

Unscheduled Care Operational Statistics Official Statistics in Development Weekly Statistics

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

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Source:

Publication only contains information from the SAP Hana Data Warehouse.

This publication includes data for week ending: 02/02/2025 to 27/04/2025

Notes:

- 1) This document is Official Statistics in Development.
- 2) The statistics in this weekly update cover NHS 24 activity only, and include new data for the previous 4 weeks. Data for the most recent 3 weeks should be treated as provisional.

Definitions

Indicator	Defintion	Format
Overall Call Volume	The total number of calls made to the NHS 24 Service. As well as answered and abandoned calls the figure includes ringback requests.	Number
Overall Connected	Calls which are picked up by NHS 24 skillsets, includes successful ringback attempts from the Virtual Queue.	Number
Median Time to Answer	The time in which 50% of patients are answered by 111 service.	hh:mm:ss
Time to Answer 90% of Calls	The time in which 90% of patients are answered by 111 service.	hh:mm:ss
Caller Discontinued	Percentage of callers where source number abandons at least twice after 5 minute threshold with no call answered within a calendar day.	Percentage
Overall Avg Patient Journey	Mean Time of when calls enter queue for advisor (when phone starts ringing for an advisor) - to when the final endpoint is entered indicating that the triage from NHS 24 is complete or when call is abandoned.	hh:mm:ss
Triaged at First Contact	Based on Contact Records (episode of care) - this percentage monitors the number of records which are triaged on the initial inbound call without need for calling patient back.	Percentage
Health Board	The Health Board where the patient / endpoint data is sent.	Text
Primary Care (PCARE)	This measure reports the proportion of 111 calls where the outcome is a direct referral to Out of Hours service, such as GP Telephone Advice or attending Urgent Care Centre to see a GP. This also includes advice to Contact Own GP with no onward referral to rest of system.	Number
Secondary Care (SCARE)	This measure will report the proportion of 111 calls where the outcome is direct referral to Emergency Departments/Minor Injury Unit, referral into Flow Navigation Centre (FNC) for further virtual consultation, or 999 referral to Scottish Ambulance Service.	Number
Self Care/No Partner Action (SLFC_NPA)	This measure will report the proportion of 111 calls where the outcome is direct self-care by NHS 24 or where the outcomes is advice to contact another health care professional, including pharmacist, optometrist, dentist and midwife.	Number

Table 1

Calendar day	21/03/2025	01/04/2025	02/04/2025	03/04/2025	04/04/2025	05/04/2025	06/04/2025	07/04/2025	08/04/2025	09/04/2025	10/04/2025	11/04/2025	12/04/2025	13/04/2025	14/04/2025	15/04/2025	16/04/2025	17/04/2025	18/04/2025	19/04/2025	20/04/2025	21/04/2025	22/04/2025	23/04/2025	24/04/2025	25/04/2025	26/04/2025	27/04/2025
Overall Call Volume	3,594	3,377	3,194	3,095	3,177	7,379	6,772	4,020	2,907	3,056	2,897	3,127	7,185	6,622	3,481	3,144	3,094	3,331	8,502	8,890	8,136	9,561	3,407	3,304	3,033	3,163	7,314	6,929
Overall Calls Connected	2,814	2,698	2,566	2,586	2,333	6,189	5,919	3,219	2,496	2,363	2,361	2,224	5,548	5,621	2,963	2,442	2,442	2,545	7,581	8,062	7,616	8,435	2,509	2,501	2,508	2,386	6,367	6,189
Callers Disconnected	0.70%	0.55%	0.14%	0.43%	1.16%	0.20%	0.13%	0.50%	0.40%	0.79%	0.19%	1.08%	0.52%	0.33%	0.48%	0.68%	0.34%	1.10%	0.06%	0.06%	0.03%	0.05%	0.64%	0.48%	0.40%	1.25%	0.08%	0.10%
Overall Avg Patient Journey Time	00:48:29	00:38:50	00:36:17	00:36:55	00:52:40	00:35:32	00:35:44	00:36:26	00:38:29	00:44:45	00:36:48	00:56:38	00:49:19	00:48:01	00:39:24	00:42:26	00:40:02	00:45:33	00:27:17	00:41:03	00:32:52	00:28:33	00:59:54	00:41:10	00:42:37	00:51:41	00:37:37	00:32:45
Traged at First Contact %	98.90%	98.73%	98.03%	98.97%	98.93%	91.87%	93.42%	98.85%	98.29%	98.89%	99.23%	96.63%	91.00%	93.49%	98.20%	98.14%	99.47%	99.95%	93.39%	89.86%	90.98%	93.53%	98.52%	97.31%	98.90%	98.65%	91.00%	93.97%
Median Time to Answer	00:24:30	00:16:26	00:12:43	00:11:08	00:28:00	00:14:14	00:13:29	00:13:45	00:15:04	00:20:10	00:11:01	00:36:50	00:26:52	00:22:00	00:13:43	00:22:28	00:17:48	00:16:51	00:00:09	00:00:23	00:00:06	00:03:37	00:35:27	00:23:53	00:13:25	00:33:19	00:08:09	00:07:13
50th Percentile Time to Answer	01:18:50	01:00:57	00:49:34	00:45:48	01:46:16	00:29:08	00:29:19	00:56:02	00:47:14	01:17:43	00:47:35	01:56:36	01:17:47	00:54:29	00:54:51	01:07:40	00:55:41	01:30:11	00:14:18	00:14:11	00:18:41	00:11:05	01:59:43	00:59:53	01:06:52	01:32:27	00:20:31	00:18:56

Table 2

Week Endng Date	02/02/2025	09/02/2025	16/02/2025	23/02/2025	02/03/2025	09/03/2025	16/03/2025	23/03/2025	30/03/2025	06/04/2025	13/04/2025	20/04/2025	27/04/2025
Overall Call Volume	30,215	29,764	29,000	30,988	29,827	30,402	29,577	30,474	30,171	30,588	29,904	38,578	36,611
Overall Calls Connected	25,304	24,575	23,598	24,374	24,387	24,793	23,871	24,178	24,165	25,105	23,832	33,571	30,895
Caller Discontinued	0.25%	0.37%	0.35%	0.55%	0.40%	0.36%	0.37%	0.51%	0.37%	0.39%	0.52%	0.23%	0.26%
Overall Avg Patient Journey Time	00:37:21	00:40:07	00:41:23	00:46:08	00:40:02	00:39:06	00:41:54	00:44:11	00:41:47	00:39:28	00:45:18	00:36:34	00:38:21
Triaged at First Contact %	95.00%	94.43%	94.49%	95.18%	95.85%	95.41%	95.05%	94.66%	95.45%	95.68%	95.48%	93.58%	94.58%
Median Time to Answer	00:08:29	00:13:09	00:16:15	00:20:30	00:08:23	00:14:54	00:17:27	00:19:28	00:12:16	00:15:15	00:20:44	00:00:47	00:07:17
90th Percentile Time to Answer	00:38:10	00:39:03	00:42:37	00:54:34	00:53:35	00:41:22	00:55:50	00:59:05	00:52:08	00:47:43	01:00:25	00:38:23	00:48:41

Table 3

Health Board	Care Group	Endpoint	02/02/2025	09/02/2025	16/02/2025	23/02/2025	02/03/2025	09/03/2025	16/03/2025	23/03/2025	30/03/2025	06/04/2025	13/04/2025	20/04/2025	27/04/2025
NHS Ayrshire & Arran	PCARE	CPN (Dr) to phone patient within 1 Hr	7	11	6	8	14	6	8	17	12	17	11	13	6
NHS Ayrshire & Arran	PCARE	CPN (Dr) to phone patient within 2 Hrs	15	13	14	22	21	11	18	12	14	18	17	25	26
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 1 Hr		2	1	2		1	2	2			2		2
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 2 Hrs	3		4	3		2	2	2	3	1	3	4	3
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 4 Hrs	2	1	6	3	2	8	3	3	7	6	5	9	1
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	5	5	1	4	2	4	4	4	2	4	4	2	2
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)				1	1	1	1			1			1
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)		1			5	1		2	1	1		2	1
NHS Ayrshire & Arran	PCARE	Home Visit within 1 Hr	10	13	7	9	8	13	14	7	7	5	11	24	22
NHS Ayrshire & Arran	PCARE	Home Visit within 2 Hrs	39	30	28	29	32	24	30	35	31	25	35	59	46
NHS Ayrshire & Arran	PCARE	Home Visit within 4 Hrs	37	38	46	47	38	42	53	46	49	42	46	75	64
NHS Ayrshire & Arran	PCARE	PCEC within 1 Hr	47	54	44	37	46	48	36	51	38	53	48	42	43
NHS Ayrshire & Arran	PCARE	PCEC within 2 Hrs	129	132	135	147	134	134	130	119	119	119	117	178	147
NHS Ayrshire & Arran	PCARE	PCEC within 4 Hrs	273	303	346	325	334	324	293	283	309	276	278	472	414
NHS Ayrshire & Arran	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	60	50	56	61	42	60	47	58	58	53	65	60	28
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice - For Information Only	10	4	4	12	7	12	7	7	4	6	5	12	6
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	12	7	5	6	9	6	8	10	4	5	3	3	1
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	26	33	32	29	42	33	19	33	32	32	37	16	38
NHS Ayrshire & Arran	PCARE	Speak to clinician within 1 Hr	16	9	10	15	14	15	11	13	16	11	10	20	11
NHS Ayrshire & Arran	PCARE	Speak to clinician within 2 Hrs	19	25	22	16	27	25	29	33	29	24	24	40	25
NHS Ayrshire & Arran	PCARE	Speak to clinician within 4 Hrs	38	40	55	59	44	54	52	51	51	56	47	126	75
NHS Ayrshire & Arran	SCARE	999 contacted - For information only	140	136	136	133	119	139	129	113	125	111	126	179	156
NHS Ayrshire & Arran	SCARE	Patient advised to go to A&E	143	122	150	115	137	132	129	129	132	168	126	173	161
NHS Ayrshire & Arran	SCARE	Patient advised to go to A&E	1		1			2			2	1		2	2
NHS Ayrshire & Arran	SCARE	Patient sent to A&E via Ambulance within 1 Hr	12	16	10	12	12	13	13	18	15	14	10	23	18
NHS Ayrshire & Arran	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	87	101	89	106	88	102	70	94	90	100	99	100	93
NHS Ayrshire & Arran	SCARE	Speak to clinician 2 Hrs	24	22	15	15	13	19	31	18	20	24	29	23	37
NHS Ayrshire & Arran	SCARE	Speak to clinician within 4 Hrs	38	35	37	37	38	32	35	38	25	37	34	41	37
NHS Ayrshire & Arran	SLFC_NPA	Contact Breathing Space			1										
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	2	1	1	2					2				
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	70	91	76	67	98	79	91	92	79	96	69	144	112
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour		3	2	1					1			4	2
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	8	5	2	4	6	2		2	2	1	5	13	3
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Routine Contact with Dentist			2	1	1	2		4	1		1	1	2
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Self Care	1	2	1	1	3	4	2			2		6	2
NHS Ayrshire & Arran	SLFC_NPA	Distress Brief Intervention	8	7	6	7	8	10	4	7	3	8	11	9	9
NHS Ayrshire & Arran	SLFC_NPA	For Information Only	38	39	32	35	46	40	45	32	41	36	40	74	42

