

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: 24/11/2024 to 16/02/2025

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	20/01/2025	21/01/2025	22/01/2025	23/01/2025	24/01/2025	25/01/2025	26/01/2025	27/01/2025	28/01/2025	29/01/2025	30/01/2025	31/01/2025	01/02/2025	02/02/2025	03/02/2025	04/02/2025	05/02/2025	06/02/2025	07/02/2025	08/02/2025	09/02/2025	10/02/2025	11/02/2025	12/02/2025	13/02/2025	14/02/2025	15/02/2025	16/02/2025
Overall Call Volume	3,312	3,071	2,822	2,853	2,953	7,791	7,333	3,452	3,175	3,138	3,037	3,140	7,268	7,005	3,351	3,106	3,155	3,022	3,093	7,331	6,706	3,262	3,132	2,973	2,786	2,963	7,010	6,854
Overall Calls Connected	2,738	2,535	2,342	2,467	2,378	6,497	6,437	2,861	2,521	2,305	2,523	2,478	6,382	6,234	2,699	2,510	2,516	2,430	2,361	6,146	5,514	2,723	2,539	2,345	2,102	2,176	5,832	5,981
Callers Disconnected	0.36%	0.34%	0.31%	0.20%	0.43%	0.19%	0.06%	0.26%	0.39%	0.83%	0.37%	0.38%	0.05%	0.07%	0.58%	0.45%	0.28%	0.50%	0.77%	0.20%	0.25%	0.35%	0.22%	0.47%	0.60%	0.93%	0.19%	0.15%
Overall Avg Patient Journey Time	00:40:06	00:37:29	00:42:04	00:32:28	00:34:20	00:46:57	00:37:55	00:40:47	00:40:33	00:44:34	00:33:14	00:41:22	00:35:33	00:32:48	00:40:16	00:43:42	00:37:25	00:38:11	00:43:35	00:43:11	00:35:36	00:36:26	00:36:37	00:43:37	00:43:48	00:48:46	00:44:23	00:37:42
Traged at First Contact %	97.08%	98.54%	98.82%	97.94%	94.49%	90.57%	92.80%	97.33%	97.88%	98.41%	99.41%	95.39%	91.21%	93.35%	98.36%	97.68%	97.38%	99.23%	95.04%	90.25%	92.48%	97.52%	98.20%	97.87%	98.87%	98.91%	89.69%	92.23%
Median Time to Answer	00:12:51	00:10:53	00:10:20	00:08:14	00:07:22	00:11:25	00:13:16	00:10:18	00:18:39	00:25:28	00:10:55	00:23:30	00:05:11	00:06:11	00:17:34	00:14:18	00:19:11	00:17:47	00:21:26	00:11:29	00:08:25	00:13:54	00:09:16	00:20:48	00:24:57	00:21:27	00:17:17	00:13:56
90th Percentile Time to Answer	01:16:40	00:38:05	01:00:01	00:26:18	00:44:45	00:25:32	00:23:53	01:08:42	00:41:37	01:04:02	00:30:28	00:45:24	00:14:17	00:14:11	00:48:50	01:03:38	00:38:20	00:39:09	01:03:48	00:35:22	00:26:34	00:33:53	00:50:30	01:00:21	00:52:55	01:31:50	00:35:39	00:32:13

Table 2

Week Endng Date	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	02/02/2025	09/02/2025	16/02/2025
Overall Call Volume	30,274	31,999	32,234	33,859	37,811	46,553	44,874	29,353	29,287	30,135	30,215	29,764	29,000
Overall Calls Connected	23,953	24,009	24,039	24,377	26,481	33,803	34,397	24,011	24,041	25,394	25,304	24,575	23,598
Caller Discontinued	0.42%	0.73%	0.86%	1.34%	1.43%	1.10%	0.67%	0.42%	0.22%	0.22%	0.25%	0.37%	0.35%
Overall Avg Patient Journey Time	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	00:39:58	00:37:21	00:40:07	00:41:23
Triaged at First Contact %	95.07%	96.21%	95.54%	95.47%	94.65%	93.17%	93.75%	95.32%	94.75%	94.41%	95.00%	94.43%	94.49%
Median Time to Answer	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	00:08:29	00:13:09	00:16:15
90th Percentile Time to Answer	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	00:38:10	00:39:03	00:42:37

Table 3

Health Board	Care Group	Endpoint	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	02/02/2025	09/02/2025	16/02/2025
NHS Ayrshire & Arran	PCARE	CPN (Dr) to phone patient within 1 Hr	11	11	14	4	8	12	16	13	13	7	7	11	6
NHS Ayrshire & Arran	PCARE	CPN (Dr) to phone patient within 2 Hrs	21	16	16	15	19	20	32	18	27	16	15	13	14
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 1 Hr							1		3	1		2	1
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 2 Hrs	1	3	2	1	3	1	3	5	2	6	3		4
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 4 Hrs	4	8	5	6	4	3	6	1	7	5	2	1	6
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)		5	3	4	1	6	3	5	1	2	5	5	1
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	3					1	1		1	1			
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	4	1	1		2	1				1		1	
NHS Ayrshire & Arran	PCARE	Home Visit within 1 Hr	16	3	12	9	10	18	19	9	10	9	10	13	7
NHS Ayrshire & Arran	PCARE	Home Visit within 2 Hrs	26	34	30	36	36	43	60	27	42	37	39	30	28
NHS Ayrshire & Arran	PCARE	Home Visit within 4 Hrs	54	55	37	45	59	57	116	58	63	47	37	38	46
NHS Ayrshire & Arran	PCARE	PCEC within 1 Hr	55	53	69	67	60	74	79	46	53	59	47	54	44
NHS Ayrshire & Arran	PCARE	PCEC within 12 Hrs							1						
NHS Ayrshire & Arran	PCARE	PCEC within 2 Hrs	125	135	127	143	145	183	177	136	120	142	129	132	135
NHS Ayrshire & Arran	PCARE	PCEC within 4 Hrs	326	320	326	342	421	653	595	299	283	306	273	303	346
NHS Ayrshire & Arran	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	53	60	60	53	55	54	62	57	29	54	60	50	56
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice - For Information Only	5	9	6	5	9	6	10	10	2	6	10	4	4
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	8	6	8	5	12	2	7	7	7	6	12	7	5
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	34	36	26	25	32	39	47	28	29	25	26	33	32
NHS Ayrshire & Arran	PCARE	Speak to clinician within 1 Hr	14	17	14	12	14	14	32	17	20	19	16	9	10
NHS Ayrshire & Arran	PCARE	Speak to clinician within 2 Hrs	21	11	30	29	23	22	37	21	18	27	19	25	22
NHS Ayrshire & Arran	PCARE	Speak to clinician within 4 Hrs	41	67	53	56	50	66	99	58	41	49	38	40	55
NHS Ayrshire & Arran	SCARE	999 contacted - For information only	160	169	165	159	203	177	175	128	136	140	140	136	136
NHS Ayrshire & Arran	SCARE	Patient advised to go to A&E	118	131	124	128	135	123	164	124	148	123	143	122	150
NHS Ayrshire & Arran	SCARE	Patient advised to go to A&E	2	3		1	1	2	3	3			1		1
NHS Ayrshire & Arran	SCARE	Patient sent to A&E via Ambulance within 1 Hr	12	14	8	10	10	12	10	11	8	23	12	16	10
NHS Ayrshire & Arran	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only	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	77	60	74	80	79	71	89	83	84	92	87	101	89
NHS Ayrshire & Arran	SCARE	Speak to clinician 2 Hrs	15	10	11	12	14	9	19	13	21	13	24	22	15
NHS Ayrshire & Arran	SCARE	Speak to clinician within 4 Hrs	30	25	42	35	34	34	43	34	31	41	38	35	37
NHS Ayrshire & Arran	SLFC_NPA	Contact Breathing Space													1
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour							2				2	1	1
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	96	79	73	76	83	144	140	82	84	84	70	91	76
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	2					3	1	1	1			3	2
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Pharmacist								1					
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	3		4	1	9	7	6	4	3	5	8	5	2

