

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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Graphs Trend data provided in visualisations

Source:

Publication only contains information from the SAP Hana Data Warehouse.

This publication includes data for week ending: 29/12/2024 to 23/03/2025

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	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	10/03/2025	11/03/2025	12/03/2025	13/03/2025	14/03/2025	15/03/2025	16/03/2025	17/03/2025	18/03/2025	19/03/2025	20/03/2025	21/03/2025	22/03/2025	23/03/2025
Overall Call Volume	3,347	3,179	2,952	2,957	3,160	7,270	6,962	3,280	2,972	3,084	3,113	3,331	7,526	7,096	3,523	3,120	3,024	2,940	3,124	7,008	6,838	3,440	3,113	3,007	3,067	3,383	7,474	6,900
Overall Calls Connected	2,582	2,603	2,194	2,385	2,442	6,189	6,192	2,661	2,532	2,448	2,393	2,415	6,209	6,235	2,759	2,400	2,411	2,436	2,438	5,669	5,750	2,752	2,409	2,360	2,322	2,399	6,071	5,865
Caller Disconnected	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%	0.50%	0.60%	0.39%	0.23%	0.35%	0.37%	0.25%	0.66%	0.53%	0.57%	0.56%	0.71%	0.50%	0.26%
Overall Avg Patient Journey Time	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	00:34:55	00:47:02	00:48:33	00:45:49	00:33:45	00:43:40	00:43:47	00:36:07	00:43:02	00:44:02	00:46:14	00:44:41	00:44:25	00:44:46	
Triaged at First Contact %	98.48%	99.29%	99.54%	98.65%	96.78%	92.16%	94.81%	98.12%	99.32%	99.42%	99.02%	96.40%	91.70%	93.34%	98.41%	97.05%	97.30%	97.76%	96.47%	91.25%	93.94%	97.62%	98.38%	99.53%	99.28%	94.70%	90.60%	92.45%
Median Time to Answer	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	00:19:26	00:18:57	00:15:10	00:08:47	00:17:05	00:23:22	00:16:25	00:14:45	00:18:34	00:22:12	00:21:46	00:14:39	00:17:57	00:25:52
90th Percentile Time to Answer	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	01:12:15	00:35:30	00:27:37	01:18:46	01:23:59	01:03:57	00:26:59	01:05:59	00:39:09	00:30:26	01:11:50	01:00:48	00:59:18	01:22:01	01:33:15	00:39:05	00:40:02

Table 2

Week Endng Date	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	16/03/2025	23/03/2025
Overall Call Volume	46,553	44,874	29,353	29,287	30,135	30,215	29,764	29,000	30,988	29,827	30,402	29,577	30,474
Overall Calls Connected	33,803	34,397	24,011	24,041	25,394	25,304	24,575	23,598	24,374	24,387	24,793	23,871	24,178
Caller Discontinued	1.10%	0.67%	0.42%	0.22%	0.22%	0.25%	0.37%	0.35%	0.55%	0.40%	0.36%	0.37%	0.51%
Overall Avg Patient Journey Time	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	00:39:06	00:41:54	00:44:11
Triaged at First Contact %	93.17%	93.75%	95.32%	94.75%	94.41%	95.00%	94.43%	94.49%	95.18%	95.85%	95.41%	95.05%	94.66%
Median Time to Answer	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	00:17:27	00:19:28
90th Percentile Time to Answer	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	00:55:50	00:59:05

Table 3

Health Board	Care Group	Endpoint	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	16/03/2025	23/03/2025
NHS Ayrshire & Arran	PCARE	CPN (Dr) to phone patient within 1 Hr	12	16	13	13	7	7	11	6	8	14	6	8	17
NHS Ayrshire & Arran	PCARE	CPN (Dr) to phone patient within 2 Hrs	20	32	18	27	16	15	13	14	22	21	11	18	12
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 1 Hr		1		3	1		2	1	2		1	2	2
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 2 Hrs	1	3	5	2	6	3		4	3		2	2	2
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 4 Hrs	3	6	1	7	5	2	1	6	3	2	8	3	3
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	6	3	5	1	2	5	5	1	4	2	4	4	4
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1	1		1	1			1	1	1	1	1	
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	1				1		1			5	1		2
NHS Ayrshire & Arran	PCARE	Home Visit within 1 Hr	18	19	9	10	9	10	13	7	9	8	13	14	7
NHS Ayrshire & Arran	PCARE	Home Visit within 2 Hrs	43	60	27	42	37	39	30	28	29	32	24	30	35
NHS Ayrshire & Arran	PCARE	Home Visit within 4 Hrs	57	116	58	63	47	37	38	46	47	38	42	53	46
NHS Ayrshire & Arran	PCARE	PCEC within 1 Hr	74	79	46	53	59	47	54	44	37	46	48	36	51
NHS Ayrshire & Arran	PCARE	PCEC within 12 Hrs		1											
NHS Ayrshire & Arran	PCARE	PCEC within 2 Hrs	183	177	136	120	142	129	132	135	147	134	134	130	119
NHS Ayrshire & Arran	PCARE	PCEC within 4 Hrs	653	595	299	283	306	273	303	346	325	334	324	293	283
NHS Ayrshire & Arran	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	54	62	57	29	54	60	50	56	61	42	60	47	58
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice - For Information Only	6	10	10	2	6	10	4	4	12	7	12	7	7
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	2	7	7	7	6	12	7	5	6	9	6	8	10
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	39	47	28	29	25	26	33	32	29	42	33	19	33
NHS Ayrshire & Arran	PCARE	Speak to clinician within 1 Hr	14	32	17	20	19	16	9	10	15	14	15	11	13
NHS Ayrshire & Arran	PCARE	Speak to clinician within 2 Hrs	22	37	21	18	27	19	25	22	16	27	25	29	33
NHS Ayrshire & Arran	PCARE	Speak to clinician within 4 Hrs	66	99	58	41	49	38	40	55	59	44	54	52	51
NHS Ayrshire & Arran	SCARE	999 contacted - For information only	177	175	128	136	140	140	136	136	133	119	139	129	113
NHS Ayrshire & Arran	SCARE	Patient advised to go to A&E	123	164	124	148	123	143	122	150	115	137	132	129	129
NHS Ayrshire & Arran	SCARE	Patient advised to go to A&E	2	3	3			1		1			2		
NHS Ayrshire & Arran	SCARE	Patient sent to A&E via Ambulance within 1 Hr	12	10	11	8	23	12	16	10	12	12	13	13	18
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	71	89	83	84	92	87	101	89	106	88	102	70	94
NHS Ayrshire & Arran	SCARE	Speak to clinician 2 Hrs	9	19	13	21	13	24	22	15	15	13	19	31	18
NHS Ayrshire & Arran	SCARE	Speak to clinician within 4 Hrs	34	43	34	31	41	38	35	37	37	38	32	35	38
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	144	140	82	84	84	70	91	76	67	98	79	91	92
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	7	6	4	3	5	8	5	2	4	6	2		2
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1	2	1		1			2	1	1	2		4

