

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: 03/11/2024 to 26/01/2025

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	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	20/01/2025	21/01/2025	22/01/2025	23/01/2025	24/01/2025	25/01/2025	26/01/2025
Overall Call Volume	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	7,261	6,675	3,312	3,071	2,822	2,853	2,953	7,791	7,333
Overall Calls Connected	2,617	2,450	6,008	8,016	3,070	6,197	5,999	2,493	2,493	2,293	2,391	2,338	6,116	5,887	2,496	2,238	2,362	2,569	2,315	6,136	5,905	2,738	2,536	2,342	2,467	2,378	6,497	6,437
Callers Disconnected	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%	0.24%	0.16%	0.51%	0.14%	0.40%	0.22%	0.06%	0.36%	0.24%	0.31%	0.20%	0.43%	0.19%	0.06%
Overall Avg Patient Journey Time	00:50:15	00:33:43	00:36:23	00:38:12	00:38:01	01:07:33	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	00:38:09	00:44:18	00:40:31	00:37:58	00:40:06	00:37:29	00:42:04	00:32:28	00:34:30	00:46:57	00:37:36
Traged at First Contact %	96.21%	96.38%	93.05%	92.65%	96.38%	92.48%	93.83%	96.93%	98.62%	99.71%	99.05%	96.96%	91.57%	93.43%	98.38%	97.70%	98.22%	97.69%	95.14%	91.46%	92.88%	97.08%	98.54%	98.82%	97.94%	94.69%	90.57%	92.79%
Median Time to Answer	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	00:16:08	00:18:07	00:10:54	00:19:54	00:10:18	00:05:24	00:12:51	00:10:53	00:10:20	00:08:14	00:07:22	00:11:25	00:13:16
50th Percentile Time to Answer	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	01:05:05	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	01:16:40	00:38:05	01:00:01	00:26:18	00:44:45	00:25:32	00:23:53

Table 2

Week Endng Date	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	26/01/2025
Overall Call Volume	28,596	29,884	30,114	30,274	31,999	32,234	33,859	37,811	46,553	44,874	29,353	29,287	30,135
Overall Calls Connected	23,849	24,449	23,981	23,953	24,009	24,039	24,377	26,481	33,803	34,397	24,011	24,041	25,394
Caller Discontinued	0.30%	0.35%	0.54%	0.42%	0.73%	0.86%	1.34%	1.43%	1.10%	0.67%	0.42%	0.22%	0.22%
Overall Avg Patient Journey Time	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	00:39:53
Triaged at First Contact %	95.18%	95.30%	95.95%	95.07%	96.21%	95.54%	95.47%	94.65%	93.17%	93.75%	95.32%	94.75%	94.41%
Median Time to Answer	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	00:11:32
90th Percentile Time to Answer	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	00:29:00

Table 3

Health Board	Care Group	Endpoint	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	26/01/2025
NHS Ayrshire & Arran	PCARE	CPN (Dr) to phone patient within 1 Hr	12	8	13	11	11	14	4	8	12	16	13	13	7
NHS Ayrshire & Arran	PCARE	CPN (Dr) to phone patient within 2 Hrs	16	24	20	21	16	16	15	19	20	32	18	27	16
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 1 Hr		3	1							1		3	1
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 2 Hrs	3	3	1	1	3	2	1	3	1	3	5	2	6
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 4 Hrs	2	7	8	4	8	5	6	4	3	6	1	7	5
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	5	2	2		5	3	4	1	6	3	5	1	2
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1			3					1	1		1	1
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	1		3	4	1	1		2	1				1
NHS Ayrshire & Arran	PCARE	Home Visit within 1 Hr	5	12	14	16	3	12	9	10	18	19	9	10	9
NHS Ayrshire & Arran	PCARE	Home Visit within 2 Hrs	34	26	31	26	34	30	36	36	43	60	27	42	37
NHS Ayrshire & Arran	PCARE	Home Visit within 4 Hrs	41	60	51	54	55	37	45	59	57	116	58	63	47
NHS Ayrshire & Arran	PCARE	PCEC within 1 Hr	45	53	59	55	53	69	67	60	74	79	46	53	59
NHS Ayrshire & Arran	PCARE	PCEC within 12 Hrs										1			
NHS Ayrshire & Arran	PCARE	PCEC within 2 Hrs	126	139	132	125	135	127	143	145	183	177	136	120	142
NHS Ayrshire & Arran	PCARE	PCEC within 4 Hrs	295	351	316	326	320	326	342	421	653	595	299	283	306
NHS Ayrshire & Arran	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	54	55	57	53	60	60	53	55	54	62	57	29	54
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice - For Information Only	1	8	3	5	9	6	5	9	6	10	10	2	6
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	5	11	6	8	6	8	5	12	2	7	7	7	6
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	16	24	29	34	36	26	25	32	39	47	28	29	25
NHS Ayrshire & Arran	PCARE	Speak to clinician within 1 Hr	14	15	11	14	17	14	12	14	14	32	17	20	19
NHS Ayrshire & Arran	PCARE	Speak to clinician within 2 Hrs	26	20	26	21	11	30	29	23	22	37	21	18	27
NHS Ayrshire & Arran	PCARE	Speak to clinician within 4 Hrs	45	41	48	41	67	53	56	50	66	99	58	41	49
NHS Ayrshire & Arran	SCARE	999 contacted - For information only	155	149	158	160	169	165	159	203	177	175	128	136	140
NHS Ayrshire & Arran	SCARE	Patient advised to go to A&E	108	115	131	118	131	124	128	135	123	164	124	148	123
NHS Ayrshire & Arran	SCARE	Patient advised to go to A&E			2	2	3		1	1	2	3	3		
NHS Ayrshire & Arran	SCARE	Patient sent to A&E via Ambulance within 1 Hr	10	6	11	12	14	8	10	10	12	10	11	8	23
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	69	65	67	77	60	74	80	79	71	89	83	84	92
NHS Ayrshire & Arran	SCARE	Speak to clinician 2 Hrs	17	14	11	15	10	11	12	14	9	19	13	21	13
NHS Ayrshire & Arran	SCARE	Speak to clinician within 4 Hrs	39	29	24	30	25	42	35	34	34	43	34	31	41
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	1	1	2							2			
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	95	73	87	96	79	73	76	83	144	140	82	84	84
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour		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 Triaged/Assessed	2	1	2	3		4	1	9	7	6	4	3	5
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Routine Contact with Dentist		4		2		4	2		1	2	1		1

