

## 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: 23/02/2025 to 18/05/2025

### 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                     | 21/04/2025 | 22/04/2025 | 23/04/2025 | 24/04/2025 | 25/04/2025 | 26/04/2025 | 27/04/2025 | 28/04/2025 | 29/04/2025 | 30/04/2025 | 01/05/2025 | 02/05/2025 | 03/05/2025 | 04/05/2025 | 05/05/2025 | 06/05/2025 | 07/05/2025 | 08/05/2025 | 09/05/2025 | 10/05/2025 | 11/05/2025 | 12/05/2025 | 13/05/2025 | 14/05/2025 | 15/05/2025 | 16/05/2025 | 17/05/2025 | 18/05/2025 |
|----------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| Overall Call Volume              | 9,561      | 3,407      | 3,204      | 3,033      | 3,163      | 7,314      | 6,929      | 3,538      | 3,208      | 3,090      | 3,140      | 3,301      | 7,550      | 7,396      | 8,397      | 3,331      | 3,100      | 2,958      | 3,319      | 6,998      | 6,520      | 3,536      | 3,216      | 3,076      | 3,106      | 3,455      | 6,824      | 6,613      |
| Overall Calls Connected          | 8,436      | 2,509      | 2,501      | 2,508      | 2,386      | 6,367      | 6,169      | 2,950      | 2,815      | 2,556      | 2,517      | 2,693      | 6,499      | 6,492      | 7,539      | 2,541      | 2,417      | 2,466      | 2,626      | 5,903      | 5,567      | 2,833      | 2,660      | 2,571      | 2,654      | 2,779      | 5,968      | 5,862      |
| Callers Disconnected             | 0.05%      | 0.64%      | 0.48%      | 0.40%      | 1.25%      | 0.08%      | 0.10%      | 0.51%      | 0.13%      | 0.22%      | 0.48%      | 0.55%      | 0.11%      | 0.12%      | 0.06%      | 0.79%      | 0.60%      | 0.15%      | 0.14%      | 0.23%      | 0.24%      | 0.49%      | 0.32%      | 0.51%      | 0.09%      | 0.30%      | 0.06%      | 0.06%      |
| Overall Avg Patient Journey Time | 00:28:33   | 00:59:54   | 00:41:10   | 00:42:37   | 00:51:41   | 00:37:37   | 00:32:45   | 00:38:20   | 00:30:52   | 00:33:23   | 00:37:44   | 00:46:18   | 00:35:19   | 00:35:18   | 00:28:37   | 00:46:29   | 00:40:23   | 00:39:03   | 00:44:47   | 00:39:31   | 00:38:40   | 00:48:36   | 00:36:56   | 00:34:17   | 00:33:19   | 00:32:01   | 00:28:17   | 00:30:27   |
| Traged at First Contact %        | 93.53%     | 98.52%     | 97.31%     | 98.90%     | 98.60%     | 91.05%     | 93.97%     | 96.90%     | 96.94%     | 99.61%     | 98.61%     | 95.15%     | 89.21%     | 91.80%     | 93.83%     | 98.39%     | 97.84%     | 99.63%     | 94.20%     | 91.24%     | 92.99%     | 97.77%     | 98.99%     | 98.90%     | 99.11%     | 94.31%     | 93.73%     | 94.78%     |
| Median Time to Answer            | 00:03:37   | 00:35:27   | 00:23:53   | 00:13:25   | 00:33:19   | 00:08:09   | 00:07:13   | 00:12:20   | 00:03:05   | 00:09:11   | 00:14:51   | 00:21:47   | 00:08:19   | 00:13:26   | 00:04:17   | 00:32:20   | 00:16:56   | 00:16:00   | 00:14:11   | 00:17:56   | 00:19:23   | 00:22:42   | 00:11:45   | 00:10:47   | 00:09:45   | 00:08:47   | 00:03:29   | 00:05:40   |
| 50th Percentile Time to Answer   | 00:11:05   | 01:59:43   | 00:59:53   | 01:06:52   | 01:32:27   | 00:20:31   | 00:18:58   | 01:03:02   | 00:24:12   | 00:46:37   | 00:45:59   | 00:59:50   | 00:24:49   | 00:26:12   | 00:15:26   | 01:23:29   | 00:56:25   | 00:40:36   | 00:53:58   | 00:30:42   | 00:34:02   | 01:31:54   | 00:52:59   | 00:36:38   | 00:43:53   | 00:36:38   | 00:14:35   | 00:19:34   |

Table 2

| Week Endng Date                  | 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 | 04/05/2025 | 11/05/2025 | 18/05/2025 |
|----------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| Overall Call Volume              | 30,988     | 29,827     | 30,402     | 29,577     | 30,474     | 30,171     | 30,588     | 29,904     | 38,578     | 36,611     | 31,223     | 34,223     | 29,826     |
| Overall Calls Connected          | 24,374     | 24,387     | 24,793     | 23,871     | 24,178     | 24,165     | 25,105     | 23,832     | 33,571     | 30,895     | 26,522     | 28,659     | 25,327     |
| Caller Discontinued              | 0.55%      | 0.40%      | 0.36%      | 0.37%      | 0.51%      | 0.37%      | 0.39%      | 0.52%      | 0.23%      | 0.26%      | 0.25%      | 0.25%      | 0.20%      |
| Overall Avg Patient Journey Time | 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   | 00:36:25   | 00:38:06   | 00:33:41   |
| Triaged at First Contact %       | 95.18%     | 95.85%     | 95.41%     | 95.05%     | 94.66%     | 95.45%     | 95.68%     | 95.48%     | 93.58%     | 94.58%     | 93.92%     | 94.30%     | 96.09%     |
| Median Time to Answer            | 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   | 00:10:52   | 00:12:17   | 00:06:46   |
| 90th Percentile Time to Answer   | 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   | 00:35:59   | 00:39:22   | 00:36:26   |

Table 3

| Health Board         | Care Group | Endpoint                                                     | 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 | 04/05/2025 | 11/05/2025 | 18/05/2025 |
|----------------------|------------|--------------------------------------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| NHS Ayrshire & Arran | PCARE      | CPN (Dr) to phone patient within 1 Hr                        | 8          | 14         | 6          | 8          | 17         | 12         | 17         | 11         | 13         | 6          | 16         | 8          | 14         |
| NHS Ayrshire & Arran | PCARE      | CPN (Dr) to phone patient within 2 Hrs                       | 22         | 21         | 11         | 18         | 12         | 14         | 18         | 17         | 25         | 26         | 13         | 30         | 16         |
| NHS Ayrshire & Arran | PCARE      | DN (Dr) phone patient within 1 Hr                            | 2          |            | 1          | 2          | 2          |            |            | 2          |            | 2          | 2          | 2          |            |
| NHS Ayrshire & Arran | PCARE      | DN (Dr) phone patient within 2 Hrs                           | 3          |            | 2          | 2          | 2          | 3          | 1          | 3          | 4          | 3          | 3          | 7          | 3          |
| NHS Ayrshire & Arran | PCARE      | DN (Dr) phone patient within 4 Hrs                           | 3          | 2          | 8          | 3          | 3          | 7          | 6          | 5          | 9          | 1          | 1          | 11         | 2          |
| NHS Ayrshire & Arran | PCARE      | Dr to phone patient within 1 Hr (Disputed Outcome)           | 4          | 2          | 4          | 4          | 4          | 2          | 4          | 4          | 2          | 2          | 3          | 4          | 4          |
| NHS Ayrshire & Arran | PCARE      | Dr to phone patient within 2 Hrs (Disputed Outcome)          | 1          | 1          | 1          | 1          |            |            | 1          |            |            | 1          |            | 1          |            |
| NHS Ayrshire & Arran | PCARE      | Dr to phone patient within 4 Hrs (Disputed Outcome)          |            | 5          | 1          |            | 2          | 1          | 1          |            | 2          | 1          | 5          | 2          | 2          |
| NHS Ayrshire & Arran | PCARE      | Home Visit within 1 Hr                                       | 9          | 8          | 13         | 14         | 7          | 7          | 5          | 11         | 24         | 22         | 9          | 10         | 13         |
| NHS Ayrshire & Arran | PCARE      | Home Visit within 2 Hrs                                      | 29         | 32         | 24         | 30         | 35         | 31         | 25         | 35         | 59         | 46         | 37         | 45         | 37         |
| NHS Ayrshire & Arran | PCARE      | Home Visit within 4 Hrs                                      | 47         | 38         | 42         | 53         | 46         | 49         | 42         | 46         | 75         | 64         | 52         | 45         | 44         |
| NHS Ayrshire & Arran | PCARE      | PCEC within 1 Hr                                             | 37         | 46         | 48         | 36         | 51         | 38         | 53         | 48         | 42         | 43         | 47         | 41         | 35         |
| NHS Ayrshire & Arran | PCARE      | PCEC within 2 Hrs                                            | 147        | 134        | 134        | 130        | 119        | 119        | 119        | 117        | 178        | 147        | 123        | 135        | 114        |
| NHS Ayrshire & Arran | PCARE      | PCEC within 4 Hrs                                            | 325        | 334        | 324        | 293        | 283        | 309        | 276        | 278        | 472        | 414        | 305        | 342        | 329        |
| NHS Ayrshire & Arran | PCARE      | Pt advised to contact Practice within 4 Hrs - Info Only      | 61         | 42         | 60         | 47         | 58         | 58         | 53         | 65         | 60         | 28         | 62         | 46         | 52         |
| NHS Ayrshire & Arran | PCARE      | Pt advised to contact practice - For Information Only        | 12         | 7          | 12         | 7          | 7          | 4          | 6          | 5          | 12         | 6          | 6          | 8          | 4          |
| NHS Ayrshire & Arran | PCARE      | Pt advised to contact practice within 12 Hrs - Info Only     | 6          | 9          | 6          | 8          | 10         | 4          | 5          | 3          | 3          | 1          | 8          | 4          | 6          |
| NHS Ayrshire & Arran | PCARE      | Pt advised to contact practice within 36 Hrs - Info Only     | 29         | 42         | 33         | 19         | 33         | 32         | 32         | 37         | 16         | 38         | 28         | 25         | 25         |
| NHS Ayrshire & Arran | PCARE      | Speak to clinician within 1 Hr                               | 15         | 14         | 15         | 11         | 13         | 16         | 11         | 10         | 20         | 11         | 15         | 19         | 14         |
| NHS Ayrshire & Arran | PCARE      | Speak to clinician within 2 Hrs                              | 16         | 27         | 25         | 29         | 33         | 29         | 24         | 24         | 40         | 25         | 22         | 26         | 18         |
| NHS Ayrshire & Arran | PCARE      | Speak to clinician within 4 Hrs                              | 59         | 44         | 54         | 52         | 51         | 51         | 56         | 47         | 126        | 75         | 55         | 54         | 46         |
| NHS Ayrshire & Arran | SCARE      | 999 contacted - For Information Only                         |            |            |            |            |            |            |            |            |            |            |            | 1          |            |
| NHS Ayrshire & Arran | SCARE      | 999 contacted - For information only                         | 133        | 119        | 139        | 129        | 113        | 125        | 111        | 126        | 179        | 156        | 133        | 140        | 157        |
| NHS Ayrshire & Arran | SCARE      | Patient advised to go to A&E                                 | 115        | 137        | 132        | 129        | 129        | 132        | 168        | 126        | 173        | 161        | 129        | 150        | 130        |
| NHS Ayrshire & Arran | SCARE      | Patient advised to go to A&E                                 |            |            | 2          |            |            | 2          | 1          |            | 2          | 2          | 3          | 1          | 1          |
| NHS Ayrshire & Arran | SCARE      | Patient sent to A&E via Ambulance within 1 Hr                | 12         | 12         | 13         | 13         | 18         | 15         | 14         | 10         | 23         | 18         | 10         | 17         | 20         |
| NHS Ayrshire & Arran | SCARE      | Patient suitable for MIU 4Hr - Flow Hub to arrange           | 106        | 88         | 102        | 70         | 94         | 90         | 100        | 99         | 100        | 93         | 94         | 95         | 111        |
| NHS Ayrshire & Arran | SCARE      | Speak to clinician 2 Hrs                                     | 15         | 13         | 19         | 31         | 18         | 20         | 24         | 29         | 23         | 37         | 30         | 24         | 23         |
| NHS Ayrshire & Arran | SCARE      | Speak to clinician within 4 Hrs                              | 37         | 38         | 32         | 35         | 38         | 25         | 37         | 34         | 41         | 37         | 33         | 42         | 37         |
| NHS Ayrshire & Arran | SLFC_NPA   | Dental Nurse - Contact Dentist within 1 hour                 | 2          |            |            |            |            | 2          |            |            |            |            |            | 1          | 1          |
| NHS Ayrshire & Arran | SLFC_NPA   | Dental Nurse - Contact Dentist within 24 hours               | 67         | 98         | 79         | 91         | 92         | 79         | 96         | 69         | 144        | 112        | 110        | 103        | 73         |
| NHS Ayrshire & Arran | SLFC_NPA   | Dental Nurse - Contact Next Routine Appointment over 24 hour | 1          |            |            |            |            | 1          |            |            | 4          | 2          |            | 1          |            |
| NHS Ayrshire & Arran | SLFC_NPA   | Dental Nurse - Not Triaged/Assessed                          | 4          | 6          | 2          |            | 2          | 2          | 1          | 5          | 13         | 3          | 6          | 4          | 1          |
| NHS Ayrshire & Arran | SLFC_NPA   | Dental Nurse - Routine Contact with Dentist                  | 1          | 1          | 2          |            | 4          | 1          |            | 1          | 1          | 2          | 2          | 1          | 2          |
| NHS Ayrshire & Arran | SLFC_NPA   | Dental Nurse - Self Care                                     | 1          | 3          | 4          | 2          |            |            | 2          |            | 6          | 2          | 2          | 1          | 3          |
| NHS Ayrshire & Arran | SLFC_NPA   | Distress Brief Intervention                                  | 7          | 8          | 10         | 4          | 7          | 3          | 8          | 11         | 9          | 9          | 13         | 9          | 7          |
| NHS Ayrshire & Arran | SLFC_NPA   | For Information Only                                         | 35         | 46         | 40         | 45         | 32         | 41         | 36         | 40         | 74         | 42         | 43         | 45         | 47         |

