

**Unscheduled Care Operational Statistics****Official Statistics in Development****Weekly Statistics**

Please read all accompanying notes and definitions before interpreting the data.

**Contents:**

**Definitions** Definitions Information

**Table 1** Daily Data - breakdown of some key KPI measures focussing primarily on accessing service (previous 4 weeks)

**Table 2** Weekly Data - breakdown of some key KPI measures focussing primarily on accessing service (previous 13 weeks)

**Table 3** Weekly split of endpoints, grouped by Primary Care, Secondary Care and Self Care/No Partner Action - broken down by Health Board (13 weeks)

**Table 4** Weekly endpoint data grouped by Primary Care, Secondary Care and Self Care/No Partner Action (13 weeks)

**Table 5** Daily Data - breakdown of some Mental Health Hub key KPI measures focussing primarily on accessing service (previous 4 weeks)

**Table 6** Weekly Data - breakdown of some Mental Health Hub key KPI measures focussing primarily on accessing service (previous 13 weeks)

**Graphs** Trend data provided in visualisations

**Source:**

Publication only contains information from the SAP Hana Data Warehouse.

This publication includes data for week ending: 15/12/2024 to 09/03/2025

**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	Definition	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	10/02/2025	11/02/2025	12/02/2025	13/02/2025	14/02/2025	15/02/2025	16/02/2025	17/02/2025	18/02/2025	19/02/2025	20/02/2025	21/02/2025	22/02/2025	23/02/2025	24/02/2025	25/02/2025	26/02/2025	27/02/2025	28/02/2025	01/03/2025	02/03/2025	03/03/2025	04/03/2025	05/03/2025	06/03/2025	07/03/2025	08/03/2025	09/03/2025
Overall Call Volume	3,282	3,132	2,973	2,786	2,963	7,010	6,854	3,412	3,127	3,073	3,223	3,283	7,638	7,232	3,347	3,179	2,962	2,957	3,160	7,270	6,962	3,280	2,972	3,084	3,113	3,331	7,526	7,096
Overall Calls Connected	2,723	2,539	2,345	2,102	2,176	5,832	5,981	2,768	2,576	2,444	2,316	2,377	6,117	5,876	2,582	2,503	2,194	2,285	2,442	6,189	6,192	2,661	2,532	2,448	2,293	2,415	6,209	6,235
Caller Disconnected	0.35%	0.22%	0.47%	0.60%	0.93%	0.19%	0.15%	0.26%	0.23%	0.39%	1.12%	1.71%	0.35%	0.34%	0.42%	0.42%	1.10%	0.61%	1.03%	0.21%	0.02%	0.14%	0.10%	0.28%	0.61%	1.54%	0.20%	0.10%
Overall Avg Patient Journey Time	00:36:26	00:36:37	00:43:37	00:43:48	00:48:46	00:44:23	00:37:42	00:39:11	00:42:32	00:42:06	00:46:06	00:55:34	00:51:50	00:42:23	00:48:42	00:40:46	00:50:22	00:45:28	00:42:37	00:35:35	00:32:18	00:40:45	00:38:14	00:41:25	00:40:44	00:45:41	00:38:05	00:34:24
Triaged at First Contact %	97.92%	98.20%	97.87%	98.87%	98.91%	89.69%	92.23%	97.29%	99.44%	98.38%	98.88%	93.13%	91.59%	94.29%	98.48%	99.29%	99.54%	98.65%	96.78%	92.16%	94.61%	98.12%	99.32%	99.42%	99.02%	98.40%	91.70%	93.34%
Median Time to Answer	00:13:54	00:09:16	00:20:49	00:24:57	00:21:27	00:17:17	00:13:56	00:13:31	00:10:41	00:12:20	00:18:57	00:32:35	00:21:47	00:23:34	00:24:03	00:22:19	00:31:09	00:17:29	00:21:42	00:04:56	00:04:33	00:17:06	00:11:24	00:15:49	00:19:27	00:26:43	00:15:36	00:10:45
90th Percentile Time to Answer	00:33:53	00:50:30	01:00:21	00:52:55	01:31:50	00:35:39	00:32:13	00:44:08	00:58:12	01:09:16	01:41:55	01:42:39	00:44:07	00:39:33	01:34:40	00:54:22	01:24:02	01:01:42	01:07:23	00:25:53	00:18:04	00:54:41	00:35:28	00:56:20	00:51:30	00:35:30	00:27:37	

**Table 2**

Week Endng Date	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	23/02/2025	02/03/2025	09/03/2025
<b>Overall Call Volume</b>	33,859	37,811	46,553	44,874	29,353	29,287	30,135	30,215	29,764	29,000	30,988	29,827	30,402
<b>Overall Calls Connected</b>	24,377	26,481	33,803	34,397	24,011	24,041	25,394	25,304	24,575	23,598	24,374	24,387	24,793
<b>Caller Discontinued</b>	1.34%	1.43%	1.10%	0.67%	0.42%	0.22%	0.22%	0.25%	0.37%	0.35%	0.55%	0.40%	0.36%
<b>Overall Avg Patient Journey Time</b>	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	00:46:08	00:40:02	00:38:58
<b>Triaged at First Contact %</b>	95.47%	94.65%	93.17%	93.75%	95.32%	94.75%	94.41%	95.00%	94.43%	94.49%	95.18%	95.85%	95.41%
<b>Median Time to Answer</b>	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	00:20:30	00:08:23	00:14:54
<b>90th Percentile Time to Answer</b>	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	00:54:34	00:53:35	00:41:22

Table 3

Health Board	Care Group	Endpoint	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	23/02/2025	02/03/2025	09/03/2025	
NHS Ayrshire & Arran	PCARE	CPN (Dr) to phone patient within 1 Hr	4	8	12	16	13	13	7	7	11	6	8	14	6	
NHS Ayrshire & Arran	PCARE	CPN (Dr) to phone patient within 2 Hrs		15	19	20	32	18	27	16	15	13	14	22	21	11
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 1 Hr				1		3	1			2	1	2		1
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 2 Hrs	1	3	1	3	5	2	6	3		4	3		2	
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 4 Hrs	6	4	3	6	1	7	5	2	1	6	3	2	8	
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	4	1	6	3	5	1	2	5	5	1	4	2	4	
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)			1	1		1	1				1	1	1	
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)		2	1				1		1			5	1	
NHS Ayrshire & Arran	PCARE	Home Visit within 1 Hr	9	10	18	19	9	10	9	10	13	7	9	8	13	
NHS Ayrshire & Arran	PCARE	Home Visit within 2 Hrs	36	36	43	60	27	42	37	39	30	28	29	32	24	
NHS Ayrshire & Arran	PCARE	Home Visit within 4 Hrs	45	59	57	116	58	63	47	37	38	46	47	38	42	
NHS Ayrshire & Arran	PCARE	PCEC within 1 Hr	67	60	74	79	46	53	59	47	54	44	37	46	48	
NHS Ayrshire & Arran	PCARE	PCEC within 12 Hrs				1										
NHS Ayrshire & Arran	PCARE	PCEC within 2 Hrs	143	145	183	177	136	120	142	129	132	135	147	134	134	
NHS Ayrshire & Arran	PCARE	PCEC within 4 Hrs	342	421	653	595	299	283	306	273	303	346	325	334	324	
NHS Ayrshire & Arran	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	53	55	54	62	57	29	54	60	50	56	61	42	60	
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice - For Information Only	5	9	6	10	10	2	6	10	4	4	12	7	12	
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	5	12	2	7	7	7	6	12	7	5	6	9	6	
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	25	32	39	47	28	29	25	26	33	32	29	42	33	
NHS Ayrshire & Arran	PCARE	Speak to clinician within 1 Hr	12	14	14	32	17	20	19	16	9	10	15	14	15	
NHS Ayrshire & Arran	PCARE	Speak to clinician within 2 Hrs	29	23	22	37	21	18	27	19	25	22	16	27	25	
NHS Ayrshire & Arran	PCARE	Speak to clinician within 4 Hrs	56	50	66	99	58	41	49	38	40	55	59	44	54	
NHS Ayrshire & Arran	SCARE	999 contacted - For information only	159	203	177	175	128	136	140	140	136	136	133	119	139	
NHS Ayrshire & Arran	SCARE	Patient advised to go to A&E	128	135	123	164	124	148	123	143	122	150	115	137	132	
NHS Ayrshire & Arran	SCARE	Patient advised to go to A&E	1	1	2	3	3			1		1			2	
NHS Ayrshire & Arran	SCARE	Patient sent to A&E via Ambulance within 1 Hr	10	10	12	10	11	8	23	12	16	10	12	12	13	
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	80	79	71	89	83	84	92	87	101	89	106	88	102	
NHS Ayrshire & Arran	SCARE	Speak to clinician 2 Hrs	12	14	9	19	13	21	13	24	22	15	15	13	19	
NHS Ayrshire & Arran	SCARE	Speak to clinician within 4 Hrs	35	34	34	43	34	31	41	38	35	37	37	38	32	
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	2			
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	76	83	144	140	82	84	84	70	91	76	67	98	79	
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour			3	1	1	1			3	2	1			
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Pharmacist					1									
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	1	9	7	6	4	3	5	8	5	2	4	6	2	
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	2		1	2	1		1			2	1	1	2	