Table 3

Health Board	Care Group	Endpoint	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	26/01/2025
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Self Care		2		2		1	1	1	2		4	1	2
NHS Ayrshire & Arran	SLFC_NPA	Distress Brief Intervention	8	5	5	7	7	7	5	14	3	14	9	7	8
NHS Ayrshire & Arran	SLFC_NPA	For Information Only	33	38	36	28	24	36	43	45	37	65	39	37	45
NHS Ayrshire & Arran	SLFC_NPA	Patient advised to contact CPN Team - For Info Only			2	1	1			1		1	1	3	4
NHS Ayrshire & Arran	SLFC_NPA	Patient given self care advice - For Information Only	108	114	108	94	114	110	94	117	139	128	120	105	97
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Dentist - For Information Only	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	4		3		1	4	2	2	3	5		2
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Optician - For Information Only	1	2		1	3	3		1	5	3	1		3
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only													1
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	18	6	13	23	18	10	20	26	23	36	18	15	26
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Police - For Information Only	1	3	5	2	3	5	7	3	7		3	8	5
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	10	10	4	7	8	8	9	4	6	8	5	6	11
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	4	2		1		4	2	4	2	6	1	1	2
NHS Borders	PCARE	CPN (Dr) to phone patient within 2 Hrs	8	7	4	7	8	6	5	3	5	10	9	4	4
NHS Borders	PCARE	DN (Dr) phone patient within 1 Hr	4	2	2	3	3	2		3	7	1		2	3
NHS Borders	PCARE	DN (Dr) phone patient within 2 Hrs	3	8	5	3	2	3	3	1	5	10	3	7	4
NHS Borders	PCARE	DN (Dr) phone patient within 4 Hrs	15	16	18	13	9	5	7	9	14	21	11	7	17
NHS Borders	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	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	1	2	2	2	2	4	2	3	2	7	9	2	2
NHS Borders	PCARE	Home Visit within 2 Hrs	8	11	19	10	8	5	9	5	17	19	8	13	13
NHS Borders	PCARE	Home Visit within 4 Hrs	10	19	20	14	14	13	15	16	34	27	14	27	14
NHS Borders	PCARE	PCEC within 1 Hr	10	8	14	10	12	13	7	12	27	12	15	14	13
NHS Borders	PCARE	PCEC within 2 Hrs	31	20	20	41	30	28	17	37	37	57	25	16	28
NHS Borders	PCARE	PCEC within 4 Hrs	57	48	74	72	73	67	51	64	139	144	66	65	70
NHS Borders	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	20	19	8	18	17	20	21	15	19	21	13	15	17
NHS Borders	PCARE	Pt advised to contact practice - For Information Only	1	2	1	1		3				3	1		1
NHS Borders	PCARE	Pt advised to contact practice within 12 Hrs - Info Only		2	2		1	4	1	2	2			1	1
NHS Borders	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	6	8	6	9	7	8	8	3	7	12	7	5	5
NHS Borders	PCARE	Speak to clinician within 1 Hr	2		2	2	1	6	4	6	6	8	6	3	8
NHS Borders	PCARE	Speak to clinician within 2 Hrs	4	5	4	6	4	9	4	6	14	9	3	10	6
NHS Borders	PCARE	Speak to clinician within 4 Hrs	12	12	6	9	4	11	6	13	10	30	15	9	11
NHS Borders	SCARE	999 contacted - For information only	52	42	36	31	49	50	39	43	39	44	40	35	40

Table 3

Health Board	Care Group	Endpoint	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	26/01/2025
NHS Borders	SCARE	Patient advised to go to A&E	38	37	42	30	35	28	30	39	34	40	40	42	39
NHS Borders	SCARE	Patient advised to go to A&E	1	1				1	1		1				1
NHS Borders	SCARE	Patient sent to A&E via Ambulance within 1 Hr	3	2	6	4	7	5	3	3	2	5	3	4	2
NHS Borders	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	37	49	44	26	31	34	42	27	30	34	35	31	42
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	11	10	5	7	8	3	1	4	3	5	9	12	9
NHS Borders	SCARE	Speak to clinician within 4 Hrs	8	12	11	14	7	15	9	9	6	11	14	18	11
NHS Borders	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	24	22	20	27	15	17	17	22	30	26	26	20	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	2		1	2	1	1	2	2	4	4		2	2
NHS Borders	SLFC_NPA	Dental Nurse - Routine Contact with Dentist					1								
NHS Borders	SLFC_NPA	Dental Nurse - Self Care				1					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	7	4	9	7	10	8	10	9	9	10	12	6
NHS Borders	SLFC_NPA	Patient given self care advice - For Information Only	21	27	27	29	19	31	33	32	34	35	37	35	49
NHS Borders	SLFC_NPA	Pt advised to contact Dentist - For Information Only													1
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	1
NHS Borders	SLFC_NPA	Pt advised to contact Optician - For Information Only						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	4	3	2	5	3	3	3	4	6	11	2	3	3
NHS Borders	SLFC_NPA	Pt advised to contact Police - For Information Only	2		1			1	1	1	2	2	3	1	1
NHS Borders	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	1	2	6			2		3	1	3	1		1
NHS Dumfries & Gallo	PCARE	CPN (Dr) to phone patient within 1 Hr	3	2	3		2	3	2	2	1	2	1	2	3
NHS Dumfries & Gallo	PCARE	CPN (Dr) to phone patient within 2 Hrs	9	9	4	4	9	6	5	5	7	6	7	7	4
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 1 Hr	3	4	2	1	4	1	1	3		3	3	1	2
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 2 Hrs	3	4	5	5	1	3	5	6	8	12	5	10	9
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 4 Hrs	20	7	17	13	20	20	14	8	27	25	24	28	15
NHS Dumfries & Gallo	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	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	3	1		2	2	4	2	11	2	4	2	
NHS Dumfries & Gallo	PCARE	Home Visit within 2 Hrs	8	13	11	8	12	5	8	11	15	26	15	11	11
NHS Dumfries & Gallo	PCARE	Home Visit within 4 Hrs	21	12	13	15	13	10	15	15	29	25	11	12	16
NHS Dumfries & Gallo	PCARE	PCEC within 1 Hr	12	16	10	18	17	9	10	18	23	22	13	9	19
NHS Dumfries & Gallo	PCARE	PCEC within 2 Hrs	35	32	33	33	38	26	36	27	69	47	32	42	39
NHS Dumfries & Gallo	PCARE	PCEC within 4 Hrs	64	74	66	92	82	71	78	97	170	151	91	88	67
NHS Dumfries & Gallo	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	7	13	11	5	11	13	21	15	12	14	7	13	18

Table 3

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

Table 3

Health Board	Care Group	Endpoint	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	26/01/2025
NHS Fife	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)		2	1			1						2	
NHS Fife	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	1	5	2		1		1	1		5		2	3
NHS Fife	PCARE	Home Visit within 1 Hr	17	10	8	9	10	8	8	11	20	7	11	7	12
NHS Fife	PCARE	Home Visit within 2 Hrs	29	33	26	33	24	30	35	33	44	62	34	34	37
NHS Fife	PCARE	Home Visit within 4 Hrs	58	38	36	39	56	40	35	51	78	95	58	52	36
NHS Fife	PCARE	PCEC within 1 Hr	63	53	62	50	66	71	65	72	82	81	49	47	46
NHS Fife	PCARE	PCEC within 2 Hrs	114	143	126	144	150	136	166	180	201	183	136	107	110
NHS Fife	PCARE	PCEC within 4 Hrs	278	316	296	322	319	314	327	403	639	571	278	291	326
NHS Fife	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	74	63	88	59	79	89	66	83	69	66	71	55	71
NHS Fife	PCARE	Pt advised to contact practice - For Information Only	7	5	6	7	3	10	2	4	8	10	5	8	6
NHS Fife	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	7	10	4	7	6	9	10	7	10	3	5	6	2
NHS Fife	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	20	35	38	25	34	28	23	24	33	40	36	27	35
NHS Fife	PCARE	Speak to clinician within 1 Hr	12	16	16	22	13	15	16	9	23	23	20	16	17
NHS Fife	PCARE	Speak to clinician within 2 Hrs	20	19	22	22	20	26	18	18	26	38	28	26	24
NHS Fife	PCARE	Speak to clinician within 4 Hrs	45	47	50	46	33	36	43	34	72	97	41	44	47
NHS Fife	SCARE	999 contacted - For information only	172	181	146	167	145	164	179	166	224	169	145	143	158
NHS Fife	SCARE	Patient advised to go to A&E	119	148	137	126	152	140	151	131	169	154	141	132	149
NHS Fife	SCARE	Patient advised to go to A&E	1			1	1				1			3	1
NHS Fife	SCARE	Patient sent to A&E via Ambulance within 1 Hr	16	12	9	18	14	9	7	15	16	17	10	9	13
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	105	110	82	106	110	94	109	84	76	116	95	115	83
NHS Fife	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub		1			1								
NHS Fife	SCARE	Speak to clinician 2 Hrs	23	21	18	14	24	11	14	16	20	18	17	25	21
NHS Fife	SCARE	Speak to clinician within 4 Hrs	29	34	46	39	34	31	32	35	32	43	38	41	34
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	94	96	110	104	66	99	85	77	156	139	102	93	102
NHS Fife	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1	1	1	2	1			1	2	1			
NHS Fife	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	4	4	8	5	4	5	3	8	10	9	4	4	9
NHS Fife	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	4	1	2	1	2			3	6	3		2	2
NHS Fife	SLFC_NPA	Dental Nurse - Self Care	5	4	1	2	1	2	3	2		5		2	1
NHS Fife	SLFC_NPA	Distress Brief Intervention	10	9	11	10	7	3	7	5	8	6	10	6	4
NHS Fife	SLFC_NPA	For Information Only	46	60	62	81	85	67	50	48	51	97	54	47	55
NHS Fife	SLFC_NPA	Patient advised to contact CPN Team - For Info Only		1	1										2
NHS Fife	SLFC_NPA	Patient given self care advice - For Information Only	151	151	148	159	147	148	126	155	170	174	163	146	135
NHS Fife	SLFC_NPA	Pt advised to contact Dentist - For Information Only			1			2			1			1	2
NHS Fife	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only			2										
NHS Fife	SLFC_NPA	Pt advised to contact Midwife - For Information Only	4	2	4	2		1	3	3	3	4	4	3	2