Table 3

Health Board	Care Group	Endpoint	02/02/2025	09/02/2025	16/02/2025	23/02/2025	02/03/2025	09/03/2025	16/03/2025	23/03/2025	30/03/2025	06/04/2025	13/04/2025	20/04/2025	27/04/2025
NHS Ayrshire & Arran	SLFC_NPA	Patient advised to contact CPN Team - For Info Only						1	2						1
NHS Ayrshire & Arran	SLFC_NPA	Patient given self care advice - For Information Only	119	129	123	101	99	105	119	99	86	100	95	164	141
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Dentist - For Information Only	2		1	1				2					
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Midwife - For Information Only	2	2	3	2	2	3	4	2		4		5	5
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Optician - For Information Only	3	1	1	4	3	2	5	2	1	2	3	3	1
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	14	13	10	15	11	14	15	20	18	15	13	37	19
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Police - For Information Only	5	5	4	3	2	3	4	6		3	7	3	4
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information									1				
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	2	6	9	9	7	6	2	4	8	6	10	12	7
NHS Ayrshire & Arran	Not assigned	Not assigned				1	1								
NHS Borders	PCARE	CPN (Dr) to phone patient within 1 Hr	4	1	2	1	6	2	3	3	12	6	3	7	1
NHS Borders	PCARE	CPN (Dr) to phone patient within 2 Hrs	4	6	6	4	6	3	5	3	8	7	7	2	7
NHS Borders	PCARE	DN (Dr) phone patient within 1 Hr	3		1	1	1		1	1	2	4	2		1
NHS Borders	PCARE	DN (Dr) phone patient within 2 Hrs		4	7	6	5	8	3	12	8	8	4	9	9
NHS Borders	PCARE	DN (Dr) phone patient within 4 Hrs	19	14	12	19	17	14	13	19	13	9	18	13	18
NHS Borders	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	3	1				2		1		1	1		1
NHS Borders	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)							1					2	
NHS Borders	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)			1			1					1		
NHS Borders	PCARE	Home Visit within 1 Hr	6	2		1	1	1	1	5	4	6	1	3	3
NHS Borders	PCARE	Home Visit within 2 Hrs	15	5	9	11	9	11	13	13	10	19	7	13	15
NHS Borders	PCARE	Home Visit within 4 Hrs	12	18	13	15	13	14	14	13	16	22	16	21	16
NHS Borders	PCARE	PCEC within 1 Hr	18	17	10	6	15	12	10	9	11	8	9	9	9
NHS Borders	PCARE	PCEC within 2 Hrs	25	34	29	30	23	24	19	24	33	24	30	35	27
NHS Borders	PCARE	PCEC within 4 Hrs	77	58	52	60	58	51	60	57	69	61	69	76	80
NHS Borders	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	22	19	17	20	20	17	18	29	10	24	27	23	11
NHS Borders	PCARE	Pt advised to contact practice - For Information Only	3	3	6	1		1	1	3	2		2	4	2
NHS Borders	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	1	1	1	1	4	3	1	2	3	2	1	1	3
NHS Borders	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	7	8	6	9	5	14	5	9	9	8	13	6	12
NHS Borders	PCARE	Speak to clinician within 1 Hr	4	8	5	4	3	5	1	6	2	3	4	3	7
NHS Borders	PCARE	Speak to clinician within 2 Hrs	8	7	5	7	3	10	7	5	8	3	5	6	6
NHS Borders	PCARE	Speak to clinician within 4 Hrs	11	9	9	12	8	11	9	11	9	15	9	29	24
NHS Borders	PCARE	Triage refused therefore Dr requested to phone patient										1			
NHS Borders	SCARE	999 contacted - For information only	57	40	46	40	34	44	37	43	37	32	53	41	44
NHS Borders	SCARE	Patient advised to go to A&E	41	34	37	43	36	44	37	38	40	58	36	45	53
NHS Borders	SCARE	Patient advised to go to A&E			1	2								1	
NHS Borders	SCARE	Patient sent to A&E via Ambulance within 1 Hr	8	3	7	5		6	6	3	7	4	4	4	2

Table 3

Health Board	Care Group	Endpoint	02/02/2025	09/02/2025	16/02/2025	23/02/2025	02/03/2025	09/03/2025	16/03/2025	23/03/2025	30/03/2025	06/04/2025	13/04/2025	20/04/2025	27/04/2025
NHS Borders	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	48	39	48	46	51	51	58	58	47	37	51	54	51
NHS Borders	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub		1	1								1		
NHS Borders	SCARE	Speak to clinician 2 Hrs	10	15	13	9	8	19	15	14	18	15	11	6	18
NHS Borders	SCARE	Speak to clinician within 4 Hrs	11	13	9	15	15	9	13	16	17	14	11	15	11
NHS Borders	SLFC_NPA	Contact Breathing Space							1						
NHS Borders	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	19	25	22	24	21	15	17	21	22	16	22	27	14
NHS Borders	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour							1			1		1	
NHS Borders	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	3	2	2	4				2	2	1		3	3
NHS Borders	SLFC_NPA	Dental Nurse - Routine Contact with Dentist								1				1	
NHS Borders	SLFC_NPA	Dental Nurse - Self Care	2			1	1		1						1
NHS Borders	SLFC_NPA	Distress Brief Intervention	3	3	1	3	1	3	1	3	2	1	3	3	1
NHS Borders	SLFC_NPA	For Information Only	8	4	10	9	13	19	20	12	16	12	15	20	18
NHS Borders	SLFC_NPA	Patient given self care advice - For Information Only	27	40	35	36	42	29	27	38	45	37	25	37	30
NHS Borders	SLFC_NPA	Pt advised to contact Dentist - For Information Only		1		1			1	1					
NHS Borders	SLFC_NPA	Pt advised to contact Midwife - For Information Only		1				1	1			2		3	
NHS Borders	SLFC_NPA	Pt advised to contact Optician - For Information Only	1	2			2	1		1		2	2		2
NHS Borders	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only			1										
NHS Borders	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	5	2	1		2	5	4		3	3	8	6	2
NHS Borders	SLFC_NPA	Pt advised to contact Police - For Information Only				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	2	1	1		1	1		1	1	1	3	3	4
NHS Dumfries & Gallo	PCARE	CPN (Dr) to phone patient within 1 Hr	3	1			4		4	2	5		5		3
NHS Dumfries & Gallo	PCARE	CPN (Dr) to phone patient within 2 Hrs	4	9	7	11	8	8	6	5	10	6	7	10	8
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 1 Hr		3	2	2	4	1	3	2		1		1	1
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 2 Hrs	14	5	3	9	9	7	5	6	5	5	3	5	8
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 4 Hrs	24	21	18	18	14	9	18	20	21	20	16	25	20
NHS Dumfries & Gallo	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2		2	1	2		2						4
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	
NHS Dumfries & Gallo	PCARE	Home Visit within 1 Hr	2	3	4	3	4	2	6	4	2	3	3	5	6
NHS Dumfries & Gallo	PCARE	Home Visit within 2 Hrs	7	11	11	12	10	11	18	13	12	13	15	14	24
NHS Dumfries & Gallo	PCARE	Home Visit within 4 Hrs	15	16	12	7	15	22	16	16	16	11	11	24	21
NHS Dumfries & Gallo	PCARE	PCEC within 1 Hr	12	13	8	15	13	16	8	12	8	9	9	15	14
NHS Dumfries & Gallo	PCARE	PCEC within 2 Hrs	34	37	33	40	28	33	41	31	36	38	41	39	42
NHS Dumfries & Gallo	PCARE	PCEC within 4 Hrs	79	79	83	92	77	73	74	77	70	83	74	93	99
NHS Dumfries & Gallo	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	17	8	13	12	13	11	17	14	10	8	10	18	9
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice - For Information Only	1	3	1	3	2	2	1	2	1	2	3	3	2
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	5	3	2	2		1	1	1			3	1	1