Table 3

Health Board	Care Group	Endpoint	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	23/02/2025	02/03/2025	09/03/2025
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Self Care	1	1	2		4	1	2	1	2	1	1	3	4
NHS Ayrshire & Arran	SLFC_NPA	Distress Brief Intervention	5	14	3	14	9	7	8	8	7	6	7	8	10
NHS Ayrshire & Arran	SLFC_NPA	For Information Only	43	45	37	65	39	37	45	38	39	32	35	46	40
NHS Ayrshire & Arran	SLFC_NPA	Patient advised to contact CPN Team - For Info Only		1		1	1	3	4						1
NHS Ayrshire & Arran	SLFC_NPA	Patient given self care advice - For Information Only	94	117	139	128	120	105	97	119	129	123	101	99	105
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1	1	1					2		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	4	2	2	3	5		2	2	2	3	2	2	3
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Optician - For Information Only		1	5	3	1		3	3	1	1	4	3	2
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only						1				1			1
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	20	26	23	36	18	15	26	14	13	10	15	11	14
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Police - For Information Only	7	3	7		3	8	5	5	5	4	3	2	3
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	9	4	6	8	5	6	11	2	6	9	9	7	6
NHS Ayrshire & Arran	SLFC_NPA	Untriaged call - OOH Service clinician to phone patient				1		1							
NHS Ayrshire & Arran	Not assigned	Not assigned			1			1					1	1	
NHS Borders	PCARE	CPN (Dr) to phone patient within 1 Hr	2	4	2	6	1	1	2	4	1	2	1	6	2
NHS Borders	PCARE	CPN (Dr) to phone patient within 2 Hrs	5	3	5	10	9	4	4	4	6	6	4	6	3
NHS Borders	PCARE	DN (Dr) phone patient within 1 Hr		3	7	1		2	3	3		1	1	1	
NHS Borders	PCARE	DN (Dr) phone patient within 2 Hrs	3	1	5	10	3	7	4		4	7	6	5	8
NHS Borders	PCARE	DN (Dr) phone patient within 4 Hrs	7	9	14	21	11	7	17	19	14	12	19	17	14
NHS Borders	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	1	1	2	2	1	1		3	1				2
NHS Borders	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)			2							1			1
NHS Borders	PCARE	Home Visit within 1 Hr	2	3	2	7	9	2	2	6	2		1	1	1
NHS Borders	PCARE	Home Visit within 2 Hrs	9	5	17	19	8	13	13	15	5	9	11	9	11
NHS Borders	PCARE	Home Visit within 4 Hrs	15	16	34	27	14	27	14	12	18	13	15	13	14
NHS Borders	PCARE	PCEC within 1 Hr	7	12	27	12	15	14	13	18	17	10	6	15	12
NHS Borders	PCARE	PCEC within 2 Hrs	17	37	37	57	25	16	28	25	34	29	30	23	24
NHS Borders	PCARE	PCEC within 4 Hrs	51	64	139	144	66	65	70	77	58	52	60	58	51
NHS Borders	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	21	15	19	21	13	15	17	22	19	17	20	20	17
NHS Borders	PCARE	Pt advised to contact practice - For Information Only				3	1		1	3	3	6	1		1
NHS Borders	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	1	2	2			1	1	1	1	1	1	4	3
NHS Borders	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	8	3	7	12	7	5	5	7	8	6	9	5	14
NHS Borders	PCARE	Speak to clinician within 1 Hr	4	6	6	8	6	3	8	4	8	5	4	3	5
NHS Borders	PCARE	Speak to clinician within 2 Hrs	4	6	14	9	3	10	6	8	7	5	7	3	10
NHS Borders	PCARE	Speak to clinician within 4 Hrs	6	13	10	30	15	9	11	11	9	9	12	8	11
NHS Borders	SCARE	999 contacted - For information only	39	43	39	44	40	35	40	57	40	46	40	34	44
NHS Borders	SCARE	Patient advised to go to A&E	30	39	34	40	40	42	39	41	34	37	43	36	44

Table 3

Health Board	Care Group	Endpoint	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	23/02/2025	02/03/2025	09/03/2025
NHS Borders	SCARE	Patient advised to go to A&E	1		1				1			1	2		
NHS Borders	SCARE	Patient sent to A&E via Ambulance within 1 Hr	3	3	2	5	3	4	2	8	3	7	5		6
NHS Borders	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	42	27	30	34	35	31	42	48	39	48	46	51	51
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	1	4	3	5	9	12	9	10	15	13	9	8	19
NHS Borders	SCARE	Speak to clinician within 4 Hrs	9	9	6	11	14	18	11	11	13	9	15	15	9
NHS Borders	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	17	22	30	26	26	20	26	19	25	22	24	21	15
NHS Borders	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour							1						
NHS Borders	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	2	2	4	4		2	2	3	2	2	4		
NHS Borders	SLFC_NPA	Dental Nurse - Self Care			1				1	2			1	1	
NHS Borders	SLFC_NPA	Distress Brief Intervention	1	2	2	3	2	4		3	3	1	3	1	3
NHS Borders	SLFC_NPA	For Information Only	8	10	9	9	10	12	6	8	4	10	9	13	19
NHS Borders	SLFC_NPA	Patient given self care advice - For Information Only	33	32	34	35	37	35	49	27	40	35	36	42	29
NHS Borders	SLFC_NPA	Pt advised to contact Dentist - For Information Only							1		1		1		
NHS Borders	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only			1										
NHS Borders	SLFC_NPA	Pt advised to contact Midwife - For Information Only			1	1	2	2	1		1				1
NHS Borders	SLFC_NPA	Pt advised to contact Optician - For Information Only	2		3	1	1	2		1	2			2	1
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	3	4	6	11	2	3	3	5	2	1		2	5
NHS Borders	SLFC_NPA	Pt advised to contact Police - For Information Only	1	1	2	2	3	1	1				1		1
NHS Borders	SLFC_NPA	Triage refused - Pt terminated call - For Information Only		3	1	3	1		1	2	1	1		1	1
NHS Dumfries & Gallo	PCARE	CPN (Dr) to phone patient within 1 Hr	2	2	1	2	1	2	3	3	1			4	
NHS Dumfries & Gallo	PCARE	CPN (Dr) to phone patient within 2 Hrs	5	5	7	6	7	7	4	4	9	7	11	8	8
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 1 Hr	1	3		3	3	1	2		3	2	2	4	1
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 2 Hrs	5	6	8	12	5	10	9	14	5	3	9	9	7
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 4 Hrs	14	8	27	25	24	28	15	24	21	18	18	14	9
NHS Dumfries & Gallo	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)			1	1				2		2	1	2	
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	2	1			1					
NHS Dumfries & Gallo	PCARE	Home Visit within 1 Hr	4	2	11	2	4	2		2	3	4	3	4	2
NHS Dumfries & Gallo	PCARE	Home Visit within 2 Hrs	8	11	15	26	15	11	11	7	11	11	12	10	11
NHS Dumfries & Gallo	PCARE	Home Visit within 4 Hrs	15	15	29	25	11	12	16	15	16	12	7	15	22
NHS Dumfries & Gallo	PCARE	PCEC within 1 Hr	10	18	23	22	13	9	19	12	13	8	15	13	16
NHS Dumfries & Gallo	PCARE	PCEC within 2 Hrs	36	27	69	47	32	42	39	34	37	33	40	28	33
NHS Dumfries & Gallo	PCARE	PCEC within 4 Hrs	78	97	170	151	91	88	67	79	79	83	92	77	73
NHS Dumfries & Gallo	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	21	15	12	14	7	13	18	17	8	13	12	13	11
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice - For Information Only	2	1		1			3	1	3	1	3	2	2
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice within 12 Hrs - Info Only		2	2	4	4	2	3	5	3	2	2		1

Table 3

Health Board	Care Group	Endpoint	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	23/02/2025	02/03/2025	09/03/2025
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	5	7	4	10	8	8	9	5	8	4	8	11	11
NHS Dumfries & Gallo	PCARE	Speak to clinician within 1 Hr	7	4	3	9	2	3	8	2	6	4	3	6	1
NHS Dumfries & Gallo	PCARE	Speak to clinician within 2 Hrs	4	7	5	12	9	6	7	8	6	5	9	6	11
NHS Dumfries & Gallo	PCARE	Speak to clinician within 4 Hrs	9	9	19	23	18	14	16	10	18	13	19	13	10
NHS Dumfries & Gallo	PCARE	Transport to PCEC within 1 Hr				1									
NHS Dumfries & Gallo	PCARE	Transport to PCEC within 2 Hrs	1								1			1	
NHS Dumfries & Gallo	PCARE	Transport to PCEC within 4 hrs			1	2									2
NHS Dumfries & Gallo	SCARE	999 contacted - For information only	39	54	58	63	46	51	51	38	34	43	40	37	38
NHS Dumfries & Gallo	SCARE	Patient advised to go to A&E	28	28	51	47	39	33	38	35	43	30	39	38	41
NHS Dumfries & Gallo	SCARE	Patient advised to go to A&E			1	1	2	1		1	2		1		
NHS Dumfries & Gallo	SCARE	Patient sent to A&E via Ambulance within 1 Hr	6	1	8	6	4	7	4	7	4	6	5	5	6
NHS Dumfries & Gallo	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	6	13	14	13	15	11	14	11	16	10	14	21	15
NHS Dumfries & Gallo	SCARE	Speak to clinician 2 Hrs			2	3	2	3	5		2	2	6	2	1
NHS Dumfries & Gallo	SCARE	Speak to clinician within 4 Hrs	4	6	9	11	3	6	6	6	7	2	7	12	6
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	37	38	52	53	35	47	36	49	35	28	35	37	33
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour			1		1				2				1
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	1	3	1	1			4		1	1	4	1	3
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1						1			2		1	1
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Self Care	1	3			2	3	1			1			
NHS Dumfries & Gallo	SLFC_NPA	Distress Brief Intervention	1	3		1	2	2			2		3	2	1
NHS Dumfries & Gallo	SLFC_NPA	For Information Only	9	9	12	12	10	9	13	9	9	13	13	13	16
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	23	39	31	42	32	29	30	33	24	22	37	27	24
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Dentist - For Information Only				1			1				1		
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Midwife - For Information Only	1		1	1	1		2			1		1	
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Optician - For Information Only				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	7	3	4	17	3	4	5	7	2	2	5	2	3
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Police - For Information Only	3	1	1	3		2					1		
NHS Dumfries & Gallo	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	1		1	1	3	1				1	1	3	2
NHS Fife	PCARE	CPN (Dr) to phone patient within 1 Hr	15	21	15	20	26	18	22	21	15	10	14	23	12
NHS Fife	PCARE	CPN (Dr) to phone patient within 2 Hrs	26	13	33	32	21	14	15	24	15	20	16	26	20
NHS Fife	PCARE	DN (Dr) phone patient within 1 Hr	3	2	3	3	3	3	1	9	6	4	1	4	3
NHS Fife	PCARE	DN (Dr) phone patient within 2 Hrs	9	7	15	15	9	10	16	20	16	14	17	9	11
NHS Fife	PCARE	DN (Dr) phone patient within 4 Hrs	33	35	52	62	30	41	51	42	42	35	31	40	47
NHS Fife	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	1	1	3	11	3	3	2	1	1	3	1	1	6
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	1		5		2	3	2	5	1	2		1