Table 3

| Health Board         | Care Group   | Endpoint                                                    | 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 | 04/05/2025 | 11/05/2025 | 18/05/2025 |
|----------------------|--------------|-------------------------------------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| NHS Ayrshire & Arran | SLFC_NPA     | Patient advised to contact CPN Team - For Info Only         |            |            | 1          | 2          |            |            |            |            |            | 1          |            | 1          |            |
| NHS Ayrshire & Arran | SLFC_NPA     | Patient given self care advice - For Information Only       | 101        | 99         | 105        | 119        | 99         | 86         | 100        | 95         | 164        | 141        | 137        | 133        | 125        |
| NHS Ayrshire & Arran | SLFC_NPA     | Pt advised to contact Dentist - For Information Only        | 1          |            |            |            | 2          |            |            |            |            |            | 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          | 2          | 3          | 4          | 2          |            | 4          |            | 5          | 5          | 1          | 2          | 7          |
| NHS Ayrshire & Arran | SLFC_NPA     | Pt advised to contact Optician - For Information Only       | 4          | 3          | 2          | 5          | 2          | 1          | 2          | 3          | 3          | 1          | 4          | 4          | 5          |
| NHS Ayrshire & Arran | SLFC_NPA     | Pt advised to contact Orthodontist - For Information Only   |            |            | 1          |            |            |            |            |            |            | 1          |            |            |            |
| NHS Ayrshire & Arran | SLFC_NPA     | Pt advised to contact Pharmacist - For Information Only     | 15         | 11         | 14         | 15         | 20         | 18         | 15         | 13         | 37         | 19         | 24         | 25         | 19         |
| NHS Ayrshire & Arran | SLFC_NPA     | Pt advised to contact Police - For Information Only         | 3          | 2          | 3          | 4          | 6          |            | 3          | 7          | 3          | 4          | 7          | 2          | 1          |
| 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          |            |            |            |            |            |            | 1          |            |
| NHS Ayrshire & Arran | SLFC_NPA     | Triage refused - Pt terminated call - For Information Only  | 9          | 7          | 6          | 2          | 4          | 8          | 6          | 10         | 12         | 7          | 5          | 5          | 5          |
| NHS Ayrshire & Arran | Not assigned | Not assigned                                                | 1          | 1          |            |            |            |            |            |            |            |            |            |            |            |
| NHS Borders          | PCARE        | CPN (Dr) to phone patient within 1 Hr                       | 1          | 6          | 2          | 3          | 3          | 12         | 6          | 3          | 7          | 1          | 1          | 8          | 6          |
| NHS Borders          | PCARE        | CPN (Dr) to phone patient within 2 Hrs                      | 4          | 6          | 3          | 5          | 3          | 8          | 7          | 7          | 2          | 7          | 5          | 2          | 6          |
| NHS Borders          | PCARE        | DN (Dr) phone patient within 1 Hr                           | 1          | 1          |            | 1          | 1          | 2          | 4          | 2          |            | 1          |            | 1          | 1          |
| NHS Borders          | PCARE        | DN (Dr) phone patient within 2 Hrs                          | 6          | 5          | 8          | 3          | 12         | 8          | 8          | 4          | 9          | 9          | 8          | 2          | 11         |
| NHS Borders          | PCARE        | DN (Dr) phone patient within 4 Hrs                          | 19         | 17         | 14         | 13         | 19         | 13         | 9          | 18         | 13         | 18         | 20         | 11         | 22         |
| NHS Borders          | PCARE        | Dr to phone patient within 1 Hr (Disputed Outcome)          |            |            | 2          |            | 1          |            | 1          | 1          |            | 1          |            |            |            |
| NHS Borders          | PCARE        | Dr to phone patient within 2 Hrs (Disputed Outcome)         |            |            |            | 1          |            |            |            |            | 2          |            |            |            | 1          |
| NHS Borders          | PCARE        | Dr to phone patient within 4 Hrs (Disputed Outcome)         |            |            | 1          |            |            |            |            | 1          |            |            |            | 1          |            |
| NHS Borders          | PCARE        | Home Visit within 1 Hr                                      | 1          | 1          | 1          | 1          | 5          | 4          | 6          | 1          | 3          | 3          |            | 2          |            |
| NHS Borders          | PCARE        | Home Visit within 2 Hrs                                     | 11         | 9          | 11         | 13         | 13         | 10         | 19         | 7          | 13         | 15         | 8          | 20         | 11         |
| NHS Borders          | PCARE        | Home Visit within 4 Hrs                                     | 15         | 13         | 14         | 14         | 13         | 16         | 22         | 16         | 21         | 16         | 9          | 17         | 22         |
| NHS Borders          | PCARE        | PCEC within 1 Hr                                            | 6          | 15         | 12         | 10         | 9          | 11         | 8          | 9          | 9          | 9          | 6          | 11         | 10         |
| NHS Borders          | PCARE        | PCEC within 2 Hrs                                           | 30         | 23         | 24         | 19         | 24         | 33         | 24         | 30         | 35         | 27         | 27         | 29         | 27         |
| NHS Borders          | PCARE        | PCEC within 4 Hrs                                           | 60         | 58         | 51         | 60         | 57         | 69         | 61         | 69         | 76         | 80         | 71         | 74         | 62         |
| NHS Borders          | PCARE        | Pt advised to contact Practice within 4 Hrs - Info Only     | 20         | 20         | 17         | 18         | 29         | 10         | 24         | 27         | 23         | 11         | 21         | 17         | 16         |
| NHS Borders          | PCARE        | Pt advised to contact practice - For Information Only       | 1          |            | 1          | 1          | 3          | 2          |            | 2          | 4          | 2          | 2          | 4          | 2          |
| NHS Borders          | PCARE        | Pt advised to contact practice within 12 Hrs - Info Only    | 1          | 4          | 3          | 1          | 2          | 3          | 2          | 1          | 1          | 3          | 2          |            |            |
| NHS Borders          | PCARE        | Pt advised to contact practice within 36 Hrs - Info Only    | 9          | 5          | 14         | 5          | 9          | 9          | 8          | 13         | 6          | 12         | 9          | 7          | 4          |
| NHS Borders          | PCARE        | Speak to clinician within 1 Hr                              | 4          | 3          | 5          | 1          | 6          | 2          | 3          | 4          | 3          | 7          | 9          | 5          | 3          |
| NHS Borders          | PCARE        | Speak to clinician within 2 Hrs                             | 7          | 3          | 10         | 7          | 5          | 8          | 3          | 5          | 6          | 6          | 10         | 11         | 2          |
| NHS Borders          | PCARE        | Speak to clinician within 4 Hrs                             | 12         | 8          | 11         | 9          | 11         | 9          | 15         | 9          | 29         | 24         | 20         | 15         | 10         |
| NHS Borders          | PCARE        | Triage refused therefore Dr requested to phone patient      |            |            |            |            |            |            | 1          |            |            |            |            |            |            |
| NHS Borders          | SCARE        | 999 contacted - For information only                        | 40         | 34         | 44         | 37         | 43         | 37         | 32         | 53         | 41         | 44         | 30         | 45         | 52         |
| NHS Borders          | SCARE        | Patient advised to go to A&E                                | 43         | 36         | 44         | 37         | 38         | 40         | 58         | 36         | 45         | 53         | 35         | 54         | 48         |
| NHS Borders          | SCARE        | Patient advised to go to A&E                                | 2          |            |            |            |            |            |            |            | 1          |            |            |            |            |

Table 3

| Health Board         | Care Group | Endpoint                                                     | 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 | 04/05/2025 | 11/05/2025 | 18/05/2025 |
|----------------------|------------|--------------------------------------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| NHS Borders          | SCARE      | Patient sent to A&E via Ambulance within 1 Hr                | 5          |            | 6          | 6          | 3          | 7          | 4          | 4          | 4          | 2          | 3          | 8          | 6          |
| NHS Borders          | SCARE      | Patient suitable for MIU 4Hr - Flow Hub to arrange           | 46         | 51         | 51         | 58         | 58         | 47         | 37         | 51         | 54         | 51         | 50         | 46         | 51         |
| NHS Borders          | SCARE      | Remote & Rural A&E and Minor Injuries -Refer to Hub          |            |            |            |            |            |            |            | 1          |            |            |            |            | 2          |
| NHS Borders          | SCARE      | Speak to clinician 2 Hrs                                     | 9          | 8          | 19         | 15         | 14         | 18         | 15         | 11         | 6          | 18         | 14         | 15         | 13         |
| NHS Borders          | SCARE      | Speak to clinician within 4 Hrs                              | 15         | 15         | 9          | 13         | 16         | 17         | 14         | 11         | 15         | 11         | 13         | 12         | 17         |
| NHS Borders          | SLFC_NPA   | Contact Breathing Space                                      |            |            |            | 1          |            |            |            |            |            |            |            |            |            |
| NHS Borders          | SLFC_NPA   | Dental Nurse - Contact Dentist within 24 hours               | 24         | 21         | 15         | 17         | 21         | 22         | 16         | 22         | 27         | 14         | 20         | 21         | 20         |
| NHS Borders          | SLFC_NPA   | Dental Nurse - Contact Next Routine Appointment over 24 hour |            |            |            | 1          |            |            | 1          |            | 1          |            |            |            |            |
| NHS Borders          | SLFC_NPA   | Dental Nurse - Not Triage/Assessed                           | 4          |            |            |            | 2          | 2          | 1          |            | 3          | 3          | 1          | 2          |            |
| NHS Borders          | SLFC_NPA   | Dental Nurse - Routine Contact with Dentist                  |            |            |            |            | 1          |            |            |            | 1          |            |            |            | 1          |
| NHS Borders          | SLFC_NPA   | Dental Nurse - Self Care                                     | 1          | 1          |            | 1          |            |            |            |            |            | 1          |            | 1          | 2          |
| NHS Borders          | SLFC_NPA   | Distress Brief Intervention                                  | 3          | 1          | 3          | 1          | 3          | 2          | 1          | 3          | 3          | 1          | 4          | 1          | 1          |
| NHS Borders          | SLFC_NPA   | For Information Only                                         | 9          | 13         | 19         | 20         | 12         | 16         | 12         | 15         | 20         | 18         | 18         | 14         | 14         |
| NHS Borders          | SLFC_NPA   | Patient given self care advice - For Information Only        | 36         | 42         | 29         | 27         | 38         | 45         | 37         | 25         | 37         | 30         | 31         | 41         | 41         |
| NHS Borders          | SLFC_NPA   | Pt advised to contact Dentist - For Information Only         | 1          |            |            | 1          | 1          |            |            |            |            |            |            |            |            |
| NHS Borders          | SLFC_NPA   | Pt advised to contact Midwife - For Information Only         |            |            | 1          | 1          |            |            | 2          |            | 3          |            |            |            | 1          |
| NHS Borders          | SLFC_NPA   | Pt advised to contact Optician - For Information Only        |            | 2          | 1          |            | 1          |            | 2          | 2          |            | 2          | 2          |            | 1          |
| NHS Borders          | SLFC_NPA   | Pt advised to contact Pharmacist - For Information Only      |            | 2          | 5          | 4          |            | 3          | 3          | 8          | 6          | 2          | 4          | 9          | 3          |
| 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   |            | 1          | 1          |            | 1          | 1          | 1          | 3          | 3          | 4          | 3          | 2          | 2          |
| NHS Dumfries & Gallo | PCARE      | CPN (Dr) to phone patient within 1 Hr                        |            | 4          |            | 4          | 2          | 5          |            | 5          |            | 3          | 2          | 2          | 5          |
| NHS Dumfries & Gallo | PCARE      | CPN (Dr) to phone patient within 2 Hrs                       | 11         | 8          | 8          | 6          | 5          | 10         | 6          | 7          | 10         | 8          | 5          | 11         | 9          |
| NHS Dumfries & Gallo | PCARE      | DN (Dr) phone patient within 1 Hr                            | 2          | 4          | 1          | 3          | 2          |            | 1          |            | 1          | 1          | 1          |            | 1          |
| NHS Dumfries & Gallo | PCARE      | DN (Dr) phone patient within 2 Hrs                           | 9          | 9          | 7          | 5          | 6          | 5          | 5          | 3          | 5          | 8          | 11         | 12         | 11         |
| NHS Dumfries & Gallo | PCARE      | DN (Dr) phone patient within 4 Hrs                           | 18         | 14         | 9          | 18         | 20         | 21         | 20         | 16         | 25         | 20         | 16         | 21         | 21         |
| NHS Dumfries & Gallo | PCARE      | Dr to phone patient within 1 Hr (Disputed Outcome)           | 1          | 2          |            | 2          |            |            |            |            |            | 4          |            | 1          |            |
| NHS Dumfries & Gallo | PCARE      | Dr to phone patient within 2 Hrs (Disputed Outcome)          |            |            | 1          |            |            |            |            |            |            | 1          | 1          |            |            |
| NHS Dumfries & Gallo | PCARE      | Dr to phone patient within 4 Hrs (Disputed Outcome)          |            |            |            |            |            |            |            |            | 1          |            |            |            |            |
| NHS Dumfries & Gallo | PCARE      | Home Visit within 1 Hr                                       | 3          | 4          | 2          | 6          | 4          | 2          | 3          | 3          | 5          | 6          | 2          | 1          | 8          |
| NHS Dumfries & Gallo | PCARE      | Home Visit within 2 Hrs                                      | 12         | 10         | 11         | 18         | 13         | 12         | 13         | 15         | 14         | 24         | 8          | 15         | 13         |
| NHS Dumfries & Gallo | PCARE      | Home Visit within 4 Hrs                                      | 7          | 15         | 22         | 16         | 16         | 16         | 11         | 11         | 24         | 21         | 21         | 20         | 14         |
| NHS Dumfries & Gallo | PCARE      | PCEC within 1 Hr                                             | 15         | 13         | 16         | 8          | 12         | 8          | 9          | 9          | 15         | 14         | 11         | 18         | 8          |
| NHS Dumfries & Gallo | PCARE      | PCEC within 2 Hrs                                            | 40         | 28         | 33         | 41         | 31         | 36         | 38         | 41         | 39         | 42         | 36         | 42         | 27         |
| NHS Dumfries & Gallo | PCARE      | PCEC within 4 Hrs                                            | 92         | 77         | 73         | 74         | 77         | 70         | 83         | 74         | 93         | 99         | 94         | 93         | 79         |
| NHS Dumfries & Gallo | PCARE      | Pt advised to contact Practice within 4 Hrs - Info Only      | 12         | 13         | 11         | 17         | 14         | 10         | 8          | 10         | 18         | 9          | 20         | 14         | 14         |
| NHS Dumfries & Gallo | PCARE      | Pt advised to contact practice - For Information Only        | 3          | 2          | 2          | 1          | 2          | 1          | 2          | 3          | 3          | 2          |            | 1          |            |
| NHS Dumfries & Gallo | PCARE      | Pt advised to contact practice within 12 Hrs - Info Only     | 2          |            | 1          | 1          | 1          |            |            | 3          | 1          | 1          | 1          |            | 3          |