Table 3

Health Board	Care Group	Endpoint	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	16/03/2025	23/03/2025
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Self Care	2		4	1	2	1	2	1	1	3	4	2	
NHS Ayrshire & Arran	SLFC_NPA	Distress Brief Intervention	3	14	9	7	8	8	7	6	7	8	10	4	7
NHS Ayrshire & Arran	SLFC_NPA	For Information Only	37	65	39	37	45	38	39	32	35	46	40	45	32
NHS Ayrshire & Arran	SLFC_NPA	Patient advised to contact CPN Team - For Info Only		1	1	3	4					1	2		
NHS Ayrshire & Arran	SLFC_NPA	Patient given self care advice - For Information Only	139	128	120	105	97	119	129	123	101	99	105	119	99
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1					2		1	1				2
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only		1											
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Midwife - For Information Only	2	3	5		2	2	2	3	2	2	3	4	2
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Optician - For Information Only	5	3	1		3	3	1	1	4	3	2	5	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	23	36	18	15	26	14	13	10	15	11	14	15	20
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Police - For Information Only	7		3	8	5	5	5	4	3	2	3	4	6
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	6	8	5	6	11	2	6	9	9	7	6	2	4
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	6	1	1	2	4	1	2	1	6	2	3	3
NHS Borders	PCARE	CPN (Dr) to phone patient within 2 Hrs	5	10	9	4	4	4	6	6	4	6	3	5	3
NHS Borders	PCARE	DN (Dr) phone patient within 1 Hr	7	1		2	3	3		1	1	1		1	1
NHS Borders	PCARE	DN (Dr) phone patient within 2 Hrs	5	10	3	7	4		4	7	6	5	8	3	12
NHS Borders	PCARE	DN (Dr) phone patient within 4 Hrs	14	21	11	7	17	19	14	12	19	17	14	13	19
NHS Borders	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2	2	1	1		3	1				2		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			1		
NHS Borders	PCARE	Home Visit within 1 Hr	2	7	9	2	2	6	2		1	1	1	1	5
NHS Borders	PCARE	Home Visit within 2 Hrs	17	19	8	13	13	15	5	9	11	9	11	13	13
NHS Borders	PCARE	Home Visit within 4 Hrs	34	27	14	27	14	12	18	13	15	13	14	14	13
NHS Borders	PCARE	PCEC within 1 Hr	27	12	15	14	13	18	17	10	6	15	12	10	9
NHS Borders	PCARE	PCEC within 2 Hrs	37	57	25	16	28	25	34	29	30	23	24	19	24
NHS Borders	PCARE	PCEC within 4 Hrs	139	144	66	65	70	77	58	52	60	58	51	60	57
NHS Borders	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	19	21	13	15	17	22	19	17	20	20	17	18	29
NHS Borders	PCARE	Pt advised to contact practice - For Information Only		3	1		1	3	3	6	1		1	1	3
NHS Borders	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	2			1	1	1	1	1	1	4	3	1	2
NHS Borders	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	7	12	7	5	5	7	8	6	9	5	14	5	9
NHS Borders	PCARE	Speak to clinician within 1 Hr	6	8	6	3	8	4	8	5	4	3	5	1	6
NHS Borders	PCARE	Speak to clinician within 2 Hrs	14	9	3	10	6	8	7	5	7	3	10	7	5
NHS Borders	PCARE	Speak to clinician within 4 Hrs	10	30	15	9	11	11	9	9	12	8	11	9	11
NHS Borders	SCARE	999 contacted - For information only	39	44	40	35	40	57	40	46	40	34	44	37	43

Table 3

Health Board	Care Group	Endpoint	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	16/03/2025	23/03/2025
NHS Borders	SCARE	Patient advised to go to A&E	34	40	40	42	39	41	34	37	43	36	44	37	38
NHS Borders	SCARE	Patient advised to go to A&E	1				1			1	2				
NHS Borders	SCARE	Patient sent to A&E via Ambulance within 1 Hr	2	5	3	4	2	8	3	7	5		6	6	3
NHS Borders	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	30	34	35	31	42	48	39	48	46	51	51	58	58
NHS Borders	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub			2				1	1					
NHS Borders	SCARE	Speak to clinician 2 Hrs	3	5	9	12	9	10	15	13	9	8	19	15	14
NHS Borders	SCARE	Speak to clinician within 4 Hrs	6	11	14	18	11	11	13	9	15	15	9	13	16
NHS Borders	SLFC_NPA	Contact Breathing Space												1	
NHS Borders	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	30	26	26	20	26	19	25	22	24	21	15	17	21
NHS Borders	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour					1							1	
NHS Borders	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	4	4		2	2	3	2	2	4				2
NHS Borders	SLFC_NPA	Dental Nurse - Routine Contact with Dentist													1
NHS Borders	SLFC_NPA	Dental Nurse - Self Care	1				1	2			1	1			1
NHS Borders	SLFC_NPA	Distress Brief Intervention	2	3	2	4		3	3	1	3	1	3	1	3
NHS Borders	SLFC_NPA	For Information Only	9	9	10	12	6	8	4	10	9	13	19	20	12
NHS Borders	SLFC_NPA	Patient given self care advice - For Information Only	34	35	37	35	49	27	40	35	36	42	29	27	38
NHS Borders	SLFC_NPA	Pt advised to contact Dentist - For Information Only					1		1		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	1	
NHS Borders	SLFC_NPA	Pt advised to contact Optician - For Information Only	3	1	1	2		1	2			2	1		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	6	11	2	3	3	5	2	1		2	5	4	
NHS Borders	SLFC_NPA	Pt advised to contact Police - For Information Only	2	2	3	1	1				1		1		1
NHS Borders	SLFC_NPA	Pt advised to contact appropriate service - For Info Only													1
NHS Borders	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	1	3	1		1	2	1	1		1	1		1
NHS Dumfries & Gallo	PCARE	CPN (Dr) to phone patient within 1 Hr	1	2	1	2	3	3	1			4		4	2
NHS Dumfries & Gallo	PCARE	CPN (Dr) to phone patient within 2 Hrs	7	6	7	7	4	4	9	7	11	8	8	6	5
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 1 Hr			3	3	1	2		3	2	2	4	1	3
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 2 Hrs	8	12	5	10	9	14	5	3	9	9	7	5	6
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 4 Hrs	27	25	24	28	15	24	21	18	18	14	9	18	20
NHS Dumfries & Gallo	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	1	1				2		2	1	2		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	2	1			1							
NHS Dumfries & Gallo	PCARE	Home Visit within 1 Hr	11	2	4	2		2	3	4	3	4	2	6	4
NHS Dumfries & Gallo	PCARE	Home Visit within 2 Hrs	15	26	15	11	11	7	11	11	12	10	11	18	13
NHS Dumfries & Gallo	PCARE	Home Visit within 4 Hrs	29	25	11	12	16	15	16	12	7	15	22	16	16
NHS Dumfries & Gallo	PCARE	PCEC within 1 Hr	23	22	13	9	19	12	13	8	15	13	16	8	12
NHS Dumfries & Gallo	PCARE	PCEC within 2 Hrs	69	47	32	42	39	34	37	33	40	28	33	41	31

Table 3

Health Board	Care Group	Endpoint	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	16/03/2025	23/03/2025
NHS Dumfries & Gallo	PCARE	PCEC within 4 Hrs	170	151	91	88	67	79	79	83	92	77	73	74	77
NHS Dumfries & Gallo	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	12	14	7	13	18	17	8	13	12	13	11	17	14
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice - For Information Only		1			3	1	3	1	3	2	2	1	2
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	2	4	4	2	3	5	3	2	2		1	1	1
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	4	10	8	8	9	5	8	4	8	11	11	7	11
NHS Dumfries & Gallo	PCARE	Speak to clinician within 1 Hr	3	9	2	3	8	2	6	4	3	6	1	9	1
NHS Dumfries & Gallo	PCARE	Speak to clinician within 2 Hrs	5	12	9	6	7	8	6	5	9	6	11	5	3
NHS Dumfries & Gallo	PCARE	Speak to clinician within 4 Hrs	19	23	18	14	16	10	18	13	19	13	10	12	12
NHS Dumfries & Gallo	PCARE	Transport to PCEC within 1 Hr		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										2	
NHS Dumfries & Gallo	SCARE	999 contacted - For information only	58	63	46	51	51	38	34	43	40	37	38	41	41
NHS Dumfries & Gallo	SCARE	Patient advised to go to A&E	51	47	39	33	38	35	43	30	39	38	41	55	37
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	8	6	4	7	4	7	4	6	5	5	6	2	1
NHS Dumfries & Gallo	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	14	13	15	11	14	11	16	10	14	21	15	14	13
NHS Dumfries & Gallo	SCARE	Speak to clinician 2 Hrs	3	2	3	5		2	2	6	2	1	7	3	4
NHS Dumfries & Gallo	SCARE	Speak to clinician within 4 Hrs	9	11	3	6	6	6	7	2	7	12	6	7	6
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	52	53	35	47	36	49	35	28	35	37	33	37	40
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour		1					2			1	2	1	
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	1	1			4		1	1	4	1	3	1	2
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Routine Contact with Dentist					1		2		1	1	1	1	
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Self Care			2	3	1		1						1
NHS Dumfries & Gallo	SLFC_NPA	Distress Brief Intervention		1	2	2			2		3	2	1	2	
NHS Dumfries & Gallo	SLFC_NPA	For Information Only	12	12	10	9	13	9	9	13	13	13	16	12	4
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	42	32	29	30	33	24	22	37	27	24	28	31
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		2		1			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 Pharmacist - For Information Only	4	17	3	4	5	7	2	2	5	2	3	6	3
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Police - For Information Only	1	3		2					1				1
NHS Dumfries & Gallo	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	1	1	3	1				1	1	3	2	2	1
NHS Dumfries & Gallo	Not assigned	Not assigned													1
NHS Fife	PCARE	CPN (Dr) to phone patient within 1 Hr	15	20	26	18	22	21	15	10	14	23	12	11	10
NHS Fife	PCARE	CPN (Dr) to phone patient within 2 Hrs	33	32	21	14	15	24	15	20	16	26	20	19	12
NHS Fife	PCARE	DN (Dr) phone patient within 1 Hr	3	3	3	3	1	9	6	4	1	4	3	4	3
NHS Fife	PCARE	DN (Dr) phone patient within 2 Hrs	15	15	9	10	16	20	16	14	17	9	11	14	17

