14	6	8
NHS Forth Valley	PCARE	DN (Dr) phone patient within 1 Hr	2	4	4	4	2	1	1	1	1	2	1	4	2
NHS Forth Valley	PCARE	DN (Dr) phone patient within 2 Hrs	12	15	7	6	10	4	7	11	5	9	6	10	5
NHS Forth Valley	PCARE	DN (Dr) phone patient within 4 Hrs	24	30	21	29	26	22	29	27	18	28	46	19	20
NHS Forth Valley	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	3	5	2	2	2	4	2	3	2	5	2	2	4
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)	3	2			4	2	3	1	1	1	3		2
NHS Forth Valley	PCARE	Home Visit within 1 Hr	8	3	5	8	10	9	5	7	9	10	18	6	7
NHS Forth Valley	PCARE	Home Visit within 2 Hrs	20	23	25	22	21	25	20	20	24	39	40	23	16
NHS Forth Valley	PCARE	Home Visit within 4 Hrs	24	31	21	36	43	23	17	29	30	65	60	26	40
NHS Forth Valley	PCARE	PCEC within 1 Hr	60	31	59	61	50	37	63	65	62	73	63	45	41
NHS Forth Valley	PCARE	PCEC within 12 Hrs				1									
NHS Forth Valley	PCARE	PCEC within 2 Hrs	108	102	103	105	117	112	118	121	139	172	143	85	99
NHS Forth Valley	PCARE	PCEC within 4 Hrs	238	268	287	258	278	280	264	279	355	546	536	263	265
NHS Forth Valley	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	76	70	72	63	77	60	62	74	108	82	66	67	75
NHS Forth Valley	PCARE	Pt advised to contact practice - For Information Only	8	9	6	9	7	9	5	9	6	6	12	8	8
NHS Forth Valley	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	5	9	9	4	8	5	12	8	7	7	5	7	8
NHS Forth Valley	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	31	27	29	31	24	34	24	31	30	25	40	27	31
NHS Forth Valley	PCARE	Speak to clinician within 1 Hr	9	9	6	11	16	6	10	13	7	13	11	11	10
NHS Forth Valley	PCARE	Speak to clinician within 2 Hrs	25	21	12	19	12	15	19	20	14	22	22	17	20
NHS Forth Valley	PCARE	Speak to clinician within 4 Hrs	34	45	40	32	38	30	29	34	41	57	76	36	45
NHS Forth Valley	SCARE	999 contacted - For Information Only			1										
NHS Forth Valley	SCARE	999 contacted - For information only	133	114	115	127	144	111	124	119	123	151	140	98	100
NHS Forth Valley	SCARE	Patient advised to go to A&E	163	180	164	190	180	170	156	155	171	159	180	166	165
NHS Forth Valley	SCARE	Patient advised to go to A&E		1	2		2			3	1	1	3	1	1
NHS Forth Valley	SCARE	Patient sent to A&E via Ambulance within 1 Hr	9	7	4	6	5	17	14	6	7	17	9	5	5
NHS Forth Valley	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	174	205	206	196	205	198	205	184	189	137	144	165	176
NHS Forth Valley	SCARE	Speak to clinician 2 Hrs	35	49	45	61	51	35	36	34	23	19	24	34	47
NHS Forth Valley	SCARE	Speak to clinician within 4 Hrs	34	61	40	54	37	50	54	46	53	38	59	52	42
NHS Forth Valley	SLFC_NPA	Contact Breathing Space										1			

Table 3

Health Board	Care Group	Endpoint	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	19/01/2025
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	55	69	57	57	55	57	72	55	72	101	101	63	69
NHS Forth Valley	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour			1						1	2	1	3	
NHS Forth Valley	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	4	2	3	2	4	2	2	2	7	5	4	3	5
NHS Forth Valley	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	2				3		1		1	1	1		
NHS Forth Valley	SLFC_NPA	Dental Nurse - Self Care	1	1			1		2	1	1	6		5	3
NHS Forth Valley	SLFC_NPA	Distress Brief Intervention	3	7	12	8	14	9	12	7	10	4	8	7	5
NHS Forth Valley	SLFC_NPA	For Information Only	25	29	32	40	36	33	28	39	38	46	44	33	51
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	88	128	85	118	120	86	110	121	122	127	91	89
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	3		3	1	3	5	3	2	3	3	2	3
NHS Forth Valley	SLFC_NPA	Pt advised to contact Optician - For Information Only	8	6	2	4	3	6	2	7	3	5	5	1	4
NHS Forth Valley	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only			1	1			1	2					
NHS Forth Valley	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	13	11	12	14	12	19	19	16	11	23	22	12	7
NHS Forth Valley	SLFC_NPA	Pt advised to contact Police - For Information Only	1	1		3		3	6	5	1	3	4		2
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	2	4	3	2	8	5	8	7	5	1	6	5	7
NHS Forth Valley	Not assigned	Not assigned									1				
NHS Grampian	PCARE	CPN (Dr) to phone patient within 1 Hr	19	20	20	19	15	14	9	12	13	12	10	23	13
NHS Grampian	PCARE	CPN (Dr) to phone patient within 2 Hrs	20	23	23	16	21	10	16	20	16	16	18	16	24
NHS Grampian	PCARE	DN (Dr) phone patient within 1 Hr	12	5	4	8	4	4	3	5	4	3	3	5	4
NHS Grampian	PCARE	DN (Dr) phone patient within 2 Hrs	7	5	8	6	7	10	7	7	12	5	5	7	8
NHS Grampian	PCARE	DN (Dr) phone patient within 4 Hrs	20	13	20	25	19	16	12	14	14	35	32	16	17
NHS Grampian	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	5	5	3	1	4	3	2	8	2	4	5	8	3
NHS Grampian	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)		1		1	1			1	4		2		1
NHS Grampian	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	3	1	1	3	3		1	2	7	2	6	2	1
NHS Grampian	PCARE	Home Visit within 1 Hr	18	11	12	17	17	11	15	20	12	28	23	25	26
NHS Grampian	PCARE	Home Visit within 2 Hrs	56	48	49	45	58	55	47	50	41	58	92	55	58
NHS Grampian	PCARE	Home Visit within 4 Hrs	57	79	61	66	75	83	45	69	61	105	152	73	69
NHS Grampian	PCARE	PCEC within 1 Hr	81	60	77	93	83	85	90	81	86	129	110	79	72
NHS Grampian	PCARE	PCEC within 12 Hrs				1									
NHS Grampian	PCARE	PCEC within 2 Hrs	154	176	177	165	165	157	175	212	213	312	273	144	150
NHS Grampian	PCARE	PCEC within 4 Hrs	423	430	452	423	459	409	433	448	509	863	841	440	420
NHS Grampian	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	71	88	72	108	80	98	75	67	92	107	88	96	73
NHS Grampian	PCARE	Pt advised to contact practice - For Information Only	8	6	9	12	13	10	7	3	5	12	13	10	9