Table 3

| Health Board         | Care Group   | Endpoint                                                     | 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 | 04/05/2025 | 11/05/2025 | 18/05/2025 |
|----------------------|--------------|--------------------------------------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| NHS Dumfries & Gallo | PCARE        | Pt advised to contact practice within 36 Hrs - Info Only     | 8          | 11         | 11         | 7          | 11         | 14         | 6          | 9          | 9          | 9          | 2          | 8          | 9          |
| NHS Dumfries & Gallo | PCARE        | Speak to clinician within 1 Hr                               | 3          | 6          | 1          | 9          | 1          | 4          | 3          | 2          | 7          | 2          | 6          | 7          | 4          |
| NHS Dumfries & Gallo | PCARE        | Speak to clinician within 2 Hrs                              | 9          | 6          | 11         | 5          | 3          | 4          | 9          | 10         | 11         | 10         | 10         | 9          | 10         |
| NHS Dumfries & Gallo | PCARE        | Speak to clinician within 4 Hrs                              | 19         | 13         | 10         | 12         | 12         | 10         | 11         | 11         | 19         | 23         | 20         | 22         | 18         |
| NHS Dumfries & Gallo | PCARE        | Transport to PCEC within 2 Hrs                               |            | 1          |            |            |            |            |            |            |            |            |            |            |            |
| NHS Dumfries & Gallo | PCARE        | Transport to PCEC within 4 hrs                               |            |            | 2          |            |            |            |            |            |            |            |            |            |            |
| NHS Dumfries & Gallo | SCARE        | 999 contacted - For information only                         | 40         | 37         | 38         | 41         | 41         | 41         | 44         | 51         | 55         | 54         | 64         | 49         | 41         |
| NHS Dumfries & Gallo | SCARE        | Patient advised to go to A&E                                 | 39         | 38         | 41         | 55         | 37         | 51         | 31         | 29         | 37         | 53         | 42         | 38         | 37         |
| NHS Dumfries & Gallo | SCARE        | Patient advised to go to A&E                                 | 1          |            |            |            |            | 1          | 1          |            |            |            | 1          | 1          |            |
| NHS Dumfries & Gallo | SCARE        | Patient sent to A&E via Ambulance within 1 Hr                | 5          | 5          | 6          | 2          | 1          | 4          | 8          | 5          | 6          | 5          | 2          | 7          | 2          |
| NHS Dumfries & Gallo | SCARE        | Patient suitable for MIU 4Hr - Flow Hub to arrange           | 14         | 21         | 15         | 14         | 13         | 10         | 12         | 19         | 20         | 17         | 11         | 15         | 23         |
| NHS Dumfries & Gallo | SCARE        | Speak to clinician 2 Hrs                                     | 2          | 1          | 7          | 3          | 4          | 4          | 4          | 4          | 3          | 3          | 4          | 4          | 4          |
| NHS Dumfries & Gallo | SCARE        | Speak to clinician within 4 Hrs                              | 7          | 12         | 6          | 7          | 6          | 5          | 6          | 4          | 5          | 8          | 6          | 11         | 15         |
| NHS Dumfries & Gallo | SLFC_NPA     | Dental Nurse - Contact Dentist within 24 hours               | 35         | 37         | 33         | 37         | 40         | 30         | 33         | 39         | 42         | 49         | 30         | 48         | 28         |
| NHS Dumfries & Gallo | SLFC_NPA     | Dental Nurse - Contact Next Routine Appointment over 24 hour |            |            | 1          | 2          | 1          |            |            |            |            | 1          |            |            | 1          |
| NHS Dumfries & Gallo | SLFC_NPA     | Dental Nurse - Not Triaged/Assessed                          | 4          | 1          | 3          | 1          | 2          |            | 1          | 2          | 5          |            |            | 3          | 1          |
| NHS Dumfries & Gallo | SLFC_NPA     | Dental Nurse - Routine Contact with Dentist                  |            | 1          | 1          | 1          | 1          |            |            |            |            |            |            |            | 1          |
| NHS Dumfries & Gallo | SLFC_NPA     | Dental Nurse - Self Care                                     |            |            |            |            | 1          |            | 1          | 1          |            | 3          |            | 1          | 1          |
| NHS Dumfries & Gallo | SLFC_NPA     | Distress Brief Intervention                                  | 3          | 2          | 1          | 2          |            |            |            | 6          | 2          | 1          | 1          | 5          |            |
| NHS Dumfries & Gallo | SLFC_NPA     | For Information Only                                         | 13         | 13         | 16         | 12         | 4          | 15         | 10         | 13         | 8          | 10         | 13         | 18         | 11         |
| NHS Dumfries & Gallo | SLFC_NPA     | Patient given self care advice - For Information Only        | 37         | 27         | 24         | 28         | 31         | 29         | 27         | 25         | 41         | 34         | 29         | 30         | 25         |
| NHS Dumfries & Gallo | SLFC_NPA     | Pt advised to contact Dentist - For Information Only         | 1          |            |            |            |            |            |            |            |            | 1          |            |            | 1          |
| NHS Dumfries & Gallo | SLFC_NPA     | Pt advised to contact Midwife - For Information Only         |            | 1          |            |            |            |            |            | 1          | 1          |            | 1          |            | 1          |
| NHS Dumfries & Gallo | SLFC_NPA     | Pt advised to contact Optician - For Information Only        | 1          |            | 1          |            |            | 1          |            |            | 1          | 3          |            | 1          | 1          |
| NHS Dumfries & Gallo | SLFC_NPA     | Pt advised to contact Pharmacist - For Information Only      | 5          | 2          | 3          | 6          | 3          | 2          | 8          | 1          | 5          | 9          | 4          | 11         | 3          |
| NHS Dumfries & Gallo | SLFC_NPA     | Pt advised to contact Police - For Information Only          | 1          |            |            |            | 1          |            | 1          | 1          |            | 2          | 3          | 2          | 2          |
| NHS Dumfries & Gallo | SLFC_NPA     | Triage refused - Pt terminated call - For Information Only   | 1          | 3          | 2          | 2          | 1          | 2          | 9          | 3          | 1          | 4          | 3          | 3          | 1          |
| NHS Dumfries & Gallo | Not assigned | Not assigned                                                 |            |            |            | 1          |            |            |            |            |            |            |            |            |            |
| NHS Fife             | PCARE        | CPN (Dr) to phone patient within 1 Hr                        | 14         | 23         | 12         | 11         | 10         | 13         | 11         | 12         | 11         | 14         | 14         | 17         | 9          |
| NHS Fife             | PCARE        | CPN (Dr) to phone patient within 2 Hrs                       | 16         | 26         | 20         | 19         | 12         | 13         | 20         | 22         | 28         | 24         | 16         | 34         | 15         |
| NHS Fife             | PCARE        | DN (Dr) phone patient within 1 Hr                            | 1          | 4          | 3          | 4          | 3          | 3          | 4          | 7          | 8          | 3          | 5          | 1          | 6          |
| NHS Fife             | PCARE        | DN (Dr) phone patient within 2 Hrs                           | 17         | 9          | 11         | 14         | 17         | 21         | 18         | 17         | 17         | 12         | 15         | 14         | 17         |
| NHS Fife             | PCARE        | DN (Dr) phone patient within 4 Hrs                           | 31         | 40         | 47         | 29         | 26         | 42         | 36         | 29         | 61         | 38         | 45         | 45         | 40         |
| NHS Fife             | PCARE        | Dr to phone patient within 1 Hr (Disputed Outcome)           | 1          | 1          | 6          | 1          | 2          | 1          | 4          | 5          | 4          | 3          | 2          | 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          |            | 1          | 3          | 4          | 1          | 1          |            | 4          | 1          | 1          | 1          | 1          |
| NHS Fife             | PCARE        | Home Visit within 1 Hr                                       | 4          | 10         | 7          | 7          | 6          | 13         | 14         | 9          | 16         | 6          | 10         | 5          | 12         |
| NHS Fife             | PCARE        | Home Visit within 2 Hrs                                      | 35         | 35         | 24         | 31         | 40         | 35         | 26         | 30         | 49         | 50         | 41         | 52         | 21         |