Table 3

Health Board	Care Group	Endpoint	02/02/2025	09/02/2025	16/02/2025	23/02/2025	02/03/2025	09/03/2025	16/03/2025	23/03/2025	30/03/2025	06/04/2025	13/04/2025	20/04/2025	27/04/2025
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	5	8	4	8	11	11	7	11	14	6	9	9	9
NHS Dumfries & Gallo	PCARE	Speak to clinician within 1 Hr	2	6	4	3	6	1	9	1	4	3	2	7	2
NHS Dumfries & Gallo	PCARE	Speak to clinician within 2 Hrs	8	6	5	9	6	11	5	3	4	9	10	11	10
NHS Dumfries & Gallo	PCARE	Speak to clinician within 4 Hrs	10	18	13	19	13	10	12	12	10	11	11	19	23
NHS Dumfries & Gallo	PCARE	Transport to PCEC within 2 Hrs		1			1								
NHS Dumfries & Gallo	PCARE	Transport to PCEC within 4 hrs						2							
NHS Dumfries & Gallo	SCARE	999 contacted - For information only	38	34	43	40	37	38	41	41	41	44	51	55	54
NHS Dumfries & Gallo	SCARE	Patient advised to go to A&E	35	43	30	39	38	41	55	37	51	31	29	37	53
NHS Dumfries & Gallo	SCARE	Patient advised to go to A&E	1	2		1					1	1			
NHS Dumfries & Gallo	SCARE	Patient sent to A&E via Ambulance within 1 Hr	7	4	6	5	5	6	2	1	4	8	5	6	5
NHS Dumfries & Gallo	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	11	16	10	14	21	15	14	13	10	12	19	20	17
NHS Dumfries & Gallo	SCARE	Speak to clinician 2 Hrs	2	2	6	2	1	7	3	4	4	4	4	3	3
NHS Dumfries & Gallo	SCARE	Speak to clinician within 4 Hrs	6	7	2	7	12	6	7	6	5	6	4	5	8
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	49	35	28	35	37	33	37	40	30	33	39	42	49
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour		2				1	2	1					1
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Not Triaged/Assessed		1	1	4	1	3	1	2		1	2	5	
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Routine Contact with Dentist			2		1	1	1	1					
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Self Care			1					1		1	1		3
NHS Dumfries & Gallo	SLFC_NPA	Distress Brief Intervention		2		3	2	1	2				6	2	1
NHS Dumfries & Gallo	SLFC_NPA	For Information Only	9	9	13	13	13	16	12	4	15	10	13	8	10
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	33	24	22	37	27	24	28	31	29	27	25	41	34
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Dentist - For Information Only				1									1
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Midwife - For Information Only			1		1						1	1	
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Optician - For Information Only			1	1		1			1			1	3
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	7	2	2	5	2	3	6	3	2	8	1	5	9
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Police - For Information Only				1				1		1	1		2
NHS Dumfries & Gallo	SLFC_NPA	Triage refused - Pt terminated call - For Information Only			1	1	3	2	2	1	2	9	3	1	4
NHS Dumfries & Gallo	Not assigned	Not assigned							1						
NHS Fife	PCARE	CPN (Dr) to phone patient within 1 Hr	21	15	10	14	23	12	11	10	13	11	12	11	14
NHS Fife	PCARE	CPN (Dr) to phone patient within 2 Hrs	24	15	20	16	26	20	19	12	13	20	22	28	24
NHS Fife	PCARE	DN (Dr) phone patient within 1 Hr	9	6	4	1	4	3	4	3	3	4	7	8	3
NHS Fife	PCARE	DN (Dr) phone patient within 2 Hrs	20	16	14	17	9	11	14	17	21	18	17	17	12
NHS Fife	PCARE	DN (Dr) phone patient within 4 Hrs	42	42	35	31	40	47	29	26	42	36	29	61	38
NHS Fife	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	1	1	3	1	1	6	1	2	1	4	5	4	3
NHS Fife	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)				1	1	2		1					3
NHS Fife	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	2	5	1	2		1	3	4	1	1		4	1
NHS Fife	PCARE	Home Visit within 1 Hr	8	12	8	4	10	7	7	6	13	14	9	16	6

Table 3

Health Board	Care Group	Endpoint	02/02/2025	09/02/2025	16/02/2025	23/02/2025	02/03/2025	09/03/2025	16/03/2025	23/03/2025	30/03/2025	06/04/2025	13/04/2025	20/04/2025	27/04/2025
NHS Fife	PCARE	Home Visit within 2 Hrs	31	31	32	35	35	24	31	40	35	26	30	49	50
NHS Fife	PCARE	Home Visit within 4 Hrs	59	52	37	41	52	53	51	43	37	42	42	70	51
NHS Fife	PCARE	PCEC within 1 Hr	57	63	51	61	61	55	55	50	41	43	33	54	55
NHS Fife	PCARE	PCEC within 2 Hrs	118	134	131	153	141	143	124	146	128	145	117	171	154
NHS Fife	PCARE	PCEC within 4 Hrs	333	325	331	356	326	336	328	312	330	337	312	575	520
NHS Fife	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	86	88	80	76	60	67	72	70	74	71	77	69	52
NHS Fife	PCARE	Pt advised to contact practice - For Information Only	7	5	3	7	6	7	6	4	8	7	9	21	19
NHS Fife	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	7	8	5	12	6	9	6	5	7	7	6	8	6
NHS Fife	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	40	39	22	43	34	32	25	25	30	28	34	20	52
NHS Fife	PCARE	Speak to clinician within 1 Hr	11	21	17	15	13	16	14	15	12	11	8	25	19
NHS Fife	PCARE	Speak to clinician within 2 Hrs	24	23	16	35	24	23	32	28	16	27	20	42	34
NHS Fife	PCARE	Speak to clinician within 4 Hrs	39	54	50	53	64	43	46	36	57	50	42	124	69
NHS Fife	SCARE	999 contacted - For information only	160	127	132	145	163	150	126	133	129	135	119	169	187
NHS Fife	SCARE	Patient advised to go to A&E	132	156	145	154	120	135	136	157	140	157	139	170	178
NHS Fife	SCARE	Patient advised to go to A&E		1	1	3	1	2			2	2	4	2	1
NHS Fife	SCARE	Patient sent to A&E via Ambulance within 1 Hr	10	9	11	6	16	8	8	8	11	15	12	22	14
NHS Fife	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	101	89	109	103	98	97	102	102	105	126	96	122	136
NHS Fife	SCARE	Speak to clinician 2 Hrs	21	23	14	24	21	27	27	25	17	24	12	15	31
NHS Fife	SCARE	Speak to clinician within 4 Hrs	30	40	32	30	34	35	42	43	43	29	43	38	34
NHS Fife	SLFC_NPA	Contact Breathing Space		1											
NHS Fife	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	1	1	1		1	1		1	1		2		
NHS Fife	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	95	103	106	107	114	88	89	91	102	112	103	122	99
NHS Fife	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	2	3	2	2	1		2	5		2		1	1
NHS Fife	SLFC_NPA	Dental Nurse - Not Triage/Assessed	9	4	7	11	5	1	2	8	5	5	3	19	10
NHS Fife	SLFC_NPA	Dental Nurse - Routine Contact with Dentist		2	4	3	3	3	3	2		1	1	3	1
NHS Fife	SLFC_NPA	Dental Nurse - Self Care	4	1	2	3	1	2	1	3	5	1	4	4	5
NHS Fife	SLFC_NPA	Distress Brief Intervention	7	9	8	6	4	7	8	7	14	8	12	3	8
NHS Fife	SLFC_NPA	For Information Only	46	58	44	51	48	50	39	49	54	46	32	62	77
NHS Fife	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	1	1						1				2	
NHS Fife	SLFC_NPA	Patient given self care advice - For Information Only	154	140	133	157	140	131	145	120	136	163	163	188	157
NHS Fife	SLFC_NPA	Pt advised to contact Dentist - For Information Only				1			1		2	3		3	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		4	4	4	2	2	4	2	5	1	4	4
NHS Fife	SLFC_NPA	Pt advised to contact Optician - For Information Only	2		3	4	4	9	8	1	4	11	5	6	5
NHS Fife	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only											1		
NHS Fife	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	20	16	22	21	7	24	12	16	19	26	19	42	34
NHS Fife	SLFC_NPA	Pt advised to contact Police - For Information Only	5	3	5	5	5	5		5	3	2	7	5	5
NHS Fife	SLFC_NPA	Pt advised to contact appropriate service - For Info Only											1		

Table 3

Health Board	Care Group	Endpoint	02/02/2025	09/02/2025	16/02/2025	23/02/2025	02/03/2025	09/03/2025	16/03/2025	23/03/2025	30/03/2025	06/04/2025	13/04/2025	20/04/2025	27/04/2025
NHS Fife	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	4	6	7	8	7	6	5	10	9	9	3	8	7
NHS Fife	Not assigned	Not assigned		1		2			1						
NHS Forth Valley	PCARE	CPN (Dr) to phone patient within 1 Hr	9	9	11	6	5	9	7	6	6	4	6	5	3
NHS Forth Valley	PCARE	CPN (Dr) to phone patient within 2 Hrs	13	15	9	10	14	16	8	11	9	10	11	26	19
NHS Forth Valley	PCARE	DN (Dr) phone patient within 1 Hr	2	5	7	2	3	2		4	1	1	4	8	5
NHS Forth Valley	PCARE	DN (Dr) phone patient within 2 Hrs	11	6	7	11	10	1	10	8	4	9	11	9	9
NHS Forth Valley	PCARE	DN (Dr) phone patient within 4 Hrs	30	25	35	27	29	18	17	16	26	26	29	45	34
NHS Forth Valley	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2	4	3	3	1		1	4	1	2	3		1
NHS Forth Valley	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)					1		1			1		1	
NHS Forth Valley	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	2	2	1	1	4	2	2	1	2		2	4	3
NHS Forth Valley	PCARE	Home Visit within 1 Hr	12	10	6	13	8	4	5	6	7	13	8	13	7
NHS Forth Valley	PCARE	Home Visit within 2 Hrs	28	25	21	25	19	11	27	27	17	31	13	35	33
NHS Forth Valley	PCARE	Home Visit within 4 Hrs	23	31	39	31	36	31	25	31	28	30	38	50	46
NHS Forth Valley	PCARE	PCEC within 1 Hr	47	51	42	35	48	39	48	51	49	43	38	43	47
NHS Forth Valley	PCARE	PCEC within 2 Hrs	93	96	100	119	94	127	105	122	114	107	78	128	132
NHS Forth Valley	PCARE	PCEC within 4 Hrs	277	282	238	257	304	262	276	304	267	280	270	421	398
NHS Forth Valley	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	87	71	73	63	79	86	71	58	71	75	74	56	65
NHS Forth Valley	PCARE	Pt advised to contact practice - For Information Only	10	10	5	8	13	9	8	3	10	7	2	16	6
NHS Forth Valley	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	4	4	5	5	9	4	7	4	6	7	8	7	5
NHS Forth Valley	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	23	23	33	35	27	46	37	38	34	27	23	16	37
NHS Forth Valley	PCARE	Speak to clinician within 1 Hr	17	11	10	15	12	18	11	15	10	10	13	19	11
NHS Forth Valley	PCARE	Speak to clinician within 2 Hrs	26	14	16	18	17	11	16	12	21	18	7	26	21
NHS Forth Valley	PCARE	Speak to clinician within 4 Hrs	38	38	26	35	40	37	29	50	32	34	28	93	56
NHS Forth Valley	SCARE	999 contacted - For Information Only										1			
NHS Forth Valley	SCARE	999 contacted - For information only	134	117	116	112	102	116	88	94	109	106	104	138	128
NHS Forth Valley	SCARE	Patient advised to go to A&E	178	169	175	171	176	182	162	194	156	195	156	164	207
NHS Forth Valley	SCARE	Patient advised to go to A&E		1	1	1	1	2		1		2		1	1
NHS Forth Valley	SCARE	Patient sent to A&E via Ambulance within 1 Hr	12	10	9	9	8	12	7	9	7	8	3	9	12
NHS Forth Valley	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only						1						1	
NHS Forth Valley	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	199	219	201	212	220	259	245	239	231	243	235	195	234
NHS Forth Valley	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub						1							
NHS Forth Valley	SCARE	Speak to clinician 2 Hrs	50	50	41	42	55	67	58	67	68	81	55	44	80
NHS Forth Valley	SCARE	Speak to clinician within 4 Hrs	49	67	41	33	51	74	47	51	51	61	55	49	72
NHS Forth Valley	SLFC_NPA	Contact Breathing Space		1											
NHS Forth Valley	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour		1						1			2		
NHS Forth Valley	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	57	73	63	56	70	70	54	75	72	46	66	95	99
NHS Forth Valley	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour					1		1				1		
NHS Forth Valley	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	1	5	3	7	5	4	3	2	4	1	5	9	5