Table 3

Health Board	Care Group	Endpoint	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	19/01/2025
NHS Grampian	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	9	12	14	10	6	8	18	11	9	4	6	10	7
NHS Grampian	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	43	37	51	37	34	41	34	43	51	62	59	46	48
NHS Grampian	PCARE	Speak to clinician within 1 Hr	16	21	11	16	15	20	15	22	20	26	25	33	23
NHS Grampian	PCARE	Speak to clinician within 2 Hrs	33	45	34	19	35	31	47	47	32	43	49	23	42
NHS Grampian	PCARE	Speak to clinician within 4 Hrs	90	79	68	49	69	76	47	72	62	122	132	83	53
NHS Grampian	SCARE	999 contacted - For Information Only													1
NHS Grampian	SCARE	999 contacted - For information only	231	227	271	234	254	223	236	232	249	308	261	210	213
NHS Grampian	SCARE	Patient advised to go to A&E	195	215	206	214	209	206	190	206	201	237	220	197	210
NHS Grampian	SCARE	Patient advised to go to A&E	1	2		1	2	4	3	1		2	1	1	2
NHS Grampian	SCARE	Patient sent to A&E via Ambulance within 1 Hr	5	10	17	12	16	16	18	15	11	21	18	13	19
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	168	215	211	226	185	184	212	208	182	158	183	226	216
NHS Grampian	SCARE	Speak to clinician 2 Hrs	33	50	45	38	31	25	31	29	35	29	29	31	50
NHS Grampian	SCARE	Speak to clinician within 4 Hrs	48	58	46	57	76	60	51	53	42	62	65	59	66
NHS Grampian	SLFC_NPA	Contact Breathing Space			1							1			
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	1	2			3	1	1	1	1	1	1		
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	108	111	109	104	95	73	69	74	91	183	140	84	96
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1	4	3	1	1		3	1	3	1	2	3	
NHS Grampian	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	3	5	4	1	3	3	3	5	3	10	6	3	6
NHS Grampian	SLFC_NPA	Dental Nurse - Routine Contact with Dentist			1		3	1	1	1	1	3	3	1	6
NHS Grampian	SLFC_NPA	Dental Nurse - Self Care	2	3	1	1	4		3	1		3	2	1	2
NHS Grampian	SLFC_NPA	Distress Brief Intervention	12	7	10	9	11	6	7	9	9	8	13	11	6
NHS Grampian	SLFC_NPA	For Information Only	102	100	120	118	91	79	102	109	108	118	114	115	109
NHS Grampian	SLFC_NPA	Hub to arrange appointment within 24 hours	1												
NHS Grampian	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	1	1	1	1	1				1		1	1	1
NHS Grampian	SLFC_NPA	Patient given self care advice - For Information Only	153	135	172	153	150	167	135	136	143	211	221	169	161
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	2	2	3	3	2	2		2	1	5		4	1
NHS Grampian	SLFC_NPA	Pt advised to contact Optician - For Information Only	8	11	4	2	5	3	2	5	3	3	4	2	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	21	22	20	24	19	19	23	21	38	47	29	21	25
NHS Grampian	SLFC_NPA	Pt advised to contact Police - For Information Only	12	21	7	11	10	13	13	13	10	13	14	16	11
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	17	24	8	21	17	12	19	15	20	23	31	24	22
NHS Grampian	Not assigned	Not assigned													1
NHS Greater Glasgow	PCARE	CPN (Dr) to phone patient within 1 Hr	46	33	38	26	30	41	31	33	40	37	40	42	36
NHS Greater Glasgow	PCARE	CPN (Dr) to phone patient within 2 Hrs	64	47	59	60	65	57	65	54	54	93	69	66	54