Table 3

| Health Board | Care Group | Endpoint                                                     | 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 | 04/05/2025 | 11/05/2025 | 18/05/2025 |
|--------------|------------|--------------------------------------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| NHS Fife     | PCARE      | Home Visit within 4 Hrs                                      | 41         | 52         | 53         | 51         | 43         | 37         | 42         | 42         | 70         | 51         | 43         | 56         | 44         |
| NHS Fife     | PCARE      | PCEC within 1 Hr                                             | 61         | 61         | 55         | 55         | 50         | 41         | 43         | 33         | 54         | 55         | 56         | 56         | 35         |
| NHS Fife     | PCARE      | PCEC within 2 Hrs                                            | 153        | 141        | 143        | 124        | 146        | 128        | 145        | 117        | 171        | 154        | 145        | 132        | 118        |
| NHS Fife     | PCARE      | PCEC within 4 Hrs                                            | 356        | 326        | 336        | 328        | 312        | 330        | 337        | 312        | 575        | 520        | 356        | 419        | 277        |
| NHS Fife     | PCARE      | Pt advised to contact Practice within 4 Hrs - Info Only      | 76         | 60         | 67         | 72         | 70         | 74         | 71         | 77         | 69         | 52         | 62         | 59         | 81         |
| NHS Fife     | PCARE      | Pt advised to contact practice - For Information Only        | 7          | 6          | 7          | 6          | 4          | 8          | 7          | 9          | 21         | 19         | 6          | 10         | 7          |
| NHS Fife     | PCARE      | Pt advised to contact practice within 12 Hrs - Info Only     | 12         | 6          | 9          | 6          | 5          | 7          | 7          | 6          | 8          | 6          | 12         | 5          | 3          |
| NHS Fife     | PCARE      | Pt advised to contact practice within 36 Hrs - Info Only     | 43         | 34         | 32         | 25         | 25         | 30         | 28         | 34         | 20         | 52         | 25         | 33         | 38         |
| NHS Fife     | PCARE      | Speak to clinician within 1 Hr                               | 15         | 13         | 16         | 14         | 15         | 12         | 11         | 8          | 25         | 19         | 15         | 19         | 11         |
| NHS Fife     | PCARE      | Speak to clinician within 2 Hrs                              | 35         | 24         | 23         | 32         | 28         | 16         | 27         | 20         | 42         | 34         | 29         | 27         | 24         |
| NHS Fife     | PCARE      | Speak to clinician within 4 Hrs                              | 53         | 64         | 43         | 46         | 36         | 57         | 50         | 42         | 124        | 69         | 54         | 64         | 46         |
| NHS Fife     | SCARE      | 999 contacted - For information only                         | 145        | 163        | 150        | 126        | 133        | 129        | 135        | 119        | 169        | 187        | 150        | 132        | 143        |
| NHS Fife     | SCARE      | Patient advised to go to A&E                                 | 154        | 120        | 135        | 136        | 157        | 140        | 157        | 139        | 170        | 178        | 158        | 142        | 147        |
| NHS Fife     | SCARE      | Patient advised to go to A&E                                 | 3          | 1          | 2          |            |            | 2          | 2          | 4          | 2          | 1          | 1          |            |            |
| NHS Fife     | SCARE      | Patient sent to A&E via Ambulance within 1 Hr                | 6          | 16         | 8          | 8          | 8          | 11         | 15         | 12         | 22         | 14         | 14         | 16         | 20         |
| NHS Fife     | SCARE      | Patient suitable for MIU 4Hr - Flow Hub to arrange           | 103        | 98         | 97         | 102        | 102        | 105        | 126        | 96         | 122        | 136        | 140        | 133        | 127        |
| NHS Fife     | SCARE      | Remote & Rural A&E and Minor Injuries -Refer to Hub          |            |            |            |            |            |            |            |            |            |            |            |            | 1          |
| NHS Fife     | SCARE      | Speak to clinician 2 Hrs                                     | 24         | 21         | 27         | 27         | 25         | 17         | 24         | 12         | 15         | 31         | 35         | 42         | 28         |
| NHS Fife     | SCARE      | Speak to clinician within 4 Hrs                              | 30         | 34         | 35         | 42         | 43         | 43         | 29         | 43         | 38         | 34         | 40         | 47         | 37         |
| NHS Fife     | SLFC_NPA   | Dental Nurse - Contact Dentist within 1 hour                 |            | 1          | 1          |            | 1          | 1          |            | 2          |            |            |            |            | 1          |
| NHS Fife     | SLFC_NPA   | Dental Nurse - Contact Dentist within 24 hours               | 107        | 114        | 88         | 89         | 91         | 102        | 112        | 103        | 122        | 99         | 108        | 95         | 76         |
| NHS Fife     | SLFC_NPA   | Dental Nurse - Contact Next Routine Appointment over 24 hour | 2          | 1          |            | 2          | 5          |            | 2          |            | 1          | 1          | 4          |            | 1          |
| NHS Fife     | SLFC_NPA   | Dental Nurse - Not Triaged/Assessed                          | 11         | 5          | 1          | 2          | 8          | 5          | 5          | 3          | 19         | 10         | 4          | 8          | 3          |
| NHS Fife     | SLFC_NPA   | Dental Nurse - Routine Contact with Dentist                  | 3          | 3          | 3          | 3          | 2          |            | 1          | 1          | 3          | 1          | 7          |            | 1          |
| NHS Fife     | SLFC_NPA   | Dental Nurse - Self Care                                     | 3          | 1          | 2          | 1          | 3          | 5          | 1          | 4          | 4          | 5          | 2          | 1          | 2          |
| NHS Fife     | SLFC_NPA   | Distress Brief Intervention                                  | 6          | 4          | 7          | 8          | 7          | 14         | 8          | 12         | 3          | 8          | 2          | 6          | 7          |
| NHS Fife     | SLFC_NPA   | For Information Only                                         | 51         | 48         | 50         | 39         | 49         | 54         | 46         | 32         | 62         | 77         | 57         | 54         | 23         |
| NHS Fife     | SLFC_NPA   | Patient advised to contact CPN Team - For Info Only          |            |            |            |            | 1          |            |            |            | 2          |            |            |            | 1          |
| NHS Fife     | SLFC_NPA   | Patient given self care advice - For Information Only        | 157        | 140        | 131        | 145        | 120        | 136        | 163        | 163        | 188        | 157        | 159        | 177        | 114        |
| NHS Fife     | SLFC_NPA   | Pt advised to contact Dentist - For Information Only         | 1          |            |            | 1          |            | 2          | 3          |            | 3          | 1          |            | 2          |            |
| NHS Fife     | SLFC_NPA   | Pt advised to contact Midwife - For Information Only         | 4          | 4          | 2          | 2          | 4          | 2          | 5          | 1          | 4          | 4          | 3          | 1          | 2          |
| NHS Fife     | SLFC_NPA   | Pt advised to contact Optician - For Information Only        | 4          | 4          | 9          | 8          | 1          | 4          | 11         | 5          | 6          | 5          | 6          | 8          | 10         |
| 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      | 21         | 7          | 24         | 12         | 16         | 19         | 26         | 19         | 42         | 34         | 16         | 22         | 17         |
| NHS Fife     | SLFC_NPA   | Pt advised to contact Police - For Information Only          | 5          | 5          | 5          |            | 5          | 3          | 2          | 7          | 5          | 5          | 4          | 7          | 5          |
| NHS Fife     | SLFC_NPA   | Pt advised to contact appropriate service - For Info Only    |            |            |            |            |            |            |            | 1          |            |            | 1          |            |            |
| NHS Fife     | SLFC_NPA   | Remote Prescribing                                           |            |            |            |            |            |            |            |            |            |            |            | 1          |            |
| NHS Fife     | SLFC_NPA   | Triage refused - Pt terminated call - For Information Only   | 8          | 7          | 6          | 5          | 10         | 9          | 9          | 3          | 8          | 7          | 7          | 10         | 2          |

Table 3

| Health Board     | Care Group   | Endpoint                                                     | 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 | 04/05/2025 | 11/05/2025 | 18/05/2025 |
|------------------|--------------|--------------------------------------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| NHS Fife         | SLFC_NPA     | Untriaged call - OOH Service clinician to phone patient      |            |            |            |            |            |            |            |            |            |            | 1          |            |            |
| NHS Fife         | Not assigned | Not assigned                                                 | 2          |            |            | 1          |            |            |            |            |            |            |            |            |            |
| NHS Forth Valley | PCARE        | CPN (Dr) to phone patient within 1 Hr                        | 6          | 5          | 9          | 7          | 6          | 6          | 4          | 6          | 5          | 3          | 2          | 7          | 6          |
| NHS Forth Valley | PCARE        | CPN (Dr) to phone patient within 2 Hrs                       | 10         | 14         | 16         | 8          | 11         | 9          | 10         | 11         | 26         | 19         | 18         | 12         | 17         |
| NHS Forth Valley | PCARE        | DN (Dr) phone patient within 1 Hr                            | 2          | 3          | 2          |            | 4          | 1          | 1          | 4          | 8          | 5          | 5          | 6          | 5          |
| NHS Forth Valley | PCARE        | DN (Dr) phone patient within 2 Hrs                           | 11         | 10         | 1          | 10         | 8          | 4          | 9          | 11         | 9          | 9          | 7          | 9          | 11         |
| NHS Forth Valley | PCARE        | DN (Dr) phone patient within 4 Hrs                           | 27         | 29         | 18         | 17         | 16         | 26         | 26         | 29         | 45         | 34         | 37         | 36         | 27         |
| NHS Forth Valley | PCARE        | Dr to phone patient within 1 Hr (Disputed Outcome)           | 3          | 1          |            | 1          | 4          | 1          | 2          | 3          |            | 1          | 3          | 2          | 5          |
| NHS Forth Valley | PCARE        | Dr to phone patient within 2 Hrs (Disputed Outcome)          |            | 1          |            | 1          |            |            | 1          |            | 1          |            | 2          |            | 1          |
| NHS Forth Valley | PCARE        | Dr to phone patient within 4 Hrs (Disputed Outcome)          | 1          | 4          | 2          | 2          | 1          | 2          |            | 2          | 4          | 3          | 3          | 1          | 1          |
| NHS Forth Valley | PCARE        | Home Visit within 1 Hr                                       | 13         | 8          | 4          | 5          | 6          | 7          | 13         | 8          | 13         | 7          | 10         | 4          | 4          |
| NHS Forth Valley | PCARE        | Home Visit within 2 Hrs                                      | 25         | 19         | 11         | 27         | 27         | 17         | 31         | 13         | 35         | 33         | 19         | 24         | 19         |
| NHS Forth Valley | PCARE        | Home Visit within 4 Hrs                                      | 31         | 36         | 31         | 25         | 31         | 28         | 30         | 38         | 50         | 46         | 36         | 44         | 7          |
| NHS Forth Valley | PCARE        | PCEC within 1 Hr                                             | 35         | 48         | 39         | 48         | 51         | 49         | 43         | 38         | 43         | 47         | 40         | 47         | 41         |
| NHS Forth Valley | PCARE        | PCEC within 2 Hrs                                            | 119        | 94         | 127        | 105        | 122        | 114        | 107        | 78         | 128        | 132        | 106        | 117        | 100        |
| NHS Forth Valley | PCARE        | PCEC within 4 Hrs                                            | 257        | 304        | 262        | 276        | 304        | 267        | 280        | 270        | 421        | 398        | 304        | 313        | 248        |
| NHS Forth Valley | PCARE        | Pt advised to contact Practice within 4 Hrs - Info Only      | 63         | 79         | 86         | 71         | 58         | 71         | 75         | 74         | 56         | 65         | 74         | 61         | 79         |
| NHS Forth Valley | PCARE        | Pt advised to contact practice - For Information Only        | 8          | 13         | 9          | 8          | 3          | 10         | 7          | 2          | 16         | 6          | 10         | 4          | 13         |
| NHS Forth Valley | PCARE        | Pt advised to contact practice within 12 Hrs - Info Only     | 5          | 9          | 4          | 7          | 4          | 6          | 7          | 8          | 7          | 5          | 11         | 8          | 6          |
| NHS Forth Valley | PCARE        | Pt advised to contact practice within 36 Hrs - Info Only     | 35         | 27         | 46         | 37         | 38         | 34         | 27         | 23         | 16         | 37         | 19         | 39         | 34         |
| NHS Forth Valley | PCARE        | Speak to clinician within 1 Hr                               | 15         | 12         | 18         | 11         | 15         | 10         | 10         | 13         | 19         | 11         | 8          | 13         | 8          |
| NHS Forth Valley | PCARE        | Speak to clinician within 2 Hrs                              | 18         | 17         | 11         | 16         | 12         | 21         | 18         | 7          | 26         | 21         | 18         | 30         | 27         |
| NHS Forth Valley | PCARE        | Speak to clinician within 4 Hrs                              | 35         | 40         | 37         | 29         | 50         | 32         | 34         | 28         | 93         | 56         | 51         | 59         | 41         |
| NHS Forth Valley | SCARE        | 999 contacted - For Information Only                         |            |            |            |            |            |            | 1          |            |            |            |            |            |            |
| NHS Forth Valley | SCARE        | 999 contacted - For information only                         | 112        | 102        | 116        | 88         | 94         | 109        | 106        | 104        | 138        | 128        | 128        | 130        | 95         |
| NHS Forth Valley | SCARE        | Patient advised to go to A&E                                 | 171        | 176        | 182        | 162        | 194        | 156        | 195        | 156        | 164        | 207        | 188        | 227        | 202        |
| NHS Forth Valley | SCARE        | Patient advised to go to A&E                                 | 1          | 1          | 2          |            | 1          |            | 2          |            | 1          | 1          |            | 1          |            |
| NHS Forth Valley | SCARE        | Patient sent to A&E via Ambulance within 1 Hr                | 9          | 8          | 12         | 7          | 9          | 7          | 8          | 3          | 9          | 12         | 15         | 11         | 17         |
| 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           | 212        | 220        | 259        | 245        | 239        | 231        | 243        | 235        | 195        | 234        | 259        | 291        | 280        |
| NHS Forth Valley | SCARE        | Remote & Rural A&E and Minor Injuries -Refer to Hub          |            |            | 1          |            |            |            |            |            |            |            |            |            |            |
| NHS Forth Valley | SCARE        | Speak to clinician 2 Hrs                                     | 42         | 55         | 67         | 58         | 67         | 68         | 81         | 55         | 44         | 80         | 77         | 94         | 86         |
| NHS Forth Valley | SCARE        | Speak to clinician within 4 Hrs                              | 33         | 51         | 74         | 47         | 51         | 51         | 61         | 55         | 49         | 72         | 65         | 82         | 76         |
| NHS Forth Valley | SLFC_NPA     | Contact Breathing Space                                      |            |            |            |            |            |            |            |            |            |            |            | 1          |            |
| NHS Forth Valley | SLFC_NPA     | Dental Nurse - Contact Dentist within 1 hour                 |            |            |            |            | 1          |            |            | 2          |            |            |            |            |            |
| NHS Forth Valley | SLFC_NPA     | Dental Nurse - Contact Dentist within 24 hours               | 56         | 70         | 70         | 54         | 75         | 72         | 46         | 66         | 95         | 99         | 78         | 80         | 60         |
| NHS Forth Valley | SLFC_NPA     | Dental Nurse - Contact Next Routine Appointment over 24 hour |            | 1          |            | 1          |            |            |            | 1          |            |            | 2          | 2          | 5          |
| NHS Forth Valley | SLFC_NPA     | Dental Nurse - Not Triaged/Assessed                          | 7          | 5          | 4          | 3          | 2          | 4          | 1          | 5          | 9          | 5          | 5          | 6          | 1          |