Table 3

Health Board	Care Group	Endpoint	02/02/2025	09/02/2025	16/02/2025	23/02/2025	02/03/2025	09/03/2025	16/03/2025	23/03/2025	30/03/2025	06/04/2025	13/04/2025	20/04/2025	27/04/2025
NHS Forth Valley	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1		3	1		3		3	1				1
NHS Forth Valley	SLFC_NPA	Dental Nurse - Self Care	1	1		1		2	1	1	3	1		2	3
NHS Forth Valley	SLFC_NPA	Distress Brief Intervention	5	9	9	12	10	7	2	8	6	7	5	12	10
NHS Forth Valley	SLFC_NPA	For Information Only	34	45	48	43	49	46	43	36	37	44	32	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	114	95	103	89	119	102	105	110	93	127	106	148	123
NHS Forth Valley	SLFC_NPA	Pt advised to contact Dentist - For Information Only		1		2					1	1	1	1	
NHS Forth Valley	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only				1									
NHS Forth Valley	SLFC_NPA	Pt advised to contact Midwife - For Information Only	2	7	4	4		1	2	1	1	8	4	3	1
NHS Forth Valley	SLFC_NPA	Pt advised to contact Optician - For Information Only	8	5	3	5	3	10	2	4	5	6	2	3	9
NHS Forth Valley	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only				1						1			1
NHS Forth Valley	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	14	12	23	13	16	13	15	16	19	17	23	39	32
NHS Forth Valley	SLFC_NPA	Pt advised to contact Police - For Information Only	3	1	3	1	1	2	4	2	1	2	4	2	4
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	6	5	6	4	7	8	4	6	3	7	6	8
NHS Forth Valley	Not assigned	Not assigned											1		
NHS Grampian	PCARE	CPN (Dr) to phone patient within 1 Hr	17	14	17	13	11	7	14	7	9	13	9	14	4
NHS Grampian	PCARE	CPN (Dr) to phone patient within 2 Hrs	24	26	15	11	18	20	17	35	27	30	21	16	24
NHS Grampian	PCARE	DN (Dr) phone patient within 1 Hr	4	1	3	2	4	2		1	2	9	3	5	2
NHS Grampian	PCARE	DN (Dr) phone patient within 2 Hrs	6	4	10	4	13	10	9	4	6	11	7	9	3
NHS Grampian	PCARE	DN (Dr) phone patient within 4 Hrs	23	16	20	23	23	20	26	16	29	22	24	22	25
NHS Grampian	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	3	5	2	2	1	5	3	2	3	1	2	3	2
NHS Grampian	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	2	1				1	1	1				1	
NHS Grampian	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	1	1		2	5	4	1		1	1	3	2	3
NHS Grampian	PCARE	Home Visit within 1 Hr	19	21	12	18	13	17	14	6	20	16	12	23	16
NHS Grampian	PCARE	Home Visit within 2 Hrs	48	54	48	39	46	50	42	52	43	52	34	44	68
NHS Grampian	PCARE	Home Visit within 4 Hrs	67	80	55	57	59	61	85	54	51	51	59	54	72
NHS Grampian	PCARE	PCEC within 1 Hr	89	80	74	83	62	68	59	66	81	44	71	66	87
NHS Grampian	PCARE	PCEC within 2 Hrs	173	181	179	165	172	177	147	177	177	164	139	187	217
NHS Grampian	PCARE	PCEC within 4 Hrs	454	422	389	430	444	459	493	430	415	410	389	495	650
NHS Grampian	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	64	87	100	92	87	103	88	86	112	102	82	114	52
NHS Grampian	PCARE	Pt advised to contact practice - For Information Only	7	10	6	13	10	5	15	5	12	13	10	27	16
NHS Grampian	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	8	12	12	4	14	6	8	8	6	5	8	9	5
NHS Grampian	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	36	39	37	31	42	55	53	33	45	46	41	33	69
NHS Grampian	PCARE	Speak to clinician within 1 Hr	22	19	18	19	19	27	19	20	6	29	17	24	29
NHS Grampian	PCARE	Speak to clinician within 2 Hrs	30	45	33	23	39	39	37	33	35	33	37	35	42
NHS Grampian	PCARE	Speak to clinician within 4 Hrs	73	94	64	76	72	75	63	77	79	90	71	79	105
NHS Grampian	SCARE	999 contacted - For Information Only													1

Table 3

Health Board	Care Group	Endpoint	02/02/2025	09/02/2025	16/02/2025	23/02/2025	02/03/2025	09/03/2025	16/03/2025	23/03/2025	30/03/2025	06/04/2025	13/04/2025	20/04/2025	27/04/2025
NHS Grampian	SCARE	999 contacted - For information only	223	196	220	227	204	224	198	207	203	196	211	247	259
NHS Grampian	SCARE	Patient advised to go to A&E	257	243	222	220	247	217	210	188	235	226	244	262	295
NHS Grampian	SCARE	Patient advised to go to A&E	2		2		4		1	1	2	2		3	2
NHS Grampian	SCARE	Patient sent to A&E via Ambulance within 1 Hr	17	14	13	14	19	26	18	25	18	29	25	26	32
NHS Grampian	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only						2							
NHS Grampian	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	225	222	225	189	207	238	212	243	213	206	227	262	237
NHS Grampian	SCARE	Speak to clinician 2 Hrs	55	41	39	44	43	57	53	49	50	42	40	59	77
NHS Grampian	SCARE	Speak to clinician within 4 Hrs	68	71	55	57	61	59	52	47	55	68	54	58	81
NHS Grampian	SLFC_NPA	Contact Breathing Space			1				1						
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	1	3		1	1		1		2		2	1	
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	103	95	102	79	105	94	98	98	122	94	92	122	143
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1	1		1	2	1	1	1	1	4	1	1	1
NHS Grampian	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	7	3	4	5	6	2	6	4	4	5	6	12	5
NHS Grampian	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	2	1	1	3	1	2	2	3	3	2	2	1	3
NHS Grampian	SLFC_NPA	Dental Nurse - Self Care	1	4	2	3		2	6	5	4	2	4	5	7
NHS Grampian	SLFC_NPA	Distress Brief Intervention	8	11	4	12	13	9	4	8	7	12	8	7	12
NHS Grampian	SLFC_NPA	For Information Only	134	107	126	109	114	89	100	82	105	76	98	122	130
NHS Grampian	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	1	1		2		2					1	2	
NHS Grampian	SLFC_NPA	Patient given self care advice - For Information Only	162	145	150	127	161	154	164	162	143	143	135	188	189
NHS Grampian	SLFC_NPA	Pt advised to contact Dentist - For Information Only				1		2			1	1		1	
NHS Grampian	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only		1			1	1							1
NHS Grampian	SLFC_NPA	Pt advised to contact Midwife - For Information Only	2	3	2	2	3	4	3	4	3	4	1	3	4
NHS Grampian	SLFC_NPA	Pt advised to contact Optician - For Information Only	5	3	5	5	2	6	4	4	3	6	3	9	8
NHS Grampian	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only					1						1		1
NHS Grampian	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	20	16	22	22	20	23	20	19	19	19	23	45	40
NHS Grampian	SLFC_NPA	Pt advised to contact Police - For Information Only	16	13	13	8	10	8	13	8	13	10	14	13	9
NHS Grampian	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information													1
NHS Grampian	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	13	22	20	24	22	16	14	28	22	12	7	12	14
NHS Grampian	Not assigned	Not assigned	1												
NHS Greater Glasgow	PCARE	CPN (Dr) to phone patient within 1 Hr	43	23	35	40	30	42	39	37	34	41	33	38	46
NHS Greater Glasgow	PCARE	CPN (Dr) to phone patient within 2 Hrs	83	71	53	56	52	47	49	64	61	61	64	80	71
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 1 Hr	3	1	3	2	6	2	4	3	2	5	3	3	1
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 2 Hrs	10	2	6	8	10	6	6	6	4	4	3	12	14
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 4 Hrs	13	7	14	14	12	16	12	8	12	8	8	19	19
NHS Greater Glasgow	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	5	7	8	8	12	5	8	12	7	12	4	10	7
NHS Greater Glasgow	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	2	1	1	5	3		1	1	5	3		2	5
NHS Greater Glasgow	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	6	6	3	4	3	5	3	2	4	6	5	3	6
NHS Greater Glasgow	PCARE	Home Visit within 1 Hr	33	37	38	30	40	32	36	33	36	35	25	42	44