Table 3

Health Board	Care Group	Endpoint	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	23/02/2025	02/03/2025	09/03/2025
NHS Fife	PCARE	Home Visit within 1 Hr	8	11	20	7	11	7	12	8	12	8	4	10	7
NHS Fife	PCARE	Home Visit within 2 Hrs	35	33	44	62	34	34	37	31	31	32	35	35	24
NHS Fife	PCARE	Home Visit within 4 Hrs	35	51	78	95	58	52	36	59	52	37	41	52	53
NHS Fife	PCARE	PCEC within 1 Hr	65	72	82	81	49	47	46	57	63	51	61	61	55
NHS Fife	PCARE	PCEC within 2 Hrs	166	180	201	183	136	107	110	118	134	131	153	141	143
NHS Fife	PCARE	PCEC within 4 Hrs	327	403	639	571	278	291	326	333	325	331	356	326	336
NHS Fife	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	66	83	69	66	71	55	71	86	88	80	76	60	67
NHS Fife	PCARE	Pt advised to contact practice - For Information Only	2	4	8	10	5	8	6	7	5	3	7	6	7
NHS Fife	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	10	7	10	3	5	6	2	7	8	5	12	6	9
NHS Fife	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	23	24	33	40	36	27	35	40	39	22	43	34	32
NHS Fife	PCARE	Speak to clinician within 1 Hr	16	9	23	23	20	16	17	11	21	17	15	13	16
NHS Fife	PCARE	Speak to clinician within 2 Hrs	18	18	26	38	28	26	24	24	23	16	35	24	23
NHS Fife	PCARE	Speak to clinician within 4 Hrs	43	34	72	97	41	44	47	39	54	50	53	64	43
NHS Fife	SCARE	999 contacted - For information only	179	166	224	169	145	143	158	160	127	132	145	163	150
NHS Fife	SCARE	Patient advised to go to A&E	151	131	169	154	141	132	149	132	156	145	154	120	135
NHS Fife	SCARE	Patient advised to go to A&E			1			3	1		1	1	3	1	2
NHS Fife	SCARE	Patient sent to A&E via Ambulance within 1 Hr	7	15	16	17	10	9	13	10	9	11	6	16	8
NHS Fife	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only			1	1									
NHS Fife	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	109	84	76	116	95	115	83	101	89	109	103	98	97
NHS Fife	SCARE	Speak to clinician 2 Hrs	14	16	20	18	17	25	21	21	23	14	24	21	27
NHS Fife	SCARE	Speak to clinician within 4 Hrs	32	35	32	43	38	41	34	30	40	32	30	34	35
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	1
NHS Fife	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	85	77	156	139	102	93	102	95	103	106	107	114	88
NHS Fife	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour			1	2	1			2	3	2	2	1	
NHS Fife	SLFC_NPA	Dental Nurse - Not Triage/Assessed	3	8	10	9	4	4	9	9	4	7	11	5	1
NHS Fife	SLFC_NPA	Dental Nurse - Routine Contact with Dentist			3	6	3		2	2		2	4	3	3
NHS Fife	SLFC_NPA	Dental Nurse - Self Care	3	2		5		2	1	4	1	2	3	1	2
NHS Fife	SLFC_NPA	Distress Brief Intervention	7	5	8	6	10	6	4	7	9	8	6	4	7
NHS Fife	SLFC_NPA	For Information Only	50	48	51	97	54	47	55	46	58	44	51	48	50
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	126	155	170	174	163	146	135	154	140	133	157	140	131
NHS Fife	SLFC_NPA	Pt advised to contact Dentist - For Information Only				1		1	2				1		
NHS Fife	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only										1			
NHS Fife	SLFC_NPA	Pt advised to contact Midwife - For Information Only	3	3	3	4	4	3	2	3		4	4	4	2
NHS Fife	SLFC_NPA	Pt advised to contact Optician - For Information Only	2	4	5	6	2	5	3	2		3	4	4	9
NHS Fife	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	13	20	27	26	13	15	13	20	16	22	21	7	24
NHS Fife	SLFC_NPA	Pt advised to contact Police - For Information Only	2	4	6	7	3	10	4	5	3	5	5	5	5

Table 3

Health Board	Care Group	Endpoint	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	23/02/2025	02/03/2025	09/03/2025
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	5	4	8	15	2	5	7	4	6	7	8	7	6
NHS Fife	Not assigned	Not assigned			1			2			1		2		
NHS Forth Valley	PCARE	CPN (Dr) to phone patient within 1 Hr	6	6	10	7	3	6	7	9	9	11	6	5	9
NHS Forth Valley	PCARE	CPN (Dr) to phone patient within 2 Hrs	18	10	13	14	6	8	4	13	15	9	10	14	16
NHS Forth Valley	PCARE	DN (Dr) phone patient within 1 Hr	1	1	2	1	4	2	4	2	5	7	2	3	2
NHS Forth Valley	PCARE	DN (Dr) phone patient within 2 Hrs	11	5	9	6	10	5	6	11	6	7	11	10	1
NHS Forth Valley	PCARE	DN (Dr) phone patient within 4 Hrs	27	18	28	46	19	20	26	30	25	35	27	29	18
NHS Forth Valley	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	3	2	5	2	2	4	5	2	4	3	3	1	
NHS Forth Valley	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)							1					1	
NHS Forth Valley	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	1	1	1	3		2	5	2	2	1	1	4	2
NHS Forth Valley	PCARE	Home Visit within 1 Hr	7	9	10	18	6	7	10	12	10	6	13	8	4
NHS Forth Valley	PCARE	Home Visit within 2 Hrs	20	24	39	40	23	16	33	28	25	21	25	19	11
NHS Forth Valley	PCARE	Home Visit within 4 Hrs	29	30	65	60	26	40	27	23	31	39	31	36	31
NHS Forth Valley	PCARE	PCEC within 1 Hr	65	62	73	63	45	41	51	47	51	42	35	48	39
NHS Forth Valley	PCARE	PCEC within 2 Hrs	121	139	172	143	85	99	100	93	96	100	119	94	127
NHS Forth Valley	PCARE	PCEC within 4 Hrs	279	355	546	536	263	265	243	277	282	238	257	304	262
NHS Forth Valley	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	74	108	82	66	67	75	63	87	71	73	63	79	86
NHS Forth Valley	PCARE	Pt advised to contact practice - For Information Only	9	6	6	12	8	8	5	10	10	5	8	13	9
NHS Forth Valley	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	8	7	7	5	7	8	7	4	4	5	5	9	4
NHS Forth Valley	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	31	30	25	40	27	31	40	23	23	33	35	27	46
NHS Forth Valley	PCARE	Speak to clinician within 1 Hr	13	7	13	11	11	10	16	17	11	10	15	12	18
NHS Forth Valley	PCARE	Speak to clinician within 2 Hrs	20	14	22	22	17	20	17	26	14	16	18	17	11
NHS Forth Valley	PCARE	Speak to clinician within 4 Hrs	34	41	57	76	36	45	39	38	38	26	35	40	37
NHS Forth Valley	SCARE	999 contacted - For information only	119	123	151	140	98	100	132	134	117	116	112	102	116
NHS Forth Valley	SCARE	Patient advised to go to A&E	155	171	159	180	166	165	182	178	169	175	171	176	182
NHS Forth Valley	SCARE	Patient advised to go to A&E	3	1	1	3	1	1	3		1	1	1	1	2
NHS Forth Valley	SCARE	Patient sent to A&E via Ambulance within 1 Hr	6	7	17	9	5	5	5	12	10	9	9	8	12
NHS Forth Valley	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only													1
NHS Forth Valley	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	184	189	137	144	165	176	191	199	219	201	212	220	259
NHS Forth Valley	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub													1
NHS Forth Valley	SCARE	Speak to clinician 2 Hrs	34	23	19	24	34	47	41	50	50	41	42	55	67
NHS Forth Valley	SCARE	Speak to clinician within 4 Hrs	46	53	38	59	52	42	52	49	67	41	33	51	74
NHS Forth Valley	SLFC_NPA	Contact Breathing Space			1					1					
NHS Forth Valley	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour					1				1				
NHS Forth Valley	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	55	72	101	101	63	69	76	57	73	63	56	70	70
NHS Forth Valley	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour			1	2	1	3						1	
NHS Forth Valley	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	2	7	5	4	3	5	6	1	5	3	7	5	4