Table 3

| Health Board     | Care Group   | Endpoint                                                   | 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 | 04/05/2025 | 11/05/2025 | 18/05/2025 |
|------------------|--------------|------------------------------------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| NHS Forth Valley | SLFC_NPA     | Dental Nurse - Routine Contact with Dentist                | 1          |            | 3          |            | 3          | 1          |            |            |            | 1          | 1          | 1          | 2          |
| NHS Forth Valley | SLFC_NPA     | Dental Nurse - Self Care                                   | 1          |            | 2          | 1          | 1          | 3          | 1          |            | 2          | 3          | 3          | 3          | 3          |
| NHS Forth Valley | SLFC_NPA     | Distress Brief Intervention                                | 12         | 10         | 7          | 2          | 8          | 6          | 7          | 5          | 12         | 10         | 5          | 5          | 10         |
| NHS Forth Valley | SLFC_NPA     | For Information Only                                       | 43         | 49         | 46         | 43         | 36         | 37         | 44         | 32         | 43         | 49         | 57         | 59         | 62         |
| NHS Forth Valley | SLFC_NPA     | Patient advised to contact CPN Team - For Info Only        |            |            |            |            |            | 1          |            |            |            |            | 1          | 1          | 1          |
| NHS Forth Valley | SLFC_NPA     | Patient given self care advice - For Information Only      | 89         | 119        | 102        | 105        | 110        | 93         | 127        | 106        | 148        | 123        | 105        | 114        | 113        |
| NHS Forth Valley | SLFC_NPA     | Pt advised to contact Dentist - For Information Only       | 2          |            |            |            |            | 1          | 1          | 1          | 1          |            | 1          |            | 2          |
| NHS Forth Valley | SLFC_NPA     | Pt advised to contact GUM Clinic - For Information Only    | 1          |            |            |            |            |            |            |            |            |            |            |            | 1          |
| NHS Forth Valley | SLFC_NPA     | Pt advised to contact Midwife - For Information Only       | 4          |            | 1          | 2          | 1          | 1          | 8          | 4          | 3          | 1          | 2          |            | 1          |
| NHS Forth Valley | SLFC_NPA     | Pt advised to contact Optician - For Information Only      | 5          | 3          | 10         | 2          | 4          | 5          | 6          | 2          | 3          | 9          | 4          | 8          | 2          |
| NHS Forth Valley | SLFC_NPA     | Pt advised to contact Orthodontist - For Information Only  | 1          |            |            |            |            |            | 1          |            |            | 1          |            | 1          |            |
| NHS Forth Valley | SLFC_NPA     | Pt advised to contact Pharmacist - For Information Only    | 13         | 16         | 13         | 15         | 16         | 19         | 17         | 23         | 39         | 32         | 26         | 24         | 21         |
| NHS Forth Valley | SLFC_NPA     | Pt advised to contact Police - For Information Only        | 1          | 1          | 2          | 4          | 2          | 1          | 2          | 4          | 2          | 4          | 4          | 2          | 2          |
| NHS Forth Valley | SLFC_NPA     | Pt advised to contact appropriate service - For Info Only  |            |            | 1          |            |            |            |            |            |            |            |            |            |            |
| NHS Forth Valley | SLFC_NPA     | Triage refused - Pt terminated call - For Information Only | 6          | 4          | 7          | 8          | 4          | 6          | 3          | 7          | 6          | 8          | 11         | 10         | 12         |
| NHS Forth Valley | Not assigned | Not assigned                                               |            |            |            |            |            |            |            | 1          |            |            |            |            | 1          |
| NHS Grampian     | PCARE        | CPN (Dr) to phone patient within 1 Hr                      | 13         | 11         | 7          | 14         | 7          | 9          | 13         | 9          | 14         | 4          | 8          | 17         | 22         |
| NHS Grampian     | PCARE        | CPN (Dr) to phone patient within 2 Hrs                     | 11         | 18         | 20         | 17         | 35         | 27         | 30         | 21         | 16         | 24         | 24         | 31         | 33         |
| NHS Grampian     | PCARE        | DN (Dr) phone patient within 1 Hr                          | 2          | 4          | 2          |            | 1          | 2          | 9          | 3          | 5          | 2          | 4          | 6          | 7          |
| NHS Grampian     | PCARE        | DN (Dr) phone patient within 2 Hrs                         | 4          | 13         | 10         | 9          | 4          | 6          | 11         | 7          | 9          | 3          | 18         | 12         | 17         |
| NHS Grampian     | PCARE        | DN (Dr) phone patient within 4 Hrs                         | 23         | 23         | 20         | 26         | 16         | 29         | 22         | 24         | 22         | 25         | 25         | 34         | 35         |
| NHS Grampian     | PCARE        | Dr to phone patient within 1 Hr (Disputed Outcome)         | 2          | 1          | 5          | 3          | 2          | 3          | 1          | 2          | 3          | 2          |            | 1          | 5          |
| NHS Grampian     | PCARE        | Dr to phone patient within 2 Hrs (Disputed Outcome)        |            |            | 1          | 1          | 1          |            |            |            | 1          |            |            |            | 2          |
| NHS Grampian     | PCARE        | Dr to phone patient within 4 Hrs (Disputed Outcome)        | 2          | 5          | 4          | 1          |            | 1          | 1          | 3          | 2          | 3          | 3          |            | 2          |
| NHS Grampian     | PCARE        | Home Visit within 1 Hr                                     | 18         | 13         | 17         | 14         | 6          | 20         | 16         | 12         | 23         | 16         | 9          | 28         | 14         |
| NHS Grampian     | PCARE        | Home Visit within 2 Hrs                                    | 39         | 46         | 50         | 42         | 52         | 43         | 52         | 34         | 44         | 68         | 56         | 60         | 47         |
| NHS Grampian     | PCARE        | Home Visit within 4 Hrs                                    | 57         | 59         | 61         | 85         | 54         | 51         | 51         | 59         | 54         | 72         | 67         | 68         | 56         |
| NHS Grampian     | PCARE        | PCEC within 1 Hr                                           | 83         | 62         | 68         | 59         | 66         | 81         | 44         | 71         | 66         | 87         | 83         | 91         | 67         |
| NHS Grampian     | PCARE        | PCEC within 2 Hrs                                          | 165        | 172        | 177        | 147        | 177        | 177        | 164        | 139        | 187        | 217        | 187        | 232        | 181        |
| NHS Grampian     | PCARE        | PCEC within 4 Hrs                                          | 430        | 444        | 459        | 493        | 430        | 415        | 410        | 389        | 495        | 650        | 480        | 572        | 378        |
| NHS Grampian     | PCARE        | Pt advised to contact Practice within 4 Hrs - Info Only    | 92         | 87         | 103        | 88         | 86         | 112        | 102        | 82         | 114        | 52         | 96         | 71         | 74         |
| NHS Grampian     | PCARE        | Pt advised to contact practice - For Information Only      | 13         | 10         | 5          | 15         | 5          | 12         | 13         | 10         | 27         | 16         | 14         | 9          | 10         |
| NHS Grampian     | PCARE        | Pt advised to contact practice within 12 Hrs - Info Only   | 4          | 14         | 6          | 8          | 8          | 6          | 5          | 8          | 9          | 5          | 8          | 5          | 10         |
| NHS Grampian     | PCARE        | Pt advised to contact practice within 36 Hrs - Info Only   | 31         | 42         | 55         | 53         | 33         | 45         | 46         | 41         | 33         | 69         | 29         | 44         | 37         |
| NHS Grampian     | PCARE        | Speak to clinician within 1 Hr                             | 19         | 19         | 27         | 19         | 20         | 6          | 29         | 17         | 24         | 29         | 16         | 18         | 20         |
| NHS Grampian     | PCARE        | Speak to clinician within 2 Hrs                            | 23         | 39         | 39         | 37         | 33         | 35         | 33         | 37         | 35         | 42         | 26         | 32         | 39         |
| NHS Grampian     | PCARE        | Speak to clinician within 4 Hrs                            | 76         | 72         | 75         | 63         | 77         | 79         | 90         | 71         | 79         | 105        | 89         | 104        | 63         |
| NHS Grampian     | SCARE        | 999 contacted - For Information Only                       |            |            |            |            |            |            |            |            |            | 1          |            |            |            |

Table 3

| Health Board        | Care Group | Endpoint                                                     | 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 | 04/05/2025 | 11/05/2025 | 18/05/2025 |
|---------------------|------------|--------------------------------------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| NHS Grampian        | SCARE      | 999 contacted - For information only                         | 227        | 204        | 224        | 198        | 207        | 203        | 196        | 211        | 247        | 259        | 224        | 259        | 238        |
| NHS Grampian        | SCARE      | Patient advised to go to A&E                                 | 220        | 247        | 217        | 210        | 188        | 235        | 226        | 244        | 262        | 295        | 258        | 301        | 261        |
| NHS Grampian        | SCARE      | Patient advised to go to A&E                                 |            | 4          |            | 1          | 1          | 2          | 2          |            | 3          | 2          |            | 4          | 1          |
| NHS Grampian        | SCARE      | Patient sent to A&E via Ambulance within 1 Hr                | 14         | 19         | 26         | 18         | 25         | 18         | 29         | 25         | 26         | 32         | 27         | 22         | 24         |
| 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           | 189        | 207        | 238        | 212        | 243        | 213        | 206        | 227        | 262        | 237        | 233        | 243        | 262        |
| NHS Grampian        | SCARE      | Speak to clinician 2 Hrs                                     | 44         | 43         | 57         | 53         | 49         | 50         | 42         | 40         | 59         | 77         | 50         | 60         | 55         |
| NHS Grampian        | SCARE      | Speak to clinician within 4 Hrs                              | 57         | 61         | 59         | 52         | 47         | 55         | 68         | 54         | 58         | 81         | 58         | 77         | 63         |
| NHS Grampian        | SLFC_NPA   | Contact Breathing Space                                      |            |            |            | 1          |            |            |            |            |            |            |            |            | 1          |
| NHS Grampian        | SLFC_NPA   | Dental Nurse - Contact Dentist within 1 hour                 | 1          | 1          |            | 1          |            | 2          |            | 2          | 1          |            |            | 1          | 1          |
| NHS Grampian        | SLFC_NPA   | Dental Nurse - Contact Dentist within 24 hours               | 79         | 105        | 94         | 98         | 98         | 122        | 94         | 92         | 122        | 143        | 100        | 118        | 110        |
| NHS Grampian        | SLFC_NPA   | Dental Nurse - Contact Next Routine Appointment over 24 hour | 1          | 2          | 1          | 1          | 1          | 1          | 4          | 1          | 1          | 1          | 2          | 1          | 2          |
| NHS Grampian        | SLFC_NPA   | Dental Nurse - Not Triaged/Assessed                          | 5          | 6          | 2          | 6          | 4          | 4          | 5          | 6          | 12         | 5          | 5          | 12         | 3          |
| NHS Grampian        | SLFC_NPA   | Dental Nurse - Routine Contact with Dentist                  | 3          | 1          | 2          | 2          | 3          | 3          | 2          | 2          | 1          | 3          | 2          | 3          | 4          |
| NHS Grampian        | SLFC_NPA   | Dental Nurse - Self Care                                     | 3          |            | 2          | 6          | 5          | 4          | 2          | 4          | 5          | 7          | 2          | 4          | 2          |
| NHS Grampian        | SLFC_NPA   | Distress Brief Intervention                                  | 12         | 13         | 9          | 4          | 8          | 7          | 12         | 8          | 7          | 12         | 10         | 11         | 10         |
| NHS Grampian        | SLFC_NPA   | For Information Only                                         | 109        | 114        | 89         | 100        | 82         | 105        | 76         | 98         | 122        | 130        | 109        | 118        | 105        |
| NHS Grampian        | SLFC_NPA   | Patient advised to contact CPN Team - For Info Only          | 2          |            | 2          |            |            |            |            | 1          | 2          |            |            |            |            |
| NHS Grampian        | SLFC_NPA   | Patient given self care advice - For Information Only        | 127        | 161        | 154        | 164        | 162        | 143        | 143        | 135        | 188        | 189        | 194        | 190        | 179        |
| 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          | 2          |            |            |
| NHS Grampian        | SLFC_NPA   | Pt advised to contact Midwife - For Information Only         | 2          | 3          | 4          | 3          | 4          | 3          | 4          | 1          | 3          | 4          | 5          | 6          | 1          |
| NHS Grampian        | SLFC_NPA   | Pt advised to contact Optician - For Information Only        | 5          | 2          | 6          | 4          | 4          | 3          | 6          | 3          | 9          | 8          | 8          | 5          | 6          |
| NHS Grampian        | SLFC_NPA   | Pt advised to contact Orthodontist - For Information Only    |            | 1          |            |            |            |            |            | 1          |            | 1          |            |            | 1          |
| NHS Grampian        | SLFC_NPA   | Pt advised to contact Pharmacist - For Information Only      | 22         | 20         | 23         | 20         | 19         | 19         | 19         | 23         | 45         | 40         | 35         | 37         | 28         |
| NHS Grampian        | SLFC_NPA   | Pt advised to contact Police - For Information Only          | 8          | 10         | 8          | 13         | 8          | 13         | 10         | 14         | 13         | 9          | 22         | 16         | 11         |
| 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   | 24         | 22         | 16         | 14         | 28         | 22         | 12         | 7          | 12         | 14         | 30         | 11         | 12         |
| NHS Greater Glasgow | PCARE      | CPN (Dr) to phone patient within 1 Hr                        | 40         | 30         | 42         | 39         | 37         | 34         | 41         | 33         | 38         | 46         | 37         | 39         | 37         |
| NHS Greater Glasgow | PCARE      | CPN (Dr) to phone patient within 2 Hrs                       | 56         | 52         | 47         | 49         | 64         | 61         | 61         | 64         | 80         | 71         | 52         | 65         | 67         |
| NHS Greater Glasgow | PCARE      | DN (Dr) phone patient within 1 Hr                            | 2          | 6          | 2          | 4          | 3          | 2          | 5          | 3          | 3          | 1          | 3          | 5          | 4          |
| NHS Greater Glasgow | PCARE      | DN (Dr) phone patient within 2 Hrs                           | 8          | 10         | 6          | 6          | 6          | 4          | 4          | 3          | 12         | 14         | 10         | 11         | 3          |
| NHS Greater Glasgow | PCARE      | DN (Dr) phone patient within 4 Hrs                           | 14         | 12         | 16         | 12         | 8          | 12         | 8          | 8          | 19         | 19         | 13         | 12         | 15         |
| NHS Greater Glasgow | PCARE      | Dr to phone patient within 1 Hr (Disputed Outcome)           | 8          | 12         | 5          | 8          | 12         | 7          | 12         | 4          | 10         | 7          | 6          | 5          | 12         |
| NHS Greater Glasgow | PCARE      | Dr to phone patient within 2 Hrs (Disputed Outcome)          | 5          | 3          |            | 1          | 1          | 5          | 3          |            | 2          | 5          | 1          | 2          |            |
| NHS Greater Glasgow | PCARE      | Dr to phone patient within 4 Hrs (Disputed Outcome)          | 4          | 3          | 5          | 3          | 2          | 4          | 6          | 5          | 3          | 6          | 3          | 7          | 6          |
| NHS Greater Glasgow | PCARE      | Home Visit within 1 Hr                                       | 30         | 40         | 32         | 36         | 33         | 36         | 35         | 25         | 42         | 44         | 42         | 25         | 32         |
| NHS Greater Glasgow | PCARE      | Home Visit within 2 Hrs                                      | 101        | 94         | 96         | 82         | 85         | 77         | 69         | 86         | 139        | 149        | 107        | 100        | 100        |