Table 3

Health Board	Care Group	Endpoint	02/02/2025	09/02/2025	16/02/2025	23/02/2025	02/03/2025	09/03/2025	16/03/2025	23/03/2025	30/03/2025	06/04/2025	13/04/2025	20/04/2025	27/04/2025
NHS Greater Glasgow	PCARE	Home Visit within 2 Hrs	104	107	101	101	94	96	82	85	77	69	86	139	149
NHS Greater Glasgow	PCARE	Home Visit within 4 Hrs	151	141	101	133	125	128	128	133	151	119	106	260	167
NHS Greater Glasgow	PCARE	PCEC within 1 Hr	148	151	137	142	163	149	155	179	145	135	116	166	158
NHS Greater Glasgow	PCARE	PCEC within 2 Hrs	377	410	415	383	441	402	377	411	418	386	346	530	505
NHS Greater Glasgow	PCARE	PCEC within 4 Hrs	1,106	1,039	1,080	1,097	1,014	1,051	970	988	1,051	1,043	933	1,867	1,522
NHS Greater Glasgow	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	253	253	247	236	215	245	204	238	253	243	233	213	176
NHS Greater Glasgow	PCARE	Pt advised to contact practice - For Information Only	33	27	19	22	25	21	39	26	19	27	21	60	41
NHS Greater Glasgow	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	26	26	18	28	24	47	19	21	14	28	23	18	10
NHS Greater Glasgow	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	101	113	128	91	115	115	114	116	116	142	112	65	143
NHS Greater Glasgow	PCARE	Speak to clinician within 1 Hr	52	43	44	49	45	42	53	63	45	48	46	97	52
NHS Greater Glasgow	PCARE	Speak to clinician within 2 Hrs	82	58	54	77	62	83	90	89	75	64	75	123	111
NHS Greater Glasgow	PCARE	Speak to clinician within 4 Hrs	178	161	164	166	168	178	130	164	137	146	144	422	232
NHS Greater Glasgow	PCARE	Transport to PCEC within 4 hrs	4	4	3	5	1	2		5	7	6	2	5	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	403	428	341	376	406	410	353	357	362	381	334	516	515
NHS Greater Glasgow	SCARE	Patient advised to go to A&E	561	530	480	457	512	515	474	502	521	540	463	594	594
NHS Greater Glasgow	SCARE	Patient advised to go to A&E	5	2	5	2	3	4	2	2	2	4	5		1
NHS Greater Glasgow	SCARE	Patient sent to A&E via Ambulance within 1 Hr	37	36	33	32	36	40	44	43	40	40	41	45	53
NHS Greater Glasgow	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only						1			1				
NHS Greater Glasgow	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only						1	1	1					1
NHS Greater Glasgow	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	362	367	368	328	376	360	357	355	321	406	367	330	410
NHS Greater Glasgow	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub						1				1			
NHS Greater Glasgow	SCARE	Speak to clinician 2 Hrs	73	48	79	64	67	67	84	84	76	89	64	76	90
NHS Greater Glasgow	SCARE	Speak to clinician within 4 Hrs	137	145	123	131	119	114	90	129	109	122	123	133	126
NHS Greater Glasgow	SLFC_NPA	Contact Breathing Space	2		1		1	1	1					2	
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	3	1	2	3	2	2	5	3	1	3	3	5	3
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	292	287	259	261	255	292	282	261	248	249	243	426	372
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	3	4	1	3	3	3	8	1	5	3	3	4	7
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Pharmacist												1	
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	24	9	12	14	9	14	12	12	8	4	10	37	23
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	4	2	3	5	1	1	5	9	3	2	2	11	4
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Self Care	3	6	6	3	4	5	7	9	4	8	6	11	9
NHS Greater Glasgow	SLFC_NPA	Distress Brief Intervention	22	22	30	29	27	25	19	22	16	23	28	35	29
NHS Greater Glasgow	SLFC_NPA	For Information Only	171	140	166	139	139	160	173	157	138	138	127	241	148
NHS Greater Glasgow	SLFC_NPA	Hub to arrange appointment within 24 hours												1	1
NHS Greater Glasgow	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	3	4	2	4		1	2	2	3			1	
NHS Greater Glasgow	SLFC_NPA	Patient given self care advice - For Information Only	474	441	454	478	467	452	442	431	409	433	454	644	547

Table 3

Health Board	Care Group	Endpoint	02/02/2025	09/02/2025	16/02/2025	23/02/2025	02/03/2025	09/03/2025	16/03/2025	23/03/2025	30/03/2025	06/04/2025	13/04/2025	20/04/2025	27/04/2025
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Dentist - For Information Only	2	4	3	2	2	4	1	1	3	1	5	2	2
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only					1	1	1	2	1		3	1	3
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Midwife - For Information Only	12	9	11	13	9	10	11	10	8	11	10	14	12
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Optician - For Information Only	10	8	15	10	15	13	13	16	14	25	14	6	17
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only	2		2	1	2			1	2	1		1	
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	69	64	72	56	64	68	74	51	62	74	58	170	135
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Police - For Information Only	14	8	14	5	9	9	10	14	6	13	8	16	10
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information						1				1			1
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact appropriate service - For Info Only	1	3					1	1		1		1	1
NHS Greater Glasgow	SLFC_NPA	Pt given TOXBASE advice - For Information Only		1				1							
NHS Greater Glasgow	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	17	18	31	25	23	21	17	34	19	23	18	27	16
NHS Greater Glasgow	Not assigned	Not assigned								1	2			1	
NHS HIGHLAND	PCARE	CPN (Dr) to phone patient within 1 Hr	12	2	4	8	5	8	7	2	4	11	6	8	4
NHS HIGHLAND	PCARE	CPN (Dr) to phone patient within 2 Hrs	13	6	7	7	15	16	10	11	9	9	8	6	14
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 1 Hr	6	2	2	2	2	2			3	4	3	3	4
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 2 Hrs	3	1	8	3	4	2	6	4	3	6	9	2	2
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 4 Hrs	17	16	10	10	8	10	15	8	11	13	15	22	15
NHS HIGHLAND	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	1	2	3		4	1	1	2			3	6	6
NHS HIGHLAND	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1									1			1
NHS HIGHLAND	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	2		2	3	4	1			1	1	2	1	2
NHS HIGHLAND	PCARE	Home Visit within 1 Hr	2	9	7	10	7	7	6	9	9	11	8	10	11
NHS HIGHLAND	PCARE	Home Visit within 2 Hrs	25	28	19	20	27	26	29	18	21	20	24	30	29
NHS HIGHLAND	PCARE	Home Visit within 4 Hrs	35	22	33	35	32	38	31	25	26	24	30	61	34
NHS HIGHLAND	PCARE	PCEC within 1 Hr	40	34	33	23	30	37	31	27	18	43	24	43	33
NHS HIGHLAND	PCARE	PCEC within 2 Hrs	80	73	74	67	72	51	64	72	73	65	59	104	83
NHS HIGHLAND	PCARE	PCEC within 4 Hrs	151	155	164	192	153	168	153	158	186	203	148	358	285
NHS HIGHLAND	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	32	35	30	27	33	32	37	36	27	28	45	31	20
NHS HIGHLAND	PCARE	Pt advised to contact practice - For Information Only	1	4	2	2	8	4	1	5	5	11	9	8	7
NHS HIGHLAND	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	3	3	2	4	6	1	5	3	1	2	5	1	2
NHS HIGHLAND	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	14	12	15	19	13	22	13	22	20	15	19	16	33
NHS HIGHLAND	PCARE	Speak to clinician within 1 Hr	12	14	9	4	7	6	7	8	9	16	10	17	13
NHS HIGHLAND	PCARE	Speak to clinician within 2 Hrs	23	20	12	21	16	13	14	9	17	20	13	28	26
NHS HIGHLAND	PCARE	Speak to clinician within 4 Hrs	33	28	28	33	34	30	33	23	27	31	36	75	48
NHS HIGHLAND	PCARE	Transport to PCEC within 2 Hrs	1						2						
NHS HIGHLAND	PCARE	Transport to PCEC within 4 hrs		1											
NHS HIGHLAND	SCARE	999 contacted - For information only	85	99	82	82	76	79	79	76	75	86	74	106	113
NHS HIGHLAND	SCARE	Patient advised to go to A&E	82	75	71	56	67	75	75	80	69	79	61	98	83
NHS HIGHLAND	SCARE	Patient advised to go to A&E	1			1		1	1		2	1	2		2

Table 3

Health Board	Care Group	Endpoint	02/02/2025	09/02/2025	16/02/2025	23/02/2025	02/03/2025	09/03/2025	16/03/2025	23/03/2025	30/03/2025	06/04/2025	13/04/2025	20/04/2025	27/04/2025
NHS HIGHLAND	SCARE	Patient sent to A&E via Ambulance within 1 Hr	7	4	8	3	8	13	5	8	3	6	3	13	7
NHS HIGHLAND	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only	1												
NHS HIGHLAND	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	51	61	47	46	44	58	50	47	60	56	56	73	60
NHS HIGHLAND	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	16	22	18	11	11	26	16	19	17	30	9	33	18
NHS HIGHLAND	SCARE	Speak to clinician 2 Hrs	11	20	13	10	15	15	13	10	19	26	13	15	8
NHS HIGHLAND	SCARE	Speak to clinician within 4 Hrs	28	18	12	11	17	14	18	23	18	11	27	30	27
NHS HIGHLAND	SLFC_NPA	Contact Breathing Space		1								1			1
NHS HIGHLAND	SLFC_NPA	Distress Brief Intervention	2	6	5	6	8	3	5	4	6	1	5	2	6
NHS HIGHLAND	SLFC_NPA	For Information Only	29	21	32	40	41	30	37	24	35	27	30	35	34
NHS HIGHLAND	SLFC_NPA	Hub to arrange appointment within 24 hours	40	70	60	46	54	48	58	67	58	67	62	108	59
NHS HIGHLAND	SLFC_NPA	Hub to arrange contact with Clinician within 1 hour						1				1			
NHS HIGHLAND	SLFC_NPA	Patient advised to contact CPN Team - For Info Only													1
NHS HIGHLAND	SLFC_NPA	Patient advised to contact dental advice line - Info Only		1				1	2	1	2	1	1	2	
NHS HIGHLAND	SLFC_NPA	Patient advised to contact registered GDP - Info Only	14	9	10	12	11	9	9	10	7	5	9	20	13
NHS HIGHLAND	SLFC_NPA	Patient given self care advice - For Information Only	72	74	92	72	60	71	78	71	78	83	89	102	98
NHS HIGHLAND	SLFC_NPA	Patient given self care dental advice - For Information Only	1	1	1				1				1	1	3
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Dentist - For Information Only							1			1		3	
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		4	1			2	2	2		1	1	1	2
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Optician - For Information Only	1	2	3	2	2	4	1	4	5	1	2	6	5
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only						1				1		1	
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	9	5	8	7	6	11	20	6	11	12	9	32	27
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Police - For Information Only	7	4		3	2	2	3	2	2	3	1	4	
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	4	5	1	1	5	2	2	3	2	5	8	8	4
NHS HIGHLAND	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	9	6	8	9	4	1	2	2	3	7	3	3	3
NHS HIGHLAND	Not assigned	Not assigned					1								
NHS LANARKSHIRE	PCARE	CPN (Dr) to phone patient within 1 Hr	9	12	9	23	8	10	14	18	23	6	16	17	14
NHS LANARKSHIRE	PCARE	CPN (Dr) to phone patient within 2 Hrs	27	20	20	27	22	21	29	15	29	15	22	25	41
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 1 Hr	1		1		3	1		2		2	2	1	2
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 2 Hrs	1	7	2		5		1	4	3	2	2	3	8
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 4 Hrs	6	6	7	9	2	3	4	2	6	6	2	11	11
NHS LANARKSHIRE	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2	6	4	4	2	2	8	5	1	3	3	7	6
NHS LANARKSHIRE	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)		1	2										1
NHS LANARKSHIRE	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	2	1	2	2	1	1	1	1		1	2	2	2
NHS LANARKSHIRE	PCARE	Home Visit within 1 Hr	10	11	5	12	8	19	8	10	11	20	8	12	16
NHS LANARKSHIRE	PCARE	Home Visit within 2 Hrs	36	35	30	38	29	39	44	24	40	34	26	65	65