Table 3

Health Board	Care Group	Endpoint	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	19/01/2025
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 1 Hr	6	4	4	1	4	6	4	2	1	6	2	1	2
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 2 Hrs	7	7	6	3	5	3	1	5	7	6	6	8	2
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 4 Hrs	12	10	14	11	17	7	8	11	9	17	21	18	19
NHS Greater Glasgow	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	8	9	8	12	9	7	10	12	7	10	7	8	5
NHS Greater Glasgow	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	2	3	1	4	3	2	3	3	1	1	2	2	2
NHS Greater Glasgow	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	7	8	4	4	5	8	4	4	4	3	3	5	6
NHS Greater Glasgow	PCARE	Home Visit within 1 Hr	35	28	25	37	38	32	34	27	33	53	48	45	51
NHS Greater Glasgow	PCARE	Home Visit within 2 Hrs	99	105	85	113	74	98	85	97	109	168	162	114	97
NHS Greater Glasgow	PCARE	Home Visit within 4 Hrs	133	126	120	111	136	147	125	125	161	265	292	140	164
NHS Greater Glasgow	PCARE	PCEC within 1 Hr	159	179	187	225	208	192	176	165	197	212	181	139	167
NHS Greater Glasgow	PCARE	PCEC within 2 Hrs	374	397	456	440	402	439	437	408	485	586	560	431	401
NHS Greater Glasgow	PCARE	PCEC within 4 Hrs	1,034	1,027	1,087	1,002	1,026	1,043	1,019	1,099	1,289	1,948	1,902	1,022	1,040
NHS Greater Glasgow	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	238	216	244	246	214	212	243	206	285	235	251	248	267
NHS Greater Glasgow	PCARE	Pt advised to contact practice - For Information Only	35	30	30	22	26	23	14	14	16	29	32	19	23
NHS Greater Glasgow	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	22	22	26	21	20	22	21	23	17	14	18	37	31
NHS Greater Glasgow	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	114	102	114	119	102	113	102	118	109	108	125	120	124
NHS Greater Glasgow	PCARE	Speak to clinician within 1 Hr	48	59	62	46	66	63	65	48	48	67	81	57	41
NHS Greater Glasgow	PCARE	Speak to clinician within 2 Hrs	72	65	67	78	71	59	84	52	92	88	110	83	66
NHS Greater Glasgow	PCARE	Speak to clinician within 4 Hrs	165	170	174	150	154	150	156	134	172	269	256	185	133
NHS Greater Glasgow	PCARE	Transport to PCEC within 2 Hrs						1							
NHS Greater Glasgow	PCARE	Transport to PCEC within 4 hrs	4	1	3	2	9	5	2	1	3	7	6	5	1
NHS Greater Glasgow	PCARE	Triage refused therefore Dr requested to phone patient									1				
NHS Greater Glasgow	SCARE	999 contacted - For Information Only							1						
NHS Greater Glasgow	SCARE	999 contacted - For information only	476	501	442	441	488	523	464	429	482	564	492	359	383
NHS Greater Glasgow	SCARE	Patient advised to go to A&E	446	468	469	508	500	437	499	444	464	520	620	486	513
NHS Greater Glasgow	SCARE	Patient advised to go to A&E	4	4	4	3	4	2		2	1	2	4	5	2
NHS Greater Glasgow	SCARE	Patient sent to A&E via Ambulance within 1 Hr	30	18	30	26	35	23	31	41	27	52	45	29	31
NHS Greater Glasgow	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only						1							
NHS Greater Glasgow	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only									1				
NHS Greater Glasgow	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	301	338	321	314	313	295	321	343	333	264	409	361	363
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	55	66	48	70	50	48	39	44	46	40	50	51	64
NHS Greater Glasgow	SCARE	Speak to clinician within 4 Hrs	98	106	116	116	126	119	113	112	116	109	182	135	123
NHS Greater Glasgow	SLFC_NPA	Contact Breathing Space	1		1				1						1
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	1	2	3	4	3	1	2	1	1	3			7
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	259	269	253	260	223	258	251	254	253	358	376	235	243
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	3	3	2	5	5	2	4	2	7	6	7	3	3
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	11	10	13	5	9	5	13	11	25	27	28	8	13

Table 3

Health Board	Care Group	Endpoint	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	19/01/2025
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	5	2	4	3	4	1		7	5	4	4		1
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Self Care	5	3	6	5	6	3	6	4	4	11	3	6	9
NHS Greater Glasgow	SLFC_NPA	Distress Brief Intervention	24	17	26	19	22	23	32	26	36	25	22	27	27
NHS Greater Glasgow	SLFC_NPA	For Information Only	143	159	154	161	130	130	150	123	155	192	172	183	148
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	4	3	3	3	4	2	6	1			4	2	4
NHS Greater Glasgow	SLFC_NPA	Patient given self care advice - For Information Only	437	452	479	469	444	445	430	447	452	560	577	449	468
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Dentist - For Information Only	2	2	1	5	1	1	2		3	1	1	3	1
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only				1		3		1			1	1	1
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Midwife - For Information Only	10	10	6	7	9	12	6	4	8	12	13	12	10
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Optician - For Information Only	10	17	14	16	9	14	10	17	18	11	21	18	10
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only						1	2	1		3	2	1	1
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	48	70	43	71	56	63	63	67	64	100	143	73	60
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Police - For Information Only	14	9	13	4	5	8	15	6	16	15	20	12	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	19	22	33	33	16	19	27	12	18	22	26	12	28
NHS Greater Glasgow	SLFC_NPA	Untriaged call - OOH Service clinician to phone patient					1								
NHS Greater Glasgow	Not assigned	Not assigned									1	2	1		
NHS HIGHLAND	PCARE	CPN (Dr) to phone patient within 1 Hr	5	9	8	8	4	7	4	3	12	6	8	4	4
NHS HIGHLAND	PCARE	CPN (Dr) to phone patient within 2 Hrs	11	13	13	10	9	6	11	12	8	15	16	9	13
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 1 Hr	2	1	2	6	1	2	2	2	3	2	2	1	
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 2 Hrs	5	4	4	5	4	4	2	4	4	6	4	1	4
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 4 Hrs	11	19	15	16	10	14	17	8	10	17	23	12	10
NHS HIGHLAND	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)			2	1	1	1	2			2			7
NHS HIGHLAND	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)								1					1
NHS HIGHLAND	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	1		1	1	2					2	1		
NHS HIGHLAND	PCARE	Home Visit within 1 Hr	2	9	7	9	5	9	4	10	11	7	18	7	8
NHS HIGHLAND	PCARE	Home Visit within 2 Hrs	20	21	16	11	20	27	23	18	21	24	55	29	22
NHS HIGHLAND	PCARE	Home Visit within 4 Hrs	24	21	18	30	36	23	32	29	23	69	80	34	32
NHS HIGHLAND	PCARE	PCEC within 1 Hr	28	37	30	35	32	29	36	26	35	41	48	26	31
NHS HIGHLAND	PCARE	PCEC within 2 Hrs	75	68	69	75	80	76	79	66	61	130	111	64	69
NHS HIGHLAND	PCARE	PCEC within 4 Hrs	184	161	168	138	144	180	153	137	183	378	393	195	158
NHS HIGHLAND	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	32	34	32	26	25	23	38	30	38	39	36	29	36
NHS HIGHLAND	PCARE	Pt advised to contact practice - For Information Only	6	5	4	3	5	2	1	3	2	6	6	5	1
NHS HIGHLAND	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	2	3	6	5	3	5	9	4	1	4	1	5	4
NHS HIGHLAND	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	9	19	25	10	13	21	16	16	8	16	35	16	21
NHS HIGHLAND	PCARE	Speak to clinician within 1 Hr	8	10	12	12	12	11	16	8	8	15	17	6	9