Table 3

Health Board	Care Group	Endpoint	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	23/02/2025	02/03/2025	09/03/2025
NHS Forth Valley	SLFC_NPA	Dental Nurse - Routine Contact with Dentist		1	1	1				1		3	1		3
NHS Forth Valley	SLFC_NPA	Dental Nurse - Self Care		1	1	6		5	3		1	1		1	2
NHS Forth Valley	SLFC_NPA	Distress Brief Intervention		7	10	4	8	7	5	7	5	9	9	12	10
NHS Forth Valley	SLFC_NPA	For Information Only		39	38	46	44	33	51	42	34	45	48	43	49
NHS Forth Valley	SLFC_NPA	Patient advised to contact CPN Team - For Info Only							1						
NHS Forth Valley	SLFC_NPA	Patient given self care advice - For Information Only		110	121	122	127	91	89	114	114	95	103	89	119
NHS Forth Valley	SLFC_NPA	Pt advised to contact Dentist - For Information Only		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	2	3	3	2	3	3	2	7	4	4	1
NHS Forth Valley	SLFC_NPA	Pt advised to contact Optician - For Information Only		7	3	5	5	1	4	6	8	5	3	5	10
NHS Forth Valley	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only								2					1
NHS Forth Valley	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only		16	11	23	22	12	7	11	14	12	23	13	16
NHS Forth Valley	SLFC_NPA	Pt advised to contact Police - For Information Only		5	1	3	4		2	2	3	1	3	1	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		7	5	1	6	5	7	6	7	6	5	6	4
NHS Forth Valley	Not assigned	Not assigned			1										
NHS Grampian	PCARE	CPN (Dr) to phone patient within 1 Hr		12	13	12	10	23	13	12	17	14	17	13	11
NHS Grampian	PCARE	CPN (Dr) to phone patient within 2 Hrs		20	16	16	18	16	24	28	24	26	15	11	18
NHS Grampian	PCARE	DN (Dr) phone patient within 1 Hr		5	4	3	3	5	4	5	4	1	3	2	4
NHS Grampian	PCARE	DN (Dr) phone patient within 2 Hrs		7	12	5	5	7	8	3	6	4	10	4	13
NHS Grampian	PCARE	DN (Dr) phone patient within 4 Hrs		14	14	35	32	16	17	10	23	16	20	23	20
NHS Grampian	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)		8	2	4	5	8	3	5	3	5	2	2	1
NHS Grampian	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)		1	4		2		1		2	1			1
NHS Grampian	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)		2	7	2	6	2	1	1	1	1		2	5
NHS Grampian	PCARE	Home Visit within 1 Hr		20	12	28	23	25	26	19	19	21	12	18	13
NHS Grampian	PCARE	Home Visit within 2 Hrs		50	41	58	92	55	58	52	48	54	48	39	46
NHS Grampian	PCARE	Home Visit within 4 Hrs		69	61	105	152	73	69	61	67	80	55	57	59
NHS Grampian	PCARE	PCEC within 1 Hr		81	86	129	110	79	72	79	89	80	74	83	62
NHS Grampian	PCARE	PCEC within 2 Hrs		212	213	312	273	144	150	230	173	181	179	165	172
NHS Grampian	PCARE	PCEC within 4 Hrs		448	509	863	841	440	420	415	454	422	389	430	444
NHS Grampian	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only		67	92	107	88	96	73	84	64	87	100	92	87
NHS Grampian	PCARE	Pt advised to contact practice - For Information Only		3	5	12	13	10	9	10	7	10	6	13	10
NHS Grampian	PCARE	Pt advised to contact practice within 12 Hrs - Info Only		11	9	4	6	10	7	8	8	12	12	4	14
NHS Grampian	PCARE	Pt advised to contact practice within 36 Hrs - Info Only		43	51	62	59	46	48	53	36	39	37	31	42
NHS Grampian	PCARE	Speak to clinician within 1 Hr		22	20	26	25	33	23	18	22	19	18	19	19
NHS Grampian	PCARE	Speak to clinician within 2 Hrs		47	32	43	49	23	42	36	30	45	33	23	39
NHS Grampian	PCARE	Speak to clinician within 4 Hrs		72	62	122	132	83	53	61	73	94	64	76	72
NHS Grampian	PCARE	Triage refused therefore Dr requested to phone patient							1						

Table 3

Health Board	Care Group	Endpoint	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	23/02/2025	02/03/2025	09/03/2025
NHS Grampian	SCARE	999 contacted - For Information Only						1							
NHS Grampian	SCARE	999 contacted - For information only	232	249	308	261	210	213	232	223	196	220	227	204	224
NHS Grampian	SCARE	Patient advised to go to A&E	206	201	237	220	197	210	240	257	243	222	220	247	217
NHS Grampian	SCARE	Patient advised to go to A&E	1		2	1	1	2	1	2		2		4	
NHS Grampian	SCARE	Patient sent to A&E via Ambulance within 1 Hr	15	11	21	18	13	19	22	17	14	13	14	19	26
NHS Grampian	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only													2
NHS Grampian	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only					1								
NHS Grampian	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	208	182	158	183	226	216	190	225	222	225	189	207	238
NHS Grampian	SCARE	Speak to clinician 2 Hrs	29	35	29	29	31	50	49	55	41	39	44	43	57
NHS Grampian	SCARE	Speak to clinician within 4 Hrs	53	42	62	65	59	66	68	68	71	55	57	61	59
NHS Grampian	SLFC_NPA	Contact Breathing Space			1								1		
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	1	1	1	1				1	3		1	1	
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	74	91	183	140	84	96	107	103	95	102	79	105	94
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1	3	1	2	3			1	1		1	2	1
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Pharmacist							1						
NHS Grampian	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	5	3	10	6	3	6	7	7	3	4	5	6	2
NHS Grampian	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1	1	3	3	1	6	1	2	1	1	3	1	2
NHS Grampian	SLFC_NPA	Dental Nurse - Self Care	1		3	2	1	2	2	1	4	2	3		2
NHS Grampian	SLFC_NPA	Distress Brief Intervention	9	9	8	13	11	6	8	8	11	4	12	13	9
NHS Grampian	SLFC_NPA	For Information Only	109	108	118	114	115	109	105	134	107	126	109	114	89
NHS Grampian	SLFC_NPA	Patient advised to contact CPN Team - For Info Only				1	1	1	1	1	1		2		2
NHS Grampian	SLFC_NPA	Patient given self care advice - For Information Only	136	143	211	221	169	161	151	162	145	150	127	161	154
NHS Grampian	SLFC_NPA	Pt advised to contact Dentist - For Information Only	2			2			1				1		2
NHS Grampian	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only						1	1		1			1	1
NHS Grampian	SLFC_NPA	Pt advised to contact Midwife - For Information Only	2	1	5		4	1	3	2	3	2	2	3	4
NHS Grampian	SLFC_NPA	Pt advised to contact Optician - For Information Only	5	3	3	4	2	2	5	5	3	5	5	2	6
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	21	38	47	29	21	25	23	20	16	22	22	20	23
NHS Grampian	SLFC_NPA	Pt advised to contact Police - For Information Only	13	10	13	14	16	11	15	16	13	13	8	10	8
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	15	20	23	31	24	22	19	13	22	20	24	22	16
NHS Grampian	Not assigned	Not assigned						1		1					
NHS Greater Glasgow	PCARE	CPN (Dr) to phone patient within 1 Hr	33	40	37	40	42	36	22	43	23	35	40	30	42
NHS Greater Glasgow	PCARE	CPN (Dr) to phone patient within 2 Hrs	54	54	93	69	66	54	63	83	71	53	56	52	47
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 1 Hr	2	1	6	2	1	2	3	3	1	3	2	6	2
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 2 Hrs	5	7	6	6	8	2	2	10	2	6	8	10	6
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 4 Hrs	11	9	17	21	18	19	19	13	7	14	14	12	16
NHS Greater Glasgow	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	12	7	10	7	8	5	9	5	7	8	8	12	5