Table 3

Health Board	Care Group	Endpoint	02/02/2025	09/02/2025	16/02/2025	23/02/2025	02/03/2025	09/03/2025	16/03/2025	23/03/2025	30/03/2025	06/04/2025	13/04/2025	20/04/2025	27/04/2025
NHS LANARKSHIRE	PCARE	Home Visit within 4 Hrs	49	45	48	47	42	49	50	39	52	50	44	86	72
NHS LANARKSHIRE	PCARE	PCEC within 1 Hr	96	84	80	87	86	84	77	78	80	89	74	82	99
NHS LANARKSHIRE	PCARE	PCEC within 2 Hrs	194	201	171	202	204	201	188	207	221	204	192	256	260
NHS LANARKSHIRE	PCARE	PCEC within 4 Hrs	486	513	546	552	522	543	499	547	487	510	478	896	705
NHS LANARKSHIRE	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	113	99	104	98	102	111	90	83	105	78	97	89	86
NHS LANARKSHIRE	PCARE	Pt advised to contact practice - For Information Only	10	6	9	7	15	10	11	7	9	7	10	19	16
NHS LANARKSHIRE	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	20	10	5	11	9	12	11	7	6	8	6	6	7
NHS LANARKSHIRE	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	53	44	42	51	53	47	56	48	46	42	62	31	70
NHS LANARKSHIRE	PCARE	Speak to clinician within 1 Hr	19	24	19	18	26	25	19	14	22	17	15	28	23
NHS LANARKSHIRE	PCARE	Speak to clinician within 2 Hrs	31	42	36	30	22	29	35	25	32	29	28	60	47
NHS LANARKSHIRE	PCARE	Speak to clinician within 4 Hrs	76	54	56	73	55	68	56	62	63	49	72	209	99
NHS LANARKSHIRE	PCARE	Transport to PCEC within 2 Hrs								1		2	2		
NHS LANARKSHIRE	PCARE	Transport to PCEC within 4 hrs			1	1			2		1		1	1	2
NHS LANARKSHIRE	PCARE	Triage refused therefore Dr requested to phone patient							1			1			
NHS LANARKSHIRE	SCARE	999 contacted - For Information Only	1					1							
NHS LANARKSHIRE	SCARE	999 contacted - For information only	197	184	181	202	196	183	189	170	181	223	181	258	224
NHS LANARKSHIRE	SCARE	Patient advised to go to A&E	259	266	235	300	244	250	224	242	247	292	263	309	324
NHS LANARKSHIRE	SCARE	Patient advised to go to A&E	2	1	1	2	4	1		2	2		1	3	3
NHS LANARKSHIRE	SCARE	Patient sent to A&E via Ambulance within 1 Hr	17	24	10	18	19	22	21	20	25	17	19	19	13
NHS LANARKSHIRE	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	129	152	121	122	136	129	130	130	140	138	163	152	148
NHS LANARKSHIRE	SCARE	Speak to clinician 2 Hrs	26	29	37	27	30	33	28	33	26	39	27	31	54
NHS LANARKSHIRE	SCARE	Speak to clinician within 4 Hrs	48	52	49	60	39	51	35	66	46	58	56	62	61
NHS LANARKSHIRE	SLFC_NPA	Contact Breathing Space	1						1	1	2	1			
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour		1	1	1	2			1	1	1			1
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	126	114	120	129	113	118	103	131	104	135	120	224	178
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	3	2	1		2	3			1		1	1	1
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Not Triage/Assessed	5	7	5	5	5	4	6	6	4	5	3	21	12
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	2	2		1	1	1	2			4		3	2
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Self Care		3	3	1	1	1	3	3	3	4		5	2
NHS LANARKSHIRE	SLFC_NPA	Distress Brief Intervention	11	6	7	12	14	13	5	6	9	8	13	11	11
NHS LANARKSHIRE	SLFC_NPA	For Information Only	68	74	62	54	60	55	68	51	52	55	52	96	75
NHS LANARKSHIRE	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	1			1				1			1		
NHS LANARKSHIRE	SLFC_NPA	Patient given self care advice - For Information Only	165	148	153	174	156	131	148	145	155	170	162	221	172
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Dentist - For Information Only			2			1	3			1	1	1	
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only			1		1	1	1		1		1	1	
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Midwife - For Information Only	2	6	6	1	3	5	3	5	4	2	1	4	4
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Optician - For Information Only	2	2	2	5	8	9	1	4	3	1	4	10	9
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only			1							1			

Table 3

Health Board	Care Group	Endpoint	02/02/2025	09/02/2025	16/02/2025	23/02/2025	02/03/2025	09/03/2025	16/03/2025	23/03/2025	30/03/2025	06/04/2025	13/04/2025	20/04/2025	27/04/2025
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	28	16	24	26	24	28	28	25	23	29	18	64	48
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Police - For Information Only	7	4	4	8	7	7	5	8	8	4	3	6	4
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information									1		1		
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact appropriate service - For Info Only					1								1
NHS LANARKSHIRE	SLFC_NPA	Pt given TOXBASE advice - For Information Only						1					1		
NHS LANARKSHIRE	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	7	8	12	9	14	5	12	12	13	7	6	14	9
NHS LANARKSHIRE	SLFC_NPA	Untriaged call - OOH Service clinician to phone patient												1	
NHS LANARKSHIRE	Not assigned	Not assigned						1		1	1		1		
NHS Lothian	PCARE	CPN (Dr) to phone patient within 1 Hr	21	23	12	15	15	30	20	20	16	24	18	21	13
NHS Lothian	PCARE	CPN (Dr) to phone patient within 2 Hrs	37	37	28	32	29	38	32	36	33	42	41	43	38
NHS Lothian	PCARE	DN (Dr) phone patient within 1 Hr	4	6	5	10	5	9	3	6	4	8	7	7	5
NHS Lothian	PCARE	DN (Dr) phone patient within 2 Hrs	14	7	16	16	11	16	12	13	10	13	7	26	27
NHS Lothian	PCARE	DN (Dr) phone patient within 4 Hrs	37	33	42	38	37	35	37	41	41	33	31	57	38
NHS Lothian	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	5	5	2	5	10	11	7	4	9	9	7	10	9
NHS Lothian	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)						1			2			3	2
NHS Lothian	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	4	5	1		3	2	4	3	3	5	1	8	2
NHS Lothian	PCARE	Home Visit within 1 Hr	26	20	27	37	27	23	13	33	25	23	30	20	34
NHS Lothian	PCARE	Home Visit within 2 Hrs	85	82	56	69	81	67	65	62	91	78	49	100	116
NHS Lothian	PCARE	Home Visit within 4 Hrs	76	90	89	102	101	96	90	100	96	109	92	174	129
NHS Lothian	PCARE	PCEC within 1 Hr	139	118	109	110	127	125	134	120	100	113	76	129	108
NHS Lothian	PCARE	PCEC within 2 Hrs	321	331	284	277	298	274	299	292	303	283	263	320	356
NHS Lothian	PCARE	PCEC within 4 Hrs	838	770	799	831	747	790	748	771	760	793	709	1,354	1,161
NHS Lothian	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	171	183	204	189	171	205	187	189	194	205	218	147	150
NHS Lothian	PCARE	Pt advised to contact practice - For Information Only	22	16	17	28	22	16	29	19	19	28	24	44	19
NHS Lothian	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	14	12	11	12	18	18	19	13	20	20	14	11	9
NHS Lothian	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	94	98	74	89	94	100	106	81	91	106	100	65	117
NHS Lothian	PCARE	Speak to clinician within 1 Hr	32	41	40	45	38	33	39	28	25	43	36	49	46
NHS Lothian	PCARE	Speak to clinician within 2 Hrs	52	65	41	59	43	58	48	59	63	66	57	96	89
NHS Lothian	PCARE	Speak to clinician within 4 Hrs	132	117	100	117	141	110	107	110	137	121	113	307	150
NHS Lothian	PCARE	Transport to PCEC within 2 Hrs	1		1		1	1	1			1	1	1	1
NHS Lothian	PCARE	Transport to PCEC within 4 hrs		2	1	1	2	2	2	1				1	3
NHS Lothian	PCARE	Triage refused therefore Dr requested to phone patient		1											
NHS Lothian	SCARE	999 contacted - For Information Only				1									
NHS Lothian	SCARE	999 contacted - For information only	298	248	282	287	284	293	267	264	283	264	287	357	363
NHS Lothian	SCARE	Patient advised to go to A&E	402	399	385	375	431	436	421	440	421	413	413	465	511
NHS Lothian	SCARE	Patient advised to go to A&E	2	5	2	2	2		2	2		2	1	6	3
NHS Lothian	SCARE	Patient sent to A&E via Ambulance within 1 Hr	25	21	18	37	16	35	24	22	32	36	35	37	29
NHS Lothian	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only						1							