Table 3

Health Board	Care Group	Endpoint	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	16/03/2025	23/03/2025
NHS Fife	PCARE	DN (Dr) phone patient within 4 Hrs	52	62	30	41	51	42	42	35	31	40	47	29	26
NHS Fife	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	3	11	3	3	2	1	1	3	1	1	6	1	2
NHS Fife	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)				2					1	1	2		1
NHS Fife	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)		5		2	3	2	5	1	2		1	3	4
NHS Fife	PCARE	Home Visit within 1 Hr	20	7	11	7	12	8	12	8	4	10	7	7	6
NHS Fife	PCARE	Home Visit within 2 Hrs	44	62	34	34	37	31	31	32	35	35	24	31	40
NHS Fife	PCARE	Home Visit within 4 Hrs	78	95	58	52	36	59	52	37	41	52	53	51	43
NHS Fife	PCARE	PCEC within 1 Hr	82	81	49	47	46	57	63	51	61	61	55	55	50
NHS Fife	PCARE	PCEC within 2 Hrs	201	183	136	107	110	118	134	131	153	141	143	124	146
NHS Fife	PCARE	PCEC within 4 Hrs	639	571	278	291	326	333	325	331	356	326	336	328	312
NHS Fife	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	69	66	71	55	71	86	88	80	76	60	67	72	70
NHS Fife	PCARE	Pt advised to contact practice - For Information Only	8	10	5	8	6	7	5	3	7	6	7	6	4
NHS Fife	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	10	3	5	6	2	7	8	5	12	6	9	6	5
NHS Fife	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	33	40	36	27	35	40	39	22	43	34	32	25	25
NHS Fife	PCARE	Speak to clinician within 1 Hr	23	23	20	16	17	11	21	17	15	13	16	14	15
NHS Fife	PCARE	Speak to clinician within 2 Hrs	26	38	28	26	24	24	23	16	35	24	23	32	28
NHS Fife	PCARE	Speak to clinician within 4 Hrs	72	97	41	44	47	39	54	50	53	64	43	46	36
NHS Fife	SCARE	999 contacted - For information only	224	169	145	143	158	160	127	132	145	163	150	126	133
NHS Fife	SCARE	Patient advised to go to A&E	169	154	141	132	149	132	156	145	154	120	135	136	157
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	16	17	10	9	13	10	9	11	6	16	8	8	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	76	116	95	115	83	101	89	109	103	98	97	102	102
NHS Fife	SCARE	Speak to clinician 2 Hrs	20	18	17	25	21	21	23	14	24	21	27	27	25
NHS Fife	SCARE	Speak to clinician within 4 Hrs	32	43	38	41	34	30	40	32	30	34	35	42	43
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	156	139	102	93	102	95	103	106	107	114	88	89	91
NHS Fife	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	2	1				2	3	2	2	1		2	5
NHS Fife	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	10	9	4	4	9	9	4	7	11	5	1	2	8
NHS Fife	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	6	3		2	2		2	4	3	3	3	3	2
NHS Fife	SLFC_NPA	Dental Nurse - Self Care		5		2	1	4	1	2	3	1	2	1	3
NHS Fife	SLFC_NPA	Distress Brief Intervention	8	6	10	6	4	7	9	8	6	4	7	8	7
NHS Fife	SLFC_NPA	For Information Only	51	97	54	47	55	46	58	44	51	48	50	39	49
NHS Fife	SLFC_NPA	Patient advised to contact CPN Team - For Info Only				2	1	1							1
NHS Fife	SLFC_NPA	Patient given self care advice - For Information Only	170	174	163	146	135	154	140	133	157	140	131	145	120
NHS Fife	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1			1	2				1			1	
NHS Fife	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only						1							

Table 3

Health Board	Care Group	Endpoint	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	16/03/2025	23/03/2025
NHS Fife	SLFC_NPA	Pt advised to contact Midwife - For Information Only	3	4	4	3	2	3		4	4	4	2	2	4
NHS Fife	SLFC_NPA	Pt advised to contact Optician - For Information Only	5	6	2	5	3	2		3	4	4	9	8	1
NHS Fife	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	27	26	13	15	13	20	16	22	21	7	24	12	16
NHS Fife	SLFC_NPA	Pt advised to contact Police - For Information Only	6	7	3	10	4	5	3	5	5	5	5	5	5
NHS Fife	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	8	15	2	5	7	4	6	7	8	7	6	5	10
NHS Fife	Not assigned	Not assigned	1			2			1		2			1	
NHS Forth Valley	PCARE	CPN (Dr) to phone patient within 1 Hr	10	7	3	6	7	9	9	11	6	5	9	7	6
NHS Forth Valley	PCARE	CPN (Dr) to phone patient within 2 Hrs	13	14	6	8	4	13	15	9	10	14	16	8	11
NHS Forth Valley	PCARE	DN (Dr) phone patient within 1 Hr	2	1	4	2	4	2	5	7	2	3	2		4
NHS Forth Valley	PCARE	DN (Dr) phone patient within 2 Hrs	9	6	10	5	6	11	6	7	11	10	1	10	8
NHS Forth Valley	PCARE	DN (Dr) phone patient within 4 Hrs	28	46	19	20	26	30	25	35	27	29	18	17	16
NHS Forth Valley	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	5	2	2	4	5	2	4	3	3	1		1	4
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)	1	3		2	5	2	2	1	1	4	2	2	1
NHS Forth Valley	PCARE	Home Visit within 1 Hr	10	18	6	7	10	12	10	6	13	8	4	5	6
NHS Forth Valley	PCARE	Home Visit within 2 Hrs	39	40	23	16	33	28	25	21	25	19	11	27	27
NHS Forth Valley	PCARE	Home Visit within 4 Hrs	65	60	26	40	27	23	31	39	31	36	31	25	31
NHS Forth Valley	PCARE	PCEC within 1 Hr	73	63	45	41	51	47	51	42	35	48	39	48	51
NHS Forth Valley	PCARE	PCEC within 2 Hrs	172	143	85	99	100	93	96	100	119	94	127	105	122
NHS Forth Valley	PCARE	PCEC within 4 Hrs	546	536	263	265	243	277	282	238	257	304	262	276	304
NHS Forth Valley	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	82	66	67	75	63	87	71	73	63	79	86	71	58
NHS Forth Valley	PCARE	Pt advised to contact practice - For Information Only	6	12	8	8	5	10	10	5	8	13	9	8	3
NHS Forth Valley	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	7	5	7	8	7	4	4	5	5	9	4	7	4
NHS Forth Valley	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	25	40	27	31	40	23	23	33	35	27	46	37	38
NHS Forth Valley	PCARE	Speak to clinician within 1 Hr	13	11	11	10	16	17	11	10	15	12	18	11	15
NHS Forth Valley	PCARE	Speak to clinician within 2 Hrs	22	22	17	20	17	26	14	16	18	17	11	16	12
NHS Forth Valley	PCARE	Speak to clinician within 4 Hrs	57	76	36	45	39	38	38	26	35	40	37	29	50
NHS Forth Valley	SCARE	999 contacted - For information only	151	140	98	100	132	134	117	116	112	102	116	88	94
NHS Forth Valley	SCARE	Patient advised to go to A&E	159	180	166	165	182	178	169	175	171	176	182	162	194
NHS Forth Valley	SCARE	Patient advised to go to A&E	1	3	1	1	3		1	1	1	1	2		1
NHS Forth Valley	SCARE	Patient sent to A&E via Ambulance within 1 Hr	17	9	5	5	5	12	10	9	9	8	12	7	9
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	137	144	165	176	191	199	219	201	212	220	259	245	239
NHS Forth Valley	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub											1		
NHS Forth Valley	SCARE	Speak to clinician 2 Hrs	19	24	34	47	41	50	50	41	42	55	67	58	67
NHS Forth Valley	SCARE	Speak to clinician within 4 Hrs	38	59	52	42	52	49	67	41	33	51	74	47	51
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