Table 3

Health Board	Care Group	Endpoint	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	23/02/2025	02/03/2025	09/03/2025
NHS Greater Glasgow	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	3	1	1	2	2	2		2	1	1	5	3	
NHS Greater Glasgow	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	4	4	3	3	5	6	6	6	6	3	4	3	5
NHS Greater Glasgow	PCARE	Home Visit within 1 Hr	27	33	53	48	45	51	44	33	37	38	30	40	32
NHS Greater Glasgow	PCARE	Home Visit within 2 Hrs	97	109	168	162	114	97	125	104	107	101	101	94	96
NHS Greater Glasgow	PCARE	Home Visit within 4 Hrs	125	161	265	292	140	164	154	151	141	101	133	125	128
NHS Greater Glasgow	PCARE	PCEC within 1 Hr	165	197	212	181	139	167	185	148	151	137	142	163	149
NHS Greater Glasgow	PCARE	PCEC within 2 Hrs	408	485	586	560	431	401	444	377	410	415	383	441	402
NHS Greater Glasgow	PCARE	PCEC within 4 Hrs	1,099	1,289	1,948	1,902	1,022	1,040	1,107	1,106	1,039	1,080	1,097	1,014	1,051
NHS Greater Glasgow	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	206	285	235	251	248	267	221	253	253	247	236	215	245
NHS Greater Glasgow	PCARE	Pt advised to contact practice - For Information Only	14	16	29	32	19	23	21	33	27	19	22	25	21
NHS Greater Glasgow	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	23	17	14	18	37	31	17	26	26	18	28	24	47
NHS Greater Glasgow	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	118	109	108	125	120	124	121	101	113	128	91	115	115
NHS Greater Glasgow	PCARE	Speak to clinician within 1 Hr	48	48	67	81	57	41	58	52	43	44	49	45	42
NHS Greater Glasgow	PCARE	Speak to clinician within 2 Hrs	52	92	88	110	83	66	73	82	58	54	77	62	83
NHS Greater Glasgow	PCARE	Speak to clinician within 4 Hrs	134	172	269	256	185	133	184	178	161	164	166	168	178
NHS Greater Glasgow	PCARE	Transport to PCEC within 4 hrs	1	3	7	6	5	1	8	4	4	3	5	1	2
NHS Greater Glasgow	PCARE	Triage refused therefore Dr requested to phone patient			1										
NHS Greater Glasgow	SCARE	999 contacted - For information only	429	482	564	492	359	383	435	403	428	341	376	406	410
NHS Greater Glasgow	SCARE	Patient advised to go to A&E	444	464	520	620	486	513	495	561	530	480	457	512	515
NHS Greater Glasgow	SCARE	Patient advised to go to A&E	2	1	2	4	5	2	3	5	2	5	2	3	4
NHS Greater Glasgow	SCARE	Patient sent to A&E via Ambulance within 1 Hr	41	27	52	45	29	31	50	37	36	33	32	36	40
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										1
NHS Greater Glasgow	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	343	333	264	409	361	363	379	362	367	368	328	376	360
NHS Greater Glasgow	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub			1	1									1
NHS Greater Glasgow	SCARE	Speak to clinician 2 Hrs	44	46	40	50	51	64	45	73	48	79	64	67	67
NHS Greater Glasgow	SCARE	Speak to clinician within 4 Hrs	112	116	109	182	135	123	142	137	145	123	131	119	114
NHS Greater Glasgow	SLFC_NPA	Contact Breathing Space						1		2		1		1	1
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	1	1	3			7	5	3	1	2	3	2	2
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	254	253	358	376	235	243	292	292	287	259	261	255	292
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	2	7	6	7	3	3	5	3	4	1	3	3	3
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	11	25	27	28	8	13	19	24	9	12	14	9	14
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	7	5	4	4		1	1	4	2	3	5	1	1
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Self Care	4	4	11	3	6	9	3	3	6	6	3	4	5
NHS Greater Glasgow	SLFC_NPA	Distress Brief Intervention	26	36	25	22	27	27	24	22	22	30	29	27	25
NHS Greater Glasgow	SLFC_NPA	For Information Only	123	155	192	172	183	148	143	171	140	166	139	139	160
NHS Greater Glasgow	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	1			4	2	4	2	3	4	2	4		1
NHS Greater Glasgow	SLFC_NPA	Patient given self care advice - For Information Only	447	452	560	577	449	468	506	474	441	454	478	467	452

Table 3

Health Board	Care Group	Endpoint	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	23/02/2025	02/03/2025	09/03/2025
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Dentist - For Information Only		3	1	1	3	1	2	2	4	3	2	2	4
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only	1			1	1	1						1	1
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Midwife - For Information Only	4	8	12	13	12	10	8	12	9	11	13	9	10
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Optician - For Information Only	17	18	11	21	18	10	10	10	8	15	10	15	13
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only	1		3	2	1	1	2	2		2	1	2	
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	67	64	100	143	73	60	64	69	64	72	56	64	68
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Police - For Information Only	6	16	15	20	12	12	14	14	8	14	5	9	9
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information													1
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact appropriate service - For Info Only				1				1	3				
NHS Greater Glasgow	SLFC_NPA	Pt given TOXBASE advice - For Information Only						1			1				1
NHS Greater Glasgow	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	12	18	22	26	12	28	14	17	18	31	25	23	21
NHS Greater Glasgow	Not assigned	Not assigned		1	2	1									
NHS HIGHLAND	PCARE	CPN (Dr) to phone patient within 1 Hr	3	12	6	8	4	4	8	12	2	4	8	5	8
NHS HIGHLAND	PCARE	CPN (Dr) to phone patient within 2 Hrs	12	8	15	16	9	13	12	13	6	7	7	15	16
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 1 Hr	2	3	2	2	1		3	6	2	2	2	2	2
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 2 Hrs	4	4	6	4	1	4	3	3	1	8	3	4	2
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 4 Hrs	8	10	17	23	12	10	9	17	16	10	10	8	10
NHS HIGHLAND	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)			2			7	3	1	2			4	1
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)			2	1			1	2		2	3	4	1
NHS HIGHLAND	PCARE	Home Visit within 1 Hr	10	11	7	18	7	8	4	2	9	7	10	7	7
NHS HIGHLAND	PCARE	Home Visit within 2 Hrs	18	21	24	55	29	22	28	25	28	19	20	27	26
NHS HIGHLAND	PCARE	Home Visit within 4 Hrs	29	23	69	80	34	32	29	35	22	33	35	32	38
NHS HIGHLAND	PCARE	PCEC within 1 Hr	26	35	41	48	26	31	34	40	34	33	23	30	37
NHS HIGHLAND	PCARE	PCEC within 2 Hrs	66	61	130	111	64	69	66	80	73	74	67	72	51
NHS HIGHLAND	PCARE	PCEC within 4 Hrs	137	183	378	393	195	158	155	151	155	164	192	153	168
NHS HIGHLAND	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	30	38	39	36	29	36	40	32	35	30	27	33	32
NHS HIGHLAND	PCARE	Pt advised to contact practice - For Information Only	3	2	6	6	5	1	1	1	4	2	2	8	4
NHS HIGHLAND	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	4	1	4	1	5	4	4	3	3	2	4	6	1
NHS HIGHLAND	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	16	8	16	35	16	21	23	14	12	15	19	13	22
NHS HIGHLAND	PCARE	Speak to clinician within 1 Hr	8	8	15	17	6	9	18	12	14	9	4	7	6
NHS HIGHLAND	PCARE	Speak to clinician within 2 Hrs	15	13	15	31	14	15	9	23	20	12	21	16	13
NHS HIGHLAND	PCARE	Speak to clinician within 4 Hrs	27	26	58	71	34	33	31	33	28	28	33	34	30
NHS HIGHLAND	PCARE	Transport to PCEC within 2 Hrs			1					1					
NHS HIGHLAND	PCARE	Transport to PCEC within 4 hrs			1						1				
NHS HIGHLAND	SCARE	999 contacted - For Information Only			1										
NHS HIGHLAND	SCARE	999 contacted - For information only	89	80	133	102	89	92	87	85	99	82	82	76	79
NHS HIGHLAND	SCARE	Patient advised to go to A&E	70	73	79	98	74	74	85	82	75	71	56	67	75

Table 3

Health Board	Care Group	Endpoint	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	23/02/2025	02/03/2025	09/03/2025
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	4	5	6	9	8	5	11	7	4	8	3	8	13
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	34	39	53	48	35	41	32	51	61	47	46	44	58
NHS HIGHLAND	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	15	16	26	19	18	14	22	16	22	18	11	11	26
NHS HIGHLAND	SCARE	Speak to clinician 2 Hrs	10	13	10	15	11	5	10	11	20	13	10	15	15
NHS HIGHLAND	SCARE	Speak to clinician within 4 Hrs	15	23	18	42	23	17	14	28	18	12	11	17	14
NHS HIGHLAND	SLFC_NPA	Contact Breathing Space									1				
NHS HIGHLAND	SLFC_NPA	Distress Brief Intervention	6	6	4	5	7	6	8	2	6	5	6	8	3
NHS HIGHLAND	SLFC_NPA	For Information Only	29	24	32	25	26	29	28	29	21	32	40	41	30
NHS HIGHLAND	SLFC_NPA	Hub to arrange appointment within 24 hours	41	66	92	94	59	54	55	40	70	60	46	54	48
NHS HIGHLAND	SLFC_NPA	Hub to arrange contact with Clinician within 1 hour				1		1							1
NHS HIGHLAND	SLFC_NPA	Patient advised to contact dental advice line - Info Only			2	3			1		1				1
NHS HIGHLAND	SLFC_NPA	Patient advised to contact registered GDP - Info Only	10	10	11	10	11	4	12	14	9	10	12	11	9
NHS HIGHLAND	SLFC_NPA	Patient given self care advice - For Information Only	60	76	113	97	78	82	96	72	74	92	72	60	71
NHS HIGHLAND	SLFC_NPA	Patient given self care dental advice - For Information Only			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 GUM Clinic - For Information Only											1		
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Midwife - For Information Only			1			1	1		4	1			2
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Optician - For Information Only	4	3	2	3	1	1	1	1	2	3	2	2	4
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only			1										1
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	11	13	20	24	7	5	6	9	5	8	7	6	11
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Police - For Information Only	4	3	2	2	3		3	7	4		3	2	2
NHS HIGHLAND	SLFC_NPA	Pt advised to contact appropriate service - For Info Only													1
NHS HIGHLAND	SLFC_NPA	Pt given TOXBASE advice - For Information Only													1
NHS HIGHLAND	SLFC_NPA	Triage refused - For Information Only	7	4	7	6	2	5	8	4	5	1	1	5	2
NHS HIGHLAND	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	6	3	2	6	9	5	4	9	6	8	9	4	1
NHS HIGHLAND	Not assigned	Not assigned				1									1
NHS LANARKSHIRE	PCARE	CPN (Dr) to phone patient within 1 Hr	18	15	17	25	18	14	23	9	12	9	23	8	10
NHS LANARKSHIRE	PCARE	CPN (Dr) to phone patient within 2 Hrs	16	30	20	44	26	10	27	27	20	20	27	22	21
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 1 Hr			2		2	3	6	1	1		1		3
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 2 Hrs	1	1	2	3	5	3	1	1	7	2			5
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 4 Hrs	10	4	10	8	9	3	7	6	6	7	9	2	3
NHS LANARKSHIRE	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	3	3	6	5	3	2		2	6	4	4	2	2
NHS LANARKSHIRE	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1	3	1	2					1	2			
NHS LANARKSHIRE	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	1	3	3	4	1	3	1	2	1	2	2	1	1
NHS LANARKSHIRE	PCARE	Home Visit within 1 Hr	19	18	18	18	14	16	14	10	11	5	12	8	19
NHS LANARKSHIRE	PCARE	Home Visit within 2 Hrs	36	47	59	64	33	41	37	36	35	30	38	29	39