Table 3

Health Board	Care Group	Endpoint	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	02/02/2025	09/02/2025	16/02/2025
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	2		4	2		1	2	1		1			2
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Self Care	2		1	1	1	2		4	1	2	1	2	1
NHS Ayrshire & Arran	SLFC_NPA	Distress Brief Intervention	7	7	7	5	14	3	14	9	7	8	8	7	6
NHS Ayrshire & Arran	SLFC_NPA	For Information Only	28	24	36	43	45	37	65	39	37	45	38	39	32
NHS Ayrshire & Arran	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	1	1			1		1	1	3	4			
NHS Ayrshire & Arran	SLFC_NPA	Patient given self care advice - For Information Only	94	114	110	94	117	139	128	120	105	97	119	129	123
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Dentist - For Information Only				1	1	1					2		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	3		1	4	2	2	3	5		2	2	2	3
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Optician - For Information Only	1	3	3		1	5	3	1		3	3	1	1
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only										1			1
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	23	18	10	20	26	23	36	18	15	26	14	13	10
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Police - For Information Only	2	3	5	7	3	7		3	8	5	5	5	4
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact appropriate service - For Info Only		1		1									
NHS Ayrshire & Arran	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	7	8	8	9	4	6	8	5	6	11	2	6	9
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	1		4	2	4	2	6	1	1	2	4	1	2
NHS Borders	PCARE	CPN (Dr) to phone patient within 2 Hrs	7	8	6	5	3	5	10	9	4	4	4	6	6
NHS Borders	PCARE	DN (Dr) phone patient within 1 Hr	3	3	2		3	7	1		2	3	3		1
NHS Borders	PCARE	DN (Dr) phone patient within 2 Hrs	3	2	3	3	1	5	10	3	7	4		4	7
NHS Borders	PCARE	DN (Dr) phone patient within 4 Hrs	13	9	5	7	9	14	21	11	7	17	19	14	12
NHS Borders	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)				1	1	2	2	1	1		3	1	
NHS Borders	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)		1											
NHS Borders	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)													1
NHS Borders	PCARE	Home Visit within 1 Hr	2	2	4	2	3	2	7	9	2	2	6	2	
NHS Borders	PCARE	Home Visit within 2 Hrs	10	8	5	9	5	17	19	8	13	13	15	5	9
NHS Borders	PCARE	Home Visit within 4 Hrs	14	14	13	15	16	34	27	14	27	14	12	18	13
NHS Borders	PCARE	PCEC within 1 Hr	10	12	13	7	12	27	12	15	14	13	18	17	10
NHS Borders	PCARE	PCEC within 2 Hrs	41	30	28	17	37	37	57	25	16	28	25	34	29
NHS Borders	PCARE	PCEC within 4 Hrs	72	73	67	51	64	139	144	66	65	70	77	58	52
NHS Borders	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	18	17	20	21	15	19	21	13	15	17	22	19	17
NHS Borders	PCARE	Pt advised to contact practice - For Information Only	1		3				3	1		1	3	3	6
NHS Borders	PCARE	Pt advised to contact practice within 12 Hrs - Info Only		1	4	1	2	2			1	1	1	1	1
NHS Borders	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	9	7	8	8	3	7	12	7	5	5	7	8	6
NHS Borders	PCARE	Speak to clinician within 1 Hr	2	1	6	4	6	6	8	6	3	8	4	8	5
NHS Borders	PCARE	Speak to clinician within 2 Hrs	6	4	9	4	6	14	9	3	10	6	8	7	5
NHS Borders	PCARE	Speak to clinician within 4 Hrs	9	4	11	6	13	10	30	15	9	11	11	9	9

Table 3

Health Board	Care Group	Endpoint	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	02/02/2025	09/02/2025	16/02/2025
NHS Borders	SCARE	999 contacted - For information only	31	49	50	39	43	39	44	40	35	40	57	40	46
NHS Borders	SCARE	Patient advised to go to A&E	30	35	28	30	39	34	40	40	42	39	41	34	37
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	4	7	5	3	3	2	5	3	4	2	8	3	7
NHS Borders	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	26	31	34	42	27	30	34	35	31	42	48	39	48
NHS Borders	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub				1	1			2				1	1
NHS Borders	SCARE	Speak to clinician 2 Hrs	7	8	3	1	4	3	5	9	12	9	10	15	13
NHS Borders	SCARE	Speak to clinician within 4 Hrs	14	7	15	9	9	6	11	14	18	11	11	13	9
NHS Borders	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	27	15	17	17	22	30	26	26	20	26	19	25	22
NHS Borders	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1									1			
NHS Borders	SLFC_NPA	Dental Nurse - Not Triage/Assessed	2	1	1	2	2	4	4		2	2	3	2	2
NHS Borders	SLFC_NPA	Dental Nurse - Routine Contact with Dentist		1											
NHS Borders	SLFC_NPA	Dental Nurse - Self Care	1					1				1	2		
NHS Borders	SLFC_NPA	Distress Brief Intervention	1	2	1	1	2	2	3	2	4		3	3	1
NHS Borders	SLFC_NPA	For Information Only	9	7	10	8	10	9	9	10	12	6	8	4	10
NHS Borders	SLFC_NPA	Patient given self care advice - For Information Only	29	19	31	33	32	34	35	37	35	49	27	40	35
NHS Borders	SLFC_NPA	Pt advised to contact Dentist - For Information Only										1		1	
NHS Borders	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only		1					1						
NHS Borders	SLFC_NPA	Pt advised to contact Midwife - For Information Only			2			1	1	2	2	1		1	
NHS Borders	SLFC_NPA	Pt advised to contact Optician - For Information Only			2	2		3	1	1	2		1	2	
NHS Borders	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only								2					1
NHS Borders	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	5	3	3	3	4	6	11	2	3	3	5	2	1
NHS Borders	SLFC_NPA	Pt advised to contact Police - For Information Only			1	1	1	2	2	3	1	1			
NHS Borders	SLFC_NPA	Triage refused - Pt terminated call - For Information Only			2		3	1	3	1		1	2	1	1
NHS Dumfries & Gallo	PCARE	CPN (Dr) to phone patient within 1 Hr		2	3	2	2	1	2	1	2	3	3	1	
NHS Dumfries & Gallo	PCARE	CPN (Dr) to phone patient within 2 Hrs	4	9	6	5	5	7	6	7	7	4	4	9	7
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 1 Hr	1	4	1	1	3		3	3	1	2		3	2
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 2 Hrs	5	1	3	5	6	8	12	5	10	9	14	5	3
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 4 Hrs	13	20	20	14	8	27	25	24	28	15	24	21	18
NHS Dumfries & Gallo	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2		1			1	1				2		2
NHS Dumfries & Gallo	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)								1					
NHS Dumfries & Gallo	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)		1		1		1	2	1			1		
NHS Dumfries & Gallo	PCARE	Home Visit within 1 Hr		2	2	4	2	11	2	4	2		2	3	4
NHS Dumfries & Gallo	PCARE	Home Visit within 2 Hrs	8	12	5	8	11	15	26	15	11	11	7	11	11
NHS Dumfries & Gallo	PCARE	Home Visit within 4 Hrs	15	13	10	15	15	29	25	11	12	16	15	16	12
NHS Dumfries & Gallo	PCARE	PCEC within 1 Hr	18	17	9	10	18	23	22	13	9	19	12	13	8
NHS Dumfries & Gallo	PCARE	PCEC within 2 Hrs	33	38	26	36	27	69	47	32	42	39	34	37	33
NHS Dumfries & Gallo	PCARE	PCEC within 4 Hrs	92	82	71	78	97	170	151	91	88	67	79	79	83

Table 3

Health Board	Care Group	Endpoint	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	02/02/2025	09/02/2025	16/02/2025
NHS Dumfries & Gallo	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	5	11	13	21	15	12	14	7	13	18	17	8	13
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice - For Information Only	1	4	1	2	1		1			3	1	3	1
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	4	5	2		2	2	4	4	2	3	5	3	2
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	8	11	6	5	7	4	10	8	8	9	5	8	4
NHS Dumfries & Gallo	PCARE	Speak to clinician within 1 Hr	2	5	7	7	4	3	9	2	3	8	2	6	4
NHS Dumfries & Gallo	PCARE	Speak to clinician within 2 Hrs	10	11	12	4	7	5	12	9	6	7	8	6	5
NHS Dumfries & Gallo	PCARE	Speak to clinician within 4 Hrs	11	6	12	9	9	19	23	18	14	16	10	18	13
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	34	39	34	39	54	58	63	46	51	51	38	34	43
NHS Dumfries & Gallo	SCARE	Patient advised to go to A&E	44	30	30	28	28	51	47	39	33	38	35	43	30
NHS Dumfries & Gallo	SCARE	Patient advised to go to A&E	1	1	1			1	1	2	1		1	2	
NHS Dumfries & Gallo	SCARE	Patient sent to A&E via Ambulance within 1 Hr	3	3	7	6	1	8	6	4	7	4	7	4	6
NHS Dumfries & Gallo	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	8	8	12	6	13	14	13	15	11	14	11	16	10
NHS Dumfries & Gallo	SCARE	Speak to clinician 2 Hrs		2	2		2	3	2	3	5		2	2	6
NHS Dumfries & Gallo	SCARE	Speak to clinician within 4 Hrs	7	6	5	4	6	9	11	3	6	6	6	7	2
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	39	31	32	37	38	52	53	35	47	36	49	35	28
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour					1		1					2	
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Not Triaged/Assessed				1	3	1	1			4		1	1
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Routine Contact with Dentist				1						1			2
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Self Care	1			1	3			2	3	1			1
NHS Dumfries & Gallo	SLFC_NPA	Distress Brief Intervention		2	2	1	3		1	2	2			2	
NHS Dumfries & Gallo	SLFC_NPA	For Information Only	9	10	7	9	9	12	12	10	9	13	9	9	13
NHS Dumfries & Gallo	SLFC_NPA	Patient advised to contact CPN Team - For Info Only												1	
NHS Dumfries & Gallo	SLFC_NPA	Patient given self care advice - For Information Only	31	29	24	23	39	31	42	32	29	30	33	24	22
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			1
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Optician - For Information Only	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	2	1	8	7	3	4	17	3	4	5	7	2	2
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Police - For Information Only	1			3	1	1	3		2				
NHS Dumfries & Gallo	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	3	1	1	1		1	1	3	1				1
NHS Fife	PCARE	CPN (Dr) to phone patient within 1 Hr	19	7	18	15	21	15	20	26	18	22	21	15	10
NHS Fife	PCARE	CPN (Dr) to phone patient within 2 Hrs	19	19	21	26	13	33	32	21	14	15	24	15	20
NHS Fife	PCARE	DN (Dr) phone patient within 1 Hr	7	5	4	3	2	3	3	3	3	1	9	6	4
NHS Fife	PCARE	DN (Dr) phone patient within 2 Hrs	7	12	10	9	7	15	15	9	10	16	20	16	14
NHS Fife	PCARE	DN (Dr) phone patient within 4 Hrs	38	36	38	33	35	52	62	30	41	51	42	42	35