Table 3

Health Board	Care Group	Endpoint	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	26/01/2025
NHS Fife	SLFC_NPA	Pt advised to contact Optician - For Information Only	7	3	4	1	1	1	2	4	5	6	2	5	3
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	19	24	11	17	13	15	13	20	27	26	13	15	13
NHS Fife	SLFC_NPA	Pt advised to contact Police - For Information Only	2	7	6	4	4		2	4	6	7	3	10	4
NHS Fife	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information							1						
NHS Fife	SLFC_NPA	Pt advised to contact appropriate service - For Info Only	1												
NHS Fife	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	5	14	7	8	21	21	5	4	8	15	2	5	7
NHS Fife	Not assigned	Not assigned		1							1			2	
NHS Forth Valley	PCARE	CPN (Dr) to phone patient within 1 Hr	5	7	13	5	6	5	6	6	10	7	3	6	7
NHS Forth Valley	PCARE	CPN (Dr) to phone patient within 2 Hrs	11	10	7	20	5	10	18	10	13	14	6	8	4
NHS Forth Valley	PCARE	DN (Dr) phone patient within 1 Hr	4	4	4	2	1	1	1	1	2	1	4	2	4
NHS Forth Valley	PCARE	DN (Dr) phone patient within 2 Hrs	15	7	6	10	4	7	11	5	9	6	10	5	6
NHS Forth Valley	PCARE	DN (Dr) phone patient within 4 Hrs	30	21	29	26	22	29	27	18	28	46	19	20	26
NHS Forth Valley	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	5	2	2	2	4	2	3	2	5	2	2	4	5
NHS Forth Valley	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)					1	1							1
NHS Forth Valley	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	2			4	2	3	1	1	1	3		2	5
NHS Forth Valley	PCARE	Home Visit within 1 Hr	3	5	8	10	9	5	7	9	10	18	6	7	10
NHS Forth Valley	PCARE	Home Visit within 2 Hrs	23	25	22	21	25	20	20	24	39	40	23	16	33
NHS Forth Valley	PCARE	Home Visit within 4 Hrs	31	21	36	43	23	17	29	30	65	60	26	40	27
NHS Forth Valley	PCARE	PCEC within 1 Hr	31	59	61	50	37	63	65	62	73	63	45	41	51
NHS Forth Valley	PCARE	PCEC within 12 Hrs			1										
NHS Forth Valley	PCARE	PCEC within 2 Hrs	102	103	105	117	112	118	121	139	172	143	85	99	100
NHS Forth Valley	PCARE	PCEC within 4 Hrs	268	287	258	278	280	264	279	355	546	536	263	265	243
NHS Forth Valley	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	70	72	63	77	60	62	74	108	82	66	67	75	63
NHS Forth Valley	PCARE	Pt advised to contact practice - For Information Only	9	6	9	7	9	5	9	6	6	12	8	8	5
NHS Forth Valley	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	9	9	4	8	5	12	8	7	7	5	7	8	7
NHS Forth Valley	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	27	29	31	24	34	24	31	30	25	40	27	31	40
NHS Forth Valley	PCARE	Speak to clinician within 1 Hr	9	6	11	16	6	10	13	7	13	11	11	10	16
NHS Forth Valley	PCARE	Speak to clinician within 2 Hrs	21	12	19	12	15	19	20	14	22	22	17	20	17
NHS Forth Valley	PCARE	Speak to clinician within 4 Hrs	45	40	32	38	30	29	34	41	57	76	36	45	39
NHS Forth Valley	SCARE	999 contacted - For Information Only		1											
NHS Forth Valley	SCARE	999 contacted - For information only	114	115	127	144	111	124	119	123	151	140	98	100	132
NHS Forth Valley	SCARE	Patient advised to go to A&E	180	164	190	180	170	156	155	171	159	180	166	165	182
NHS Forth Valley	SCARE	Patient advised to go to A&E	1	2		2			3	1	1	3	1	1	3
NHS Forth Valley	SCARE	Patient sent to A&E via Ambulance within 1 Hr	7	4	6	5	17	14	6	7	17	9	5	5	5
NHS Forth Valley	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	205	206	196	205	198	205	184	189	137	144	165	176	191
NHS Forth Valley	SCARE	Speak to clinician 2 Hrs	49	45	61	51	35	36	34	23	19	24	34	47	41
NHS Forth Valley	SCARE	Speak to clinician within 4 Hrs	61	40	54	37	50	54	46	53	38	59	52	42	52

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Health Board	Care Group	Endpoint	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	26/01/2025
NHS Forth Valley	SLFC_NPA	Contact Breathing Space									1				
NHS Forth Valley	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	1	1			1						1		
NHS Forth Valley	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	69	57	57	55	57	72	55	72	101	101	63	69	76
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 Triage/Assessed	2	3	2	4	2	2	2	7	5	4	3	5	6
NHS Forth Valley	SLFC_NPA	Dental Nurse - Routine Contact with Dentist				3		1		1	1	1			
NHS Forth Valley	SLFC_NPA	Dental Nurse - Self Care	1			1		2	1	1	6		5	3	
NHS Forth Valley	SLFC_NPA	Distress Brief Intervention	7	12	8	14	9	12	7	10	4	8	7	5	7
NHS Forth Valley	SLFC_NPA	For Information Only	29	32	40	36	33	28	39	38	46	44	33	51	42
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									1
NHS Forth Valley	SLFC_NPA	Patient given self care advice - For Information Only	88	128	85	118	120	86	110	121	122	127	91	89	114
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	3		3	1	3	5	3	2	3	3	2	3	3
NHS Forth Valley	SLFC_NPA	Pt advised to contact Optician - For Information Only	6	2	4	3	6	2	7	3	5	5	1	4	6
NHS Forth Valley	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only		1	1			1	2						2
NHS Forth Valley	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	11	12	14	12	19	19	16	11	23	22	12	7	11
NHS Forth Valley	SLFC_NPA	Pt advised to contact Police - For Information Only	1		3		3	6	5	1	3	4		2	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	4	3	2	8	5	8	7	5	1	6	5	7	6
NHS Forth Valley	Not assigned	Not assigned								1					
NHS Grampian	PCARE	CPN (Dr) to phone patient within 1 Hr	20	20	19	15	14	9	12	13	12	10	23	13	12
NHS Grampian	PCARE	CPN (Dr) to phone patient within 2 Hrs	23	23	16	21	10	16	20	16	16	18	16	24	28
NHS Grampian	PCARE	DN (Dr) phone patient within 1 Hr	5	4	8	4	4	3	5	4	3	3	5	4	5
NHS Grampian	PCARE	DN (Dr) phone patient within 2 Hrs	5	8	6	7	10	7	7	12	5	5	7	8	3
NHS Grampian	PCARE	DN (Dr) phone patient within 4 Hrs	13	20	25	19	16	12	14	14	35	32	16	17	10
NHS Grampian	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	5	3	1	4	3	2	8	2	4	5	8	3	5
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)	1	1	3	3		1	2	7	2	6	2	1	1
NHS Grampian	PCARE	Home Visit within 1 Hr	11	12	17	17	11	15	20	12	28	23	25	26	19
NHS Grampian	PCARE	Home Visit within 2 Hrs	48	49	45	58	55	47	50	41	58	92	55	58	52
NHS Grampian	PCARE	Home Visit within 4 Hrs	79	61	66	75	83	45	69	61	105	152	73	69	61
NHS Grampian	PCARE	PCEC within 1 Hr	60	77	93	83	85	90	81	86	129	110	79	72	79
NHS Grampian	PCARE	PCEC within 12 Hrs			1										
NHS Grampian	PCARE	PCEC within 2 Hrs	176	177	165	165	157	175	212	213	312	273	144	150	230
NHS Grampian	PCARE	PCEC within 4 Hrs	430	452	423	459	409	433	448	509	863	841	440	420	415
NHS Grampian	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	88	72	108	80	98	75	67	92	107	88	96	73	84