Table 3

Health Board	Care Group	Endpoint	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	23/02/2025	02/03/2025	09/03/2025
NHS LANARKSHIRE	PCARE	Home Visit within 4 Hrs	63	70	96	99	44	48	68	49	45	48	47	42	49
NHS LANARKSHIRE	PCARE	PCEC within 1 Hr	99	109	147	112	72	94	87	96	84	80	87	86	84
NHS LANARKSHIRE	PCARE	PCEC within 2 Hrs	241	297	308	296	167	184	203	194	201	171	202	204	201
NHS LANARKSHIRE	PCARE	PCEC within 4 Hrs	582	723	1,074	896	463	515	545	486	513	546	552	522	543
NHS LANARKSHIRE	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	97	114	109	95	101	93	84	113	99	104	98	102	111
NHS LANARKSHIRE	PCARE	Pt advised to contact practice - For Information Only	1	10	12	22	15	10	6	10	6	9	7	15	10
NHS LANARKSHIRE	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	7	15	10	4	17	21	10	20	10	5	11	9	12
NHS LANARKSHIRE	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	46	46	43	67	43	55	55	53	44	42	51	53	47
NHS LANARKSHIRE	PCARE	Speak to clinician within 1 Hr	19	20	22	26	20	15	21	19	24	19	18	26	25
NHS LANARKSHIRE	PCARE	Speak to clinician within 2 Hrs	29	30	34	57	22	33	44	31	42	36	30	22	29
NHS LANARKSHIRE	PCARE	Speak to clinician within 4 Hrs	60	81	112	109	61	73	57	76	54	56	73	55	68
NHS LANARKSHIRE	PCARE	Transport to PCEC within 2 Hrs	4	1		1		1							
NHS LANARKSHIRE	PCARE	Transport to PCEC within 4 hrs			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					1
NHS LANARKSHIRE	SCARE	999 contacted - For information only	211	250	278	250	168	166	205	197	184	181	202	196	183
NHS LANARKSHIRE	SCARE	Patient advised to go to A&E	276	260	290	315	212	248	302	259	266	235	300	244	250
NHS LANARKSHIRE	SCARE	Patient advised to go to A&E	4	1	4	3	1	1	2	2	1	1	2	4	1
NHS LANARKSHIRE	SCARE	Patient sent to A&E via Ambulance within 1 Hr	21	22	20	29	15	24	23	17	24	10	18	19	22
NHS LANARKSHIRE	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	126	101	102	116	146	110	108	129	152	121	122	136	129
NHS LANARKSHIRE	SCARE	Speak to clinician 2 Hrs	17	15	13	19	15	27	22	26	29	37	27	30	33
NHS LANARKSHIRE	SCARE	Speak to clinician within 4 Hrs	36	48	40	58	50	50	51	48	52	49	60	39	51
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	2	
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	133	124	192	174	110	118	139	126	114	120	129	113	118
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1	1	1	2	1			3	2	1		2	3
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	5	10	8	9	4	4	18	5	7	5	5	5	4
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1	3	4	2	4	3		2	2		1	1	1
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Self Care	1	5	4	3	2	1			3	3	1	1	1
NHS LANARKSHIRE	SLFC_NPA	Distress Brief Intervention	8	14	13	12	10	15	12	11	6	7	12	14	13
NHS LANARKSHIRE	SLFC_NPA	For Information Only	75	72	94	71	56	54	70	68	74	62	54	60	55
NHS LANARKSHIRE	SLFC_NPA	Patient advised to contact CPN Team - For Info Only			1	2		1		1			1		
NHS LANARKSHIRE	SLFC_NPA	Patient given self care advice - For Information Only	167	154	238	219	172	190	152	165	148	153	174	156	131
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1					1	1			2			1
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only						1	1			1		1	1
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Midwife - For Information Only	6	2	2	7	3	5	3	2	6	6	1	3	5
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Optician - For Information Only	5	4	1	3	3	5	4	2	2	2	5	8	9
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only		1	1		1		1		1				

Table 3

Health Board	Care Group	Endpoint	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	23/02/2025	02/03/2025	09/03/2025
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	24	26	42	62	26	27	26	28	16	24	26	24	28
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Police - For Information Only	5	4	4	10	6	7	5	7	4	4	8	7	7
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact appropriate service - For Info Only												1	
NHS LANARKSHIRE	SLFC_NPA	Pt given TOXBASE advice - For information Only													1
NHS LANARKSHIRE	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	17	4	15	8	4	9	11	7	8	12	9	14	5
NHS LANARKSHIRE	Not assigned	Not assigned			1		1								1
NHS Lothian	PCARE	CPN (Dr) to phone patient within 1 Hr	19	20	22	23	18	24	23	21	23	12	15	15	30
NHS Lothian	PCARE	CPN (Dr) to phone patient within 2 Hrs	28	36	35	50	28	47	49	37	37	28	32	29	38
NHS Lothian	PCARE	DN (Dr) phone patient within 1 Hr	6	1	5	8	3	1	6	4	6	5	10	5	9
NHS Lothian	PCARE	DN (Dr) phone patient within 2 Hrs	11	11	16	19	13	9	8	14	7	16	16	11	16
NHS Lothian	PCARE	DN (Dr) phone patient within 4 Hrs	34	24	49	46	41	38	49	37	33	42	38	37	35
NHS Lothian	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2	8	6	12	11	6	10	5	5	2	5	10	11
NHS Lothian	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)			4	1	1	1	2						1
NHS Lothian	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	3	5		5	3	3	3	4	5	1		3	2
NHS Lothian	PCARE	Home Visit within 1 Hr	26	25	41	41	42	35	37	26	20	27	37	27	23
NHS Lothian	PCARE	Home Visit within 2 Hrs	65	85	139	112	77	85	74	85	82	56	69	81	67
NHS Lothian	PCARE	Home Visit within 4 Hrs	109	88	181	189	112	98	101	76	90	89	102	101	96
NHS Lothian	PCARE	PCEC within 1 Hr	136	136	137	161	109	112	122	139	118	109	110	127	125
NHS Lothian	PCARE	PCEC within 2 Hrs	304	299	417	392	295	258	317	321	331	284	277	298	274
NHS Lothian	PCARE	PCEC within 4 Hrs	845	918	1,382	1,470	844	806	874	838	770	799	831	747	790
NHS Lothian	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	175	249	183	178	191	189	186	171	183	204	189	171	205
NHS Lothian	PCARE	Pt advised to contact practice - For Information Only	28	17	16	27	24	20	14	22	16	17	28	22	16
NHS Lothian	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	18	15	12	14	19	19	19	14	12	11	12	18	18
NHS Lothian	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	84	95	86	116	76	101	95	94	98	74	89	94	100
NHS Lothian	PCARE	Speak to clinician within 1 Hr	32	27	42	45	44	32	31	32	41	40	45	38	33
NHS Lothian	PCARE	Speak to clinician within 2 Hrs	47	60	76	80	59	71	65	52	65	41	59	43	58
NHS Lothian	PCARE	Speak to clinician within 4 Hrs	112	117	211	195	116	119	136	132	117	100	117	141	110
NHS Lothian	PCARE	Transport to PCEC within 2 Hrs	1	2	1	1	2	1	1			1		1	1
NHS Lothian	PCARE	Transport to PCEC within 4 hrs	1	3	2	5	3	1	6		2	1	1	2	2
NHS Lothian	PCARE	Triage refused therefore Dr requested to phone patient									1				
NHS Lothian	SCARE	999 contacted - For Information Only			1								1		
NHS Lothian	SCARE	999 contacted - For information only	349	335	382	330	258	262	326	298	248	282	287	284	293
NHS Lothian	SCARE	Patient advised to go to A&E	389	372	389	471	372	402	404	402	399	385	375	431	436
NHS Lothian	SCARE	Patient advised to go to A&E	1	2	3	4	3	1	1	2	5	2	2	2	
NHS Lothian	SCARE	Patient sent to A&E via Ambulance within 1 Hr	14	22	32	31	26	11	31	25	21	18	37	16	35
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	
NHS Lothian	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	340	345	296	421	408	409	416	423	427	349	402	419	450