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Health Board	Care Group	Endpoint	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	19/01/2025
NHS HIGHLAND	PCARE	Speak to clinician within 2 Hrs	16	10	13	14	19	7	7	15	13	15	31	14	15
NHS HIGHLAND	PCARE	Speak to clinician within 4 Hrs	28	31	27	27	41	37	17	27	26	58	71	34	33
NHS HIGHLAND	PCARE	Transport to PCEC within 1 Hr				1									
NHS HIGHLAND	PCARE	Transport to PCEC within 2 Hrs	1								1				
NHS HIGHLAND	PCARE	Transport to PCEC within 4 hrs		1			1	1				1			
NHS HIGHLAND	SCARE	999 contacted - For Information Only									1				
NHS HIGHLAND	SCARE	999 contacted - For information only	98	97	92	103	102	103	118	89	80	133	102	89	92
NHS HIGHLAND	SCARE	Patient advised to go to A&E	69	69	68	66	45	65	75	70	73	79	98	74	74
NHS HIGHLAND	SCARE	Patient advised to go to A&E	3				1		1		1	1	1	1	1
NHS HIGHLAND	SCARE	Patient sent to A&E via Ambulance within 1 Hr	5	3	5	5	7	7	5	4	5	6	9	8	5
NHS HIGHLAND	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only		1											
NHS HIGHLAND	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	46	34	48	37	51	46	45	34	39	53	48	35	41
NHS HIGHLAND	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	18	22	9	18	11	16	16	15	16	26	19	18	14
NHS HIGHLAND	SCARE	Speak to clinician 2 Hrs	8	7	9	11	9	4	7	10	13	10	15	11	5
NHS HIGHLAND	SCARE	Speak to clinician within 4 Hrs	25	21	20	13	17	22	14	15	23	18	42	23	17
NHS HIGHLAND	SLFC_NPA	Distress Brief Intervention	4	7	7	2	3	6	6	6	6	4	5	7	6
NHS HIGHLAND	SLFC_NPA	For Information Only	25	24	32	33	34	41	27	29	24	32	25	26	29
NHS HIGHLAND	SLFC_NPA	Hub to arrange appointment within 24 hours	66	65	62	48	51	51	34	41	66	92	94	59	54
NHS HIGHLAND	SLFC_NPA	Hub to arrange contact with Clinician within 1 hour											1		1
NHS HIGHLAND	SLFC_NPA	Patient advised to contact CPN Team - For Info Only					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	9	9	11	6	16	6	10	10	11	10	11	4
NHS HIGHLAND	SLFC_NPA	Patient given self care advice - For Information Only	74	64	74	82	85	76	71	60	76	113	97	78	82
NHS HIGHLAND	SLFC_NPA	Patient given self care dental advice - For Information Only	2		2	1	3	2				1	2		3
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		3		1		1	2		1				1
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Optician - For Information Only	1	1	4	3	1		3	4	3	2	3	1	1
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only				1					1				
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	12	8	9	8	12	9	7	11	13	20	24	7	5
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Police - For Information Only	4	3	5	1	2	7	4	4	3	2	2	3	
NHS HIGHLAND	SLFC_NPA	Triage refused - For Information Only	2	2	6	1	4	1	1	7	4	7	6	2	5
NHS HIGHLAND	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	6	5	6	8	8	5	5	6	3	2	6	9	5
NHS HIGHLAND	Not assigned	Not assigned											1		
NHS LANARKSHIRE	PCARE	CPN (Dr) to phone patient within 1 Hr	13	21	9	22	15	13	23	18	15	17	25	18	14
NHS LANARKSHIRE	PCARE	CPN (Dr) to phone patient within 2 Hrs	20	13	24	24	23	27	25	16	30	20	44	26	10
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 1 Hr	1	1	1			1			2		2	3	6
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 2 Hrs	3	4	2	1			2	1	1	2	3	5	3