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Health Board	Care Group	Endpoint	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	16/03/2025	23/03/2025
NHS Forth Valley	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	101	101	63	69	76	57	73	63	56	70	70	54	75
NHS Forth Valley	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	2	1	3								1		1
NHS Forth Valley	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	5	4	3	5	6	1	5	3	7	5	4	3	2
NHS Forth Valley	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1	1				1		3	1		3		3
NHS Forth Valley	SLFC_NPA	Dental Nurse - Self Care	6		5	3		1	1		1		2	1	1
NHS Forth Valley	SLFC_NPA	Distress Brief Intervention	4	8	7	5	7	5	9	9	12	10	7	2	8
NHS Forth Valley	SLFC_NPA	For Information Only	46	44	33	51	42	34	45	48	43	49	46	43	36
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	122	127	91	89	114	114	95	103	89	119	102	105	110
NHS Forth Valley	SLFC_NPA	Pt advised to contact Dentist - For Information Only			2				1		2				
NHS Forth Valley	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only									1				
NHS Forth Valley	SLFC_NPA	Pt advised to contact Midwife - For Information Only	3	3	2	3	3	2	7	4	4		1	2	1
NHS Forth Valley	SLFC_NPA	Pt advised to contact Optician - For Information Only	5	5	1	4	6	8	5	3	5	3	10	2	4
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	23	22	12	7	11	14	12	23	13	16	13	15	16
NHS Forth Valley	SLFC_NPA	Pt advised to contact Police - For Information Only	3	4		2	2	3	1	3	1	1	2	4	2
NHS Forth Valley	SLFC_NPA	Pt advised to contact appropriate service - For Info Only											1		
NHS Forth Valley	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	1	6	5	7	6	7	6	5	6	4	7	8	4
NHS Grampian	PCARE	CPN (Dr) to phone patient within 1 Hr	12	10	23	13	12	17	14	17	13	11	7	14	7
NHS Grampian	PCARE	CPN (Dr) to phone patient within 2 Hrs	16	18	16	24	28	24	26	15	11	18	20	17	35
NHS Grampian	PCARE	DN (Dr) phone patient within 1 Hr	3	3	5	4	5	4	1	3	2	4	2		1
NHS Grampian	PCARE	DN (Dr) phone patient within 2 Hrs	5	5	7	8	3	6	4	10	4	13	10	9	4
NHS Grampian	PCARE	DN (Dr) phone patient within 4 Hrs	35	32	16	17	10	23	16	20	23	23	20	26	16
NHS Grampian	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	4	5	8	3	5	3	5	2	2	1	5	3	2
NHS Grampian	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)			2		1		2	1			1	1	1
NHS Grampian	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	2	6	2	1	1	1	1		2	5	4	1	
NHS Grampian	PCARE	Home Visit within 1 Hr	28	23	25	26	19	19	21	12	18	13	17	14	6
NHS Grampian	PCARE	Home Visit within 2 Hrs	58	92	55	58	52	48	54	48	39	46	50	42	52
NHS Grampian	PCARE	Home Visit within 4 Hrs	105	152	73	69	61	67	80	55	57	59	61	85	54
NHS Grampian	PCARE	PCEC within 1 Hr	129	110	79	72	79	89	80	74	83	62	68	59	66
NHS Grampian	PCARE	PCEC within 2 Hrs	312	273	144	150	230	173	181	179	165	172	177	147	177
NHS Grampian	PCARE	PCEC within 4 Hrs	863	841	440	420	415	454	422	389	430	444	459	493	430
NHS Grampian	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	107	88	96	73	84	64	87	100	92	87	103	88	86
NHS Grampian	PCARE	Pt advised to contact practice - For Information Only	12	13	10	9	10	7	10	6	13	10	5	15	5
NHS Grampian	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	4	6	10	7	8	8	12	12	4	14	6	8	8
NHS Grampian	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	62	59	46	48	53	36	39	37	31	42	55	53	33
NHS Grampian	PCARE	Speak to clinician within 1 Hr	26	25	33	23	18	22	19	18	19	19	27	19	20
NHS Grampian	PCARE	Speak to clinician within 2 Hrs	43	49	23	42	36	30	45	33	23	39	39	37	33

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Health Board	Care Group	Endpoint	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	16/03/2025	23/03/2025
NHS Grampian	PCARE	Speak to clinician within 4 Hrs	122	132	83	53	61	73	94	64	76	72	75	63	77
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	308	261	210	213	232	223	196	220	227	204	224	198	207
NHS Grampian	SCARE	Patient advised to go to A&E	237	220	197	210	240	257	243	222	220	247	217	210	188
NHS Grampian	SCARE	Patient advised to go to A&E	2	1	1	2	1	2		2		4		1	1
NHS Grampian	SCARE	Patient sent to A&E via Ambulance within 1 Hr	21	18	13	19	22	17	14	13	14	19	26	18	25
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	158	183	226	216	190	225	222	225	189	207	238	212	243
NHS Grampian	SCARE	Speak to clinician 2 Hrs	29	29	31	50	49	55	41	39	44	43	57	53	49
NHS Grampian	SCARE	Speak to clinician within 4 Hrs	62	65	59	66	68	68	71	55	57	61	59	52	47
NHS Grampian	SLFC_NPA	Contact Breathing Space	1							1				1	
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	1	1				1	3		1	1		1	
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	183	140	84	96	107	103	95	102	79	105	94	98	98
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1	2	3			1	1		1	2	1	1	1
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Pharmacist				1									
NHS Grampian	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	10	6	3	6	7	7	3	4	5	6	2	6	4
NHS Grampian	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	3	3	1	6	1	2	1	1	3	1	2	2	3
NHS Grampian	SLFC_NPA	Dental Nurse - Self Care	3	2	1	2	2	1	4	2	3		2	6	5
NHS Grampian	SLFC_NPA	Distress Brief Intervention	8	13	11	6	8	8	11	4	12	13	9	4	8
NHS Grampian	SLFC_NPA	For Information Only	118	114	115	109	105	134	107	126	109	114	89	100	82
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	211	221	169	161	151	162	145	150	127	161	154	164	162
NHS Grampian	SLFC_NPA	Pt advised to contact Dentist - For Information Only		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	5		4	1	3	2	3	2	2	3	4	3	4
NHS Grampian	SLFC_NPA	Pt advised to contact Optician - For Information Only	3	4	2	2	5	5	3	5	5	2	6	4	4
NHS Grampian	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only										1			
NHS Grampian	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	47	29	21	25	23	20	16	22	22	20	23	20	19
NHS Grampian	SLFC_NPA	Pt advised to contact Police - For Information Only	13	14	16	11	15	16	13	13	8	10	8	13	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	23	31	24	22	19	13	22	20	24	22	16	14	28
NHS Grampian	Not assigned	Not assigned				1		1							
NHS Greater Glasgow	PCARE	CPN (Dr) to phone patient within 1 Hr	37	40	42	36	22	43	23	35	40	30	42	39	37
NHS Greater Glasgow	PCARE	CPN (Dr) to phone patient within 2 Hrs	93	69	66	54	63	83	71	53	56	52	47	49	64
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 1 Hr	6	2	1	2	3	3	1	3	2	6	2	4	3
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 2 Hrs	6	6	8	2	2	10	2	6	8	10	6	6	6