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Health Board	Care Group	Endpoint	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	26/01/2025
NHS Grampian	PCARE	Pt advised to contact practice - For Information Only	6	9	12	13	10	7	3	5	12	13	10	9	10
NHS Grampian	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	12	14	10	6	8	18	11	9	4	6	10	7	8
NHS Grampian	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	37	51	37	34	41	34	43	51	62	59	46	48	53
NHS Grampian	PCARE	Speak to clinician within 1 Hr	21	11	16	15	20	15	22	20	26	25	33	23	18
NHS Grampian	PCARE	Speak to clinician within 2 Hrs	45	34	19	35	31	47	47	32	43	49	23	42	36
NHS Grampian	PCARE	Speak to clinician within 4 Hrs	79	68	49	69	76	47	72	62	122	132	83	53	61
NHS Grampian	PCARE	Triage refused therefore Dr requested to phone patient													1
NHS Grampian	SCARE	999 contacted - For Information Only												1	
NHS Grampian	SCARE	999 contacted - For information only	227	271	234	254	223	236	232	249	308	261	210	213	232
NHS Grampian	SCARE	Patient advised to go to A&E	215	206	214	209	206	190	206	201	237	220	197	210	240
NHS Grampian	SCARE	Patient advised to go to A&E	2		1	2	4	3	1		2	1	1	2	1
NHS Grampian	SCARE	Patient sent to A&E via Ambulance within 1 Hr	10	17	12	16	16	18	15	11	21	18	13	19	22
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	215	211	226	185	184	212	208	182	158	183	226	216	190
NHS Grampian	SCARE	Speak to clinician 2 Hrs	50	45	38	31	25	31	29	35	29	29	31	50	49
NHS Grampian	SCARE	Speak to clinician within 4 Hrs	58	46	57	76	60	51	53	42	62	65	59	66	68
NHS Grampian	SLFC_NPA	Contact Breathing Space		1							1				
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	2			3	1	1	1	1	1	1			
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	111	109	104	95	73	69	74	91	183	140	84	96	107
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	4	3	1	1		3	1	3	1	2	3		
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Pharmacist													1
NHS Grampian	SLFC_NPA	Dental Nurse - Not Triageed/Assessed	5	4	1	3	3	3	5	3	10	6	3	6	7
NHS Grampian	SLFC_NPA	Dental Nurse - Routine Contact with Dentist		1		3	1	1	1	1	3	3	1	6	1
NHS Grampian	SLFC_NPA	Dental Nurse - Self Care	3	1	1	4		3	1		3	2	1	2	2
NHS Grampian	SLFC_NPA	Distress Brief Intervention	7	10	9	11	6	7	9	9	8	13	11	6	8
NHS Grampian	SLFC_NPA	For Information Only	100	120	118	91	79	102	109	108	118	114	115	109	105
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	135	172	153	150	167	135	136	143	211	221	169	161	151
NHS Grampian	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1					1	2			2			1
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	3	3	2	2		2	1	5		4	1	3
NHS Grampian	SLFC_NPA	Pt advised to contact Optician - For Information Only	11	4	2	5	3	2	5	3	3	4	2	2	5
NHS Grampian	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only	1			1				1					
NHS Grampian	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	22	20	24	19	19	23	21						

Table 3

Health Board	Care Group	Endpoint	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	26/01/2025
NHS Greater Glasgow	PCARE	CPN (Dr) to phone patient within 1 Hr	33	38	26	30	41	31	33	40	37	40	42	36	22
NHS Greater Glasgow	PCARE	CPN (Dr) to phone patient within 2 Hrs	47	59	60	65	57	65	54	54	93	69	66	54	63
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 1 Hr	4	4	1	4	6	4	2	1	6	2	1	2	3
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 2 Hrs	7	6	3	5	3	1	5	7	6	6	8	2	2
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 4 Hrs	10	14	11	17	7	8	11	9	17	21	18	19	19
NHS Greater Glasgow	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	9	8	12	9	7	10	12	7	10	7	8	5	9
NHS Greater Glasgow	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	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)	8	4	4	5	8	4	4	4	3	3	5	6	6
NHS Greater Glasgow	PCARE	Home Visit within 1 Hr	28	25	37	38	32	34	27	33	53	48	45	51	44
NHS Greater Glasgow	PCARE	Home Visit within 2 Hrs	105	85	113	74	98	85	97	109	168	162	114	97	125
NHS Greater Glasgow	PCARE	Home Visit within 4 Hrs	126	120	111	136	147	125	125	161	265	292	140	164	154
NHS Greater Glasgow	PCARE	PCEC within 1 Hr	179	187	225	208	192	176	165	197	212	181	139	167	185
NHS Greater Glasgow	PCARE	PCEC within 2 Hrs	397	456	440	402	439	437	408	485	586	560	431	401	444
NHS Greater Glasgow	PCARE	PCEC within 4 Hrs	1,027	1,087	1,002	1,026	1,043	1,019	1,099	1,289	1,948	1,902	1,022	1,040	1,107
NHS Greater Glasgow	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	216	244	246	214	212	243	206	285	235	251	248	267	221
NHS Greater Glasgow	PCARE	Pt advised to contact practice - For Information Only	30	30	22	26	23	14	14	16	29	32	19	23	21
NHS Greater Glasgow	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	22	26	21	20	22	21	23	17	14	18	37	31	17
NHS Greater Glasgow	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	102	114	119	102	113	102	118	109	108	125	120	124	121
NHS Greater Glasgow	PCARE	Speak to clinician within 1 Hr	59	62	46	66	63	65	48	48	67	81	57	41	58
NHS Greater Glasgow	PCARE	Speak to clinician within 2 Hrs	65	67	78	71	59	84	52	92	88	110	83	66	73
NHS Greater Glasgow	PCARE	Speak to clinician within 4 Hrs	170	174	150	154	150	156	134	172	269	256	185	133	184
NHS Greater Glasgow	PCARE	Transport to PCEC within 2 Hrs					1								
NHS Greater Glasgow	PCARE	Transport to PCEC within 4 hrs	1	3	2	9	5	2	1	3	7	6	5	1	8
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	501	442	441	488	523	464	429	482	564	492	359	383	435
NHS Greater Glasgow	SCARE	Patient advised to go to A&E	468	469	508	500	437	499	444	464	520	620	486	513	495
NHS Greater Glasgow	SCARE	Patient advised to go to A&E	4	4	3	4	2		2	1	2	4	5	2	3
NHS Greater Glasgow	SCARE	Patient sent to A&E via Ambulance within 1 Hr	18	30	26	35	23	31	41	27	52	45	29	31	50
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	338	321	314	313	295	321	343	333	264	409	361	363	379
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	66	48	70	50	48	39	44	46	40	50	51	64	45
NHS Greater Glasgow	SCARE	Speak to clinician within 4 Hrs	106	116	116	126	119	113	112	116	109	182	135	123	142
NHS Greater Glasgow	SLFC_NPA	Contact Breathing Space		1				1						1	
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	2	3	4	3	1	2	1	1	3			7	5
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	269	253	260	223	258	251	254	253	358	376	235	243	292