Table 3

Health Board	Care Group	Endpoint	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	19/01/2025
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 4 Hrs	10	6	7	4	6	1	3	10	4	10	8	9	3
NHS LANARKSHIRE	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	6	3	2	7	2	3	4	3	3	6	5	3	2
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)	1	4	3	4	1	2	3	1	3	3	4	1	3
NHS LANARKSHIRE	PCARE	Home Visit within 1 Hr	15	13	6	10	18	17	16	19	18	18	18	14	16
NHS LANARKSHIRE	PCARE	Home Visit within 2 Hrs	46	35	40	35	34	37	35	36	47	59	64	33	41
NHS LANARKSHIRE	PCARE	Home Visit within 4 Hrs	49	43	41	41	55	53	51	63	70	96	99	44	48
NHS LANARKSHIRE	PCARE	PCEC within 1 Hr	117	103	112	116	106	128	111	99	109	147	112	72	94
NHS LANARKSHIRE	PCARE	PCEC within 2 Hrs	189	206	239	233	211	218	251	241	297	308	296	167	184
NHS LANARKSHIRE	PCARE	PCEC within 4 Hrs	479	501	554	502	561	526	534	582	723	1,074	896	463	515
NHS LANARKSHIRE	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	88	86	89	90	90	104	106	97	114	109	95	101	93
NHS LANARKSHIRE	PCARE	Pt advised to contact practice - For Information Only	11	13	9	11	6	19	15	1	10	12	22	15	10
NHS LANARKSHIRE	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	9	8	12	9	6	7	7	7	15	10	4	17	21
NHS LANARKSHIRE	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	46	50	55	51	53	54	34	46	46	43	67	43	55
NHS LANARKSHIRE	PCARE	Speak to clinician within 1 Hr	17	22	27	22	16	23	23	19	20	22	26	20	15
NHS LANARKSHIRE	PCARE	Speak to clinician within 2 Hrs	22	30	38	34	33	30	47	29	30	34	57	22	33
NHS LANARKSHIRE	PCARE	Speak to clinician within 4 Hrs	72	76	61	63	69	74	63	60	81	112	109	61	73
NHS LANARKSHIRE	PCARE	Transport to PCEC within 2 Hrs	1				1	1	4	4	1		1		1
NHS LANARKSHIRE	PCARE	Transport to PCEC within 4 hrs	2	1	1	2		1	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	226	218	230	250	251	284	239	211	250	278	250	168	166
NHS LANARKSHIRE	SCARE	Patient advised to go to A&E	278	272	255	275	255	255	273	276	260	290	315	212	248
NHS LANARKSHIRE	SCARE	Patient advised to go to A&E	1	3	1	1	1	2		4	1	4	3	1	1
NHS LANARKSHIRE	SCARE	Patient sent to A&E via Ambulance within 1 Hr	16	13	9	10	18	10	21	21	22	20	29	15	24
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	132	131	106	108	105	117	119	126	101	102	116	146	110
NHS LANARKSHIRE	SCARE	Speak to clinician 2 Hrs	24	34	30	21	23	13	30	17	15	13	19	15	27
NHS LANARKSHIRE	SCARE	Speak to clinician within 4 Hrs	43	49	53	47	49	49	41	36	48	40	58	50	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	133	136	124	121	122	115	118	133	124	192	174	110	118
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	2	2		1	4		1	1	1	1	2	1	
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	5	10	2	2	3	7	5	5	10	8	9	4	4
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1	2	3		1	2	2	1	3	4	2	4	3
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Self Care	3		2	2	2	1		1	5	4	3	2	1
NHS LANARKSHIRE	SLFC_NPA	Distress Brief Intervention	11	4	13	6	3	13	11	8	14	13	12	10	15
NHS LANARKSHIRE	SLFC_NPA	For Information Only	59	54	70	49	72	72	73	75	72	94	71	56	54
NHS LANARKSHIRE	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	2	1		1	3					1	2		1

Table 3

Health Board	Care Group	Endpoint	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	19/01/2025
NHS LANARKSHIRE	SLFC_NPA	Patient given self care advice - For Information Only	136	159	151	150	163	174	152	167	154	238	219	172	190
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Dentist - For Information Only			1			2	1	1					1
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only	2	1	1										1
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Midwife - For Information Only	3	8	3	1	2	4	3	6	2	2	7	3	5
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Optician - For Information Only	2	6	6	6	3	2	5	5	4	1	3	3	5
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	31	24	28	26	25	31	20	24	26	42	62	26	27
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Police - For Information Only	5	13	7	3	6	7	5	5	4	4	10	6	7
NHS LANARKSHIRE	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	7	16	11	14	15	18	8	17	4	15	8	4	9
NHS LANARKSHIRE	Not assigned	Not assigned	1									1		1	
NHS Lothian	PCARE	CPN (Dr) to phone patient within 1 Hr	21	18	23	21	18	20	16	19	20	22	23	18	24
NHS Lothian	PCARE	CPN (Dr) to phone patient within 2 Hrs	32	39	47	38	34	34	46	28	36	35	50	28	47
NHS Lothian	PCARE	DN (Dr) phone patient within 1 Hr	1	6	2	4	8	8	3	6	1	5	8	3	1
NHS Lothian	PCARE	DN (Dr) phone patient within 2 Hrs	17	16	14	12	7	16	10	11	11	16	19	13	9
NHS Lothian	PCARE	DN (Dr) phone patient within 4 Hrs	40	38	28	31	31	32	31	34	24	49	46	41	38
NHS Lothian	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	7	5	7	7	8	3	3	2	8	6	12	11	6
NHS Lothian	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1		1		1		2		4	4	1	1	1
NHS Lothian	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	3	2	2	1	2	3	4	3	5		5	3	3
NHS Lothian	PCARE	Home Visit within 1 Hr	29	21	22	30	31	32	30	26	25	41	41	42	35
NHS Lothian	PCARE	Home Visit within 2 Hrs	57	55	53	70	86	69	67	65	85	139	112	77	85
NHS Lothian	PCARE	Home Visit within 4 Hrs	87	89	96	83	102	95	87	109	88	181	189	112	98
NHS Lothian	PCARE	PCEC within 1 Hr	139	121	134	146	125	145	133	136	136	137	161	109	112
NHS Lothian	PCARE	PCEC within 2 Hrs	275	263	306	308	316	323	335	304	299	417	392	295	258
NHS Lothian	PCARE	PCEC within 4 Hrs	698	762	836	742	770	786	790	845	918	1,382	1,470	844	806
NHS Lothian	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	197	192	178	194	161	191	205	175	249	183	178	191	189
NHS Lothian	PCARE	Pt advised to contact practice - For Information Only	20	18	11	10	16	18	16	28	17	16	27	24	20
NHS Lothian	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	14	19	27	17	14	15	16	18	15	12	14	19	19
NHS Lothian	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	84	79	86	71	74	86	82	84	95	86	116	76	101
NHS Lothian	PCARE	Speak to clinician within 1 Hr	47	33	41	23	36	45	32	32	27	42	45	44	32
NHS Lothian	PCARE	Speak to clinician within 2 Hrs	46	61	49	65	54	37	53	47	60	76	80	59	71
NHS Lothian	PCARE	Speak to clinician within 4 Hrs	104	105	123	130	117	99	116	112	117	211	195	116	119
NHS Lothian	PCARE	Transport to PCEC within 2 Hrs		3		3			2	1	2	1	1	2	1
NHS Lothian	PCARE	Transport to PCEC within 4 hrs	1	2	2	1	3	1	2	1	3	2	5	3	1
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	338	347	345	326	372	332	297	349	335	382	330	258	262
NHS Lothian	SCARE	Patient advised to go to A&E	439	390	416	397	373	397	390	389	372	389	471	372	402
NHS Lothian	SCARE	Patient advised to go to A&E	4	6		2	3	1	2	1	2	3	4	3	1