Table 3

Health Board	Care Group	Endpoint	02/02/2025	09/02/2025	16/02/2025	23/02/2025	02/03/2025	09/03/2025	16/03/2025	23/03/2025	30/03/2025	06/04/2025	13/04/2025	20/04/2025	27/04/2025
NHS Lothian	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only						1		1		1			
NHS Lothian	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	423	427	349	402	419	450	427	423	432	475	391	411	420
NHS Lothian	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub		1											1
NHS Lothian	SCARE	Speak to clinician 2 Hrs	67	62	53	61	84	85	84	91	96	90	76	58	77
NHS Lothian	SCARE	Speak to clinician within 4 Hrs	128	135	104	125	114	122	114	109	129	133	117	101	126
NHS Lothian	SLFC_NPA	Contact Breathing Space												1	
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	4	4		3	2		2		1	2	1	2	3
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	199	211	195	200	180	195	204	222	199	240	229	307	289
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	6	6	3	1	2	5	8	6	3	7	1	8	3
NHS Lothian	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	16	20	15	21	6	7	12	20	7	9	6	25	24
NHS Lothian	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	5	2	1	1	2	4	2	4	4	3	3	7	7
NHS Lothian	SLFC_NPA	Dental Nurse - Self Care	5	5	4	6	8	7	6	5	6	5	6	10	5
NHS Lothian	SLFC_NPA	Distress Brief Intervention	22	25	22	9	19	17	14	13	17	20	22	21	21
NHS Lothian	SLFC_NPA	For Information Only	116	99	93	110	120	97	132	116	126	118	108	135	116
NHS Lothian	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	1	2		2	4	3	1	2		1		1	
NHS Lothian	SLFC_NPA	Patient given self care advice - For Information Only	341	343	310	289	337	337	356	313	293	324	296	404	335
NHS Lothian	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1	1	3	1	1	1		2	1	2		1	
NHS Lothian	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only	2	1	1	1	1	1	1		2	2	2		1
NHS Lothian	SLFC_NPA	Pt advised to contact Midwife - For Information Only	16	10	14	9	12	14	10	6	7	11	12	14	15
NHS Lothian	SLFC_NPA	Pt advised to contact Optician - For Information Only	13	11	10	16	8	11	9	14	8	12	12	18	21
NHS Lothian	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only	2			1	1			1	1	1		2	
NHS Lothian	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	58	46	57	48	43	52	51	51	63	57	55	136	81
NHS Lothian	SLFC_NPA	Pt advised to contact Police - For Information Only	10	4	10	7	12	10	17	10	14	14	15	12	19
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										
NHS Lothian	SLFC_NPA	Pt given TOXBASE advice - For Information Only	1												
NHS Lothian	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	11	11	23	20	18	13	18	12	14	26	17	17	15
NHS Lothian	Not assigned	Not assigned		1			1	1		1			2		1
NHS Orkney	PCARE	CPN (Dr) to phone patient within 1 Hr								1					
NHS Orkney	PCARE	CPN (Dr) to phone patient within 2 Hrs	3			1	1			1				1	1
NHS Orkney	PCARE	DN (Dr) phone patient within 1 Hr	1			1	1				1			1	
NHS Orkney	PCARE	DN (Dr) phone patient within 2 Hrs			1	2		1						1	
NHS Orkney	PCARE	DN (Dr) phone patient within 4 Hrs		1	2	1	1	2	2		2	1	1	1	
NHS Orkney	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)			1										
NHS Orkney	PCARE	Home Visit within 1 Hr	1	2	2		1	1		4	1	2	2		1
NHS Orkney	PCARE	Home Visit within 2 Hrs	5	1	1	1	1		1	1	2		2		2
NHS Orkney	PCARE	Home Visit within 4 Hrs	5	1	4	2	3	6	5	5	2	3	6	4	3
NHS Orkney	PCARE	PCEC within 1 Hr	1	1		1	4	1	1	2			1	1	3

Table 3

Health Board	Care Group	Endpoint	02/02/2025	09/02/2025	16/02/2025	23/02/2025	02/03/2025	09/03/2025	16/03/2025	23/03/2025	30/03/2025	06/04/2025	13/04/2025	20/04/2025	27/04/2025
NHS Orkney	PCARE	PCEC within 2 Hrs	6	4	3	3		2	3	3	5	3	4	4	1
NHS Orkney	PCARE	PCEC within 4 Hrs	9	9	5	8	7	7	3	6	4	7	6	8	17
NHS Orkney	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only		1	1	1	1	2	1	3		2	1		
NHS Orkney	PCARE	Pt advised to contact practice - For Information Only				1					1				
NHS Orkney	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	1	1	1					2	1	2			1
NHS Orkney	PCARE	Speak to clinician within 1 Hr	1	1				1		1					
NHS Orkney	PCARE	Speak to clinician within 2 Hrs	3	1	1		1				4	2		1	1
NHS Orkney	PCARE	Speak to clinician within 4 Hrs	2	2		2	4	2	1	2	2	1	2	8	3
NHS Orkney	SCARE	999 contacted - For information only	6	2	2	3	5	2	6	3	3	6	3	2	6
NHS Orkney	SCARE	Patient advised to go to A&E	7	4	4	4	5	5	4	3	1	4	4	2	5
NHS Orkney	SCARE	Patient sent to A&E via Ambulance within 1 Hr	1					1	1				1		
NHS Orkney	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	3	3	2		2		1	1		1	4		
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					2	
NHS Orkney	SCARE	Speak to clinician within 4 Hrs		1	1						2	2		3	1
NHS Orkney	SLFC_NPA	Distress Brief Intervention										1	1		
NHS Orkney	SLFC_NPA	For Information Only	1	2	1	1	1			2	1	1	2	2	
NHS Orkney	SLFC_NPA	Hub to arrange appointment within 24 hours	2	3	3	4	4	3		1	1	1	1	6	2
NHS Orkney	SLFC_NPA	Hub to arrange contact with Clinician within 1 hour	1	1											
NHS Orkney	SLFC_NPA	Patient advised to contact dental advice line - Info Only													1
NHS Orkney	SLFC_NPA	Patient advised to contact registered GDP - Info Only			2	1				1	2			1	1
NHS Orkney	SLFC_NPA	Patient given self care advice - For Information Only	3	3	3	3	5	7	12	7	6	5	11	4	8
NHS Orkney	SLFC_NPA	Pt advised to contact Dentist - For Information Only													1
NHS Orkney	SLFC_NPA	Pt advised to contact Optician - For Information Only										1			
NHS Orkney	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only					1								
NHS Orkney	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only				1		1			2	2			1
NHS Orkney	SLFC_NPA	Pt advised to contact Police - For Information Only										1		1	
NHS Orkney	SLFC_NPA	Triage refused - For Information Only		1			1							2	1
NHS Orkney	SLFC_NPA	Triage refused - Pt terminated call - For Information Only					1								
NHS Shetland	PCARE	CPN (Dr) to phone patient within 1 Hr		1									1	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										1			1
NHS Shetland	PCARE	DN (Dr) phone patient within 4 Hrs	1				2		1		2	1	4	2	3
NHS Shetland	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)											1		
NHS Shetland	PCARE	Home Visit within 1 Hr		2				1	1			1			1
NHS Shetland	PCARE	Home Visit within 2 Hrs	1	1	5	1	2	1		1	3	3	3	2	2
NHS Shetland	PCARE	Home Visit within 4 Hrs	1	3	2	2	3	1	1		1	2	3	1	3

Table 3

Health Board	Care Group	Endpoint	02/02/2025	09/02/2025	16/02/2025	23/02/2025	02/03/2025	09/03/2025	16/03/2025	23/03/2025	30/03/2025	06/04/2025	13/04/2025	20/04/2025	27/04/2025
NHS Shetland	PCARE	PCEC within 1 Hr	1	1		4	2	2	1	3	2	1	2	1	2
NHS Shetland	PCARE	PCEC within 2 Hrs	7	5	1	4	2	3	1	1	2	2	1	4	3
NHS Shetland	PCARE	PCEC within 4 Hrs	10	9	6	3	11	5	7	6	6	8	6	9	16
NHS Shetland	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	2	1			1		1	1	1	1		1	1
NHS Shetland	PCARE	Pt advised to contact practice - For Information Only				1									
NHS Shetland	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	1					2	1		1		1	2	1
NHS Shetland	PCARE	Speak to clinician within 1 Hr	1	1	1	2	1		2		1	1	1		1
NHS Shetland	PCARE	Speak to clinician within 2 Hrs			1	1	1	3		3		3	3		
NHS Shetland	PCARE	Speak to clinician within 4 Hrs	1	2	1		1	5	3	1	1	3	4	7	1
NHS Shetland	SCARE	999 contacted - For information only	5	2	3	2	5	5	2	1	3	1	5	5	5
NHS Shetland	SCARE	Patient advised to go to A&E	5	5	3	1	3	4	3	1	5	8	6	6	2
NHS Shetland	SCARE	Patient sent to A&E via Ambulance within 1 Hr									1	1	1		
NHS Shetland	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange			1	1	2	1	1		1			3	
NHS Shetland	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub		1	1		1	1		1			2		2
NHS Shetland	SCARE	Speak to clinician within 4 Hrs	1	1			2	1	1						
NHS Shetland	SLFC_NPA	For Information Only		1	1	3			2	2	1	1		1	3
NHS Shetland	SLFC_NPA	Hub to arrange appointment within 24 hours	3		1	3	2	2	1	3	3	4	1	1	2
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							2	2			2		
NHS Shetland	SLFC_NPA	Patient given self care advice - For Information Only	2		3	3	2	5		2	1	2	2	3	5
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
NHS Shetland	SLFC_NPA	Pt advised to contact Police - For Information Only					2								
NHS Shetland	SLFC_NPA	Triage refused - For Information Only										1			1
NHS Shetland	SLFC_NPA	Triage refused - Pt terminated call - For Information Only					1								
NHS TAYSIDE	PCARE	CPN (Dr) to phone patient within 1 Hr	16	10	10	10	7	22	10	11	13	15	11	10	12
NHS TAYSIDE	PCARE	CPN (Dr) to phone patient within 2 Hrs	21	19	21	20	17	16	23	20	22	22	24	15	17
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 1 Hr	2	8	3	8	5	2	5	5	4	6	6	10	5
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 2 Hrs	13	7	5	10	14	15	15	11	22	18	14	12	16
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 4 Hrs	36	37	40	51	46	32	37	39	38	35	30	44	43
NHS TAYSIDE	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	1	2	3	2	1	3	5	2	3	3	2	2	5
NHS TAYSIDE	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)		1	1	2	1			1		1	1		1
NHS TAYSIDE	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	2	1	2	2	1	2		4	1	1		2	1
NHS TAYSIDE	PCARE	Home Visit within 1 Hr	14	17	8	13	9	12	10	10	9	10	14	12	18
NHS TAYSIDE	PCARE	Home Visit within 2 Hrs	43	30	40	41	34	32	41	27	35	34	51	38	47
NHS TAYSIDE	PCARE	Home Visit within 4 Hrs	47	43	35	47	41	55	40	52	53	50	57	57	61
NHS TAYSIDE	PCARE	PCEC within 1 Hr	75	80	69	63	70	84	77	79	58	59	91	63	87
NHS TAYSIDE	PCARE	PCEC within 2 Hrs	159	143	144	148	165	148	130	149	150	137	166	148	181