Table 3

Health Board	Care Group	Endpoint	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	26/01/2025
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	3	2	5	5	2	4	2	7	6	7	3	3	5
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	10	13	5	9	5	13	11	25	27	28	8	13	19
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	2	4	3	4	1		7	5	4	4		1	1
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Self Care	3	6	5	6	3	6	4	4	11	3	6	9	3
NHS Greater Glasgow	SLFC_NPA	Distress Brief Intervention	17	26	19	22	23	32	26	36	25	22	27	27	24
NHS Greater Glasgow	SLFC_NPA	For Information Only	159	154	161	130	130	150	123	155	192	172	183	148	141
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	3	3	3	4	2	6	1			4	2	4	2
NHS Greater Glasgow	SLFC_NPA	Patient given self care advice - For Information Only	452	479	469	444	445	430	447	452	560	577	449	468	506
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Dentist - For Information Only	2	1	5	1	1	2		3	1	1	3	1	2
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	6	7	9	12	6	4	8	12	13	12	10	8
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Optician - For Information Only	17	14	16	9	14	10	17	18	11	21	18	10	10
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only					1	2	1		3	2	1	1	2
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	70	43	71	56	63	63	67	64	100	143	73	60	64
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Police - For Information Only	9	13	4	5	8	15	6	16	15	20	12	12	14
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact appropriate service - For Info Only					1					1			
NHS Greater Glasgow	SLFC_NPA	Pt given TOXBASE advice - For Information Only			1										1
NHS Greater Glasgow	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	22	33	33	16	19	27	12	18	22	26	12	28	14
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	9	8	8	4	7	4	3	12	6	8	4	4	8
NHS HIGHLAND	PCARE	CPN (Dr) to phone patient within 2 Hrs	13	13	10	9	6	11	12	8	15	16	9	13	12
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 1 Hr	1	2	6	1	2	2	2	3	2	2	1		3
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 2 Hrs	4	4	5	4	4	2	4	4	6	4	1	4	3
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 4 Hrs	19	15	16	10	14	17	8	10	17	23	12	10	9
NHS HIGHLAND	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)		2	1	1	1	2			2			7	3
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	2					2	1			1
NHS HIGHLAND	PCARE	Home Visit within 1 Hr	9	7	9	5	9	4	10	11	7	18	7	8	4
NHS HIGHLAND	PCARE	Home Visit within 2 Hrs	21	16	11	20	27	23	18	21	24	55	29	22	28
NHS HIGHLAND	PCARE	Home Visit within 4 Hrs	21	18	30	36	23	32	29	23	69	80	34	32	29
NHS HIGHLAND	PCARE	PCEC within 1 Hr	37	30	35	32	29	36	26	35	41	48	26	31	34
NHS HIGHLAND	PCARE	PCEC within 2 Hrs	68	69	75	80	76	79	66	61	130	111	64	69	66
NHS HIGHLAND	PCARE	PCEC within 4 Hrs	161	168	138	144	180	153	137	183	378	393	195	158	155
NHS HIGHLAND	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	34	32	26	25	23	38	30	38	39	36	29	36	40
NHS HIGHLAND	PCARE	Pt advised to contact practice - For Information Only	5	4	3	5	2	1	3	2	6	6	5	1	1
NHS HIGHLAND	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	3	6	5	3	5	9	4	1	4	1	5	4	4

Table 3

Health Board	Care Group	Endpoint	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	26/01/2025
NHS HIGHLAND	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	19	25	10	13	21	16	16	8	16	35	16	21	23
NHS HIGHLAND	PCARE	Speak to clinician within 1 Hr	10	12	12	12	11	16	8	8	15	17	6	9	18
NHS HIGHLAND	PCARE	Speak to clinician within 2 Hrs	10	13	14	19	7	7	15	13	15	31	14	15	9
NHS HIGHLAND	PCARE	Speak to clinician within 4 Hrs	31	27	27	41	37	17	27	26	58	71	34	33	31
NHS HIGHLAND	PCARE	Transport to PCEC within 1 Hr			1										
NHS HIGHLAND	PCARE	Transport to PCEC within 2 Hrs								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	97	92	103	102	103	118	89	80	133	102	89	92	87
NHS HIGHLAND	SCARE	Patient advised to go to A&E	69	68	66	45	65	75	70	73	79	98	74	74	85
NHS HIGHLAND	SCARE	Patient advised to go to A&E				1		1		1	1	1	1	1	
NHS HIGHLAND	SCARE	Patient sent to A&E via Ambulance within 1 Hr	3	5	5	7	7	5	4	5	6	9	8	5	11
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	34	48	37	51	46	45	34	39	53	48	35	41	32
NHS HIGHLAND	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	22	9	18	11	16	16	15	16	26	19	18	14	22
NHS HIGHLAND	SCARE	Speak to clinician 2 Hrs	7	9	11	9	4	7	10	13	10	15	11	5	10
NHS HIGHLAND	SCARE	Speak to clinician within 4 Hrs	21	20	13	17	22	14	15	23	18	42	23	17	14
NHS HIGHLAND	SLFC_NPA	Distress Brief Intervention	7	7	2	3	6	6	6	6	4	5	7	6	8
NHS HIGHLAND	SLFC_NPA	For Information Only	24	32	33	34	41	27	29	24	32	25	26	29	28
NHS HIGHLAND	SLFC_NPA	Hub to arrange appointment within 24 hours	65	62	48	51	51	34	41	66	92	94	59	54	55
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			1
NHS HIGHLAND	SLFC_NPA	Patient advised to contact registered GDP - Info Only	9	9	11	6	16	6	10	10	11	10	11	4	12
NHS HIGHLAND	SLFC_NPA	Patient given self care advice - For Information Only	64	74	82	85	76	71	60	76	113	97	78	82	96
NHS HIGHLAND	SLFC_NPA	Patient given self care dental advice - For Information Only		2	1	3	2				1	2		3	
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1		2					1	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	1
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Optician - For Information Only	1	4	3	1		3	4	3	2	3	1	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	8	9	8	12	9	7	11	13	20	24	7	5	6
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Police - For Information Only	3	5	1	2	7	4	4	3	2	2	3		3
NHS HIGHLAND	SLFC_NPA	Triage refused - For Information Only	2	6	1	4	1	1	7	4	7	6	2	5	8
NHS HIGHLAND	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	5	6	8	8	5	5	6	3	2	6	9	5	4
NHS HIGHLAND	Not assigned	Not assigned										1			
NHS LANARKSHIRE	PCARE	CPN (Dr) to phone patient within 1 Hr	21	9	22	15	13	23	18	15	17	25	18	14	23
NHS LANARKSHIRE	PCARE	CPN (Dr) to phone patient within 2 Hrs	13	24	24	23	27	25	16	30	20	44	26	10	27