Table 3

Health Board	Care Group	Endpoint	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	23/02/2025	02/03/2025	09/03/2025
NHS Lothian	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub			1	1					1				
NHS Lothian	SCARE	Speak to clinician 2 Hrs	45	48	33	44	68	66	54	67	62	53	61	84	85
NHS Lothian	SCARE	Speak to clinician within 4 Hrs	83	92	103	122	112	133	112	128	135	104	125	114	122
NHS Lothian	SLFC_NPA	Contact Breathing Space			1				1						
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	2		2	2	1	1	1	4	4		3	2	
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	191	195	302	285	213	208	227	199	211	195	200	180	195
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	2	1	2	5	6	7	2	6	6	3	1	2	5
NHS Lothian	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	4	15	25	16	7	11	19	16	20	15	21	6	7
NHS Lothian	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	2	8	3	3	5	3	7	5	2	1	1	2	4
NHS Lothian	SLFC_NPA	Dental Nurse - Self Care	2	6	9	11	3	2	4	5	5	4	6	8	7
NHS Lothian	SLFC_NPA	Distress Brief Intervention	15	24	14	19	18	16	11	22	25	22	9	19	17
NHS Lothian	SLFC_NPA	For Information Only	102	102	110	103	99	119	131	116	99	93	110	120	97
NHS Lothian	SLFC_NPA	Patient advised to contact CPN Team - For Info Only			1		1			1	2		2	4	3
NHS Lothian	SLFC_NPA	Patient given self care advice - For Information Only	308	295	319	388	278	320	337	341	343	310	289	337	337
NHS Lothian	SLFC_NPA	Pt advised to contact Dentist - For Information Only				3	2	2	8	1	1	3	1	1	1
NHS Lothian	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only			1		2		1	1	2	1	1	1	1
NHS Lothian	SLFC_NPA	Pt advised to contact Midwife - For Information Only	8	14	18	14	12	15	12	16	10	14	9	12	14
NHS Lothian	SLFC_NPA	Pt advised to contact Optician - For Information Only	12	9	12	11	12	14	18	13	11	10	16	8	11
NHS Lothian	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only							2				1	1	
NHS Lothian	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	41	55	66	103	52	60	48	58	46	57	48	43	52
NHS Lothian	SLFC_NPA	Pt advised to contact Police - For Information Only	5	8	11	9	21	12	10	10	4	10	7	12	10
NHS Lothian	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information										1			
NHS Lothian	SLFC_NPA	Pt advised to contact appropriate service - For Info Only				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	13	14	12	17	18	12	13	11	11	23	20	18	13
NHS Lothian	Not assigned	Not assigned			1	1			1		1			1	1
NHS Orkney	PCARE	CPN (Dr) to phone patient within 1 Hr				1	2								
NHS Orkney	PCARE	CPN (Dr) to phone patient within 2 Hrs								3			1	1	
NHS Orkney	PCARE	DN (Dr) phone patient within 1 Hr								1			1	1	
NHS Orkney	PCARE	DN (Dr) phone patient within 2 Hrs					1					1	2		1
NHS Orkney	PCARE	DN (Dr) phone patient within 4 Hrs	3	1	1		2	1	1		1	2	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	2	2	2	2	2	1	1	2	2		1	1
NHS Orkney	PCARE	Home Visit within 2 Hrs			1	3	11	2		3	5	1	1	1	
NHS Orkney	PCARE	Home Visit within 4 Hrs	2	2	2	6	3	2	2	5	1	4	2	3	6
NHS Orkney	PCARE	PCEC within 1 Hr	1		4	3	2		1	1	1		1	4	1
NHS Orkney	PCARE	PCEC within 2 Hrs	1	3	5	3	4	10	3	6	4	3	3		2
NHS Orkney	PCARE	PCEC within 4 Hrs	4	16	14	21	11	7	5	9	9	5	8	7	7

Table 3

Table 3

Health Board	Care Group	Endpoint	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	23/02/2025	02/03/2025	09/03/2025
NHS Shetland	PCARE	Pt advised to contact practice within 36 Hrs - Info Only		1		1	1		2	1					2
NHS Shetland	PCARE	Speak to clinician within 1 Hr		1			1	1		1	1	1	2	1	
NHS Shetland	PCARE	Speak to clinician within 2 Hrs		1				1				1	1	1	3
NHS Shetland	PCARE	Speak to clinician within 4 Hrs	1	1		1				1	2	1		1	5
NHS Shetland	SCARE	999 contacted - For information only	2	6	3	6	1	3	7	5	2	3	2	5	5
NHS Shetland	SCARE	Patient advised to go to A&E		4	2	2	5	3	3	5	5	3	1	3	4
NHS Shetland	SCARE	Patient advised to go to A&E			1										
NHS Shetland	SCARE	Patient sent to A&E via Ambulance within 1 Hr				1		1							
NHS Shetland	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange			2	2	2	1	1			1	1	2	1
NHS Shetland	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub		1	1							1	1		1
NHS Shetland	SCARE	Speak to clinician 2 Hrs				1									
NHS Shetland	SCARE	Speak to clinician within 4 Hrs	1		1	1				1	1			2	1
NHS Shetland	SLFC_NPA	Distress Brief Intervention				3									
NHS Shetland	SLFC_NPA	For Information Only			1			1			1	1	3		
NHS Shetland	SLFC_NPA	Hub to arrange appointment within 24 hours	3	5	6	3	4	1	1	3		1	3	2	2
NHS Shetland	SLFC_NPA	Patient advised to contact registered GDP - Info Only			1			1							
NHS Shetland	SLFC_NPA	Patient given self care advice - For Information Only	4	1	6	2	3	1	5	2		3	3	2	5
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									
NHS Shetland	SLFC_NPA	Pt advised to contact Police - For Information Only												2	
NHS Shetland	SLFC_NPA	Triage refused - Pt terminated call - For Information Only												1	
NHS TAYSIDE	PCARE	CPN (Dr) to phone patient within 1 Hr	12	11	17	14	14	12	12	16	10	10	10	7	22
NHS TAYSIDE	PCARE	CPN (Dr) to phone patient within 2 Hrs	16	14	23	21	20	20	26	21	19	21	20	17	16
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 1 Hr	2	5	2	7	5	4	5	2	8	3	8	5	2
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 2 Hrs	9	11	20	8	16	18	17	13	7	5	10	14	15
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 4 Hrs	35	46	53	41	39	47	44	36	37	40	51	46	32
NHS TAYSIDE	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	3		2	1	1	2		1	2	3	2	1	3
NHS TAYSIDE	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1				2	1	2		1	1	2	1	
NHS TAYSIDE	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	2	2	5		3		3	2	1	2	2	1	2
NHS TAYSIDE	PCARE	Home Visit within 1 Hr	14	7	30	15	14	10	22	14	17	8	13	9	12
NHS TAYSIDE	PCARE	Home Visit within 2 Hrs	40	35	51	52	47	40	29	43	30	40	41	34	32
NHS TAYSIDE	PCARE	Home Visit within 4 Hrs	40	56	100	107	46	57	36	47	43	35	47	41	55
NHS TAYSIDE	PCARE	PCEC within 1 Hr	94	107	114	102	61	74	70	75	80	69	63	70	84
NHS TAYSIDE	PCARE	PCEC within 2 Hrs	197	188	258	204	147	132	151	159	143	144	148	165	148
NHS TAYSIDE	PCARE	PCEC within 4 Hrs	368	438	740	729	385	357	333	338	360	355	352	362	338
NHS TAYSIDE	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	47	77	70	59	47	55	62	58	68	70	84	56	79
NHS TAYSIDE	PCARE	Pt advised to contact practice - For Information Only	7	5	13	7	4	6	5	12	5	7	4	7	7
NHS TAYSIDE	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	7	5	2	1	11	5	8	7	5	11	8	5	10

Table 3

Health Board	Care Group	Endpoint	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	23/02/2025	02/03/2025	09/03/2025
NHS TAYSIDE	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	28	39	40	44	31	33	30	37	35	39	48	41	32
NHS TAYSIDE	PCARE	Speak to clinician within 1 Hr	22	9	12	24	22	16	21	11	23	16	16	16	25
NHS TAYSIDE	PCARE	Speak to clinician within 2 Hrs	22	29	27	36	22	23	19	34	20	25	19	29	30
NHS TAYSIDE	PCARE	Speak to clinician within 4 Hrs	54	54	97	104	51	56	51	41	54	63	60	56	57
NHS TAYSIDE	PCARE	Transport to PCEC within 1 Hr	1											1	
NHS TAYSIDE	PCARE	Transport to PCEC within 2 Hrs		1		1		2		2			1	1	
NHS TAYSIDE	PCARE	Transport to PCEC within 4 hrs		1	1	3				1	1	1	2	2	1
NHS TAYSIDE	SCARE	999 contacted - For information only	178	214	237	228	147	139	150	156	134	150	162	137	154
NHS TAYSIDE	SCARE	Patient advised to go to A&E	74	74	98	108	94	84	80	98	92	92	96	93	107
NHS TAYSIDE	SCARE	Patient advised to go to A&E		1	2	2		2	1	2	1	2	1	1	2
NHS TAYSIDE	SCARE	Patient sent to A&E via Ambulance within 1 Hr	16	8	15	14	8	6	6	16	5	9	15	14	4
NHS TAYSIDE	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only											1		
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	81	82	93	100	81	90	111	117	117	86	109	123	107
NHS TAYSIDE	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub					1				2				1
NHS TAYSIDE	SCARE	Speak to clinician 2 Hrs	17	15	17	24	25	30	13	17	19	21	28	29	36
NHS TAYSIDE	SCARE	Speak to clinician within 4 Hrs	27	41	42	51	32	32	36	44	26	32	34	28	39
NHS TAYSIDE	SLFC_NPA	Contact Breathing Space												1	
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	1		1			1	1	1	2	2	1		1
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	127	113	188	196	95	98	100	87	90	109	90	103	119
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour		1	5	1	2	3		1		1	3	4	3
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	8	14	18	12	3	6	12	5	9	5	5	7	11
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1	4	6	2	2	3		1	3	2	2	4	2
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Self Care			1	3	4	6		2		2			1
NHS TAYSIDE	SLFC_NPA	Distress Brief Intervention	6	8	8	6	6	8	5	4	7	15	8	10	2
NHS TAYSIDE	SLFC_NPA	For Information Only	31	40	41	54	45	52	38	43	35	41	47	52	49
NHS TAYSIDE	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	2					3	1	2		1	1	1	
NHS TAYSIDE	SLFC_NPA	Patient given self care advice - For Information Only	138	136	181	180	176	138	128	142	139	129	147	106	141
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Dentist - For Information Only					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	2	3	3	2	3	1	1	2	2	1	3	1	3
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Optician - For Information Only	3	5	7	3	5	4	6	8	5	1	4	4	5
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only			1				1				1		
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	15	15	25	39	18	17	20	27	14	18	16	11	21
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Police - For Information Only	2	6	2	1	5	1	1	3	6	3	2	3	10
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information					1								
NHS TAYSIDE	SLFC_NPA	Pt given TOXBASE advice - For Information Only													1
NHS TAYSIDE	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	1	5	4	5	3	10	5	5	3	5	5	10	3