Table 3

Health Board	Care Group	Endpoint	02/02/2025	09/02/2025	16/02/2025	23/02/2025	02/03/2025	09/03/2025	16/03/2025	23/03/2025	30/03/2025	06/04/2025	13/04/2025	20/04/2025	27/04/2025
NHS TAYSIDE	PCARE	PCEC within 4 Hrs	338	360	355	352	362	338	316	321	335	386	535	413	495
NHS TAYSIDE	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	58	68	70	84	56	79	50	60	56	81	61	91	40
NHS TAYSIDE	PCARE	Pt advised to contact practice - For Information Only	12	5	7	4	7	7	10	12	6	7	11	8	9
NHS TAYSIDE	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	7	5	11	8	5	10	6	11	3	8	6	3	3
NHS TAYSIDE	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	37	35	39	48	41	32	35	39	44	46	48	15	36
NHS TAYSIDE	PCARE	Speak to clinician within 1 Hr	11	23	16	16	16	25	13	17	14	22	11	12	28
NHS TAYSIDE	PCARE	Speak to clinician within 2 Hrs	34	20	25	19	29	30	26	28	27	27	35	21	28
NHS TAYSIDE	PCARE	Speak to clinician within 4 Hrs	41	54	63	60	56	57	57	61	44	43	74	83	69
NHS TAYSIDE	PCARE	Transport to PCEC within 1 Hr				1		1							
NHS TAYSIDE	PCARE	Transport to PCEC within 2 Hrs	2			1	1		1				1	1	1
NHS TAYSIDE	PCARE	Transport to PCEC within 4 hrs	1	1	1	2	2	1							2
NHS TAYSIDE	SCARE	999 contacted - For information only	156	134	150	162	137	154	125	135	155	161	175	157	199
NHS TAYSIDE	SCARE	Patient advised to go to A&E	98	92	92	96	93	107	96	86	94	85	80	85	94
NHS TAYSIDE	SCARE	Patient advised to go to A&E	2	1	2	1	1	2		1	1	2		1	1
NHS TAYSIDE	SCARE	Patient sent to A&E via Ambulance within 1 Hr	16	5	9	15	14	4	10	6	15	11	18	18	11
NHS TAYSIDE	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only				1									
NHS TAYSIDE	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	117	117	86	109	123	107	107	87	109	130	140	124	140
NHS TAYSIDE	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub		2			1			1	1	2		1	
NHS TAYSIDE	SCARE	Speak to clinician 2 Hrs	17	19	21	28	29	36	26	32	25	30	41	24	36
NHS TAYSIDE	SCARE	Speak to clinician within 4 Hrs	44	26	32	34	28	39	27	36	45	39	51	49	38
NHS TAYSIDE	SLFC_NPA	Contact Breathing Space					1								
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	1	2	2	1		1	1		2		1		1
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	87	90	109	90	103	119	126	117	116	93	109	115	110
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1		1	3	4	3	3	2	1	2		3	1
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Not Triage/Assessed	5	9	5	5	7	11	5	7	3	9	7	14	6
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1	3	2	2	4	2	2	3	2		3	3	3
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Self Care		2	8			1	1	1	5	3	3	2	5
NHS TAYSIDE	SLFC_NPA	Distress Brief Intervention	4	7	15	8	10	2	6	4	7	9	5	8	4
NHS TAYSIDE	SLFC_NPA	For Information Only	43	35	41	47	52	49	37	42	46	51	42	51	51
NHS TAYSIDE	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	2		1	1	1					1	1	2	
NHS TAYSIDE	SLFC_NPA	Patient given self care advice - For Information Only	142	139	129	147	106	141	128	122	130	157	175	155	151
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Dentist - For Information Only		2					1		1		1		1
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Midwife - For Information Only	2	2	1	3	1	3	1	2		2	1	4	4
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Optician - For Information Only	8	5	1	4	4	5	5	3	8	9	8	5	7
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only				1			1						
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	27	14	18	16	11	21	18	19	13	24	33	28	43
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Police - For Information Only	3	6	3	2	3	10	3	5	3	4	2	5	8
NHS TAYSIDE	SLFC_NPA	Pt given TOXBASE advice - For Information Only						1							

Table 3

[illegible]

Table 3

Health Board	Care Group	Endpoint	02/02/2025	09/02/2025	16/02/2025	23/02/2025	02/03/2025	09/03/2025	16/03/2025	23/03/2025	30/03/2025	06/04/2025	13/04/2025	20/04/2025	27/04/2025
NHS Western Isles	SLFC_NPA	Pt advised to contact Optician - For Information Only	1	1							1				
NHS Western Isles	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only			1								2	3	
NHS Western Isles	SLFC_NPA	Pt advised to contact Police - For Information Only					1							1	
NHS Western Isles	SLFC_NPA	Triage refused - For Information Only							1					2	
NHS Western Isles	SLFC_NPA	Triage refused - Pt terminated call - For Information Only		1					1						
Not assigned	SCARE	999 contacted - For information only												1	
Not assigned	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours													2
Not assigned	SLFC_NPA	Routine Appointment in					1								
Not assigned	SLFC_NPA	Self Care										1			
Not assigned	Not assigned	Not assigned	15	13	21	15	7	16	21	13	10	19	14	21	14

Table 4

Care Group	02/02/2025	09/02/2025	16/02/2025	23/02/2025	02/03/2025	09/03/2025	16/03/2025	23/03/2025	30/03/2025	06/04/2025	13/04/2025	20/04/2025	27/04/2025
PCARE	11,853	11,641	11,221	11,760	11,597	11,742	11,158	11,354	11,446	11,553	11,040	16,511	14,890
SCARE	7,018	6,851	6,435	6,588	6,761	7,094	6,537	6,727	6,769	7,230	6,758	7,733	8,156
SLFC_NPA	4,445	4,284	4,318	4,251	4,308	4,270	4,361	4,245	4,152	4,404	4,255	6,310	5,395
Not assigned	16	15	21	18	10	18	23	16	14	19	18	23	16
Total	23,332	22,791	21,995	22,617	22,676	23,124	22,079	22,342	22,381	23,206	22,071	30,577	28,457

Care Group	02/02/2025	09/02/2025	16/02/2025	23/02/2025	02/03/2025	09/03/2025	16/03/2025	23/03/2025	30/03/2025	06/04/2025	13/04/2025	20/04/2025	27/04/2025
PCARE	50.80%	51.08%	51.02%	52.00%	51.14%	50.78%	50.54%	50.82%	51.14%	49.78%	50.02%	54.00%	52.32%
SCARE	30.08%	30.06%	29.26%	29.13%	29.82%	30.68%	29.61%	30.11%	30.24%	31.16%	30.62%	25.29%	28.66%
SLFC_NPA	19.05%	18.80%	19.63%	18.80%	19.00%	18.47%	19.75%	19.00%	18.55%	18.98%	19.28%	20.64%	18.96%
Not assigned	0.07%	0.07%	0.10%	0.08%	0.04%	0.08%	0.10%	0.07%	0.06%	0.08%	0.08%	0.08%	0.06%

Table 5

Calendar day	21/03/2025	01/04/2025	02/04/2025	03/04/2025	04/04/2025	05/04/2025	06/04/2025	07/04/2025	08/04/2025	09/04/2025	10/04/2025	11/04/2025	12/04/2025	13/04/2025	14/04/2025	15/04/2025	16/04/2025	17/04/2025	18/04/2025	19/04/2025	20/04/2025	21/04/2025	22/04/2025	23/04/2025	24/04/2025	25/04/2025	26/04/2025	27/04/2025
Overall Call Volume	370	388	369	362	327	518	410	422	346	326	349	351	450	399	411	361	346	369	549	540	490	575	354	401	327	295	437	425
Overall Calls Connected	316	345	305	308	279	387	380	319	296	292	310	274	384	348	330	281	328	322	497	516	465	538	265	354	297	268	415	385
Median Time to Answer	00:00:06	00:00:06	00:00:06	00:00:11	00:00:06	00:00:06	00:00:06	00:00:45	00:00:06	00:00:06	00:00:06	00:00:10	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06
90th Percentile Time to Answer	00:09:11	00:06:28	00:09:35	00:14:54	00:09:24	00:16:49	00:07:47	00:15:28	00:08:07	00:09:27	00:05:23	00:08:56	00:06:48	00:09:42	00:10:02	00:19:53	00:02:06	00:05:23	00:02:38	00:02:54	00:01:01	00:02:08	00:16:07	00:05:39	00:04:58	00:06:27	00:02:09	00:02:35

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

Table 6

Week Endng Date	02/02/2025	09/02/2025	16/02/2025	23/02/2025	02/03/2025	09/03/2025	16/03/2025	23/03/2025	30/03/2025	06/04/2025	13/04/2025	20/04/2025	27/04/2025
Overall Call Volume	2,905	2,905	2,795	2,828	2,775	2,915	2,798	2,857	2,827	2,799	2,643	3,068	2,814
Overall Calls Connected	2,381	2,203	2,175	2,241	2,205	2,080	2,148	2,265	2,100	2,322	2,223	2,739	2,522
Median Time to Answer	00:00:06	00:00:09	00:00:06	00:00:06	00:00:06	00:00:47	00:00:07	00:00:08	00:00:22	00:00:06	00:00:06	00:00:06	00:00:06
90th Percentile Time to Answer	00:11:11	00:16:54	00:14:31	00:12:09	00:14:00	00:19:23	00:16:34	00:12:48	00:16:48	00:10:38	00:09:18	00:05:02	00:05:14

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

Graphs