Table 3

Health Board	Care Group	Endpoint	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	26/01/2025
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 1 Hr	1	1			1			2		2	3	6	1
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 2 Hrs	4	2	1			2	1	1	2	3	5	3	1
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 4 Hrs	6	7	4	6	1	3	10	4	10	8	9	3	7
NHS LANARKSHIRE	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	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)	4	3	4	1	2	3	1	3	3	4	1	3	1
NHS LANARKSHIRE	PCARE	Home Visit within 1 Hr	13	6	10	18	17	16	19	18	18	18	14	16	14
NHS LANARKSHIRE	PCARE	Home Visit within 2 Hrs	35	40	35	34	37	35	36	47	59	64	33	41	37
NHS LANARKSHIRE	PCARE	Home Visit within 4 Hrs	43	41	41	55	53	51	63	70	96	99	44	48	68
NHS LANARKSHIRE	PCARE	PCEC within 1 Hr	103	112	116	106	128	111	99	109	147	112	72	94	87
NHS LANARKSHIRE	PCARE	PCEC within 2 Hrs	206	239	233	211	218	251	241	297	308	296	167	184	203
NHS LANARKSHIRE	PCARE	PCEC within 4 Hrs	501	554	502	561	526	534	582	723	1,074	896	463	515	545
NHS LANARKSHIRE	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	86	89	90	90	104	106	97	114	109	95	101	93	84
NHS LANARKSHIRE	PCARE	Pt advised to contact practice - For Information Only	13	9	11	6	19	15	1	10	12	22	15	10	6
NHS LANARKSHIRE	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	8	12	9	6	7	7	7	15	10	4	17	21	10
NHS LANARKSHIRE	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	50	55	51	53	54	34	46	46	43	67	43	55	55
NHS LANARKSHIRE	PCARE	Speak to clinician within 1 Hr	22	27	22	16	23	23	19	20	22	26	20	15	21
NHS LANARKSHIRE	PCARE	Speak to clinician within 2 Hrs	30	38	34	33	30	47	29	30	34	57	22	33	44
NHS LANARKSHIRE	PCARE	Speak to clinician within 4 Hrs	76	61	63	69	74	63	60	81	112	109	61	73	57
NHS LANARKSHIRE	PCARE	Transport to PCEC within 2 Hrs				1	1	4	4	1		1		1	
NHS LANARKSHIRE	PCARE	Transport to PCEC within 4 hrs	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	218	230	250	251	284	239	211	250	278	250	168	166	205
NHS LANARKSHIRE	SCARE	Patient advised to go to A&E	272	255	275	255	255	273	276	260	290	315	212	248	302
NHS LANARKSHIRE	SCARE	Patient advised to go to A&E	3	1	1	1	2		4	1	4	3	1	1	2
NHS LANARKSHIRE	SCARE	Patient sent to A&E via Ambulance within 1 Hr	13	9	10	18	10	21	21	22	20	29	15	24	23
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	131	106	108	105	117	119	126	101	102	116	146	110	108
NHS LANARKSHIRE	SCARE	Speak to clinician 2 Hrs	34	30	21	23	13	30	17	15	13	19	15	27	22
NHS LANARKSHIRE	SCARE	Speak to clinician within 4 Hrs	49	53	47	49	49	41	36	48	40	58	50	50	51
NHS LANARKSHIRE	SLFC_NPA	Contact Breathing Space											1		1
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour			1	1	1			1					
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	136	124	121	122	115	118	133	124	192	174	110	118	139
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	2		1	4		1	1	1	1	2	1		
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Not Triage/Assessed	10	2	2	3	7	5	5	10	8	9	4	4	18
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	2	3		1	2	2	1	3	4	2	4	3	
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Self Care		2	2	2	1		1	5	4	3	2	1	
NHS LANARKSHIRE	SLFC_NPA	Distress Brief Intervention	4	13	6	3	13	11	8	14	13	12	10	15	12

Table 3

Health Board	Care Group	Endpoint	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	26/01/2025
NHS LANARKSHIRE	SLFC_NPA	For Information Only	54	70	49	72	72	73	75	72	94	71	56	54	69
NHS LANARKSHIRE	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	1		1	3					1	2		1	
NHS LANARKSHIRE	SLFC_NPA	Patient given self care advice - For Information Only	159	151	150	163	174	152	167	154	238	219	172	190	152
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Dentist - For Information Only		1			2	1	1					1	1
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only	1	1										1	1
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Midwife - For Information Only	8	3	1	2	4	3	6	2	2	7	3	5	3
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Optician - For Information Only	6	6	6	3	2	5	5	4	1	3	3	5	4
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only	1			1				1	1		1		1
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	24	28	26	25	31	20	24	26	42	62	26	27	26
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Police - For Information Only	13	7	3	6	7	5	5	4	4	10	6	7	5
NHS LANARKSHIRE	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	16	11	14	15	18	8	17	4	15	8	4	9	11
NHS LANARKSHIRE	Not assigned	Not assigned									1		1		
NHS Lothian	PCARE	CPN (Dr) to phone patient within 1 Hr	18	23	21	18	20	16	19	20	22	23	18	24	23
NHS Lothian	PCARE	CPN (Dr) to phone patient within 2 Hrs	39	47	38	34	34	46	28	36	35	50	28	47	49
NHS Lothian	PCARE	DN (Dr) phone patient within 1 Hr	6	2	4	8	8	3	6	1	5	8	3	1	6
NHS Lothian	PCARE	DN (Dr) phone patient within 2 Hrs	16	14	12	7	16	10	11	11	16	19	13	9	8
NHS Lothian	PCARE	DN (Dr) phone patient within 4 Hrs	38	28	31	31	32	31	34	24	49	46	41	38	49
NHS Lothian	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	5	7	7	8	3	3	2	8	6	12	11	6	10
NHS Lothian	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)		1		1		2		4	4	1	1	1	2
NHS Lothian	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	2	2	1	2	3	4	3	5		5	3	3	3
NHS Lothian	PCARE	Home Visit within 1 Hr	21	22	30	31	32	30	26	25	41	41	42	35	37
NHS Lothian	PCARE	Home Visit within 2 Hrs	55	53	70	86	69	67	65	85	139	112	77	85	74
NHS Lothian	PCARE	Home Visit within 4 Hrs	89	96	83	102	95	87	109	88	181	189	112	98	101
NHS Lothian	PCARE	PCEC within 1 Hr	121	134	146	125	145	133	136	136	137	161	109	112	122
NHS Lothian	PCARE	PCEC within 2 Hrs	263	306	308	316	323	335	304	299	417	392	295	258	317
NHS Lothian	PCARE	PCEC within 4 Hrs	762	836	742	770	786	790	845	918	1,382	1,470	844	806	874
NHS Lothian	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	192	178	194	161	191	205	175	249	183	178	191	189	186
NHS Lothian	PCARE	Pt advised to contact practice - For Information Only	18	11	10	16	18	16	28	17	16	27	24	20	14
NHS Lothian	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	19	27	17	14	15	16	18	15	12	14	19	19	19
NHS Lothian	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	79	86	71	74	86	82	84	95	86	116	76	101	95
NHS Lothian	PCARE	Speak to clinician within 1 Hr	33	41	23	36	45	32	32	27	42	45	44	32	31
NHS Lothian	PCARE	Speak to clinician within 2 Hrs	61	49	65	54	37	53	47	60	76	80	59	71	65
NHS Lothian	PCARE	Speak to clinician within 4 Hrs	105	123	130	117	99	116	112	117	211	195	116	119	136
NHS Lothian	PCARE	Transport to PCEC within 2 Hrs	3		3			2	1	2	1	1	2	1	1
NHS Lothian	PCARE	Transport to PCEC within 4 hrs	2	2	1	3	1	2	1	3	2	5	3	1	6
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	347	345	326	372	332	297	349	335	382	330	258	262	326