Table 3

| Health Board        | Care Group | Endpoint                                                     | 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 | 04/05/2025 | 11/05/2025 | 18/05/2025 |
|---------------------|------------|--------------------------------------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| NHS Greater Glasgow | PCARE      | Home Visit within 4 Hrs                                      | 133        | 125        | 128        | 128        | 133        | 151        | 119        | 106        | 260        | 167        | 153        | 178        | 107        |
| NHS Greater Glasgow | PCARE      | PCEC within 1 Hr                                             | 142        | 163        | 149        | 155        | 179        | 145        | 135        | 116        | 166        | 158        | 134        | 144        | 146        |
| NHS Greater Glasgow | PCARE      | PCEC within 2 Hrs                                            | 383        | 441        | 402        | 377        | 411        | 418        | 386        | 346        | 530        | 505        | 429        | 422        | 383        |
| NHS Greater Glasgow | PCARE      | PCEC within 4 Hrs                                            | 1,097      | 1,014      | 1,051      | 970        | 988        | 1,051      | 1,043      | 933        | 1,867      | 1,522      | 1,111      | 1,227      | 895        |
| NHS Greater Glasgow | PCARE      | Pt advised to contact Practice within 4 Hrs - Info Only      | 236        | 215        | 245        | 204        | 238        | 253        | 243        | 233        | 213        | 176        | 237        | 162        | 227        |
| NHS Greater Glasgow | PCARE      | Pt advised to contact practice - For Information Only        | 22         | 25         | 21         | 39         | 26         | 19         | 27         | 21         | 60         | 41         | 30         | 24         | 20         |
| NHS Greater Glasgow | PCARE      | Pt advised to contact practice within 12 Hrs - Info Only     | 28         | 24         | 47         | 19         | 21         | 14         | 28         | 23         | 18         | 10         | 17         | 16         | 18         |
| NHS Greater Glasgow | PCARE      | Pt advised to contact practice within 36 Hrs - Info Only     | 91         | 115        | 115        | 114        | 116        | 116        | 142        | 112        | 65         | 143        | 69         | 101        | 101        |
| NHS Greater Glasgow | PCARE      | Speak to clinician within 1 Hr                               | 49         | 45         | 42         | 53         | 63         | 45         | 48         | 46         | 97         | 52         | 49         | 58         | 57         |
| NHS Greater Glasgow | PCARE      | Speak to clinician within 2 Hrs                              | 77         | 62         | 83         | 90         | 89         | 75         | 64         | 75         | 123        | 111        | 86         | 91         | 91         |
| NHS Greater Glasgow | PCARE      | Speak to clinician within 4 Hrs                              | 166        | 168        | 178        | 130        | 164        | 137        | 146        | 144        | 422        | 232        | 191        | 188        | 153        |
| NHS Greater Glasgow | PCARE      | Transport to PCEC within 4 hrs                               | 5          | 1          | 2          |            | 5          | 7          | 6          | 2          | 5          | 5          | 3          | 2          | 3          |
| NHS Greater Glasgow | PCARE      | Triage refused therefore Dr requested to phone patient       |            |            |            |            | 1          |            |            |            |            |            | 1          | 1          |            |
| NHS Greater Glasgow | SCARE      | 999 contacted - For Information Only                         |            |            |            | 1          |            |            |            |            |            |            | 1          | 1          |            |
| NHS Greater Glasgow | SCARE      | 999 contacted - For information only                         | 376        | 406        | 410        | 353        | 357        | 362        | 381        | 334        | 516        | 515        | 420        | 435        | 388        |
| NHS Greater Glasgow | SCARE      | Patient advised to go to A&E                                 | 457        | 512        | 515        | 474        | 502        | 521        | 540        | 463        | 594        | 594        | 545        | 566        | 546        |
| NHS Greater Glasgow | SCARE      | Patient advised to go to A&E                                 | 2          | 3          | 4          | 2          | 2          | 2          | 4          | 5          |            | 1          | 6          | 4          | 1          |
| NHS Greater Glasgow | SCARE      | Patient sent to A&E via Ambulance within 1 Hr                | 32         | 36         | 40         | 44         | 43         | 40         | 40         | 41         | 45         | 53         | 46         | 53         | 46         |
| 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          |            |            | 1          |
| NHS Greater Glasgow | SCARE      | Patient suitable for MIU 4Hr - Flow Hub to arrange           | 328        | 376        | 360        | 357        | 355        | 321        | 406        | 367        | 330        | 410        | 431        | 433        | 462        |
| 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                                     | 64         | 67         | 67         | 84         | 84         | 76         | 89         | 64         | 76         | 90         | 82         | 101        | 104        |
| NHS Greater Glasgow | SCARE      | Speak to clinician within 4 Hrs                              | 131        | 119        | 114        | 90         | 129        | 109        | 122        | 123        | 133        | 126        | 132        | 145        | 149        |
| NHS Greater Glasgow | SLFC_NPA   | Contact Breathing Space                                      |            | 1          | 1          | 1          |            |            |            |            | 2          |            | 1          |            | 1          |
| NHS Greater Glasgow | SLFC_NPA   | Dental Nurse - Contact Dentist within 1 hour                 | 3          | 2          | 2          | 5          | 3          | 1          | 3          | 3          | 5          | 3          | 6          | 4          |            |
| NHS Greater Glasgow | SLFC_NPA   | Dental Nurse - Contact Dentist within 24 hours               | 261        | 255        | 292        | 282        | 261        | 248        | 249        | 243        | 426        | 372        | 319        | 308        | 236        |
| NHS Greater Glasgow | SLFC_NPA   | Dental Nurse - Contact Next Routine Appointment over 24 hour | 3          | 3          | 3          | 8          | 1          | 5          | 3          | 3          | 4          | 7          | 5          | 7          | 4          |
| NHS Greater Glasgow | SLFC_NPA   | Dental Nurse - Contact Pharmacist                            |            |            |            |            |            |            |            |            | 1          |            |            |            |            |
| NHS Greater Glasgow | SLFC_NPA   | Dental Nurse - Not Triaged/Assessed                          | 14         | 9          | 14         | 12         | 12         | 8          | 4          | 10         | 37         | 23         | 20         | 21         | 11         |
| NHS Greater Glasgow | SLFC_NPA   | Dental Nurse - Routine Contact with Dentist                  | 5          | 1          | 1          | 5          | 9          | 3          | 2          | 2          | 11         | 4          | 8          | 6          | 2          |
| NHS Greater Glasgow | SLFC_NPA   | Dental Nurse - Self Care                                     | 3          | 4          | 5          | 7          | 9          | 4          | 8          | 6          | 11         | 9          | 6          | 3          | 4          |
| NHS Greater Glasgow | SLFC_NPA   | Distress Brief Intervention                                  | 29         | 27         | 25         | 19         | 22         | 16         | 23         | 28         | 35         | 29         | 26         | 26         | 27         |
| NHS Greater Glasgow | SLFC_NPA   | For Information Only                                         | 139        | 139        | 160        | 173        | 157        | 138        | 138        | 127        | 241        | 148        | 183        | 182        | 162        |
| NHS Greater Glasgow | SLFC_NPA   | Hub to arrange appointment within 24 hours                   |            |            |            |            |            |            |            |            | 1          | 1          | 1          |            |            |
| NHS Greater Glasgow | SLFC_NPA   | Patient advised to contact CPN Team - For Info Only          | 4          |            | 1          | 2          | 2          | 3          |            |            | 1          |            | 1          | 1          | 1          |
| NHS Greater Glasgow | SLFC_NPA   | Patient given self care advice - For Information Only        | 478        | 467        | 452        | 442        | 431        | 409        | 433        | 454        | 644        | 547        | 559        | 516        | 475        |
| NHS Greater Glasgow | SLFC_NPA   | Pt advised to contact Dentist - For Information Only         | 2          | 2          | 4          | 1          | 1          | 3          | 1          | 5          | 2          | 2          | 1          | 5          | 2          |

Table 3

| Health Board        | Care Group   | Endpoint                                                    | 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 | 04/05/2025 | 11/05/2025 | 18/05/2025 |
|---------------------|--------------|-------------------------------------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| NHS Greater Glasgow | SLFC_NPA     | Pt advised to contact GUM Clinic - For Information Only     |            | 1          | 1          | 1          | 2          | 1          |            | 3          | 1          | 3          |            |            | 1          |
| NHS Greater Glasgow | SLFC_NPA     | Pt advised to contact Midwife - For Information Only        | 13         | 9          | 10         | 11         | 10         | 8          | 11         | 10         | 14         | 12         | 10         | 10         | 11         |
| NHS Greater Glasgow | SLFC_NPA     | Pt advised to contact Optician - For Information Only       | 10         | 15         | 13         | 13         | 16         | 14         | 25         | 14         | 6          | 17         | 6          | 18         | 12         |
| NHS Greater Glasgow | SLFC_NPA     | Pt advised to contact Orthodontist - For Information Only   | 1          | 2          |            |            | 1          | 2          | 1          |            | 1          |            |            | 1          | 1          |
| NHS Greater Glasgow | SLFC_NPA     | Pt advised to contact Pharmacist - For Information Only     | 56         | 64         | 68         | 74         | 51         | 62         | 74         | 58         | 170        | 135        | 84         | 126        | 84         |
| NHS Greater Glasgow | SLFC_NPA     | Pt advised to contact Police - For Information Only         | 5          | 9          | 9          | 10         | 14         | 6          | 13         | 8          | 16         | 10         | 10         | 13         | 23         |
| 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          | 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  | 25         | 23         | 21         | 17         | 34         | 19         | 23         | 18         | 27         | 16         | 18         | 26         | 26         |
| NHS Greater Glasgow | Not assigned | Not assigned                                                |            |            |            |            | 1          | 2          |            |            | 1          |            | 1          |            |            |
| NHS HIGHLAND        | PCARE        | CPN (Dr) to phone patient within 1 Hr                       | 8          | 5          | 8          | 7          | 2          | 4          | 11         | 6          | 8          | 4          | 3          | 13         | 11         |
| NHS HIGHLAND        | PCARE        | CPN (Dr) to phone patient within 2 Hrs                      | 7          | 15         | 16         | 10         | 11         | 9          | 9          | 8          | 6          | 14         | 17         | 14         | 14         |
| NHS HIGHLAND        | PCARE        | DN (Dr) phone patient within 1 Hr                           | 2          | 2          | 2          |            |            | 3          | 4          | 3          | 3          | 4          | 2          |            | 2          |
| NHS HIGHLAND        | PCARE        | DN (Dr) phone patient within 2 Hrs                          | 3          | 4          | 2          | 6          | 4          | 3          | 6          | 9          | 2          | 2          | 9          | 12         | 8          |
| NHS HIGHLAND        | PCARE        | DN (Dr) phone patient within 4 Hrs                          | 10         | 8          | 10         | 15         | 8          | 11         | 13         | 15         | 22         | 15         | 7          | 17         | 11         |
| NHS HIGHLAND        | PCARE        | Dr to phone patient within 1 Hr (Disputed Outcome)          |            | 4          | 1          | 1          | 2          |            |            | 3          | 6          | 6          | 2          | 4          | 2          |
| NHS HIGHLAND        | PCARE        | Dr to phone patient within 2 Hrs (Disputed Outcome)         |            |            |            |            |            |            | 1          |            |            | 1          | 1          |            | 1          |
| NHS HIGHLAND        | PCARE        | Dr to phone patient within 4 Hrs (Disputed Outcome)         | 3          | 4          | 1          |            |            | 1          | 1          | 2          | 1          | 2          | 1          |            | 1          |
| NHS HIGHLAND        | PCARE        | Home Visit within 1 Hr                                      | 10         | 7          | 7          | 6          | 9          | 9          | 11         | 8          | 10         | 11         | 8          | 12         | 8          |
| NHS HIGHLAND        | PCARE        | Home Visit within 2 Hrs                                     | 20         | 27         | 26         | 29         | 18         | 21         | 20         | 24         | 30         | 29         | 26         | 36         | 18         |
| NHS HIGHLAND        | PCARE        | Home Visit within 4 Hrs                                     | 35         | 32         | 38         | 31         | 25         | 26         | 24         | 30         | 61         | 34         | 34         | 36         | 29         |
| NHS HIGHLAND        | PCARE        | PCEC within 1 Hr                                            | 23         | 30         | 37         | 31         | 27         | 18         | 43         | 24         | 43         | 33         | 35         | 29         | 34         |
| NHS HIGHLAND        | PCARE        | PCEC within 2 Hrs                                           | 67         | 72         | 51         | 64         | 72         | 73         | 65         | 59         | 104        | 83         | 83         | 119        | 74         |
| NHS HIGHLAND        | PCARE        | PCEC within 4 Hrs                                           | 192        | 153        | 168        | 153        | 158        | 186        | 203        | 148        | 358        | 285        | 221        | 216        | 176        |
| NHS HIGHLAND        | PCARE        | Pt advised to contact Practice within 4 Hrs - Info Only     | 27         | 33         | 32         | 37         | 36         | 27         | 28         | 45         | 31         | 20         | 36         | 33         | 28         |
| NHS HIGHLAND        | PCARE        | Pt advised to contact practice - For Information Only       | 2          | 8          | 4          | 1          | 5          | 5          | 11         | 9          | 8          | 7          | 2          | 6          | 3          |
| NHS HIGHLAND        | PCARE        | Pt advised to contact practice within 12 Hrs - Info Only    | 4          | 6          | 1          | 5          | 3          | 1          | 2          | 5          | 1          | 2          | 3          | 3          | 5          |
| NHS HIGHLAND        | PCARE        | Pt advised to contact practice within 36 Hrs - Info Only    | 19         | 13         | 22         | 13         | 22         | 20         | 15         | 19         | 16         | 33         | 13         | 24         | 13         |
| NHS HIGHLAND        | PCARE        | Speak to clinician within 1 Hr                              | 4          | 7          | 6          | 7          | 8          | 9          | 16         | 10         | 17         | 13         | 10         | 11         | 10         |
| NHS HIGHLAND        | PCARE        | Speak to clinician within 2 Hrs                             | 21         | 16         | 13         | 14         | 9          | 17         | 20         | 13         | 28         | 26         | 23         | 20         | 18         |
| NHS HIGHLAND        | PCARE        | Speak to clinician within 4 Hrs                             | 33         | 34         | 30         | 33         | 23         | 27         | 31         | 36         | 75         | 48         | 46         | 53         | 38         |
| NHS HIGHLAND        | PCARE        | Transport to PCEC within 1 Hr                               |            |            |            |            |            |            |            |            |            |            |            | 1          |            |
| NHS HIGHLAND        | PCARE        | Transport to PCEC within 2 Hrs                              |            |            |            | 2          |            |            |            |            |            |            |            |            | 1          |
| NHS HIGHLAND        | SCARE        | 999 contacted - For information only                        | 82         | 76         | 79         | 79         | 76         | 75         | 86         | 74         | 106        | 113        | 89         | 81         | 67         |
| NHS HIGHLAND        | SCARE        | Patient advised to go to A&E                                | 56         | 67         | 75         | 75         | 80         | 69         | 79         | 61         | 98         | 83         | 91         | 101        | 71         |
| NHS HIGHLAND        | SCARE        | Patient advised to go to A&E                                | 1          |            | 1          | 1          |            | 2          | 1          | 2          |            | 2          |            | 1          | 1          |
| NHS HIGHLAND        | SCARE        | Patient sent to A&E via Ambulance within 1 Hr               | 3          | 8          | 13         | 5          | 8          | 3          | 6          | 3          | 13         | 7          | 9          | 7          | 8          |