Table 3

Health Board	Care Group	Endpoint	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	02/02/2025	09/02/2025	16/02/2025
NHS Fife	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	3	3	1	1	1	3	11	3	3	2	1	1	3
NHS Fife	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)			1						2				
NHS Fife	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)		1		1	1		5		2	3	2	5	1
NHS Fife	PCARE	Home Visit within 1 Hr	9	10	8	8	11	20	7	11	7	12	8	12	8
NHS Fife	PCARE	Home Visit within 2 Hrs	33	24	30	35	33	44	62	34	34	37	31	31	32
NHS Fife	PCARE	Home Visit within 4 Hrs	39	56	40	35	51	78	95	58	52	36	59	52	37
NHS Fife	PCARE	PCEC within 1 Hr	50	66	71	65	72	82	81	49	47	46	57	63	51
NHS Fife	PCARE	PCEC within 2 Hrs	144	150	136	166	180	201	183	136	107	110	118	134	131
NHS Fife	PCARE	PCEC within 4 Hrs	322	319	314	327	403	639	571	278	291	326	333	325	331
NHS Fife	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	59	79	89	66	83	69	66	71	55	71	86	88	80
NHS Fife	PCARE	Pt advised to contact practice - For Information Only	7	3	10	2	4	8	10	5	8	6	7	5	3
NHS Fife	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	7	6	9	10	7	10	3	5	6	2	7	8	5
NHS Fife	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	25	34	28	23	24	33	40	36	27	35	40	39	22
NHS Fife	PCARE	Speak to clinician within 1 Hr	22	13	15	16	9	23	23	20	16	17	11	21	17
NHS Fife	PCARE	Speak to clinician within 2 Hrs	22	20	26	18	18	26	38	28	26	24	24	23	16
NHS Fife	PCARE	Speak to clinician within 4 Hrs	46	33	36	43	34	72	97	41	44	47	39	54	50
NHS Fife	SCARE	999 contacted - For information only	167	145	164	179	166	224	169	145	143	158	160	127	132
NHS Fife	SCARE	Patient advised to go to A&E	126	152	140	151	131	169	154	141	132	149	132	156	145
NHS Fife	SCARE	Patient advised to go to A&E	1	1				1			3	1		1	1
NHS Fife	SCARE	Patient sent to A&E via Ambulance within 1 Hr	18	14	9	7	15	16	17	10	9	13	10	9	11
NHS Fife	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only	1					1	1						
NHS Fife	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	106	110	94	109	84	76	116	95	115	83	101	89	109
NHS Fife	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub		1											
NHS Fife	SCARE	Speak to clinician 2 Hrs	14	24	11	14	16	20	18	17	25	21	21	23	14
NHS Fife	SCARE	Speak to clinician within 4 Hrs	39	34	31	32	35	32	43	38	41	34	30	40	32
NHS Fife	SLFC_NPA	Contact Breathing Space							1	1				1	
NHS Fife	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour		1		1	1	1			1		1	1	1
NHS Fife	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	104	66	99	85	77	156	139	102	93	102	95	103	106
NHS Fife	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	2	1			1	2	1				2	3	2
NHS Fife	SLFC_NPA	Dental Nurse - Not Triageed/Assessed	5	4	5	3	8	10	9	4	4	9	9	4	7
NHS Fife	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1	2			3	6	3		2	2		2	4
NHS Fife	SLFC_NPA	Dental Nurse - Self Care	2	1	2	3	2		5		2	1	4	1	2
NHS Fife	SLFC_NPA	Distress Brief Intervention	10	7	3	7	5	8		10	6	4	7	9	8
NHS Fife	SLFC_NPA	For Information Only	81	85	67	50	48	51	97	54	47	55	46	58	44
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	159	147	148	126	155	170	174	163	146	135	154	140	133
NHS Fife	SLFC_NPA	Pt advised to contact Dentist - For Information Only			2			1			1	2			
NHS Fife	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only												1	

Table 3

Health Board	Care Group	Endpoint	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	02/02/2025	09/02/2025	16/02/2025
NHS Fife	SLFC_NPA	Pt advised to contact Midwife - For Information Only	2		1	3	3	3	4	4	3	2	3		4
NHS Fife	SLFC_NPA	Pt advised to contact Optician - For Information Only	1	1	1	2	4	5	6	2	5	3	2		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	17	13	15	13	20	27	26	13	15	13	20	16	22
NHS Fife	SLFC_NPA	Pt advised to contact Police - For Information Only	4	4		2	4	6	7	3	10	4	5	3	5
NHS Fife	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information				1									
NHS Fife	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	8	21	21	5	4	8	15	2	5	7	4	6	7
NHS Fife	Not assigned	Not assigned						1			2			1	
NHS Forth Valley	PCARE	CPN (Dr) to phone patient within 1 Hr	5	6	5	6	6	10	7	3	6	7	9	9	11
NHS Forth Valley	PCARE	CPN (Dr) to phone patient within 2 Hrs	20	5	10	18	10	13	14	6	8	4	13	15	9
NHS Forth Valley	PCARE	DN (Dr) phone patient within 1 Hr	2	1	1	1	1	2	1	4	2	4	2	5	7
NHS Forth Valley	PCARE	DN (Dr) phone patient within 2 Hrs	10	4	7	11	5	9	6	10	5	6	11	6	7
NHS Forth Valley	PCARE	DN (Dr) phone patient within 4 Hrs	26	22	29	27	18	28	46	19	20	26	30	25	35
NHS Forth Valley	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2	4	2	3	2	5	2	2	4	5	2	4	3
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)	4	2	3	1	1	1	3		2	5	2	2	1
NHS Forth Valley	PCARE	Home Visit within 1 Hr	10	9	5	7	9	10	18	6	7	10	12	10	6
NHS Forth Valley	PCARE	Home Visit within 2 Hrs	21	25	20	20	24	39	40	23	16	33	28	25	21
NHS Forth Valley	PCARE	Home Visit within 4 Hrs	43	23	17	29	30	65	60	26	40	27	23	31	39
NHS Forth Valley	PCARE	PCEC within 1 Hr	50	37	63	65	62	73	63	45	41	51	47	51	42
NHS Forth Valley	PCARE	PCEC within 2 Hrs	117	112	118	121	139	172	143	85	99	100	93	96	100
NHS Forth Valley	PCARE	PCEC within 4 Hrs	278	280	264	279	355	546	536	263	265	243	277	282	238
NHS Forth Valley	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	77	60	62	74	108	82	66	67	75	63	87	71	73
NHS Forth Valley	PCARE	Pt advised to contact practice - For Information Only	7	9	5	9	6	6	12	8	8	5	10	10	5
NHS Forth Valley	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	8	5	12	8	7	7	5	7	8	7	4	4	5
NHS Forth Valley	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	24	34	24	31	30	25	40	27	31	40	23	23	33
NHS Forth Valley	PCARE	Speak to clinician within 1 Hr	16	6	10	13	7	13	11	11	10	16	17	11	10
NHS Forth Valley	PCARE	Speak to clinician within 2 Hrs	12	15	19	20	14	22	22	17	20	17	26	14	16
NHS Forth Valley	PCARE	Speak to clinician within 4 Hrs	38	30	29	34	41	57	76	36	45	39	38	38	26
NHS Forth Valley	SCARE	999 contacted - For information only	144	111	124	119	123	151	140	98	100	132	134	117	116
NHS Forth Valley	SCARE	Patient advised to go to A&E	180	170	156	155	171	159	180	166	165	182	178	169	175
NHS Forth Valley	SCARE	Patient advised to go to A&E	2			3	1	1	3	1	1	3		1	1
NHS Forth Valley	SCARE	Patient sent to A&E via Ambulance within 1 Hr	5	17	14	6	7	17	9	5	5	5	12	10	9
NHS Forth Valley	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	205	198	205	184	189	137	144	165	176	191	199	219	201
NHS Forth Valley	SCARE	Speak to clinician 2 Hrs	51	35	36	34	23	19	24	34	47	41	50	50	41
NHS Forth Valley	SCARE	Speak to clinician within 4 Hrs	37	50	54	46	53	38	59	52	42	52	49	67	41
NHS Forth Valley	SLFC_NPA	Contact Breathing Space						1						1	
NHS Forth Valley	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour		1						1				1	