Table 3

Health Board	Care Group	Endpoint	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	19/01/2025
NHS Lothian	SCARE	Patient sent to A&E via Ambulance within 1 Hr	23	33	25	21	28	17	34	14	22	32	31	26	11
NHS Lothian	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only		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	365	422	353	391	342	367	328	340	345	296	421	408	409
NHS Lothian	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub		1	1		1					1	1		
NHS Lothian	SCARE	Speak to clinician 2 Hrs	60	59	51	73	53	56	45	45	48	33	44	68	66
NHS Lothian	SCARE	Speak to clinician within 4 Hrs	97	99	109	108	107	128	116	83	92	103	122	112	133
NHS Lothian	SLFC_NPA	Contact Breathing Space		1		1							1		
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	2	1	3	3		2	2	2		2	2	1	1
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	209	208	190	189	177	167	183	191	195	302	285	213	208
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	2	6	3	6	6	1		2	1	2	5	6	7
NHS Lothian	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	13	8	7	6	10	7	5	4	15	25	16	7	11
NHS Lothian	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1	8	4	5	4	1	1	2	8	3	3	5	3
NHS Lothian	SLFC_NPA	Dental Nurse - Self Care	5	4	7	8	5	3	5	2	6	9	11	3	2
NHS Lothian	SLFC_NPA	Distress Brief Intervention	12	12	18	22	14	15	16	15	24	14	19	18	16
NHS Lothian	SLFC_NPA	For Information Only	126	102	126	103	98	89	121	102	102	110	103	99	119
NHS Lothian	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	2	1	1		1	2	1		1		1	1	
NHS Lothian	SLFC_NPA	Patient given self care advice - For Information Only	290	273	322	289	275	297	286	308	295	319	388	278	320
NHS Lothian	SLFC_NPA	Pt advised to contact Dentist - For Information Only	2	2	1	3	1		3				3	2	2
NHS Lothian	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only	1	1	1	2	1				1		2		1
NHS Lothian	SLFC_NPA	Pt advised to contact Midwife - For Information Only	11	13	10	10	10	8	9	8	14	18	14	12	15
NHS Lothian	SLFC_NPA	Pt advised to contact Optician - For Information Only	11	12	13	9	14	17	10	12	9	12	11	12	14
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	62	55	48	42	54	42	63	41	55	66	103	52	60
NHS Lothian	SLFC_NPA	Pt advised to contact Police - For Information Only	14	6	12	7	9	12	10	5	8	11	9	21	12
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	20	12	12	11	18	18	17	13	14	12	17	18	12
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										
NHS Orkney	PCARE	DN (Dr) phone patient within 1 Hr				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	1
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	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	4	4	1	2	2	2	1	2	2	2	6	3	2

Table 3

Health Board	Care Group	Endpoint	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	19/01/2025
NHS Orkney	PCARE	PCEC within 1 Hr	1	2	1			1		1		4	3	2	
NHS Orkney	PCARE	PCEC within 2 Hrs	1	3	2	4	3	2		1	3	5	3	4	10
NHS Orkney	PCARE	PCEC within 4 Hrs	8	10	6	9	9	9	7	4	16	14	21	11	7
NHS Orkney	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	1		1	1		1			1		2	1	4
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		3
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		1
NHS Orkney	PCARE	Speak to clinician within 4 Hrs		2		1	1	3			1	4	6	2	1
NHS Orkney	PCARE	Transport to PCEC within 4 hrs					1								
NHS Orkney	SCARE	999 contacted - For information only	4	10	4	4	2	1	4		2	4	7	3	3
NHS Orkney	SCARE	Patient advised to go to A&E	2		1	3	4	4	2	3	1	4	6	4	2
NHS Orkney	SCARE	Patient sent to A&E via Ambulance within 1 Hr	1		1				1				1	1	
NHS Orkney	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	1			1			1	2	1	4	1	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	3	2	5	6	1	3	1	5	4	2	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	1
NHS Orkney	SLFC_NPA	Patient given self care advice - For Information Only	5	5	4	3	2	4	4	10	4	3	7	7	3
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			1
NHS Orkney	SLFC_NPA	Triage refused - For Information Only				1			1			1			
NHS Orkney	SLFC_NPA	Triage refused - Pt terminated call - For Information Only				1								1	
NHS Shetland	PCARE	CPN (Dr) to phone patient within 1 Hr	2		1								2		
NHS Shetland	PCARE	CPN (Dr) to phone patient within 2 Hrs	1						1		1				1
NHS Shetland	PCARE	DN (Dr) phone patient within 1 Hr					2		1						
NHS Shetland	PCARE	DN (Dr) phone patient within 2 Hrs						3			1	2			
NHS Shetland	PCARE	DN (Dr) phone patient within 4 Hrs			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		2
NHS Shetland	PCARE	Home Visit within 2 Hrs	1	1	3	1	1	2	1	3	1	1	2	2	2
NHS Shetland	PCARE	Home Visit within 4 Hrs	3	1			1	4	2	1	2	4	3	2	2
NHS Shetland	PCARE	PCEC within 1 Hr	2	2	1		1	1	1	1		1	2	2	1