Table 3

Health Board	Care Group	Endpoint	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	26/01/2025
NHS Lothian	SCARE	Patient advised to go to A&E	390	416	397	373	397	390	389	372	389	471	372	402	404
NHS Lothian	SCARE	Patient advised to go to A&E	6		2	3	1	2	1	2	3	4	3	1	1
NHS Lothian	SCARE	Patient sent to A&E via Ambulance within 1 Hr	33	25	21	28	17	34	14	22	32	31	26	11	31
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	422	353	391	342	367	328	340	345	296	421	408	409	416
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	59	51	73	53	56	45	45	48	33	44	68	66	54
NHS Lothian	SCARE	Speak to clinician within 4 Hrs	99	109	108	107	128	116	83	92	103	122	112	133	112
NHS Lothian	SLFC_NPA	Contact Breathing Space	1		1							1			1
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	1	3	3		2	2	2		2	2	1	1	1
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	208	190	189	177	167	183	191	195	302	285	213	208	227
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	6	3	6	6	1		2	1	2	5	6	7	2
NHS Lothian	SLFC_NPA	Dental Nurse - Not Triage/Assessed	8	7	6	10	7	5	4	15	25	16	7	11	19
NHS Lothian	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	8	4	5	4	1	1	2	8	3	3	5	3	7
NHS Lothian	SLFC_NPA	Dental Nurse - Self Care	4	7	8	5	3	5	2	6	9	11	3	2	4
NHS Lothian	SLFC_NPA	Distress Brief Intervention	12	18	22	14	15	16	15	24	14	19	18	16	11
NHS Lothian	SLFC_NPA	For Information Only	102	126	103	98	89	121	102	102	110	103	99	119	130
NHS Lothian	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	1	1		1	2	1		1		1	1		
NHS Lothian	SLFC_NPA	Patient given self care advice - For Information Only	273	322	289	275	297	286	308	295	319	388	278	320	337
NHS Lothian	SLFC_NPA	Pt advised to contact Dentist - For Information Only	2	1	3	1		3				3	2	2	8
NHS Lothian	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only	1	1	2	1				1		2		1	1
NHS Lothian	SLFC_NPA	Pt advised to contact Midwife - For Information Only	13	10	10	10	8	9	8	14	18	14	12	15	12
NHS Lothian	SLFC_NPA	Pt advised to contact Optician - For Information Only	12	13	9	14	17	10	12	9	12	11	12	14	18
NHS Lothian	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only			1	2									
NHS Lothian	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	55	48	42	54	42	63	41	55	66	103	52	60	48
NHS Lothian	SLFC_NPA	Pt advised to contact Police - For Information Only	6	12	7	9	12	10	5	8	11	9	21	12	10
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	12	12	11	18	18	17	13	14	12	17	18	12	13
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			
NHS Orkney	PCARE	DN (Dr) phone patient within 4 Hrs	1	1	1		2	1	3	1	1		2	1	1
NHS Orkney	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)										1			
NHS Orkney	PCARE	Home Visit within 1 Hr					1		1	2	2	2	2	2	1

Table 3

Health Board	Care Group	Endpoint	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	26/01/2025
NHS Orkney	PCARE	Home Visit within 2 Hrs	4	2	1	2	2	1		1	3	11	2		3
NHS Orkney	PCARE	Home Visit within 4 Hrs	4	1	2	2	2	1	2	2	2	6	3	2	2
NHS Orkney	PCARE	PCEC within 1 Hr	2	1			1		1		4	3	2		1
NHS Orkney	PCARE	PCEC within 2 Hrs	3	2	4	3	2		1	3	5	3	4	10	3
NHS Orkney	PCARE	PCEC within 4 Hrs	10	6	9	9	9	7	4	16	14	21	11	7	5
NHS Orkney	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only		1	1		1			1		2	1	4	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					1
NHS Orkney	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	1	1	2	1	1	1				1		3	2
NHS Orkney	PCARE	Speak to clinician within 1 Hr			1	1						1	1		
NHS Orkney	PCARE	Speak to clinician within 2 Hrs	2		1	1		1				2		1	1
NHS Orkney	PCARE	Speak to clinician within 4 Hrs	2		1	1	3			1	4	6	2	1	2
NHS Orkney	PCARE	Transport to PCEC within 4 hrs				1									
NHS Orkney	SCARE	999 contacted - For information only	10	4	4	2	1	4		2	4	7	3	3	2
NHS Orkney	SCARE	Patient advised to go to A&E		1	3	4	4	2	3	1	4	6	4	2	3
NHS Orkney	SCARE	Patient sent to A&E via Ambulance within 1 Hr		1				1				1	1		
NHS Orkney	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange			1			1	2	1	4	1	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			1	1	2			1		1			
NHS Orkney	SLFC_NPA	Distress Brief Intervention											1		2
NHS Orkney	SLFC_NPA	For Information Only	2		1	1		1		1		1	3		1
NHS Orkney	SLFC_NPA	Hub to arrange appointment within 24 hours	3	2	5	6	1	3	1	5	4	2	2	2	2
NHS Orkney	SLFC_NPA	Hub to arrange contact with Clinician within 1 hour	1												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	4	3	2	4	4	10	4	3	7	7	3	5
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		1
NHS Shetland	PCARE	CPN (Dr) to phone patient within 1 Hr		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		2
NHS Shetland	PCARE	Home Visit within 1 Hr	1	1	1	1	2	1	1		1	1		2	2
NHS Shetland	PCARE	Home Visit within 2 Hrs	1	3	1	1	2	1	3	1	1	2	2	2	2

Table 3

Health Board	Care Group	Endpoint	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	26/01/2025
NHS Shetland	PCARE	Home Visit within 4 Hrs	1			1	4	2	1	2	4	3	2	2	4
NHS Shetland	PCARE	PCEC within 1 Hr	2	1		1	1	1	1		1	2	2	1	
NHS Shetland	PCARE	PCEC within 2 Hrs	1	3	1	2	2	4	1	2	6	10	4	5	3
NHS Shetland	PCARE	PCEC within 4 Hrs	13	8	7	10	5	5	5	8	19	19	10	12	4
NHS Shetland	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only		1	3		1	1	2			1		2	3
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		1	1					1		1	1		2
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	5	1	5	5	4	4	2	6	3	6	1	3	7
NHS Shetland	SCARE	Patient advised to go to A&E	1	4		5	1	3		4	2	2	5	3	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						2			2	2	2	1	1
NHS Shetland	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub			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		
NHS Shetland	SLFC_NPA	Distress Brief Intervention										3			
NHS Shetland	SLFC_NPA	For Information Only	1					1			1			1	
NHS Shetland	SLFC_NPA	Hub to arrange appointment within 24 hours	3	2		3	3	1	3	5	6	3	4	1	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		1	4	1	4	1	6	2	3	1	5
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	22	19	10	12	16	13	12	11	17	14	14	12	12
NHS TAYSIDE	PCARE	CPN (Dr) to phone patient within 2 Hrs	27	20	20	17	25	23	16	14	23	21	20	20	26
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 1 Hr	4	3	3	9	3	6	2	5	2	7	5	4	5
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 2 Hrs	19	12	17	7	13	15	9	11	20	8	16	18	17
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 4 Hrs	32	47	30	34	37	42	35	46	53	41	39	47	44
NHS TAYSIDE	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	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	2
NHS TAYSIDE	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	1	1			1	1	2	2	5		3		3
NHS TAYSIDE	PCARE	Home Visit within 1 Hr	10	11	13	7	13	5	14	7	30	15	14	10	22
NHS TAYSIDE	PCARE	Home Visit within 12 Hrs					1								
NHS TAYSIDE	PCARE	Home Visit within 2 Hrs	38	41	32	33	32	43	40	35	51	52	47	40	29
NHS TAYSIDE	PCARE	Home Visit within 4 Hrs	37	53	40	63	63	46	40	56	100	107	46	57	36