Table 3

Health Board	Care Group	Endpoint	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	16/03/2025	23/03/2025
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 4 Hrs	17	21	18	19	19	13	7	14	14	12	16	12	8
NHS Greater Glasgow	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	10	7	8	5	9	5	7	8	8	12	5	8	12
NHS Greater Glasgow	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1	2	2	2		2	1	1	5	3		1	1
NHS Greater Glasgow	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	3	3	5	6	6	6	6	3	4	3	5	3	2
NHS Greater Glasgow	PCARE	Home Visit within 1 Hr	53	48	45	51	44	33	37	38	30	40	32	36	33
NHS Greater Glasgow	PCARE	Home Visit within 2 Hrs	168	162	114	97	125	104	107	101	101	94	96	82	85
NHS Greater Glasgow	PCARE	Home Visit within 4 Hrs	265	292	140	164	154	151	141	101	133	125	128	128	133
NHS Greater Glasgow	PCARE	PCEC within 1 Hr	212	181	139	167	185	148	151	137	142	163	149	155	179
NHS Greater Glasgow	PCARE	PCEC within 2 Hrs	586	560	431	401	444	377	410	415	383	441	402	377	411
NHS Greater Glasgow	PCARE	PCEC within 4 Hrs	1,948	1,902	1,022	1,040	1,107	1,106	1,039	1,080	1,097	1,014	1,051	970	988
NHS Greater Glasgow	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	235	251	248	267	221	253	253	247	236	215	245	204	238
NHS Greater Glasgow	PCARE	Pt advised to contact practice - For Information Only	29	32	19	23	21	33	27	19	22	25	21	39	26
NHS Greater Glasgow	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	14	18	37	31	17	26	26	18	28	24	47	19	21
NHS Greater Glasgow	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	108	125	120	124	121	101	113	128	91	115	115	114	116
NHS Greater Glasgow	PCARE	Speak to clinician within 1 Hr	67	81	57	41	58	52	43	44	49	45	42	53	63
NHS Greater Glasgow	PCARE	Speak to clinician within 2 Hrs	88	110	83	66	73	82	58	54	77	62	83	90	89
NHS Greater Glasgow	PCARE	Speak to clinician within 4 Hrs	269	256	185	133	184	178	161	164	166	168	178	130	164
NHS Greater Glasgow	PCARE	Transport to PCEC within 4 hrs	7	6	5	1	8	4	4	3	5	1	2		5
NHS Greater Glasgow	PCARE	Triage refused therefore Dr requested to phone patient													1
NHS Greater Glasgow	SCARE	999 contacted - For Information Only													1
NHS Greater Glasgow	SCARE	999 contacted - For information only	564	492	359	383	435	403	428	341	376	406	410	353	357
NHS Greater Glasgow	SCARE	Patient advised to go to A&E	520	620	486	513	495	561	530	480	457	512	515	474	502
NHS Greater Glasgow	SCARE	Patient advised to go to A&E	2	4	5	2	3	5	2	5	2	3	4	2	2
NHS Greater Glasgow	SCARE	Patient sent to A&E via Ambulance within 1 Hr	52	45	29	31	50	37	36	33	32	36	40	44	43
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	264	409	361	363	379	362	367	368	328	376	360	357	355
NHS Greater Glasgow	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub													1
NHS Greater Glasgow	SCARE	Speak to clinician 2 Hrs	40	50	51	64	45	73	48	79	64	67	67	84	84
NHS Greater Glasgow	SCARE	Speak to clinician within 4 Hrs	109	182	135	123	142	137	145	123	131	119	114	90	129
NHS Greater Glasgow	SLFC_NPA	Contact Breathing Space					1		2		1		1	1	1
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	3				7	5	3	1	2	3	2	5	3
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	358	376	235	243	292	292	287	259	261	255	292	282	261
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	6	7	3	3	5	3	4	1	3	3	3	8	1
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	27	28	8	13	19	24	9	12	14	9	14	12	12
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	4	4			1	1	4	2	3	5	1	1	5
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Self Care	11	3	6	9	3	3	6	6	3	4	5	7	9
NHS Greater Glasgow	SLFC_NPA	Distress Brief Intervention	25	22	27	27	24	22	22	30	29	27	25	19	22

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Health Board	Care Group	Endpoint	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	16/03/2025	23/03/2025
NHS Greater Glasgow	SLFC_NPA	For Information Only	192	172	183	148	143	171	140	166	139	139	160	173	157
NHS Greater Glasgow	SLFC_NPA	Patient advised to contact CPN Team - For Info Only		4	2	4	2	3	4	2	4		1	2	2
NHS Greater Glasgow	SLFC_NPA	Patient given self care advice - For Information Only	560	577	449	468	506	474	441	454	478	467	452	442	431
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1	1	3	1	2	2	4	3	2	2	4	1	1
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only		1	1	1						1	1	1	2
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Midwife - For Information Only	12	13	12	10	8	12	9	11	13	9	10	11	10
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Optician - For Information Only	11	21	18	10	10	10	8	15	10	15	13	13	16
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only	3	2	1	1	2	2		2	1	2			1
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	100	143	73	60	64	69	64	72	56	64	68	74	51
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Police - For Information Only	15	20	12	12	14	14	8	14	5	9	9	10	14
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				1	1
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	22	26	12	28	14	17	18	31	25	23	21	17	34
NHS Greater Glasgow	Not assigned	Not assigned	2	1											1
NHS HIGHLAND	PCARE	CPN (Dr) to phone patient within 1 Hr	6	8	4	4	8	12	2	4	8	5	8	7	2
NHS HIGHLAND	PCARE	CPN (Dr) to phone patient within 2 Hrs	15	16	9	13	12	13	6	7	7	15	16	10	11
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 1 Hr	2	2	1		3	6	2	2	2	2	2		
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 2 Hrs	6	4	1	4	3	3	1	8	3	4	2	6	4
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 4 Hrs	17	23	12	10	9	17	16	10	10	8	10	15	8
NHS HIGHLAND	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2			7	3	1	2	3		4	1	1	2
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	7	18	7	8	4	2	9	7	10	7	7	6	9
NHS HIGHLAND	PCARE	Home Visit within 2 Hrs	24	55	29	22	28	25	28	19	20	27	26	29	18
NHS HIGHLAND	PCARE	Home Visit within 4 Hrs	69	80	34	32	29	35	22	33	35	32	38	31	25
NHS HIGHLAND	PCARE	PCEC within 1 Hr	41	48	26	31	34	40	34	33	23	30	37	31	27
NHS HIGHLAND	PCARE	PCEC within 2 Hrs	130	111	64	69	66	80	73	74	67	72	51	64	72
NHS HIGHLAND	PCARE	PCEC within 4 Hrs	378	393	195	158	155	151	155	164	192	153	168	153	158
NHS HIGHLAND	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	39	36	29	36	40	32	35	30	27	33	32	37	36
NHS HIGHLAND	PCARE	Pt advised to contact practice - For Information Only	6	6	5	1	1	1	4	2	2	8	4	1	5
NHS HIGHLAND	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	4	1	5	4	4	3	3	2	4	6	1	5	3
NHS HIGHLAND	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	16	35	16	21	23	14	12	15	19	13	22	13	22
NHS HIGHLAND	PCARE	Speak to clinician within 1 Hr	15	17	6	9	18	12	14	9	4	7	6	7	8
NHS HIGHLAND	PCARE	Speak to clinician within 2 Hrs	15	31	14	15	9	23	20	12	21	16	13	14	9
NHS HIGHLAND	PCARE	Speak to clinician within 4 Hrs	58	71	34	33	31	33	28	28	33	34	30	33	23
NHS HIGHLAND	PCARE	Transport to PCEC within 2 Hrs						1						2	
NHS HIGHLAND	PCARE	Transport to PCEC within 4 hrs	1						1						

Table 3

Health Board	Care Group	Endpoint	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	16/03/2025	23/03/2025
NHS HIGHLAND	SCARE	999 contacted - For information only	133	102	89	92	87	85	99	82	82	76	79	79	76
NHS HIGHLAND	SCARE	Patient advised to go to A&E	79	98	74	74	85	82	75	71	56	67	75	75	80
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	6	9	8	5	11	7	4	8	3	8	13	5	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	53	48	35	41	32	51	61	47	46	44	58	50	47
NHS HIGHLAND	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	26	19	18	14	22	16	22	18	11	11	26	16	19
NHS HIGHLAND	SCARE	Speak to clinician 2 Hrs	10	15	11	5	10	11	20	13	10	15	15	13	10
NHS HIGHLAND	SCARE	Speak to clinician within 4 Hrs	18	42	23	17	14	28	18	12	11	17	14	18	23
NHS HIGHLAND	SLFC_NPA	Contact Breathing Space							1						
NHS HIGHLAND	SLFC_NPA	Distress Brief Intervention	4	5	7	6	8	2	6	5	6	8	3	5	4
NHS HIGHLAND	SLFC_NPA	For Information Only	32	25	26	29	28	29	21	32	40	41	30	37	24
NHS HIGHLAND	SLFC_NPA	Hub to arrange appointment within 24 hours	92	94	59	54	55	40	70	60	46	54	48	58	67
NHS HIGHLAND	SLFC_NPA	Hub to arrange contact with Clinician within 1 hour				1							1		
NHS HIGHLAND	SLFC_NPA	Patient advised to contact dental advice line - Info Only	2	3			1		1				1	2	1
NHS HIGHLAND	SLFC_NPA	Patient advised to contact registered GDP - Info Only	11	10	11	4	12	14	9	10	12	11	9	9	10
NHS HIGHLAND	SLFC_NPA	Patient given self care advice - For Information Only	113	97	78	82	96	72	74	92	72	60	71	78	71
NHS HIGHLAND	SLFC_NPA	Patient given self care dental advice - For Information Only	1	2		3		1	1	1				1	
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Dentist - For Information Only					1								
NHS HIGHLAND	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only					1				1				
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Midwife - For Information Only					1		4	1			2	2	2
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Optician - For Information Only	2	3	1	1	1	1	2	3	2	2	4	1	4
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	20	24	7	5	6	9	5	8	7	6	11	20	6
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Police - For Information Only	2	2	3		3	7	4		3	2	2	3	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	6	2	5	8	4	5	1	1	5	2	2	3
NHS HIGHLAND	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	2	6	9	5	4	9	6	8	9	4	1	2	2
NHS HIGHLAND	Not assigned	Not assigned				1						1			
NHS LANARKSHIRE	PCARE	CPN (Dr) to phone patient within 1 Hr	17	25	18	14	23	9	12	9	23	8	10	14	18
NHS LANARKSHIRE	PCARE	CPN (Dr) to phone patient within 2 Hrs	20	44	26	10	27	27	20	20	27	22	21	29	15
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 1 Hr			2	3	6	1	1		1		3	1	2
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 2 Hrs	2	3	5	3	1	1	7	2		5		1	4
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 4 Hrs	10	8	9	3	7	6	6	7	9	2	3	4	2
NHS LANARKSHIRE	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	6	5	3	2		2	6	4	4	2	2	8	5
NHS LANARKSHIRE	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1	2					1	2					
NHS LANARKSHIRE	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	3	4	1	3	1	2	1	2	2	1	1	1	1