Table 3

Health Board	Care Group	Endpoint	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	19/01/2025
NHS Shetland	PCARE	PCEC within 2 Hrs	5	1	3	1	2	2	4	1	2	6	10	4	5
NHS Shetland	PCARE	PCEC within 4 Hrs	8	13	8	7	10	5	5	5	8	19	19	10	12
NHS Shetland	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	2		1	3		1	1	2			1		2
NHS Shetland	PCARE	Pt advised to contact practice - For Information Only										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	3		1	1					1		1	1	
NHS Shetland	PCARE	Speak to clinician within 1 Hr					1		3	1				1	1
NHS Shetland	PCARE	Speak to clinician within 2 Hrs			3			1	1	1					1
NHS Shetland	PCARE	Speak to clinician within 4 Hrs		1	1	2	2	2	1	1	1		1		
NHS Shetland	SCARE	999 contacted - For information only	3	5	1	5	5	4	4	2	6	3	6	1	3
NHS Shetland	SCARE	Patient advised to go to A&E	4	1	4		5	1	3		4	2	2	5	3
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		1
NHS Shetland	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	1						2			2	2	2	1
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											3		
NHS Shetland	SLFC_NPA	For Information Only	1	1					1			1			1
NHS Shetland	SLFC_NPA	Hub to arrange appointment within 24 hours	1	3	2		3	3	1	3	5	6	3	4	1
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			1			1
NHS Shetland	SLFC_NPA	Patient given self care advice - For Information Only	3	3	3		1	4	1	4	1	6	2	3	1
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									
NHS TAYSIDE	PCARE	CPN (Dr) to phone patient within 1 Hr	11	22	19	10	12	16	13	12	11	17	14	14	12
NHS TAYSIDE	PCARE	CPN (Dr) to phone patient within 2 Hrs	17	27	20	20	17	25	23	16	14	23	21	20	20
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 1 Hr	2	4	3	3	9	3	6	2	5	2	7	5	4
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 2 Hrs	10	19	12	17	7	13	15	9	11	20	8	16	18
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 4 Hrs	36	32	47	30	34	37	42	35	46	53	41	39	47
NHS TAYSIDE	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	1	4	3	1	1	1	4	3		2	1	1	2
NHS TAYSIDE	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)			1		2		1	1				2	1
NHS TAYSIDE	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	1	1	1			1	1	2	2	5		3	
NHS TAYSIDE	PCARE	Home Visit within 1 Hr	15	10	11	13	7	13	5	14	7	30	15	14	10
NHS TAYSIDE	PCARE	Home Visit within 12 Hrs						1							
NHS TAYSIDE	PCARE	Home Visit within 2 Hrs	38	38	41	32	33	32	43	40	35	51	52	47	40
NHS TAYSIDE	PCARE	Home Visit within 4 Hrs	48	37	53	40	63	63	46	40	56	100	107	46	57

Table 3

Health Board	Care Group	Endpoint	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	19/01/2025
NHS TAYSIDE	PCARE	PCEC within 1 Hr	68	78	83	94	81	104	96	94	107	114	102	61	74
NHS TAYSIDE	PCARE	PCEC within 2 Hrs	133	154	132	147	126	145	156	197	188	258	204	147	132
NHS TAYSIDE	PCARE	PCEC within 4 Hrs	308	343	353	362	337	349	335	368	438	740	729	385	357
NHS TAYSIDE	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	61	64	68	49	44	63	52	47	77	70	59	47	55
NHS TAYSIDE	PCARE	Pt advised to contact practice - For Information Only	7	7	7	8	8	7	10	7	5	13	7	4	6
NHS TAYSIDE	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	5	7	8	12	6	4	11	7	5	2	1	11	5
NHS TAYSIDE	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	37	33	24	29	30	24	31	28	39	40	44	31	33
NHS TAYSIDE	PCARE	Speak to clinician within 1 Hr	15	19	19	18	14	16	8	22	9	12	24	22	16
NHS TAYSIDE	PCARE	Speak to clinician within 2 Hrs	25	18	29	27	25	24	36	22	29	27	36	22	23
NHS TAYSIDE	PCARE	Speak to clinician within 4 Hrs	53	39	60	50	54	47	45	54	54	97	104	51	56
NHS TAYSIDE	PCARE	Transport to PCEC within 1 Hr	1							1					
NHS TAYSIDE	PCARE	Transport to PCEC within 2 Hrs	4		1						1		1		2
NHS TAYSIDE	PCARE	Transport to PCEC within 4 hrs			1	1			1		1	1	3		
NHS TAYSIDE	SCARE	999 contacted - For Information Only							1						
NHS TAYSIDE	SCARE	999 contacted - For information only	179	200	184	196	188	160	174	178	214	237	228	147	139
NHS TAYSIDE	SCARE	Patient advised to go to A&E	77	83	66	90	76	65	93	74	74	98	108	94	84
NHS TAYSIDE	SCARE	Patient advised to go to A&E	3		1	1	2		3		1	2	2		2
NHS TAYSIDE	SCARE	Patient sent to A&E via Ambulance within 1 Hr	13	8	7	8	4	7	7	16	8	15	14	8	6
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	97	89	83	86	91	94	90	81	82	93	100	81	90
NHS TAYSIDE	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	1			1		1	1					1	
NHS TAYSIDE	SCARE	Speak to clinician 2 Hrs	25	22	16	25	20	18	25	17	15	17	24	25	30
NHS TAYSIDE	SCARE	Speak to clinician within 4 Hrs	40	47	38	26	39	39	31	27	41	42	51	32	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	104	93	115	93	108	103	89	127	113	188	196	95	98
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour			2	2	1	2	1		1	5	1	2	3
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Not Triage/Assessed	7	4	3	5	3	4	6	8	14	18	12	3	6
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	4	3		4	3	4	1	1	4	6	2	2	3
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Self Care	1	3	4	2	1	2	5		1	3	4	6	
NHS TAYSIDE	SLFC_NPA	Distress Brief Intervention	9	12	8	13	8	7	11	6	8	8	6	6	8
NHS TAYSIDE	SLFC_NPA	For Information Only	46	52	32	32	46	45	22	31	40	41	54	45	52
NHS TAYSIDE	SLFC_NPA	Patient advised to contact CPN Team - For Info Only			1	1		1		2					3
NHS TAYSIDE	SLFC_NPA	Patient given self care advice - For Information Only	107	120	130	123	131	127	108	138	136	181	180	176	138
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1		1			1				1			
NHS TAYSIDE	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only	1							1					
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Midwife - For Information Only	2	3		4		4	2	2	3	3	2	3	1
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Optician - For Information Only	3	5	2	9	11	7	4	3	5	7	3	5	4