Table 3

Health Board	Care Group	Endpoint	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	02/02/2025	09/02/2025	16/02/2025
NHS Forth Valley	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	55	57	72	55	72	101	101	63	69	76	57	73	63
NHS Forth Valley	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour					1	2	1	3					
NHS Forth Valley	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	4	2	2	2	7	5	4	3	5	6	1	5	3
NHS Forth Valley	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	3		1		1	1	1				1		3
NHS Forth Valley	SLFC_NPA	Dental Nurse - Self Care	1		2	1	1	6		5	3		1	1	
NHS Forth Valley	SLFC_NPA	Distress Brief Intervention	14	9	12	7	10	4	8	7	5	7	5	9	9
NHS Forth Valley	SLFC_NPA	For Information Only	36	33	28	39	38	46	44	33	51	42	34	45	48
NHS Forth Valley	SLFC_NPA	Hub to arrange appointment within 24 hours		1											
NHS Forth Valley	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	1									1			
NHS Forth Valley	SLFC_NPA	Patient given self care advice - For Information Only	118	120	86	110	121	122	127	91	89	114	114	95	103
NHS Forth Valley	SLFC_NPA	Pt advised to contact Dentist - For Information Only		1	2	1			2					1	
NHS Forth Valley	SLFC_NPA	Pt advised to contact Midwife - For Information Only	1	3	5	3	2	3	3	2	3	3	2	7	4
NHS Forth Valley	SLFC_NPA	Pt advised to contact Optician - For Information Only	3	6	2	7	3	5	5	1	4	6	8	5	3
NHS Forth Valley	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only			1	2						2			
NHS Forth Valley	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	12	19	19	16	11	23	22	12	7	11	14	12	23
NHS Forth Valley	SLFC_NPA	Pt advised to contact Police - For Information Only		3	6	5	1	3	4		2	2	3	1	3
NHS Forth Valley	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	8	5	8	7	5	1	6	5	7	6	7	6	5
NHS Forth Valley	Not assigned	Not assigned					1								
NHS Grampian	PCARE	CPN (Dr) to phone patient within 1 Hr	15	14	9	12	13	12	10	23	13	12	17	14	17
NHS Grampian	PCARE	CPN (Dr) to phone patient within 2 Hrs	21	10	16	20	16	16	18	16	24	28	24	26	15
NHS Grampian	PCARE	DN (Dr) phone patient within 1 Hr	4	4	3	5	4	3	3	5	4	5	4	1	3
NHS Grampian	PCARE	DN (Dr) phone patient within 2 Hrs	7	10	7	7	12	5	5	7	8	3	6	4	10
NHS Grampian	PCARE	DN (Dr) phone patient within 4 Hrs	19	16	12	14	14	35	32	16	17	10	23	16	20
NHS Grampian	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	4	3	2	8	2	4	5	8	3	5	3	5	2
NHS Grampian	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1			1	4		2		1		2	1	
NHS Grampian	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	3		1	2	7	2	6	2	1	1	1	1	
NHS Grampian	PCARE	Home Visit within 1 Hr	17	11	15	20	12	28	23	25	26	19	19	21	12
NHS Grampian	PCARE	Home Visit within 2 Hrs	58	55	47	50	41	58	92	55	58	52	48	54	48
NHS Grampian	PCARE	Home Visit within 4 Hrs	75	83	45	69	61	105	152	73	69	61	67	80	55
NHS Grampian	PCARE	PCEC within 1 Hr	83	85	90	81	86	129	110	79	72	79	89	80	74
NHS Grampian	PCARE	PCEC within 2 Hrs	165	157	175	212	213	312	273	144	150	230	173	181	179
NHS Grampian	PCARE	PCEC within 4 Hrs	459	409	433	448	509	863	841	440	420	415	454	422	389
NHS Grampian	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	80	98	75	67	92	107	88	96	73	84	64	87	100
NHS Grampian	PCARE	Pt advised to contact practice - For Information Only	13	10	7	3	5	12	13	10	9	10	7	10	6
NHS Grampian	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	6	8	18	11	9	4	6	10	7	8	8	12	12
NHS Grampian	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	34	41	34	43	51	62	59	46	48	53	36	39	37
NHS Grampian	PCARE	Speak to clinician within 1 Hr	15	20	15	22	20	26	25	33	23	18	22	19	18
NHS Grampian	PCARE	Speak to clinician within 2 Hrs	35	31	47	47	32	43	49	23	42	36	30	45	33

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Health Board	Care Group	Endpoint	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	02/02/2025	09/02/2025	16/02/2025
NHS Grampian	PCARE	Speak to clinician within 4 Hrs	69	76	47	72	62	122	132	83	53	61	73	94	64
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	254	223	236	232	249	308	261	210	213	232	223	196	220
NHS Grampian	SCARE	Patient advised to go to A&E	209	206	190	206	201	237	220	197	210	240	257	243	222
NHS Grampian	SCARE	Patient advised to go to A&E	2	4	3	1		2	1	1	2	1	2		2
NHS Grampian	SCARE	Patient sent to A&E via Ambulance within 1 Hr	16	16	18	15	11	21	18	13	19	22	17	14	13
NHS Grampian	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only	1							1					
NHS Grampian	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	185	184	212	208	182	158	183	226	216	190	225	222	225
NHS Grampian	SCARE	Speak to clinician 2 Hrs	31	25	31	29	35	29	29	31	50	49	55	41	39
NHS Grampian	SCARE	Speak to clinician within 4 Hrs	76	60	51	53	42	62	65	59	66	68	68	71	55
NHS Grampian	SLFC_NPA	Contact Breathing Space						1							1
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	3	1	1	1	1	1	1				1	3	
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	95	73	69	74	91	183	140	84	96	107	103	95	102
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1		3	1	3	1	2	3			1	1	
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Pharmacist										1			
NHS Grampian	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	3	3	3	5	3	10	6	3	6	7	7	3	4
NHS Grampian	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	3	1	1	1	1	3	3	1	6	1	2	1	1
NHS Grampian	SLFC_NPA	Dental Nurse - Self Care	4		3	1		3	2	1	2	2	1	4	2
NHS Grampian	SLFC_NPA	Distress Brief Intervention	11	6	7	9	9	8	13	11	6	8	8	11	4
NHS Grampian	SLFC_NPA	For Information Only	91	79	102	109	108	118	114	115	109	105	134	107	126
NHS Grampian	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	1				1		1	1	1	1	1	1	
NHS Grampian	SLFC_NPA	Patient given self care advice - For Information Only	150	167	135	136	143	211	221	169	161	151	162	145	150
NHS Grampian	SLFC_NPA	Pt advised to contact Dentist - For Information Only			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	2		2	1	5		4	1	3	2	3	2
NHS Grampian	SLFC_NPA	Pt advised to contact Optician - For Information Only	5	3	2	5	3	3	4	2	2	5	5	3	5
NHS Grampian	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only	1				1								
NHS Grampian	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	19	19	23	21	38	47	29	21	25	23	20	16	22
NHS Grampian	SLFC_NPA	Pt advised to contact Police - For Information Only	10	13	13	13	10	13	14	16	11	15	16	13	13
NHS Grampian	SLFC_NPA	Pt advised to contact appropriate service - For Info Only							1						
NHS Grampian	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	17	12	19	15	20	23	31	24	22	19	13	22	20
NHS Grampian	Not assigned	Not assigned									1		1		
NHS Greater Glasgow	PCARE	CPN (Dr) to phone patient within 1 Hr	30	41	31	33	40	37	40	42	36	22	43	23	35
NHS Greater Glasgow	PCARE	CPN (Dr) to phone patient within 2 Hrs	65	57	65	54	54	93	69	66	54	63	83	71	53
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 1 Hr	4	6	4	2	1	6	2	1	2	3	3	1	3
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 2 Hrs	5	3	1	5	7	6	6	8	2	2	10	2	6
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 4 Hrs	17	7	8	11	9	17	21	18	19	19	13	7	14