Table 3

Health Board	Care Group	Endpoint	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	23/02/2025	02/03/2025	09/03/2025
NHS TAYSIDE	SLFC_NPA	Untriaged call - OOH Service clinician to phone patient													1
NHS TAYSIDE	Not assigned	Not assigned			1			1							
NHS Western Isles	PCARE	CPN (Dr) to phone patient within 1 Hr							1				2		
NHS Western Isles	PCARE	CPN (Dr) to phone patient within 2 Hrs	1			1			1	1					
NHS Western Isles	PCARE	DN (Dr) phone patient within 1 Hr						1		1					
NHS Western Isles	PCARE	DN (Dr) phone patient within 2 Hrs			1	3		2	1		1		1	1	
NHS Western Isles	PCARE	DN (Dr) phone patient within 4 Hrs	2	1		3	2		1		1			3	2
NHS Western Isles	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)			1					1		1			
NHS Western Isles	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)						1							1
NHS Western Isles	PCARE	Home Visit within 1 Hr	2	2	2				1	1		1		1	
NHS Western Isles	PCARE	Home Visit within 2 Hrs	2		4	2	1	2	6	3	3	3	2	4	
NHS Western Isles	PCARE	Home Visit within 4 Hrs	3		6	3	3	4		2	2	1	3	2	5
NHS Western Isles	PCARE	PCEC within 1 Hr	3	2	1	6	3	3	3	2	4	3		4	1
NHS Western Isles	PCARE	PCEC within 2 Hrs	4	2	10	7	7	8	7	4	9	4	6	10	7
NHS Western Isles	PCARE	PCEC within 4 Hrs	11	14	27	27	12	11	18	13	17	6	17	22	20
NHS Western Isles	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	1	4	5	1	1	2	2	2	1	3	1	1	3
NHS Western Isles	PCARE	Pt advised to contact practice - For Information Only			1		1								2
NHS Western Isles	PCARE	Pt advised to contact practice within 12 Hrs - Info Only			1						1				1
NHS Western Isles	PCARE	Pt advised to contact practice within 36 Hrs - Info Only				1	3		3	2	2				
NHS Western Isles	PCARE	Speak to clinician within 1 Hr				1	2	2				1	2		1
NHS Western Isles	PCARE	Speak to clinician within 2 Hrs			1		3	3	1				2		5
NHS Western Isles	PCARE	Speak to clinician within 4 Hrs			5	3	4	2	3	1	2	4	1	4	2
NHS Western Isles	SCARE	999 contacted - For information only	6	5	4	5	9	7	5	3	6	3	7	4	4
NHS Western Isles	SCARE	Patient advised to go to A&E	5	1	3	6	5	4	10	4	3	7	3	6	7
NHS Western Isles	SCARE	Patient sent to A&E via Ambulance within 1 Hr					1	1	1	1	1		2	1	
NHS Western Isles	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	1	3	1	1	2	1		2	5	5	1	3	7
NHS Western Isles	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub				2	4	1	2	2	1	3		2	2
NHS Western Isles	SCARE	Speak to clinician 2 Hrs					2		1	1	1				1
NHS Western Isles	SCARE	Speak to clinician within 4 Hrs			1	4	1		1		1	5	3	2	2
NHS Western Isles	SLFC_NPA	Distress Brief Intervention					1								
NHS Western Isles	SLFC_NPA	For Information Only			2				2	2		5		1	1
NHS Western Isles	SLFC_NPA	Hub to arrange appointment within 24 hours	2	3	5	4	2	2	6	5	6	1	7	3	5
NHS Western Isles	SLFC_NPA	Hub to arrange contact with Clinician within 1 hour				1			1						
NHS Western Isles	SLFC_NPA	Patient advised to contact dental advice line - Info Only				1									
NHS Western Isles	SLFC_NPA	Patient advised to contact registered GDP - Info Only				1	1			1		1		2	1
NHS Western Isles	SLFC_NPA	Patient given self care advice - For Information Only	6		5	5	5	4	4	3	4	1	4	6	1
NHS Western Isles	SLFC_NPA	Pt advised to contact Optician - For Information Only								1	1				
NHS Western Isles	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only				1	3		1	1		1			

Table 3

Health Board	Care Group	Endpoint	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	23/02/2025	02/03/2025	09/03/2025
NHS Western Isles	SLFC_NPA	Pt advised to contact Police - For Information Only													1
NHS Western Isles	SLFC_NPA	Triage refused - For Information Only				1									
NHS Western Isles	SLFC_NPA	Triage refused - Pt terminated call - For Information Only										1			
NHS Western Isles	Not assigned	Not assigned								1					
Not assigned	SCARE	999 contacted - For information only				1				1					
Not assigned	SCARE	Accident & Emergency (ASAP)	1												
Not assigned	SLFC_NPA	Routine Appointment in													1
Not assigned	SLFC_NPA	Triage Refused/Not Assessed							1						
Not assigned	Not assigned	Not assigned	20	14	24	22	14	17	9	15	13	21	15	7	16

**Table 4**

Care Group	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	23/02/2025	02/03/2025	09/03/2025
PCARE	11,720	13,268	18,647	18,772	11,635	11,472	11,995	11,853	11,641	11,221	11,760	11,597	11,742
SCARE	6,395	6,536	6,971	7,566	6,320	6,519	6,856	7,018	6,851	6,435	6,588	6,761	7,094
SLFC_NPA	4,052	4,348	5,681	5,861	4,307	4,337	4,534	4,445	4,284	4,318	4,251	4,308	4,270
Not assigned	20	17	31	24	15	23	10	16	15	21	18	10	18
<b>Total</b>	<b>22,187</b>	<b>24,169</b>	<b>31,330</b>	<b>32,223</b>	<b>22,277</b>	<b>22,351</b>	<b>23,395</b>	<b>23,332</b>	<b>22,791</b>	<b>21,995</b>	<b>22,617</b>	<b>22,676</b>	<b>23,124</b>

Care Group	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	23/02/2025	02/03/2025	09/03/2025
PCARE	52.82%	54.90%	59.52%	58.26%	52.23%	51.33%	51.27%	50.80%	51.08%	51.02%	52.00%	51.14%	50.78%
SCARE	28.82%	27.04%	22.25%	23.48%	28.37%	29.17%	29.31%	30.08%	30.06%	29.26%	29.13%	29.82%	30.68%
SLFC_NPA	18.26%	17.99%	18.13%	18.19%	19.33%	19.40%	19.38%	19.05%	18.80%	19.63%	18.80%	19.00%	18.47%
Not assigned	0.09%	0.07%	0.10%	0.07%	0.07%	0.10%	0.04%	0.07%	0.07%	0.10%	0.08%	0.04%	0.08%

Table 5

Calendar day	10/02/2025	11/02/2025	12/02/2025	13/02/2025	14/02/2025	15/02/2025	16/02/2025	17/02/2025	18/02/2025	19/02/2025	20/02/2025	21/02/2025	22/02/2025	23/02/2025	24/02/2025	25/02/2025	26/02/2025	27/02/2025	28/02/2025	01/03/2025	02/03/2025	03/03/2025	04/03/2025	05/03/2025	06/03/2025	07/03/2025	08/03/2025	09/03/2025
Overall Call Volume	390	383	382	338	344	473	485	420	353	379	374	366	477	459	342	406	364	371	359	496	437	335	352	409	397	381	528	513
Overall Calls Connected	273	285	274	257	294	402	390	300	297	310	288	280	380	385	276	348	310	268	271	367	365	278	297	302	237	251	337	388
Median Time to Answer	00:01:23	00:00:37	00:00:10	00:00:06	00:00:06	00:00:06	00:00:06	00:00:46	00:00:06	00:00:08	00:00:10	00:00:07	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:44	00:00:07	00:00:18	00:00:06	00:00:06	00:00:28	00:04:35	00:03:24	00:03:01	00:00:08	
90th Percentile Time to Answer	00:17:17	00:18:17	00:18:31	00:15:07	00:06:26	00:07:59	00:12:52	00:19:18	00:07:59	00:10:10	00:17:05	00:11:31	00:11:38	00:07:28	00:14:14	00:09:28	00:07:03	00:15:21	00:24:17	00:16:58	00:13:37	00:08:52	00:07:39	00:13:24	00:23:16	00:26:31	00:33:46	00:12:23

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

**Table 6**

Week Ending Date	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	23/02/2025	02/03/2025	09/03/2025
<b>Overall Call Volume</b>	2,797	2,976	3,244	3,500	2,759	3,090	2,874	2,905	2,905	2,795	2,828	2,775	2,915
<b>Overall Calls Connected</b>	2,260	2,461	2,623	2,655	2,194	2,317	2,388	2,381	2,203	2,175	2,241	2,205	2,080
<b>Median Time to Answer</b>	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	00:00:06	00:00:06	00:00:47
<b>90th Percentile Time to Answer</b>	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	00:12:09	00:14:00	00:19:23

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

## Graphs