Table 3

Health Board	Care Group	Endpoint	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	16/03/2025	23/03/2025
NHS LANARKSHIRE	PCARE	Home Visit within 1 Hr	18	18	14	16	14	10	11	5	12	8	19	8	10
NHS LANARKSHIRE	PCARE	Home Visit within 2 Hrs	59	64	33	41	37	36	35	30	38	29	39	44	24
NHS LANARKSHIRE	PCARE	Home Visit within 4 Hrs	96	99	44	48	68	49	45	48	47	42	49	50	39
NHS LANARKSHIRE	PCARE	PCEC within 1 Hr	147	112	72	94	87	96	84	80	87	86	84	77	78
NHS LANARKSHIRE	PCARE	PCEC within 2 Hrs	308	296	167	184	203	194	201	171	202	204	201	188	207
NHS LANARKSHIRE	PCARE	PCEC within 4 Hrs	1,074	896	463	515	545	486	513	546	552	522	543	499	547
NHS LANARKSHIRE	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	109	95	101	93	84	113	99	104	98	102	111	90	83
NHS LANARKSHIRE	PCARE	Pt advised to contact practice - For Information Only	12	22	15	10	6	10	6	9	7	15	10	11	7
NHS LANARKSHIRE	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	10	4	17	21	10	20	10	5	11	9	12	11	7
NHS LANARKSHIRE	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	43	67	43	55	55	53	44	42	51	53	47	56	48
NHS LANARKSHIRE	PCARE	Speak to clinician within 1 Hr	22	26	20	15	21	19	24	19	18	26	25	19	14
NHS LANARKSHIRE	PCARE	Speak to clinician within 2 Hrs	34	57	22	33	44	31	42	36	30	22	29	35	25
NHS LANARKSHIRE	PCARE	Speak to clinician within 4 Hrs	112	109	61	73	57	76	54	56	73	55	68	56	62
NHS LANARKSHIRE	PCARE	Transport to PCEC within 2 Hrs		1		1									1
NHS LANARKSHIRE	PCARE	Transport to PCEC within 4 hrs	1	1	1	1					1	1			2
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	278	250	168	166	205	197	184	181	202	196	183	189	170
NHS LANARKSHIRE	SCARE	Patient advised to go to A&E	290	315	212	248	302	259	266	235	300	244	250	224	242
NHS LANARKSHIRE	SCARE	Patient advised to go to A&E	4	3	1	1	2	2	1	1	2	4	1		2
NHS LANARKSHIRE	SCARE	Patient sent to A&E via Ambulance within 1 Hr	20	29	15	24	23	17	24	10	18	19	22	21	20
NHS LANARKSHIRE	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	102	116	146	110	108	129	152	121	122	136	129	130	130
NHS LANARKSHIRE	SCARE	Speak to clinician 2 Hrs	13	19	15	27	22	26	29	37	27	30	33	28	33
NHS LANARKSHIRE	SCARE	Speak to clinician within 4 Hrs	40	58	50	50	51	48	52	49	60	39	51	35	66
NHS LANARKSHIRE	SLFC_NPA	Contact Breathing Space			1		1	1						1	1
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour								1	1	1	2		1
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	192	174	110	118	139	126	114	120	129	113	118	103	131
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1	2	1			3	2	1		2	3		
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	8	9	4	4	18	5	7	5	5	5	4	6	6
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	4	2	4	3		2	2		1	1	1	2	
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Self Care	4	3	2	1			3	3	1	1	1	3	3
NHS LANARKSHIRE	SLFC_NPA	Distress Brief Intervention	13	12	10	15	12	11	6	7	12	14	13	5	6
NHS LANARKSHIRE	SLFC_NPA	For Information Only	94	71	56	54	70	68	74	62	54	60	55	68	51
NHS LANARKSHIRE	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	1	2		1		1			1				1
NHS LANARKSHIRE	SLFC_NPA	Patient given self care advice - For Information Only	238	219	172	190	152	165	148	153	174	156	131	148	145
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Dentist - For Information Only				1	1			2			1	3	
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only				1	1			1		1	1	1	
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Midwife - For Information Only	2	7	3	5	3	2	6	6	1	3	5	3	5

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Health Board	Care Group	Endpoint	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	16/03/2025	23/03/2025
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Optician - For Information Only	1	3	3	5	4	2	2	2	5	8	9	1	4
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only	1		1		1			1					
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	42	62	26	27	26	28	16	24	26	24	28	28	25
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Police - For Information Only	4	10	6	7	5	7	4	4	8	7	7	5	8
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	15	8	4	9	11	7	8	12	9	14	5	12	12
NHS LANARKSHIRE	Not assigned	Not assigned	1		1								1		1
NHS Lothian	PCARE	CPN (Dr) to phone patient within 1 Hr	22	23	18	24	23	21	23	12	15	15	30	20	20
NHS Lothian	PCARE	CPN (Dr) to phone patient within 2 Hrs	35	50	28	47	49	37	37	28	32	29	38	32	36
NHS Lothian	PCARE	DN (Dr) phone patient within 1 Hr	5	8	3	1	6	4	6	5	10	5	9	3	6
NHS Lothian	PCARE	DN (Dr) phone patient within 2 Hrs	16	19	13	9	8	14	7	16	16	11	16	12	13
NHS Lothian	PCARE	DN (Dr) phone patient within 4 Hrs	49	46	41	38	49	37	33	42	38	37	35	37	41
NHS Lothian	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	6	12	11	6	10	5	5	2	5	10	11	7	4
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)			5	3	3	4	5	1		3	2	4	3
NHS Lothian	PCARE	Home Visit within 1 Hr	41	41	42	35	37	26	20	27	37	27	23	13	33
NHS Lothian	PCARE	Home Visit within 2 Hrs	139	112	77	85	74	85	82	56	69	81	67	65	62
NHS Lothian	PCARE	Home Visit within 4 Hrs	181	189	112	98	101	76	90	89	102	101	96	90	100
NHS Lothian	PCARE	PCEC within 1 Hr	137	161	109	112	122	139	118	109	110	127	125	134	120
NHS Lothian	PCARE	PCEC within 2 Hrs	417	392	295	258	317	321	331	284	277	298	274	299	292
NHS Lothian	PCARE	PCEC within 4 Hrs	1,382	1,470	844	806	874	838	770	799	831	747	790	748	771
NHS Lothian	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	183	178	191	189	186	171	183	204	189	171	205	187	189
NHS Lothian	PCARE	Pt advised to contact practice - For Information Only	16	27	24	20	14	22	16	17	28	22	16	29	19
NHS Lothian	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	12	14	19	19	19	14	12	11	12	18	18	19	13
NHS Lothian	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	86	116	76	101	95	94	98	74	89	94	100	106	81
NHS Lothian	PCARE	Speak to clinician within 1 Hr	42	45	44	32	31	32	41	40	45	38	33	39	28
NHS Lothian	PCARE	Speak to clinician within 2 Hrs	76	80	59	71	65	52	65	41	59	43	58	48	59
NHS Lothian	PCARE	Speak to clinician within 4 Hrs	211	195	116	119	136	132	117	100	117	141	110	107	110
NHS Lothian	PCARE	Transport to PCEC within 2 Hrs	1	1	2	1	1	1		1		1	1	1	
NHS Lothian	PCARE	Transport to PCEC within 4 hrs	2	5	3	1	6		2	1	1	2	2	2	1
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	382	330	258	262	326	298	248	282	287	284	293	267	264
NHS Lothian	SCARE	Patient advised to go to A&E	389	471	372	402	404	402	399	385	375	431	436	421	440
NHS Lothian	SCARE	Patient advised to go to A&E	3	4	3	1	1	2	5	2	2		2	2	
NHS Lothian	SCARE	Patient sent to A&E via Ambulance within 1 Hr	32	31	26	11	31	25	21	18	37	16	35	24	22
NHS Lothian	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only										1			