Table 3

| Health Board    | Care Group   | Endpoint                                                     | 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 | 04/05/2025 | 11/05/2025 | 18/05/2025 |
|-----------------|--------------|--------------------------------------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| NHS HIGHLAND    | SCARE        | Patient suitable for MIU 4Hr - Flow Hub to arrange           | 46         | 44         | 58         | 50         | 47         | 60         | 56         | 56         | 73         | 60         | 48         | 70         | 92         |
| NHS HIGHLAND    | SCARE        | Remote & Rural A&E and Minor Injuries -Refer to Hub          | 11         | 11         | 26         | 16         | 19         | 17         | 30         | 9          | 33         | 18         | 19         | 33         | 29         |
| NHS HIGHLAND    | SCARE        | Speak to clinician 2 Hrs                                     | 10         | 15         | 15         | 13         | 10         | 19         | 26         | 13         | 15         | 8          | 12         | 21         | 15         |
| NHS HIGHLAND    | SCARE        | Speak to clinician within 4 Hrs                              | 11         | 17         | 14         | 18         | 23         | 18         | 11         | 27         | 30         | 27         | 22         | 21         | 27         |
| NHS HIGHLAND    | SLFC_NPA     | Contact Breathing Space                                      |            |            |            |            |            |            | 1          |            |            | 1          |            |            |            |
| NHS HIGHLAND    | SLFC_NPA     | Distress Brief Intervention                                  | 6          | 8          | 3          | 5          | 4          | 6          | 1          | 5          | 2          | 6          | 9          | 3          | 8          |
| NHS HIGHLAND    | SLFC_NPA     | For Information Only                                         | 40         | 41         | 30         | 37         | 24         | 35         | 27         | 30         | 35         | 34         | 45         | 34         | 32         |
| NHS HIGHLAND    | SLFC_NPA     | Hub to arrange appointment within 24 hours                   | 46         | 54         | 48         | 58         | 67         | 58         | 67         | 62         | 108        | 59         | 59         | 77         | 65         |
| 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          | 2          | 1          | 2          | 1          | 1          | 2          |            |            |            | 2          |
| NHS HIGHLAND    | SLFC_NPA     | Patient advised to contact registered GDP - Info Only        | 12         | 11         | 9          | 9          | 10         | 7          | 5          | 9          | 20         | 13         | 13         | 7          | 7          |
| NHS HIGHLAND    | SLFC_NPA     | Patient given self care advice - For Information Only        | 72         | 60         | 71         | 78         | 71         | 78         | 83         | 89         | 102        | 98         | 100        | 109        | 96         |
| NHS HIGHLAND    | SLFC_NPA     | Patient given self care dental advice - For Information Only |            |            |            | 1          |            |            |            | 1          | 1          | 3          | 2          | 1          | 1          |
| 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         |            |            | 2          | 2          | 2          |            | 1          | 1          | 1          | 2          | 1          |            | 2          |
| NHS HIGHLAND    | SLFC_NPA     | Pt advised to contact Optician - For Information Only        | 2          | 2          | 4          | 1          | 4          | 5          | 1          | 2          | 6          | 5          | 3          | 3          | 6          |
| NHS HIGHLAND    | SLFC_NPA     | Pt advised to contact Orthodontist - For Information Only    |            |            | 1          |            |            |            | 1          |            | 1          |            |            | 1          |            |
| NHS HIGHLAND    | SLFC_NPA     | Pt advised to contact Pharmacist - For Information Only      | 7          | 6          | 11         | 20         | 6          | 11         | 12         | 9          | 32         | 27         | 17         | 19         | 12         |
| NHS HIGHLAND    | SLFC_NPA     | Pt advised to contact Police - For Information Only          | 3          | 2          | 2          | 3          | 2          | 2          | 3          | 1          | 4          |            | 1          | 3          | 6          |
| 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                        | 1          | 5          | 2          | 2          | 3          | 2          | 5          | 8          | 8          | 4          | 3          | 7          |            |
| NHS HIGHLAND    | SLFC_NPA     | Triage refused - Pt terminated call - For Information Only   | 9          | 4          | 1          | 2          | 2          | 3          | 7          | 3          | 3          | 3          | 5          | 6          | 4          |
| NHS HIGHLAND    | Not assigned | Not assigned                                                 |            | 1          |            |            |            |            |            |            |            |            |            |            |            |
| NHS LANARKSHIRE | PCARE        | CPN (Dr) to phone patient within 1 Hr                        | 23         | 8          | 10         | 14         | 18         | 23         | 6          | 16         | 17         | 14         | 12         | 14         | 12         |
| NHS LANARKSHIRE | PCARE        | CPN (Dr) to phone patient within 2 Hrs                       | 27         | 22         | 21         | 29         | 15         | 29         | 15         | 22         | 25         | 41         | 23         | 22         | 18         |
| NHS LANARKSHIRE | PCARE        | DN (Dr) phone patient within 1 Hr                            |            | 3          | 1          |            | 2          |            | 2          | 2          | 1          | 2          |            | 2          | 2          |
| NHS LANARKSHIRE | PCARE        | DN (Dr) phone patient within 2 Hrs                           |            | 5          |            | 1          | 4          | 3          | 2          | 2          | 3          | 8          | 1          | 3          | 2          |
| NHS LANARKSHIRE | PCARE        | DN (Dr) phone patient within 4 Hrs                           | 9          | 2          | 3          | 4          | 2          | 6          | 6          | 2          | 11         | 11         | 3          | 4          | 1          |
| NHS LANARKSHIRE | PCARE        | Dr to phone patient within 1 Hr (Disputed Outcome)           | 4          | 2          | 2          | 8          | 5          | 1          | 3          | 3          | 7          | 6          | 3          | 4          | 2          |
| NHS LANARKSHIRE | PCARE        | Dr to phone patient within 2 Hrs (Disputed Outcome)          |            |            |            |            |            |            |            |            |            | 1          |            |            |            |
| NHS LANARKSHIRE | PCARE        | Dr to phone patient within 4 Hrs (Disputed Outcome)          | 2          | 1          | 1          | 1          | 1          |            | 1          | 2          | 2          | 2          | 3          | 1          | 1          |
| NHS LANARKSHIRE | PCARE        | Home Visit within 1 Hr                                       | 12         | 8          | 19         | 8          | 10         | 11         | 20         | 8          | 12         | 16         | 8          | 10         | 13         |
| NHS LANARKSHIRE | PCARE        | Home Visit within 2 Hrs                                      | 38         | 29         | 39         | 44         | 24         | 40         | 34         | 26         | 65         | 65         | 46         | 58         | 36         |
| NHS LANARKSHIRE | PCARE        | Home Visit within 4 Hrs                                      | 47         | 42         | 49         | 50         | 39         | 52         | 50         | 44         | 86         | 72         | 50         | 59         | 48         |
| NHS LANARKSHIRE | PCARE        | PCEC within 1 Hr                                             | 87         | 86         | 84         | 77         | 78         | 80         | 89         | 74         | 82         | 99         | 64         | 92         | 59         |