Table 3

Health Board	Care Group	Endpoint	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	02/02/2025	09/02/2025	16/02/2025
NHS Greater Glasgow	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	9	7	10	12	7	10	7	8	5	9	5	7	8
NHS Greater Glasgow	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	3	2	3	3	1	1	2	2	2		2	1	1
NHS Greater Glasgow	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	5	8	4	4	4	3	3	5	6	6	6	6	3
NHS Greater Glasgow	PCARE	Home Visit within 1 Hr	38	32	34	27	33	53	48	45	51	44	33	37	38
NHS Greater Glasgow	PCARE	Home Visit within 2 Hrs	74	98	85	97	109	168	162	114	97	125	104	107	101
NHS Greater Glasgow	PCARE	Home Visit within 4 Hrs	136	147	125	125	161	265	292	140	164	154	151	141	101
NHS Greater Glasgow	PCARE	PCEC within 1 Hr	208	192	176	165	197	212	181	139	167	185	148	151	137
NHS Greater Glasgow	PCARE	PCEC within 2 Hrs	402	439	437	408	485	586	560	431	401	444	377	410	415
NHS Greater Glasgow	PCARE	PCEC within 4 Hrs	1,026	1,043	1,019	1,099	1,289	1,948	1,902	1,022	1,040	1,107	1,106	1,039	1,080
NHS Greater Glasgow	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	214	212	243	206	285	235	251	248	267	221	253	253	247
NHS Greater Glasgow	PCARE	Pt advised to contact practice - For Information Only	26	23	14	14	16	29	32	19	23	21	33	27	19
NHS Greater Glasgow	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	20	22	21	23	17	14	18	37	31	17	26	26	18
NHS Greater Glasgow	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	102	113	102	118	109	108	125	120	124	121	101	113	128
NHS Greater Glasgow	PCARE	Speak to clinician within 1 Hr	66	63	65	48	48	67	81	57	41	58	52	43	44
NHS Greater Glasgow	PCARE	Speak to clinician within 2 Hrs	71	59	84	52	92	88	110	83	66	73	82	58	54
NHS Greater Glasgow	PCARE	Speak to clinician within 4 Hrs	154	150	156	134	172	269	256	185	133	184	178	161	164
NHS Greater Glasgow	PCARE	Transport to PCEC within 2 Hrs		1											
NHS Greater Glasgow	PCARE	Transport to PCEC within 4 hrs	9	5	2	1	3	7	6	5	1	8	4	4	3
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	488	523	464	429	482	564	492	359	383	435	403	428	341
NHS Greater Glasgow	SCARE	Patient advised to go to A&E	500	437	499	444	464	520	620	486	513	495	561	530	480
NHS Greater Glasgow	SCARE	Patient advised to go to A&E	4	2		2	1	2	4	5	2	3	5	2	5
NHS Greater Glasgow	SCARE	Patient sent to A&E via Ambulance within 1 Hr	35	23	31	41	27	52	45	29	31	50	37	36	33
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	313	295	321	343	333	264	409	361	363	379	362	367	368
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	50	48	39	44	46	40	50	51	64	45	73	48	79
NHS Greater Glasgow	SCARE	Speak to clinician within 4 Hrs	126	119	113	112	116	109	182	135	123	142	137	145	123
NHS Greater Glasgow	SLFC_NPA	Contact Breathing Space			1						1		2		1
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	3	1	2	1	1	3			7	5	3	1	2
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	223	258	251	254	253	358	376	235	243	292	292	287	259
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	5	2	4	2	7	6	7	3	3	5	3	4	1
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Not Triage/Assessed	9	5	13	11	25	27	28	8	13	19	24	9	12
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	4	1		7	5	4	4		1	1	4	2	3
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Self Care	6	3	6	4	4	11	3	6	9	3	3	6	6
NHS Greater Glasgow	SLFC_NPA	Distress Brief Intervention	22	23	32	26	36	25	22	27	27	24	22	22	30

Table 3

Health Board	Care Group	Endpoint	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	02/02/2025	09/02/2025	16/02/2025
NHS Greater Glasgow	SLFC_NPA	For Information Only	130	130	150	123	155	192	172	183	148	143	171	140	166
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	2	6	1			4	2	4	2	3	4	2
NHS Greater Glasgow	SLFC_NPA	Patient given self care advice - For Information Only	444	445	430	447	452	560	577	449	468	506	474	441	454
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1	1	2		3	1	1	3	1	2	2	4	3
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only		3		1			1	1	1				
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Midwife - For Information Only	9	12	6	4	8	12	13	12	10	8	12	9	11
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Optician - For Information Only	9	14	10	17	18	11	21	18	10	10	10	8	15
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only		1	2	1		3	2	1	1	2	2		2
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	56	63	63	67	64	100	143	73	60	64	69	64	72
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Police - For Information Only	5	8	15	6	16	15	20	12	12	14	14	8	14
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact appropriate service - For Info Only		1					1				1	3	
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	16	19	27	12	18	22	26	12	28	14	17	18	31
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	4	7	4	3	12	6	8	4	4	8	12	2	4
NHS HIGHLAND	PCARE	CPN (Dr) to phone patient within 2 Hrs	9	6	11	12	8	15	16	9	13	12	13	6	7
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 1 Hr	1	2	2	2	3	2	2	1		3	6	2	2
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 2 Hrs	4	4	2	4	4	6	4	1	4	3	3	1	8
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 4 Hrs	10	14	17	8	10	17	23	12	10	9	17	16	10
NHS HIGHLAND	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	1	1	2			2			7	3	1	2	3
NHS HIGHLAND	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)				1					1		1		
NHS HIGHLAND	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	2					2	1			1	2		2
NHS HIGHLAND	PCARE	Home Visit within 1 Hr	5	9	4	10	11	7	18	7	8	4	2	9	7
NHS HIGHLAND	PCARE	Home Visit within 2 Hrs	20	27	23	18	21	24	55	29	22	28	25	28	19
NHS HIGHLAND	PCARE	Home Visit within 4 Hrs	36	23	32	29	23	69	80	34	32	29	35	22	33
NHS HIGHLAND	PCARE	PCEC within 1 Hr	32	29	36	26	35	41	48	26	31	34	40	34	33
NHS HIGHLAND	PCARE	PCEC within 2 Hrs	80	76	79	66	61	130	111	64	69	66	80	73	74
NHS HIGHLAND	PCARE	PCEC within 4 Hrs	144	180	153	137	183	378	393	195	158	155	151	155	164
NHS HIGHLAND	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	25	23	38	30	38	39	36	29	36	40	32	35	30
NHS HIGHLAND	PCARE	Pt advised to contact practice - For Information Only	5	2	1	3	2	6	6	5	1	1	1	4	2
NHS HIGHLAND	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	3	5	9	4	1	4	1	5	4	4	3	3	2
NHS HIGHLAND	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	13	21	16	16	8	16	35	16	21	23	14	12	15
NHS HIGHLAND	PCARE	Speak to clinician within 1 Hr	12	11	16	8	8	15	17	6	9	18	12	14	9
NHS HIGHLAND	PCARE	Speak to clinician within 2 Hrs	19	7	7	15	13	15	31	14	15	9	23	20	12
NHS HIGHLAND	PCARE	Speak to clinician within 4 Hrs	41	37	17	27	26	58	71	34	33	31	33	28	28
NHS HIGHLAND	PCARE	Transport to PCEC within 2 Hrs					1						1		

Table 3

Health Board	Care Group	Endpoint	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	02/02/2025	09/02/2025	16/02/2025
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	102	103	118	89	80	133	102	89	92	87	85	99	82
NHS HIGHLAND	SCARE	Patient advised to go to A&E	45	65	75	70	73	79	98	74	74	85	82	75	71
NHS HIGHLAND	SCARE	Patient advised to go to A&E	1		1		1	1	1	1	1		1		
NHS HIGHLAND	SCARE	Patient sent to A&E via Ambulance within 1 Hr	7	7	5	4	5	6	9	8	5	11	7	4	8
NHS HIGHLAND	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only											1		
NHS HIGHLAND	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	51	46	45	34	39	53	48	35	41	32	51	61	47
NHS HIGHLAND	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	11	16	16	15	16	26	19	18	14	22	16	22	18
NHS HIGHLAND	SCARE	Speak to clinician 2 Hrs	9	4	7	10	13	10	15	11	5	10	11	20	13
NHS HIGHLAND	SCARE	Speak to clinician within 4 Hrs	17	22	14	15	23	18	42	23	17	14	28	18	12
NHS HIGHLAND	SLFC_NPA	Contact Breathing Space												1	
NHS HIGHLAND	SLFC_NPA	Distress Brief Intervention	3	6	6	6	6	4	5	7	6	8	2	6	5
NHS HIGHLAND	SLFC_NPA	For Information Only	34	41	27	29	24	32	25	26	29	28	29	21	32
NHS HIGHLAND	SLFC_NPA	Hub to arrange appointment within 24 hours	51	51	34	41	66	92	94	59	54	55	40	70	60
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		3			2	2	3			1		1	
NHS HIGHLAND	SLFC_NPA	Patient advised to contact registered GDP - Info Only	6	16	6	10	10	11	10	11	4	12	14	9	10
NHS HIGHLAND	SLFC_NPA	Patient given self care advice - For Information Only	85	76	71	60	76	113	97	78	82	96	72	74	92
NHS HIGHLAND	SLFC_NPA	Patient given self care dental advice - For Information Only	3	2				1	2		3		1	1	1
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Dentist - For Information Only					1	1				1			
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Midwife - For Information Only		1	2		1				1	1		4	1
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Optician - For Information Only	1		3	4	3	2	3	1	1	1	1	2	3
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only					1								
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	12	9	7	11	13	20	24	7	5	6	9	5	8
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Police - For Information Only	2	7	4	4	3	2	2	3		3	7	4	
NHS HIGHLAND	SLFC_NPA	Triage refused - For Information Only	4	1	1	7	4	7	6	2	5	8	4	5	1
NHS HIGHLAND	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	8	5	5	6	3	2	6	9	5	4	9	6	8
NHS HIGHLAND	Not assigned	Not assigned							1						
NHS LANARKSHIRE	PCARE	CPN (Dr) to phone patient within 1 Hr	15	13	23	18	15	17	25	18	14	23	9	12	9
NHS LANARKSHIRE	PCARE	CPN (Dr) to phone patient within 2 Hrs	23	27	25	16	30	20	44	26	10	27	27	20	20
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 1 Hr		1			2		2	3	6	1	1		1
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 2 Hrs			2	1	1	2	3	5	3	1	1	7	2
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 4 Hrs	6	1	3	10	4	10	8	9	3	7	6	6	7
NHS LANARKSHIRE	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2	3	4	3	3	6	5	3	2		2	6	4
NHS LANARKSHIRE	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)			2	1	3	1	2					1	2
NHS LANARKSHIRE	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	1	2	3	1	3	3	4	1	3	1	2	1	2