Table 3

Health Board	Care Group	Endpoint	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	16/03/2025	23/03/2025
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	296	421	408	409	416	423	427	349	402	419	450	427	423
NHS Lothian	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	1	1					1						
NHS Lothian	SCARE	Speak to clinician 2 Hrs	33	44	68	66	54	67	62	53	61	84	85	84	91
NHS Lothian	SCARE	Speak to clinician within 4 Hrs	103	122	112	133	112	128	135	104	125	114	122	114	109
NHS Lothian	SLFC_NPA	Contact Breathing Space		1			1								
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	2	2	1	1	1	4	4		3	2		2	
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	302	285	213	208	227	199	211	195	200	180	195	204	222
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	2	5	6	7	2	6	6	3	1	2	5	8	6
NHS Lothian	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	25	16	7	11	19	16	20	15	21	6	7	12	20
NHS Lothian	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	3	3	5	3	7	5	2	1	1	2	4	2	4
NHS Lothian	SLFC_NPA	Dental Nurse - Self Care	9	11	3	2	4	5	5	4	6	8	7	6	5
NHS Lothian	SLFC_NPA	Distress Brief Intervention	14	19	18	16	11	22	25	22	9	19	17	14	13
NHS Lothian	SLFC_NPA	For Information Only	110	103	99	119	131	116	99	93	110	120	97	132	116
NHS Lothian	SLFC_NPA	Patient advised to contact CPN Team - For Info Only		1	1			1	2		2	4	3	1	2
NHS Lothian	SLFC_NPA	Patient given self care advice - For Information Only	319	388	278	320	337	341	343	310	289	337	337	356	313
NHS Lothian	SLFC_NPA	Pt advised to contact Dentist - For Information Only		3	2	2	8	1	1	3	1	1	1		2
NHS Lothian	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only			2		1	1	2	1	1	1	1	1	
NHS Lothian	SLFC_NPA	Pt advised to contact Midwife - For Information Only	18	14	12	15	12	16	10	14	9	12	14	10	6
NHS Lothian	SLFC_NPA	Pt advised to contact Optician - For Information Only	12	11	12	14	18	13	11	10	16	8	11	9	14
NHS Lothian	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only						2			1	1			1
NHS Lothian	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	66	103	52	60	48	58	46	57	48	43	52	51	51
NHS Lothian	SLFC_NPA	Pt advised to contact Police - For Information Only	11	9	21	12	10	10	4	10	7	12	10	17	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	12	17	18	12	13	11	11	23	20	18	13	18	12
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											1
NHS Orkney	PCARE	CPN (Dr) to phone patient within 2 Hrs						3			1	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				1			1	2	1	1	2	2	
NHS Orkney	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)				1				1					
NHS Orkney	PCARE	Home Visit within 1 Hr	2	2	2	2	1	1	2	2		1	1		4
NHS Orkney	PCARE	Home Visit within 2 Hrs	3	11	2		3	5	1	1	1	1		1	1
NHS Orkney	PCARE	Home Visit within 4 Hrs	2	6	3	2	2	5	1	4	2	3	6	5	5
NHS Orkney	PCARE	PCEC within 1 Hr	4	3	2		1	1	1		1	4	1	1	2

Table 3

Health Board	Care Group	Endpoint	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	16/03/2025	23/03/2025	
NHS Orkney	PCARE	PCEC within 2 Hrs	5	3	4	10	3	6	4	3	3			2	3	3
NHS Orkney	PCARE	PCEC within 4 Hrs		14	21	11	7	5	9	9	5	8	7	7	3	6
NHS Orkney	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only			2	1	4	1		1	1	1	1	2	1	3
NHS Orkney	PCARE	Pt advised to contact practice - For Information Only										1				
NHS Orkney	PCARE	Pt advised to contact practice within 12 Hrs - Info Only							1							
NHS Orkney	PCARE	Pt advised to contact practice within 36 Hrs - Info Only			1		3	2	1	1	1					2
NHS Orkney	PCARE	Speak to clinician within 1 Hr		1	1				1	1				1		1
NHS Orkney	PCARE	Speak to clinician within 2 Hrs			2		1	1	3	1	1		1			
NHS Orkney	PCARE	Speak to clinician within 4 Hrs	4	6	2	1	2	2	2			2	4	2	1	2
NHS Orkney	SCARE	999 contacted - For information only	4	7	3	3	2	6	2	2	3	5	2	6	3	
NHS Orkney	SCARE	Patient advised to go to A&E	4	6	4	2	3	7	4	4	4	5	5	4	3	
NHS Orkney	SCARE	Patient sent to A&E via Ambulance within 1 Hr		1	1			1					1	1		
NHS Orkney	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	4	1	1	1	1	3	3	2		2		1	1	
NHS Orkney	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub		1					1							
NHS Orkney	SCARE	Speak to clinician 2 Hrs			1						1			1		
NHS Orkney	SCARE	Speak to clinician within 4 Hrs			1					1	1					
NHS Orkney	SLFC_NPA	Distress Brief Intervention				1		2								
NHS Orkney	SLFC_NPA	For Information Only			1	3		1	1	2	1	1	1			2
NHS Orkney	SLFC_NPA	Hub to arrange appointment within 24 hours	4	2	2	2	2	2	3	3	4	4	3			1
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			2	1					1
NHS Orkney	SLFC_NPA	Patient given self care advice - For Information Only	3	7	7	3	5	3	3	3	3	5	7	12	7	
NHS Orkney	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only										1				
NHS Orkney	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	2			1					1		1			
NHS Orkney	SLFC_NPA	Triage refused - For Information Only	1						1			1				
NHS Orkney	SLFC_NPA	Triage refused - Pt terminated call - For Information Only				1		1					1			
NHS Shetland	PCARE	CPN (Dr) to phone patient within 1 Hr		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							1	1		1		1	1	
NHS Shetland	PCARE	DN (Dr) phone patient within 2 Hrs	2													
NHS Shetland	PCARE	DN (Dr) phone patient within 4 Hrs	3	2	1		2	1				2		1		
NHS Shetland	PCARE	Home Visit within 1 Hr	1	1		2	2		2				1	1		
NHS Shetland	PCARE	Home Visit within 2 Hrs	1	2	2	2	2	1	1	5	1	2	1		1	
NHS Shetland	PCARE	Home Visit within 4 Hrs	4	3	2	2	4	1	3	2	2	3	1	1		
NHS Shetland	PCARE	PCEC within 1 Hr	1	2	2	1		1	1		4	2	2	1	3	
NHS Shetland	PCARE	PCEC within 2 Hrs	6	10	4	5	3	7	5	1	4	2	3	1	1	
NHS Shetland	PCARE	PCEC within 4 Hrs	19	19	10	12	4	10	9	6	3	11	5	7	6	
NHS Shetland	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only			1		2	3	2	1		1		1	1	