Table 3

Health Board	Care Group	Endpoint	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	19/01/2025
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	27	20	22	13	11	23	18	15	15	25	39	18	17
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Police - For Information Only	4	8	1	2	2	7	2	2	6	2	1	5	1
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	8		7	9	7	4	2	1	5	4	5	3	10
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								1
NHS Western Isles	PCARE	DN (Dr) phone patient within 2 Hrs						1				1	3		2
NHS Western Isles	PCARE	DN (Dr) phone patient within 4 Hrs			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								1
NHS Western Isles	PCARE	Home Visit within 1 Hr	1	2				4		2	2	2			
NHS Western Isles	PCARE	Home Visit within 2 Hrs		2		1	3	2	2	2		4	2	1	2
NHS Western Isles	PCARE	Home Visit within 4 Hrs		1	6	1	3	3	3	3		6	3	3	4
NHS Western Isles	PCARE	PCEC within 1 Hr	4	2	1	3	2	1		3	2	1	6	3	3
NHS Western Isles	PCARE	PCEC within 2 Hrs	5	5	9	4	7	4	3	4	2	10	7	7	8
NHS Western Isles	PCARE	PCEC within 4 Hrs	9	14	11	12	12	8	7	11	14	27	27	12	11
NHS Western Isles	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	2	1	1		3		3	1	4	5	1	1	2
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	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	1		2		2			1		3	3	1
NHS Western Isles	PCARE	Speak to clinician within 4 Hrs	2	3	1	1	2	3	2		5	3	4	2	3
NHS Western Isles	PCARE	Transport to PCEC within 2 Hrs							1						
NHS Western Isles	SCARE	999 contacted - For information only	6	2	6	5	5	8	4	6	5	4	5	9	7
NHS Western Isles	SCARE	Patient advised to go to A&E	6	4	4	3	9	11	8	5	1	3	6	5	4
NHS Western Isles	SCARE	Patient sent to A&E via Ambulance within 1 Hr		1					1					1	1
NHS Western Isles	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	2	3	5	1	4	1	3	1	3	1	1	2	1
NHS Western Isles	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	1		1	1	2	2	1			2	4	1	2
NHS Western Isles	SCARE	Speak to clinician 2 Hrs			1	2		1					2		1
NHS Western Isles	SCARE	Speak to clinician within 4 Hrs	1		1	3	1	1	5		1	4	1		1
NHS Western Isles	SLFC_NPA	Distress Brief Intervention			1		1							1	
NHS Western Isles	SLFC_NPA	For Information Only	3	4			4		2	2					2
NHS Western Isles	SLFC_NPA	Hub to arrange appointment within 24 hours	5	2	3	4	5	1	3	2	3	5	4	2	2

Table 3

Health Board	Care Group	Endpoint	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	19/01/2025
NHS Western Isles	SLFC_NPA	Hub to arrange contact with Clinician within 1 hour										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	2	2	6	3	9	2	3	6		5	5	5	4
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	3		1
NHS Western Isles	SLFC_NPA	Triage refused - For Information Only											1		
NHS Western Isles	Not assigned	Not assigned													1
Not assigned	SCARE	999 contacted - For information only							1				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						1
Not assigned	Not assigned	Not assigned	22	23	10	15	11	7	7	20	14	24	22	14	17

Table 4

Care Group	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	19/01/2025
PCARE	11,080	11,218	11,861	11,479	11,575	11,710	11,610	11,720	13,268	18,647	18,772	11,635	11,472
SCARE	6,518	6,819	6,604	6,730	6,695	6,578	6,582	6,395	6,536	6,971	7,566	6,320	6,519
SLFC_NPA	4,126	4,233	4,325	4,175	4,155	4,077	4,022	4,052	4,348	5,681	5,861	4,307	4,337
Not assigned	26	24	11	16	14	7	7	20	17	31	24	15	23
Total	21,750	22,294	22,801	22,400	22,439	22,372	22,221	22,187	24,169	31,330	32,223	22,277	22,351

Care Group	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	19/01/2025
PCARE	50.94%	50.32%	52.02%	51.25%	51.58%	52.34%	52.25%	52.82%	54.90%	59.52%	58.26%	52.23%	51.33%
SCARE	29.97%	30.59%	28.96%	30.04%	29.84%	29.40%	29.62%	28.82%	27.04%	22.25%	23.48%	28.37%	29.17%
SLFC_NPA	18.97%	18.99%	18.97%	18.64%	18.52%	18.22%	18.10%	18.26%	17.99%	18.13%	18.19%	19.33%	19.40%
Not assigned	0.12%	0.11%	0.05%	0.07%	0.06%	0.03%	0.03%	0.09%	0.07%	0.10%	0.07%	0.07%	0.10%

Table 5

Calendar day	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	13/01/2025	14/01/2025	15/01/2025	16/01/2025	17/01/2025	18/01/2025	19/01/2025
Overall Call Volume	308	332	405	404	476	584	555	490	399	565	551	455	539	500	428	337	365	339	353	479	457	411	341	430	422	357	552	547
Overall Calls Connected	345	238	328	450	405	430	419	360	329	389	481	393	333	370	267	255	278	297	297	388	432	301	284	345	338	299	355	394
Median Time to Answer	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	00:00:06	00:00:06	00:00:06	00:00:06	00:00:09	00:02:43	00:00:54
90th Percentile Time to Answer	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	00:21:20	00:12:46	00:10:47	00:11:01	00:11:41	00:18:37	00:14:13

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	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	19/01/2025
Overall Call Volume	2,704	2,649	2,867	2,737	2,908	3,158	3,066	2,797	2,976	3,244	3,500	2,759	3,090
Overall Calls Connected	2,243	2,283	2,472	2,344	2,295	2,178	2,316	2,260	2,461	2,623	2,655	2,194	2,317
Median Time to Answer	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	00:00:09
90th Percentile Time to Answer	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	00:13:52

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

Graphs