Table 3

Health Board	Care Group	Endpoint	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	02/02/2025	09/02/2025	16/02/2025
NHS LANARKSHIRE	PCARE	Home Visit within 1 Hr	18	17	16	19	18	18	18	14	16	14	10	11	5
NHS LANARKSHIRE	PCARE	Home Visit within 2 Hrs	34	37	35	36	47	59	64	33	41	37	36	35	30
NHS LANARKSHIRE	PCARE	Home Visit within 4 Hrs	55	53	51	63	70	96	99	44	48	68	49	45	48
NHS LANARKSHIRE	PCARE	PCEC within 1 Hr	106	128	111	99	109	147	112	72	94	87	96	84	80
NHS LANARKSHIRE	PCARE	PCEC within 2 Hrs	211	218	251	241	297	308	296	167	184	203	194	201	171
NHS LANARKSHIRE	PCARE	PCEC within 4 Hrs	561	526	534	582	723	1,074	896	463	515	545	486	513	546
NHS LANARKSHIRE	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	90	104	106	97	114	109	95	101	93	84	113	99	104
NHS LANARKSHIRE	PCARE	Pt advised to contact practice - For Information Only	6	19	15	1	10	12	22	15	10	6	10	6	9
NHS LANARKSHIRE	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	6	7	7	7	15	10	4	17	21	10	20	10	5
NHS LANARKSHIRE	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	53	54	34	46	46	43	67	43	55	55	53	44	42
NHS LANARKSHIRE	PCARE	Speak to clinician within 1 Hr	16	23	23	19	20	22	26	20	15	21	19	24	19
NHS LANARKSHIRE	PCARE	Speak to clinician within 2 Hrs	33	30	47	29	30	34	57	22	33	44	31	42	36
NHS LANARKSHIRE	PCARE	Speak to clinician within 4 Hrs	69	74	63	60	81	112	109	61	73	57	76	54	56
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			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											1		
NHS LANARKSHIRE	SCARE	999 contacted - For information only	251	284	239	211	250	278	250	168	166	205	197	184	181
NHS LANARKSHIRE	SCARE	Patient advised to go to A&E	255	255	273	276	260	290	315	212	248	302	259	266	235
NHS LANARKSHIRE	SCARE	Patient advised to go to A&E	1	2		4	1	4	3	1	1	2	2	1	1
NHS LANARKSHIRE	SCARE	Patient sent to A&E via Ambulance within 1 Hr	18	10	21	21	22	20	29	15	24	23	17	24	10
NHS LANARKSHIRE	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	105	117	119	126	101	102	116	146	110	108	129	152	121
NHS LANARKSHIRE	SCARE	Speak to clinician 2 Hrs	23	13	30	17	15	13	19	15	27	22	26	29	37
NHS LANARKSHIRE	SCARE	Speak to clinician within 4 Hrs	49	49	41	36	48	40	58	50	50	51	48	52	49
NHS LANARKSHIRE	SLFC_NPA	Contact Breathing Space								1		1	1		
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	1	1			1							1	1
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	122	115	118	133	124	192	174	110	118	139	126	114	120
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	4		1	1	1	1	2	1			3	2	1
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	3	7	5	5	10	8	9	4	4	18	5	7	5
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1	2	2	1	3	4	2	4	3		2	2	
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Self Care	2	1		1	5	4	3	2	1			3	3
NHS LANARKSHIRE	SLFC_NPA	Distress Brief Intervention	3	13	11	8	14	13	12	10	15	12	11	6	7
NHS LANARKSHIRE	SLFC_NPA	For Information Only	72	72	73	75	72	94	71	56	54	70	68	74	62
NHS LANARKSHIRE	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	3					1	2		1		1		
NHS LANARKSHIRE	SLFC_NPA	Patient given self care advice - For Information Only	163	174	152	167	154	238	219	172	190	152	165	148	153
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Dentist - For Information Only		2	1	1					1	1			2
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only									1	1			1
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Midwife - For Information Only	2	4	3	6	2	2	7	3	5	3	2	6	6

Table 3

Health Board	Care Group	Endpoint	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	02/02/2025	09/02/2025	16/02/2025
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Optician - For Information Only	3	2	5	5	4	1	3	3	5	4	2	2	2
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	25	31	20	24	26	42	62	26	27	26	28	16	24
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Police - For Information Only	6	7	5	5	4	4	10	6	7	5	7	4	4
NHS LANARKSHIRE	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	15	18	8	17	4	15	8	4	9	11	7	8	12
NHS LANARKSHIRE	Not assigned	Not assigned						1		1					
NHS Lothian	PCARE	CPN (Dr) to phone patient within 1 Hr	18	20	16	19	20	22	23	18	24	23	21	23	12
NHS Lothian	PCARE	CPN (Dr) to phone patient within 2 Hrs	34	34	46	28	36	35	50	28	47	49	37	37	28
NHS Lothian	PCARE	DN (Dr) phone patient within 1 Hr	8	8	3	6	1	5	8	3	1	6	4	6	5
NHS Lothian	PCARE	DN (Dr) phone patient within 2 Hrs	7	16	10	11	11	16	19	13	9	8	14	7	16
NHS Lothian	PCARE	DN (Dr) phone patient within 4 Hrs	31	32	31	34	24	49	46	41	38	49	37	33	42
NHS Lothian	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	8	3	3	2	8	6	12	11	6	10	5	5	2
NHS Lothian	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1		2		4	4	1	1	1	2			
NHS Lothian	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	2	3	4	3	5		5	3	3	3	4	5	1
NHS Lothian	PCARE	Home Visit within 1 Hr	31	32	30	26	25	41	41	42	35	37	26	20	27
NHS Lothian	PCARE	Home Visit within 2 Hrs	86	69	67	65	85	139	112	77	85	74	85	82	56
NHS Lothian	PCARE	Home Visit within 4 Hrs	102	95	87	109	88	181	189	112	98	101	76	90	89
NHS Lothian	PCARE	PCEC within 1 Hr	125	145	133	136	136	137	161	109	112	122	139	118	109
NHS Lothian	PCARE	PCEC within 2 Hrs	316	323	335	304	299	417	392	295	258	317	321	331	284
NHS Lothian	PCARE	PCEC within 4 Hrs	770	786	790	845	918	1,382	1,470	844	806	874	838	770	799
NHS Lothian	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	161	191	205	175	249	183	178	191	189	186	171	183	204
NHS Lothian	PCARE	Pt advised to contact practice - For Information Only	16	18	16	28	17	16	27	24	20	14	22	16	17
NHS Lothian	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	14	15	16	18	15	12	14	19	19	19	14	12	11
NHS Lothian	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	74	86	82	84	95	86	116	76	101	95	94	98	74
NHS Lothian	PCARE	Speak to clinician within 1 Hr	36	45	32	32	27	42	45	44	32	31	32	41	40
NHS Lothian	PCARE	Speak to clinician within 2 Hrs	54	37	53	47	60	76	80	59	71	65	52	65	41
NHS Lothian	PCARE	Speak to clinician within 4 Hrs	117	99	116	112	117	211	195	116	119	136	132	117	100
NHS Lothian	PCARE	Transport to PCEC within 2 Hrs			2	1	2	1	1	2	1	1	1		1
NHS Lothian	PCARE	Transport to PCEC within 4 hrs	3	1	2	1	3	2	5	3	1	6		2	1
NHS Lothian	PCARE	Triage refused therefore Dr requested to phone patient		1										1	
NHS Lothian	SCARE	999 contacted - For Information Only						1							
NHS Lothian	SCARE	999 contacted - For information only	372	332	297	349	335	382	330	258	262	326	298	248	282
NHS Lothian	SCARE	Patient advised to go to A&E	373	397	390	389	372	389	471	372	402	404	402	399	385
NHS Lothian	SCARE	Patient advised to go to A&E	3	1	2	1	2	3	4	3	1	1	2	5	2
NHS Lothian	SCARE	Patient sent to A&E via Ambulance within 1 Hr	28	17	34	14	22	32	31	26	11	31	25	21	18
NHS Lothian	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only			1										
NHS Lothian	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only	1		1										
NHS Lothian	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	342	367	328	340	345	296	421	408	409	416	423	427	349