Table 3

Health Board	Care Group	Endpoint	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	16/03/2025	23/03/2025
NHS Shetland	PCARE	Pt advised to contact practice - For Information Only	1									1			
NHS Shetland	PCARE	Pt advised to contact practice within 12 Hrs - Info Only			1										
NHS Shetland	PCARE	Pt advised to contact practice within 36 Hrs - Info Only		1	1		2	1					2	1	
NHS Shetland	PCARE	Speak to clinician within 1 Hr			1	1			1	1	1				2
NHS Shetland	PCARE	Speak to clinician within 2 Hrs				1				1	1	1	3		3
NHS Shetland	PCARE	Speak to clinician within 4 Hrs		1				1	2	1		1	5	3	1
NHS Shetland	SCARE	999 contacted - For information only	3	6	1	3	7	5	2	3	2	5	5	2	1
NHS Shetland	SCARE	Patient advised to go to A&E	2	2	5	3	3	5	5	3	1	3	4	3	1
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	1	
NHS Shetland	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	1							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	1	
NHS Shetland	SLFC_NPA	Distress Brief Intervention		3											
NHS Shetland	SLFC_NPA	For Information Only	1			1			1	1	3			2	2
NHS Shetland	SLFC_NPA	Hub to arrange appointment within 24 hours	6	3	4	1	1	3		1	3	2	2	1	3
NHS Shetland	SLFC_NPA	Hub to arrange contact with Clinician within 1 hour													1
NHS Shetland	SLFC_NPA	Patient advised to contact registered GDP - Info Only	1			1								2	2
NHS Shetland	SLFC_NPA	Patient given self care advice - For Information Only	6	2	3	1	5	2		3	3	2	5		2
NHS Shetland	SLFC_NPA	Pt advised to contact Optician - For Information Only						1						1	
NHS Shetland	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	1	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	17	14	14	12	12	16	10	10	10	7	22	10	11
NHS TAYSIDE	PCARE	CPN (Dr) to phone patient within 2 Hrs	23	21	20	20	26	21	19	21	20	17	16	23	20
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 1 Hr	2	7	5	4	5	2	8	3	8	5	2	5	5
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 2 Hrs	20	8	16	18	17	13	7	5	10	14	15	15	11
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 4 Hrs	53	41	39	47	44	36	37	40	51	46	32	37	39
NHS TAYSIDE	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2	1	1	2		1	2	3	2	1	3	5	2
NHS TAYSIDE	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)			2	1	2		1	1	2	1			1
NHS TAYSIDE	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	5		3		3	2	1	2	2	1	2		4
NHS TAYSIDE	PCARE	Home Visit within 1 Hr	30	15	14	10	22	14	17	8	13	9	12	10	10
NHS TAYSIDE	PCARE	Home Visit within 2 Hrs	51	52	47	40	29	43	30	40	41	34	32	41	27
NHS TAYSIDE	PCARE	Home Visit within 4 Hrs	100	107	46	57	36	47	43	35	47	41	55	40	52
NHS TAYSIDE	PCARE	PCEC within 1 Hr	114	102	61	74	70	75	80	69	63	70	84	77	79
NHS TAYSIDE	PCARE	PCEC within 2 Hrs	258	204	147	132	151	159	143	144	148	165	148	130	149
NHS TAYSIDE	PCARE	PCEC within 4 Hrs	740	729	385	357	333	338	360	355	352	362	338	316	321

Table 3

Table 3

Health Board	Care Group	Endpoint	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	16/03/2025	23/03/2025
NHS TAYSIDE	SLFC_NPA	Pt given TOXBASE advice - For Information Only												1	
NHS TAYSIDE	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	4	5	3	10	5	5	3	5	5	10	3	9	5
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				1
NHS Western Isles	PCARE	CPN (Dr) to phone patient within 2 Hrs		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			1
NHS Western Isles	PCARE	DN (Dr) phone patient within 4 Hrs		3	2		1		1			3	2		1
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				1	1		1			1	
NHS Western Isles	PCARE	Home Visit within 2 Hrs	4	2	1	2	6	3	3	3	2	4		3	4
NHS Western Isles	PCARE	Home Visit within 4 Hrs	6	3	3	4		2	2	1	3	2	5	2	1
NHS Western Isles	PCARE	PCEC within 1 Hr	1	6	3	3	3	2	4	3		4	1		2
NHS Western Isles	PCARE	PCEC within 2 Hrs	10	7	7	8	7	4	9	4	6	10	7	6	2
NHS Western Isles	PCARE	PCEC within 4 Hrs	27	27	12	11	18	13	17	6	17	22	20	15	15
NHS Western Isles	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	5	1	1	2	2	2	1	3	1	1	3	4	4
NHS Western Isles	PCARE	Pt advised to contact practice - For Information Only	1		1							2		1	1
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		1		2		1
NHS Western Isles	PCARE	Speak to clinician within 1 Hr	1	2	2				1	2		1	1	1	
NHS Western Isles	PCARE	Speak to clinician within 2 Hrs		3	3	1				2		5	2		
NHS Western Isles	PCARE	Speak to clinician within 4 Hrs	3	4	2	3	1	2	4	1	4	2	4	1	3
NHS Western Isles	SCARE	999 contacted - For information only	4	5	9	7	5	3	6	3	7	4	4	5	8
NHS Western Isles	SCARE	Patient advised to go to A&E	3	6	5	4	10	4	3	7	3	6	7	1	1
NHS Western Isles	SCARE	Patient sent to A&E via Ambulance within 1 Hr			1	1	1	1	1		2	1		2	
NHS Western Isles	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	1	1	2	1		2	5	5	1	3	7		3
NHS Western Isles	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	2	4	1	2	2	1	3		2	2	1	2	1
NHS Western Isles	SCARE	Speak to clinician 2 Hrs		2		1	1	1	1			1	3		
NHS Western Isles	SCARE	Speak to clinician within 4 Hrs	4	1		1		1	5	3	2	2			2
NHS Western Isles	SLFC_NPA	Distress Brief Intervention			1										
NHS Western Isles	SLFC_NPA	For Information Only					2	2		5		1	1	2	
NHS Western Isles	SLFC_NPA	Hub to arrange appointment within 24 hours	5	4	2	2	6	5	6	1	7	3	5	1	6
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	1	
NHS Western Isles	SLFC_NPA	Patient given self care advice - For Information Only	5	5	5	4	4	3	4	1	4	6	1	2	5

Table 3

Health Board	Care Group	Endpoint	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	16/03/2025	23/03/2025
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					
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										1	
NHS Western Isles	SLFC_NPA	Triage refused - Pt terminated call - For Information Only							1					1	
NHS Western Isles	Not assigned	Not assigned				1									
Not assigned	SCARE	999 contacted - For information only		1		1									
Not assigned	SLFC_NPA	Routine Appointment in											1		
Not assigned	SLFC_NPA	Triage Refused/Not Assessed				1									
Not assigned	Not assigned	Not assigned	24	22	14	17	9	15	13	21	15	7	16	21	13

Table 4

Care Group	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	16/03/2025	23/03/2025
PCARE	18,647	18,772	11,635	11,472	11,995	11,853	11,641	11,221	11,760	11,597	11,742	11,158	11,354
SCARE	6,971	7,566	6,320	6,519	6,856	7,018	6,851	6,435	6,588	6,761	7,094	6,537	6,727
SLFC_NPA	5,681	5,861	4,307	4,337	4,534	4,445	4,284	4,318	4,251	4,308	4,270	4,361	4,245
Not assigned	31	24	15	23	10	16	15	21	18	10	18	23	16
Total	31,330	32,223	22,277	22,351	23,395	23,332	22,791	21,995	22,617	22,676	23,124	22,079	22,342

Care Group	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	16/03/2025	23/03/2025
PCARE	59.52%	58.26%	52.23%	51.33%	51.27%	50.80%	51.08%	51.02%	52.00%	51.14%	50.78%	50.54%	50.82%
SCARE	22.25%	23.48%	28.37%	29.17%	29.31%	30.08%	30.06%	29.26%	29.13%	29.82%	30.68%	29.61%	30.11%
SLFC_NPA	18.13%	18.19%	19.33%	19.40%	19.38%	19.05%	18.80%	19.63%	18.80%	19.00%	18.47%	19.75%	19.00%
Not assigned	0.10%	0.07%	0.07%	0.10%	0.04%	0.07%	0.07%	0.10%	0.08%	0.04%	0.08%	0.10%	0.07%

Table 5

Calendar day	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	10/03/2025	11/03/2025	12/03/2025	13/03/2025	14/03/2025	15/03/2025	16/03/2025	17/03/2025	18/03/2025	19/03/2025	20/03/2025	21/03/2025	22/03/2025	23/03/2025
Overall Call Volume	342	406	364	371	359	496	437	335	352	409	397	381	528	513	447	411	326	373	353	433	455	430	387	353	366	364	479	478
Overall Calls Connected	276	348	310	268	271	367	365	278	297	302	237	251	337	388	338	299	257	275	338	384	303	272	313	301	283	405	389	
Median Time to Answer	00:00:06	00:00:06	00:00:06	00:00:44	00:00:07	00:00:18	00:00:06	00:00:06	00:02:28	00:04:35	00:03:24	00:03:01	00:00:08	00:00:06	00:00:11	00:00:06	00:01:23	00:00:10	00:00:10	00:02:31	00:00:46	00:00:06	00:00:09	00:00:15	00:00:06	00:00:07		
90th Percentile Time to Answer	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	00:17:19	00:14:59	00:09:17	00:20:46	00:20:27	00:19:30	00:15:05	00:20:34	00:17:39	00:08:18	00:09:11	00:13:38	00:09:09	00:12:18

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	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	16/03/2025	23/03/2025
Overall Call Volume	3,244	3,500	2,759	3,090	2,874	2,905	2,905	2,795	2,828	2,775	2,915	2,798	2,857
Overall Calls Connected	2,623	2,655	2,194	2,317	2,388	2,381	2,203	2,175	2,241	2,205	2,080	2,148	2,265
Median Time to Answer	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	00:00:07	00:00:08
90th Percentile Time to Answer	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	00:16:34	00:12:48

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

Graphs