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Health Board	Care Group	Endpoint	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	26/01/2025
NHS TAYSIDE	PCARE	PCEC within 1 Hr	78	83	94	81	104	96	94	107	114	102	61	74	70
NHS TAYSIDE	PCARE	PCEC within 2 Hrs	154	132	147	126	145	156	197	188	258	204	147	132	151
NHS TAYSIDE	PCARE	PCEC within 4 Hrs	343	353	362	337	349	335	368	438	740	729	385	357	333
NHS TAYSIDE	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	64	68	49	44	63	52	47	77	70	59	47	55	62
NHS TAYSIDE	PCARE	Pt advised to contact practice - For Information Only	7	7	8	8	7	10	7	5	13	7	4	6	5
NHS TAYSIDE	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	7	8	12	6	4	11	7	5	2	1	11	5	8
NHS TAYSIDE	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	33	24	29	30	24	31	28	39	40	44	31	33	30
NHS TAYSIDE	PCARE	Speak to clinician within 1 Hr	19	19	18	14	16	8	22	9	12	24	22	16	21
NHS TAYSIDE	PCARE	Speak to clinician within 2 Hrs	18	29	27	25	24	36	22	29	27	36	22	23	19
NHS TAYSIDE	PCARE	Speak to clinician within 4 Hrs	39	60	50	54	47	45	54	54	97	104	51	56	51
NHS TAYSIDE	PCARE	Transport to PCEC within 1 Hr							1						
NHS TAYSIDE	PCARE	Transport to PCEC within 2 Hrs		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	200	184	196	188	160	174	178	214	237	228	147	139	150
NHS TAYSIDE	SCARE	Patient advised to go to A&E	83	66	90	76	65	93	74	74	98	108	94	84	80
NHS TAYSIDE	SCARE	Patient advised to go to A&E		1	1	2		3		1	2	2		2	1
NHS TAYSIDE	SCARE	Patient sent to A&E via Ambulance within 1 Hr	8	7	8	4	7	7	16	8	15	14	8	6	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	89	83	86	91	94	90	81	82	93	100	81	90	111
NHS TAYSIDE	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub			1		1	1					1		
NHS TAYSIDE	SCARE	Speak to clinician 2 Hrs	22	16	25	20	18	25	17	15	17	24	25	30	13
NHS TAYSIDE	SCARE	Speak to clinician within 4 Hrs	47	38	26	39	39	31	27	41	42	51	32	32	36
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	1
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	93	115	93	108	103	89	127	113	188	196	95	98	100
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 Triaged/Assessed	4	3	5	3	4	6	8	14	18	12	3	6	12
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	3		4	3	4	1	1	4	6	2	2	3	
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Self Care	3	4	2	1	2	5		1	3	4	6		2
NHS TAYSIDE	SLFC_NPA	Distress Brief Intervention	12	8	13	8	7	11	6	8	8	6	6	8	5
NHS TAYSIDE	SLFC_NPA	For Information Only	52	32	32	46	45	22	31	40	41	54	45	52	38
NHS TAYSIDE	SLFC_NPA	Patient advised to contact CPN Team - For Info Only		1	1		1		2					3	1
NHS TAYSIDE	SLFC_NPA	Patient given self care advice - For Information Only	120	130	123	131	127	108	138	136	181	180	176	138	128
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						
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Midwife - For Information Only	3		4		4	2	2	3	3	2	3	1	1
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Optician - For Information Only	5	2	9	11	7	4	3	5	7	3	5	4	6

Table 3

Health Board	Care Group	Endpoint	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	26/01/2025
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only								1					1
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	20	22	13	11	23	18	15	15	25	39	18	17	20
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Police - For Information Only	8	1	2	2	7	2	2	6	2	1	5	1	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		7	9	7	4	2	1	5	4	5	3	10	5
NHS TAYSIDE	Not assigned	Not assigned			1	1					1			1	
NHS Western Isles	PCARE	CPN (Dr) to phone patient within 1 Hr			1	1									1
NHS Western Isles	PCARE	CPN (Dr) to phone patient within 2 Hrs	2	2	1	2			1			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	1
NHS Western Isles	PCARE	DN (Dr) phone patient within 4 Hrs		2	1	2	2	2	2	1		3	2		1
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	2				4		2	2	2				1
NHS Western Isles	PCARE	Home Visit within 2 Hrs	2		1	3	2	2	2		4	2	1	2	6
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	2	1	3	2	1		3	2	1	6	3	3	3
NHS Western Isles	PCARE	PCEC within 2 Hrs	5	9	4	7	4	3	4	2	10	7	7	8	7
NHS Western Isles	PCARE	PCEC within 4 Hrs	14	11	12	12	8	7	11	14	27	27	12	11	18
NHS Western Isles	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	1	1		3		3	1	4	5	1	1	2	2
NHS Western Isles	PCARE	Pt advised to contact practice - For Information Only			1						1		1		
NHS Western Isles	PCARE	Pt advised to contact practice within 12 Hrs - Info Only		1	1	1				1					
NHS Western Isles	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	3		2	1	1	1			1	3			3
NHS Western Isles	PCARE	Speak to clinician within 1 Hr	1	1							1	2	2		
NHS Western Isles	PCARE	Speak to clinician within 2 Hrs	1		2		2			1		3	3	1	
NHS Western Isles	PCARE	Speak to clinician within 4 Hrs	3	1	1	2	3	2		5	3	4	2	3	1
NHS Western Isles	PCARE	Transport to PCEC within 2 Hrs						1							
NHS Western Isles	SCARE	999 contacted - For information only	2	6	5	5	8	4	6	5	4	5	9	7	5
NHS Western Isles	SCARE	Patient advised to go to A&E	4	4	3	9	11	8	5	1	3	6	5	4	10
NHS Western Isles	SCARE	Patient sent to A&E via Ambulance within 1 Hr	1					1					1	1	1
NHS Western Isles	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	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	2	2	1			2	4	1	2	2
NHS Western Isles	SCARE	Speak to clinician 2 Hrs		1	2		1					2		1	1
NHS Western Isles	SCARE	Speak to clinician within 4 Hrs		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	4			4		2	2					2	2
NHS Western Isles	SLFC_NPA	Hub to arrange appointment within 24 hours	2	3	4	5	1	3	2	3	5	4	2	2	6

Table 3

Health Board	Care Group	Endpoint	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	26/01/2025
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 dental advice line - Info Only									1				
NHS Western Isles	SLFC_NPA	Patient advised to contact registered GDP - Info Only					2				1	1			
NHS Western Isles	SLFC_NPA	Patient given self care advice - For Information Only	2	6	3	9	2	3	6		5	5	5	4	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	3		1	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	23	10	15	11	7	7	20	14	24	22	14	17	9

Table 4

Care Group	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	26/01/2025
PCARE	11,218	11,861	11,479	11,575	11,710	11,610	11,720	13,268	18,647	18,772	11,635	11,472	11,995
SCARE	6,819	6,604	6,730	6,695	6,578	6,582	6,395	6,536	6,971	7,566	6,320	6,519	6,856
SLFC_NPA	4,233	4,325	4,175	4,155	4,077	4,022	4,052	4,348	5,681	5,861	4,307	4,337	4,530
Not assigned	24	11	16	14	7	7	20	17	31	24	15	23	10
Total	22,294	22,801	22,400	22,439	22,372	22,221	22,187	24,169	31,330	32,223	22,277	22,351	23,391

Care Group	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	26/01/2025
PCARE	50.32%	52.02%	51.25%	51.58%	52.34%	52.25%	52.82%	54.90%	59.52%	58.26%	52.23%	51.33%	51.28%
SCARE	30.59%	28.96%	30.04%	29.84%	29.40%	29.62%	28.82%	27.04%	22.25%	23.48%	28.37%	29.17%	29.31%
SLFC_NPA	18.99%	18.97%	18.64%	18.52%	18.22%	18.10%	18.26%	17.99%	18.13%	18.19%	19.33%	19.40%	19.37%
Not assigned	0.11%	0.05%	0.07%	0.06%	0.03%	0.03%	0.09%	0.07%	0.10%	0.07%	0.07%	0.10%	0.04%

Table 5

Calendar day	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	20/01/2025	21/01/2025	22/01/2025	23/01/2025	24/01/2025	25/01/2025	26/01/2025
Overall Call Volume	490	399	566	551	455	539	500	428	337	365	339	353	479	457	411	341	430	422	387	552	547	472	401	366	361	389	468	417
Overall Calls Connected	360	329	389	481	393	333	370	267	265	278	297	297	388	402	301	294	345	338	299	356	334	344	318	341	324	306	380	375
Median Time to Answer	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	00:02:23	00:00:09	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06
90th Percentile Time to Answer	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	00:15:58	00:09:46	00:04:02	00:05:37	00:12:23	00:07:53	00:09:06

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	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	26/01/2025
Overall Call Volume	2,649	2,867	2,737	2,908	3,158	3,066	2,797	2,976	3,244	3,500	2,759	3,090	2,874
Overall Calls Connected	2,283	2,472	2,344	2,295	2,178	2,316	2,260	2,461	2,623	2,655	2,194	2,317	2,388
Median Time to Answer	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	00:00:06
90th Percentile Time to Answer	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	00:09:57

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

Graphs