Table 3

Health Board	Care Group	Endpoint	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	02/02/2025	09/02/2025	16/02/2025
NHS Lothian	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	1					1	1					1	
NHS Lothian	SCARE	Speak to clinician 2 Hrs	53	56	45	45	48	33	44	68	66	54	67	62	53
NHS Lothian	SCARE	Speak to clinician within 4 Hrs	107	128	116	83	92	103	122	112	133	112	128	135	104
NHS Lothian	SLFC_NPA	Contact Breathing Space							1			1			
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour		2	2	2		2	2	1	1	1	4	4	
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	177	167	183	191	195	302	285	213	208	227	199	211	195
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	6	1		2	1	2	5	6	7	2	6	6	3
NHS Lothian	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	10	7	5	4	15	25	16	7	11	19	16	20	15
NHS Lothian	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	4	1	1	2	8	3	3	5	3	7	5	2	1
NHS Lothian	SLFC_NPA	Dental Nurse - Self Care	5	3	5	2	6	9	11	3	2	4	5	5	4
NHS Lothian	SLFC_NPA	Distress Brief Intervention	14	15	16	15	24	14	19	18	16	11	22	25	22
NHS Lothian	SLFC_NPA	For Information Only	98	89	121	102	102	110	103	99	119	131	116	99	93
NHS Lothian	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	1	2	1		1		1	1			1	2	
NHS Lothian	SLFC_NPA	Patient given self care advice - For Information Only	275	297	286	308	295	319	388	278	320	337	341	343	310
NHS Lothian	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1		3				3	2	2	8	1	1	3
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	10	8	9	8	14	18	14	12	15	12	16	10	14
NHS Lothian	SLFC_NPA	Pt advised to contact Optician - For Information Only	14	17	10	12	9	12	11	12	14	18	13	11	10
NHS Lothian	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only	2										2		
NHS Lothian	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	54	42	63	41	55	66	103	52	60	48	58	46	57
NHS Lothian	SLFC_NPA	Pt advised to contact Police - For Information Only	9	12	10	5	8	11	9	21	12	10	10	4	10
NHS Lothian	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information	1	1											1
NHS Lothian	SLFC_NPA	Pt advised to contact appropriate service - For Info Only	1					2		1				2	1
NHS Lothian	SLFC_NPA	Pt given TOXBASE advice - For Information Only											1		
NHS Lothian	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	18	18	17	13	14	12	17	18	12	13	11	11	23
NHS Lothian	Not assigned	Not assigned	1					1	1			1		1	
NHS Orkney	PCARE	CPN (Dr) to phone patient within 1 Hr		1				1	2						
NHS Orkney	PCARE	CPN (Dr) to phone patient within 2 Hrs											3		
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
NHS Orkney	PCARE	DN (Dr) phone patient within 4 Hrs		2	1	3	1	1		2	1	1		1	2
NHS Orkney	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)							1						1
NHS Orkney	PCARE	Home Visit within 1 Hr		1		1	2	2	2	2	2	1	1	2	2
NHS Orkney	PCARE	Home Visit within 2 Hrs	2	2	1		1	3	11	2		3	5	1	1
NHS Orkney	PCARE	Home Visit within 4 Hrs	2	2	1	2	2	2	6	3	2	2	5	1	4
NHS Orkney	PCARE	PCEC within 1 Hr		1		1		4	3	2		1	1	1	
NHS Orkney	PCARE	PCEC within 2 Hrs	3	2		1	3	5	3	4	10	3	6	4	3
NHS Orkney	PCARE	PCEC within 4 Hrs	9	9	7	4	16	14	21	11	7	5	9	9	5

Table 3

Health Board	Care Group	Endpoint	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	02/02/2025	09/02/2025	16/02/2025
NHS Orkney	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only		1			1		2	1	4	1		1	1
NHS Orkney	PCARE	Pt advised to contact practice - For Information Only			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	1				1		3	2	1	1	1
NHS Orkney	PCARE	Speak to clinician within 1 Hr	1						1	1			1	1	
NHS Orkney	PCARE	Speak to clinician within 2 Hrs	1		1				2		1	1	3	1	1
NHS Orkney	PCARE	Speak to clinician within 4 Hrs	1	3			1	4	6	2	1	2	2	2	
NHS Orkney	PCARE	Transport to PCEC within 4 hrs	1												
NHS Orkney	SCARE	999 contacted - For information only	2	1	4		2	4	7	3	3	2	6	2	2
NHS Orkney	SCARE	Patient advised to go to A&E	4	4	2	3	1	4	6	4	2	3	7	4	4
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	2	1	4	1	1	1	1	3	3	2
NHS Orkney	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub			1			1						1	
NHS Orkney	SCARE	Speak to clinician 2 Hrs							1						
NHS Orkney	SCARE	Speak to clinician within 4 Hrs	1	2			1		1					1	1
NHS Orkney	SLFC_NPA	Distress Brief Intervention								1		2			
NHS Orkney	SLFC_NPA	For Information Only	1		1		1		1	3		1	1	2	1
NHS Orkney	SLFC_NPA	Hub to arrange appointment within 24 hours	6	1	3	1	5	4	2	2	2	2	2	3	3
NHS Orkney	SLFC_NPA	Hub to arrange contact with Clinician within 1 hour										1	1	1	
NHS Orkney	SLFC_NPA	Patient advised to contact registered GDP - Info Only		1	1	1				1	1				2
NHS Orkney	SLFC_NPA	Patient given self care advice - For Information Only	2	4	4	10	4	3	7	7	3	5	3	3	3
NHS Orkney	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only			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	
NHS Shetland	PCARE	CPN (Dr) to phone patient within 2 Hrs			1		1				1	1	1		1
NHS Shetland	PCARE	DN (Dr) phone patient within 1 Hr	2		1									1	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	2	2			3	2	1		2	1		
NHS Shetland	PCARE	Home Visit within 1 Hr	1	2	1	1		1	1		2	2		2	
NHS Shetland	PCARE	Home Visit within 2 Hrs	1	2	1	3	1	1	2	2	2	2	1	1	5
NHS Shetland	PCARE	Home Visit within 4 Hrs	1	4	2	1	2	4	3	2	2	4	1	3	2
NHS Shetland	PCARE	PCEC within 1 Hr	1	1	1	1		1	2	2	1		1	1	
NHS Shetland	PCARE	PCEC within 2 Hrs	2	2	4	1	2	6	10	4	5	3	7	5	1
NHS Shetland	PCARE	PCEC within 4 Hrs	10	5	5	5	8	19	19	10	12	4	10	9	6
NHS Shetland	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only		1	1	2			1		2	3	2	1	
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					

Table 3

Health Board	Care Group	Endpoint	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	02/02/2025	09/02/2025	16/02/2025
NHS Shetland	PCARE	Pt advised to contact practice within 36 Hrs - Info Only					1		1	1		2	1		
NHS Shetland	PCARE	Speak to clinician within 1 Hr	1		3	1				1	1		1	1	1
NHS Shetland	PCARE	Speak to clinician within 2 Hrs		1	1	1					1				1
NHS Shetland	PCARE	Speak to clinician within 4 Hrs	2	2	1	1	1		1				1	2	1
NHS Shetland	SCARE	999 contacted - For information only	5	4	4	2	6	3	6	1	3	7	5	2	3
NHS Shetland	SCARE	Patient advised to go to A&E	5	1	3		4	2	2	5	3	3	5	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			2			2	2	2	1	1			1
NHS Shetland	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub					1	1						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	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	3	3	1	3	5	6	3	4	1	1	3		1
NHS Shetland	SLFC_NPA	Patient advised to contact registered GDP - Info Only			2			1			1				
NHS Shetland	SLFC_NPA	Patient given self care advice - For Information Only	1	4	1	4	1	6	2	3	1	5	2		3
NHS Shetland	SLFC_NPA	Pt advised to contact Optician - For Information Only											1		
NHS Shetland	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	1	1				1	1						
NHS TAYSIDE	PCARE	CPN (Dr) to phone patient within 1 Hr	12	16	13	12	11	17	14	14	12	12	16	10	10
NHS TAYSIDE	PCARE	CPN (Dr) to phone patient within 2 Hrs	17	25	23	16	14	23	21	20	20	26	21	19	21
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 1 Hr	9	3	6	2	5	2	7	5	4	5	2	8	3
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 2 Hrs	7	13	15	9	11	20	8	16	18	17	13	7	5
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 4 Hrs	34	37	42	35	46	53	41	39	47	44	36	37	40
NHS TAYSIDE	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	1	1	4	3		2	1	1	2		1	2	3
NHS TAYSIDE	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	2		1	1				2	1	2		1	1
NHS TAYSIDE	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)		1	1	2	2	5		3		3	2	1	2
NHS TAYSIDE	PCARE	Home Visit within 1 Hr	7	13	5	14	7	30	15	14	10	22	14	17	8
NHS TAYSIDE	PCARE	Home Visit within 12 Hrs		1											
NHS TAYSIDE	PCARE	Home Visit within 2 Hrs	33	32	43	40	35	51	52	47	40	29	43	30	40
NHS TAYSIDE	PCARE	Home Visit within 4 Hrs	63	63	46	40	56	100	107	46	57	36	47	43	35
NHS TAYSIDE	PCARE	PCEC within 1 Hr	81	104	96	94	107	114	102	61	74	70	75	80	69
NHS TAYSIDE	PCARE	PCEC within 2 Hrs	126	145	156	197	188	258	204	147	132	151	159	143	144
NHS TAYSIDE	PCARE	PCEC within 4 Hrs	337	349	335	368	438	740	729	385	357	333	338	360	355
NHS TAYSIDE	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	44	63	52	47	77	70	59	47	55	62	58	68	70
NHS TAYSIDE	PCARE	Pt advised to contact practice - For Information Only	8	7	10	7	5	13	7	4	6	5	12	5	7
NHS TAYSIDE	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	6	4	11	7	5	2	1	11	5	8	7	5	11
NHS TAYSIDE	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	30	24	31	28	39	40	44	31	33	30	37	35	39

Table 3

Health Board	Care Group	Endpoint	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	02/02/2025	09/02/2025	16/02/2025
NHS TAYSIDE	PCARE	Speak to clinician within 1 Hr	14	16	8	22	9	12	24	22	16	21	11	23	16
NHS TAYSIDE	PCARE	Speak to clinician within 2 Hrs	25	24	36	22	29	27	36	22	23	19	34	20	25
NHS TAYSIDE	PCARE	Speak to clinician within 4 Hrs	54	47	45	54	54	97	104	51	56	51	41	54	63
NHS TAYSIDE	PCARE	Transport to PCEC within 1 Hr				1									
NHS TAYSIDE	PCARE	Transport to PCEC within 2 Hrs					1		1		2		2		
NHS TAYSIDE	PCARE	Transport to PCEC within 4 hrs			1		1	1	3				1	1	1
NHS TAYSIDE	SCARE	999 contacted - For Information Only			1										
NHS TAYSIDE	SCARE	999 contacted - For information only	188	160	174	178	214	237	228	147	139	150	156	134	150
NHS TAYSIDE	SCARE	Patient advised to go to A&E	76	65	93	74	74	98	108	94	84	80	98	92	92
NHS TAYSIDE	SCARE	Patient advised to go to A&E	2		3		1	2	2		2	1	2	1	2
NHS TAYSIDE	SCARE	Patient sent to A&E via Ambulance within 1 Hr	4	7	7	16	8	15	14	8	6	6	16	5	9
NHS TAYSIDE	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only						1							
NHS TAYSIDE	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	91	94	90	81	82	93	100	81	90	111	117	117	86
NHS TAYSIDE	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub		1	1					1				2	
NHS TAYSIDE	SCARE	Speak to clinician 2 Hrs	20	18	25	17	15	17	24	25	30	13	17	19	21
NHS TAYSIDE	SCARE	Speak to clinician within 4 Hrs	39	39	31	27	41	42	51	32	32	36	44	26	32
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	1	1		1		1			1	1	1	2	2
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	108	103	89	127	113	188	196	95	98	100	87	90	109
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1	2	1		1	5	1	2	3		1		1
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Not Triage/Assessed	3	4	6	8	14	18	12	3	6	12	5	9	5
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	3	4	1	1	4	6	2	2	3		1	3	2
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Self Care	1	2	5		1	3	4	6		2		2	8
NHS TAYSIDE	SLFC_NPA	Distress Brief Intervention	8	7	11	6	8	8	6	6	8	5	4	7	15
NHS TAYSIDE	SLFC_NPA	For Information Only	46	45	22	31	40	41	54	45	52	38	43	35	41
NHS TAYSIDE	SLFC_NPA	Patient advised to contact CPN Team - For Info Only		1		2					3	1	2		1
NHS TAYSIDE	SLFC_NPA	Patient given self care advice - For Information Only	131	127	108	138	136	181	180	176	138	128	142	139	129
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Dentist - For Information Only		1				1				1		2	
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		4	2	2	3	3	2	3	1	1	2	2	1
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Optician - For Information Only	11	7	4	3	5	7	3	5	4	6	8	5	1
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	11	23	18	15	15	25	39	18	17	20	27	14	18
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Police - For Information Only	2	7	2	2	6	2	1	5	1	1	3	6	3
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	4	2	1	5	4	5	3	10	5	5	3	5
NHS TAYSIDE	Not assigned	Not assigned	1					1			1				
NHS Western Isles	PCARE	CPN (Dr) to phone patient within 1 Hr	1									1			2

Table 3

[illegible]

Table 3

Health Board	Care Group	Endpoint	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	02/02/2025	09/02/2025	16/02/2025
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									
Not assigned	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours			1										
Not assigned	SLFC_NPA	Triage Refused/Not Assessed			1						1				
Not assigned	Not assigned	Not assigned	11	7	7	20	14	24	22	14	17	9	15	13	21

Table 4

Care Group	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	02/02/2025	09/02/2025	16/02/2025
PCARE	11,575	11,710	11,610	11,720	13,268	18,647	18,772	11,635	11,472	11,995	11,853	11,641	11,221
SCARE	6,695	6,578	6,582	6,395	6,536	6,971	7,566	6,320	6,519	6,856	7,018	6,851	6,435
SLFC_NPA	4,155	4,077	4,022	4,052	4,348	5,681	5,861	4,307	4,337	4,534	4,445	4,284	4,318
Not assigned	14	7	7	20	17	31	24	15	23	10	16	15	21
Total	22,439	22,372	22,221	22,187	24,169	31,330	32,223	22,277	22,351	23,395	23,332	22,791	21,995

Care Group	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	02/02/2025	09/02/2025	16/02/2025
PCARE	51.58%	52.34%	52.25%	52.82%	54.90%	59.52%	58.26%	52.23%	51.33%	51.27%	50.80%	51.08%	51.02%
SCARE	29.84%	29.40%	29.62%	28.82%	27.04%	22.25%	23.48%	28.37%	29.17%	29.31%	30.08%	30.06%	29.26%
SLFC_NPA	18.52%	18.22%	18.10%	18.26%	17.99%	18.13%	18.19%	19.33%	19.40%	19.38%	19.05%	18.80%	19.63%
Not assigned	0.06%	0.03%	0.03%	0.09%	0.07%	0.10%	0.07%	0.07%	0.10%	0.04%	0.07%	0.07%	0.10%

Table 5

Calendar day	20/01/2025	21/01/2025	22/01/2025	23/01/2025	24/01/2025	25/01/2025	26/01/2025	27/01/2025	28/01/2025	29/01/2025	30/01/2025	31/01/2025	01/02/2025	02/02/2025	03/02/2025	04/02/2025	05/02/2025	06/02/2025	07/02/2025	08/02/2025	09/02/2025	10/02/2025	11/02/2025	12/02/2025	13/02/2025	14/02/2025	15/02/2025	16/02/2025
Overall Call Volume	472	401	366	361	389	468	417	401	386	440	344	351	471	512	392	367	417	411	376	508	434	390	383	382	338	344	473	485
Overall Calls Connected	344	318	341	324	306	380	375	360	302	323	289	299	417	411	287	322	287	290	290	382	385	273	285	274	257	294	402	390
Median Time to Answer	00:02:23	00:00:09	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:10	00:00:09	00:00:08	00:00:06	00:00:06	00:00:10	00:01:19	00:00:08	00:03:17	00:00:06	00:00:06	00:01:26	00:00:08	00:01:23	00:00:37	00:00:10	00:00:06	00:00:08	00:00:06	00:00:06
90th Percentile Time to Answer	00:15:58	00:09:46	00:04:02	00:05:37	00:12:23	00:07:53	00:09:06	00:04:02	00:13:21	00:16:11	00:13:44	00:08:08	00:08:08	00:14:45	00:20:41	00:11:24	00:22:12	00:26:52	00:10:56	00:14:50	00:14:42	00:17:17	00:18:17	00:18:31	00:15:07	00:06:28	00:07:59	00:12:52

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

Table 6

Week Ending Date	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	02/02/2025	09/02/2025	16/02/2025
Overall Call Volume	2,908	3,158	3,066	2,797	2,976	3,244	3,500	2,759	3,090	2,874	2,905	2,905	2,795
Overall Calls Connected	2,295	2,178	2,316	2,260	2,461	2,623	2,655	2,194	2,317	2,388	2,381	2,203	2,175
Median Time to Answer	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	00:00:06	00:00:09	00:00:06
90th Percentile Time to Answer	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	00:11:11	00:16:54	00:14:31

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

Graphs