Table 3

| Health Board    | Care Group | Endpoint                                                     | 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 | 04/05/2025 | 11/05/2025 | 18/05/2025 |
|-----------------|------------|--------------------------------------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| NHS LANARKSHIRE | PCARE      | PCEC within 2 Hrs                                            | 202        | 204        | 201        | 188        | 207        | 221        | 204        | 192        | 256        | 260        | 180        | 230        | 181        |
| NHS LANARKSHIRE | PCARE      | PCEC within 4 Hrs                                            | 552        | 522        | 543        | 499        | 547        | 487        | 510        | 478        | 896        | 705        | 527        | 594        | 454        |
| NHS LANARKSHIRE | PCARE      | Pt advised to contact Practice within 4 Hrs - Info Only      | 98         | 102        | 111        | 90         | 83         | 105        | 78         | 97         | 89         | 86         | 88         | 50         | 107        |
| NHS LANARKSHIRE | PCARE      | Pt advised to contact practice - For Information Only        | 7          | 15         | 10         | 11         | 7          | 9          | 7          | 10         | 19         | 16         | 8          | 10         | 9          |
| NHS LANARKSHIRE | PCARE      | Pt advised to contact practice within 12 Hrs - Info Only     | 11         | 9          | 12         | 11         | 7          | 6          | 8          | 6          | 6          | 7          | 6          | 4          | 4          |
| NHS LANARKSHIRE | PCARE      | Pt advised to contact practice within 36 Hrs - Info Only     | 51         | 53         | 47         | 56         | 48         | 46         | 42         | 62         | 31         | 70         | 34         | 52         | 51         |
| NHS LANARKSHIRE | PCARE      | Speak to clinician within 1 Hr                               | 18         | 26         | 25         | 19         | 14         | 22         | 17         | 15         | 28         | 23         | 18         | 21         | 14         |
| NHS LANARKSHIRE | PCARE      | Speak to clinician within 2 Hrs                              | 30         | 22         | 29         | 35         | 25         | 32         | 29         | 28         | 60         | 47         | 35         | 39         | 28         |
| NHS LANARKSHIRE | PCARE      | Speak to clinician within 4 Hrs                              | 73         | 55         | 68         | 56         | 62         | 63         | 49         | 72         | 209        | 99         | 85         | 85         | 64         |
| NHS LANARKSHIRE | PCARE      | Transport to PCEC within 2 Hrs                               |            |            |            |            | 1          |            | 2          | 2          |            |            |            |            |            |
| NHS LANARKSHIRE | PCARE      | Transport to PCEC within 4 hrs                               | 1          |            |            | 2          |            | 1          |            | 1          | 1          | 2          |            | 1          | 1          |
| NHS LANARKSHIRE | PCARE      | Triage refused therefore Dr requested to phone patient       |            |            |            | 1          |            |            | 1          |            |            |            |            |            |            |
| NHS LANARKSHIRE | SCARE      | 999 contacted - For Information Only                         |            |            | 1          |            |            |            |            |            |            |            |            |            |            |
| NHS LANARKSHIRE | SCARE      | 999 contacted - For information only                         | 202        | 196        | 183        | 189        | 170        | 181        | 223        | 181        | 258        | 224        | 199        | 233        | 206        |
| NHS LANARKSHIRE | SCARE      | Patient advised to go to A&E                                 | 300        | 244        | 250        | 224        | 242        | 247        | 292        | 263        | 309        | 324        | 274        | 345        | 255        |
| NHS LANARKSHIRE | SCARE      | Patient advised to go to A&E                                 | 2          | 4          | 1          |            | 2          | 2          |            | 1          | 3          | 3          |            | 1          |            |
| NHS LANARKSHIRE | SCARE      | Patient sent to A&E via Ambulance within 1 Hr                | 18         | 19         | 22         | 21         | 20         | 25         | 17         | 19         | 19         | 13         | 21         | 21         | 32         |
| NHS LANARKSHIRE | SCARE      | Patient sent to A&E via Ambulance within 4 Hrs - Info Only   |            |            |            |            |            |            |            |            |            |            | 1          |            |            |
| NHS LANARKSHIRE | SCARE      | Patient suitable for MIU 4Hr - Flow Hub to arrange           | 122        | 136        | 129        | 130        | 130        | 140        | 138        | 163        | 152        | 148        | 154        | 178        | 181        |
| NHS LANARKSHIRE | SCARE      | Speak to clinician 2 Hrs                                     | 27         | 30         | 33         | 28         | 33         | 26         | 39         | 27         | 31         | 54         | 47         | 39         | 42         |
| NHS LANARKSHIRE | SCARE      | Speak to clinician within 4 Hrs                              | 60         | 39         | 51         | 35         | 66         | 46         | 58         | 56         | 62         | 61         | 52         | 66         | 61         |
| NHS LANARKSHIRE | SLFC_NPA   | Contact Breathing Space                                      |            |            |            | 1          | 1          | 2          | 1          |            |            |            |            |            |            |
| NHS LANARKSHIRE | SLFC_NPA   | Dental Nurse - Contact Dentist within 1 hour                 | 1          | 2          |            |            | 1          | 1          | 1          |            |            | 1          | 1          |            | 1          |
| NHS LANARKSHIRE | SLFC_NPA   | Dental Nurse - Contact Dentist within 24 hours               | 129        | 113        | 118        | 103        | 131        | 104        | 135        | 120        | 224        | 178        | 138        | 148        | 120        |
| NHS LANARKSHIRE | SLFC_NPA   | Dental Nurse - Contact Next Routine Appointment over 24 hour |            | 2          | 3          |            |            | 1          |            | 1          | 1          | 1          |            | 2          |            |
| NHS LANARKSHIRE | SLFC_NPA   | Dental Nurse - Not Triage/Assessed                           | 5          | 5          | 4          | 6          | 6          | 4          | 5          | 3          | 21         | 12         | 11         | 10         | 5          |
| NHS LANARKSHIRE | SLFC_NPA   | Dental Nurse - Routine Contact with Dentist                  | 1          | 1          | 1          | 2          |            |            | 4          |            | 3          | 2          | 5          | 3          |            |
| NHS LANARKSHIRE | SLFC_NPA   | Dental Nurse - Self Care                                     | 1          | 1          | 1          | 3          | 3          | 3          | 4          |            | 5          | 2          | 3          | 3          | 1          |
| NHS LANARKSHIRE | SLFC_NPA   | Distress Brief Intervention                                  | 12         | 14         | 13         | 5          | 6          | 9          | 8          | 13         | 11         | 11         | 11         | 10         | 11         |
| NHS LANARKSHIRE | SLFC_NPA   | For Information Only                                         | 54         | 60         | 55         | 68         | 51         | 52         | 55         | 52         | 96         | 75         | 54         | 72         | 54         |
| NHS LANARKSHIRE | SLFC_NPA   | Patient advised to contact CPN Team - For Info Only          | 1          |            |            |            | 1          |            |            | 1          |            |            |            |            |            |
| NHS LANARKSHIRE | SLFC_NPA   | Patient given self care advice - For Information Only        | 174        | 156        | 131        | 148        | 145        | 155        | 170        | 162        | 221        | 172        | 170        | 145        | 171        |
| NHS LANARKSHIRE | SLFC_NPA   | Pt advised to contact Dentist - For Information Only         |            |            | 1          | 3          |            |            | 1          | 1          | 1          |            |            | 6          | 1          |
| NHS LANARKSHIRE | SLFC_NPA   | Pt advised to contact GUM Clinic - For Information Only      |            | 1          | 1          | 1          |            | 1          |            | 1          | 1          |            | 2          | 1          |            |
| NHS LANARKSHIRE | SLFC_NPA   | Pt advised to contact Midwife - For Information Only         | 1          | 3          | 5          | 3          | 5          | 4          | 2          | 1          | 4          | 4          | 3          | 4          | 3          |
| NHS LANARKSHIRE | SLFC_NPA   | Pt advised to contact Optician - For Information Only        | 5          | 8          | 9          | 1          | 4          | 3          | 1          | 4          | 10         | 9          | 6          | 3          | 6          |
| NHS LANARKSHIRE | SLFC_NPA   | Pt advised to contact Orthodontist - For Information Only    |            |            |            |            |            |            | 1          |            |            |            | 1          | 1          |            |
| NHS LANARKSHIRE | SLFC_NPA   | Pt advised to contact Pharmacist - For Information Only      | 26         | 24         | 28         | 28         | 25         | 23         | 29         | 18         | 64         | 48         | 39         | 42         | 52         |

Table 3

| Health Board    | Care Group   | Endpoint                                                    | 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 | 04/05/2025 | 11/05/2025 | 18/05/2025 |
|-----------------|--------------|-------------------------------------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| NHS LANARKSHIRE | SLFC_NPA     | Pt advised to contact Police - For Information Only         | 8          | 7          | 7          | 5          | 8          | 8          | 4          | 3          | 6          | 4          | 2          | 4          | 3          |
| 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  | 9          | 14         | 5          | 12         | 12         | 13         | 7          | 6          | 14         | 9          | 11         | 8          | 7          |
| 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                       | 15         | 15         | 30         | 20         | 20         | 16         | 24         | 18         | 21         | 13         | 24         | 25         | 22         |
| NHS Lothian     | PCARE        | CPN (Dr) to phone patient within 2 Hrs                      | 32         | 29         | 38         | 32         | 36         | 33         | 42         | 41         | 43         | 38         | 30         | 36         | 31         |
| NHS Lothian     | PCARE        | DN (Dr) phone patient within 1 Hr                           | 10         | 5          | 9          | 3          | 6          | 4          | 8          | 7          | 7          | 5          | 7          | 7          | 4          |
| NHS Lothian     | PCARE        | DN (Dr) phone patient within 2 Hrs                          | 16         | 11         | 16         | 12         | 13         | 10         | 13         | 7          | 26         | 27         | 13         | 23         | 19         |
| NHS Lothian     | PCARE        | DN (Dr) phone patient within 4 Hrs                          | 38         | 37         | 35         | 37         | 41         | 41         | 33         | 31         | 57         | 38         | 36         | 41         | 46         |
| NHS Lothian     | PCARE        | Dr to phone patient within 1 Hr (Disputed Outcome)          | 5          | 10         | 11         | 7          | 4          | 9          | 9          | 7          | 10         | 9          | 6          | 11         | 7          |
| NHS Lothian     | PCARE        | Dr to phone patient within 2 Hrs (Disputed Outcome)         |            |            | 1          |            |            | 2          |            |            | 3          | 2          | 2          |            |            |
| NHS Lothian     | PCARE        | Dr to phone patient within 4 Hrs (Disputed Outcome)         |            | 3          | 2          | 4          | 3          | 3          | 5          | 1          | 8          | 2          | 6          | 2          | 3          |
| NHS Lothian     | PCARE        | Home Visit within 1 Hr                                      | 37         | 27         | 23         | 13         | 33         | 25         | 23         | 30         | 20         | 34         | 29         | 30         | 30         |
| NHS Lothian     | PCARE        | Home Visit within 2 Hrs                                     | 69         | 81         | 67         | 65         | 62         | 91         | 78         | 49         | 100        | 116        | 76         | 99         | 77         |
| NHS Lothian     | PCARE        | Home Visit within 4 Hrs                                     | 102        | 101        | 96         | 90         | 100        | 96         | 109        | 92         | 174        | 129        | 91         | 130        | 100        |
| NHS Lothian     | PCARE        | PCEC within 1 Hr                                            | 110        | 127        | 125        | 134        | 120        | 100        | 113        | 76         | 129        | 108        | 102        | 122        | 105        |
| NHS Lothian     | PCARE        | PCEC within 2 Hrs                                           | 277        | 298        | 274        | 299        | 292        | 303        | 283        | 263        | 320        | 356        | 309        | 368        | 268        |
| NHS Lothian     | PCARE        | PCEC within 4 Hrs                                           | 831        | 747        | 790        | 748        | 771        | 760        | 793        | 709        | 1,354      | 1,161      | 888        | 1,016      | 733        |
| NHS Lothian     | PCARE        | Pt advised to contact Practice within 4 Hrs - Info Only     | 189        | 171        | 205        | 187        | 189        | 194        | 205        | 218        | 147        | 150        | 212        | 140        | 192        |
| NHS Lothian     | PCARE        | Pt advised to contact practice - For Information Only       | 28         | 22         | 16         | 29         | 19         | 19         | 28         | 24         | 44         | 19         | 29         | 21         | 13         |
| NHS Lothian     | PCARE        | Pt advised to contact practice within 12 Hrs - Info Only    | 12         | 18         | 18         | 19         | 13         | 20         | 20         | 14         | 11         | 9          | 18         | 14         | 17         |
| NHS Lothian     | PCARE        | Pt advised to contact practice within 36 Hrs - Info Only    | 89         | 94         | 100        | 106        | 81         | 91         | 106        | 100        | 65         | 117        | 56         | 106        | 85         |
| NHS Lothian     | PCARE        | Speak to clinician within 1 Hr                              | 45         | 38         | 33         | 39         | 28         | 25         | 43         | 36         | 49         | 46         | 39         | 37         | 38         |
| NHS Lothian     | PCARE        | Speak to clinician within 2 Hrs                             | 59         | 43         | 58         | 48         | 59         | 63         | 66         | 57         | 96         | 89         | 65         | 61         | 56         |
| NHS Lothian     | PCARE        | Speak to clinician within 4 Hrs                             | 117        | 141        | 110        | 107        | 110        | 137        | 121        | 113        | 307        | 150        | 152        | 159        | 102        |
| NHS Lothian     | PCARE        | Transport to PCEC within 2 Hrs                              |            | 1          | 1          | 1          |            |            | 1          | 1          | 1          | 1          |            |            |            |
| NHS Lothian     | PCARE        | Transport to PCEC within 4 hrs                              | 1          | 2          | 2          | 2          | 1          |            |            |            | 1          | 3          | 3          | 1          | 3          |
| NHS Lothian     | SCARE        | 999 contacted - For Information Only                        | 1          |            |            |            |            |            |            |            |            |            |            |            |            |
| NHS Lothian     | SCARE        | 999 contacted - For information only                        | 287        | 284        | 293        | 267        | 264        | 283        | 264        | 287        | 357        | 363        | 317        | 349        | 343        |
| NHS Lothian     | SCARE        | Patient advised to go to A&E                                | 375        | 431        | 436        | 421        | 440        | 421        | 413        | 413        | 465        | 511        | 454        | 494        | 465        |
| NHS Lothian     | SCARE        | Patient advised to go to A&E                                | 2          | 2          |            | 2          | 2          |            | 2          | 1          | 6          | 3          | 4          |            | 2          |
| NHS Lothian     | SCARE        | Patient sent to A&E via Ambulance within 1 Hr               | 37         | 16         | 35         | 24         | 22         | 32         | 36         | 35         | 37         | 29         | 31         | 33         | 35         |
| NHS Lothian     | SCARE        | Patient sent to A&E via Ambulance within 2 Hrs - Info Only  |            |            | 1          |            |            |            |            |            |            |            |            |            |            |
| NHS Lothian     | SCARE        | Patient sent to A&E via Ambulance within 4 Hrs - Info Only  |            |            | 1          |            | 1          |            | 1          |            |            |            |            |            |            |
| NHS Lothian     | SCARE        | Patient suitable for MIU 4Hr - Flow Hub to arrange          | 402        | 419        | 450        | 427        | 423        | 432        | 475        | 391        | 411        | 420        | 447        | 443        | 498        |

Table 3

| Health Board | Care Group   | Endpoint                                                     | 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 | 04/05/2025 | 11/05/2025 | 18/05/2025 |
|--------------|--------------|--------------------------------------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| NHS Lothian  | SCARE        | Remote & Rural A&E and Minor Injuries -Refer to Hub          |            |            |            |            |            |            |            |            |            | 1          |            |            |            |
| NHS Lothian  | SCARE        | Speak to clinician 2 Hrs                                     | 61         | 84         | 85         | 84         | 91         | 96         | 90         | 76         | 58         | 77         | 85         | 73         | 111        |
| NHS Lothian  | SCARE        | Speak to clinician within 4 Hrs                              | 125        | 114        | 122        | 114        | 109        | 129        | 133        | 117        | 101        | 126        | 121        | 129        | 144        |
| NHS Lothian  | SLFC_NPA     | Contact Breathing Space                                      |            |            |            |            |            |            |            |            | 1          |            |            | 1          |            |
| NHS Lothian  | SLFC_NPA     | Dental Nurse - Contact Dentist within 1 hour                 | 3          | 2          |            | 2          |            | 1          | 2          | 1          | 2          | 3          |            | 4          | 1          |
| NHS Lothian  | SLFC_NPA     | Dental Nurse - Contact Dentist within 24 hours               | 200        | 180        | 195        | 204        | 222        | 199        | 240        | 229        | 307        | 289        | 237        | 258        | 211        |
| NHS Lothian  | SLFC_NPA     | Dental Nurse - Contact Next Routine Appointment over 24 hour | 1          | 2          | 5          | 8          | 6          | 3          | 7          | 1          | 8          | 3          | 6          | 5          | 1          |
| NHS Lothian  | SLFC_NPA     | Dental Nurse - Not Triaged/Assessed                          | 21         | 6          | 7          | 12         | 20         | 7          | 9          | 6          | 25         | 24         | 13         | 20         | 7          |
| NHS Lothian  | SLFC_NPA     | Dental Nurse - Routine Contact with Dentist                  | 1          | 2          | 4          | 2          | 4          | 4          | 3          | 3          | 7          | 7          | 5          | 5          | 5          |
| NHS Lothian  | SLFC_NPA     | Dental Nurse - Self Care                                     | 6          | 8          | 7          | 6          | 5          | 6          | 5          | 6          | 10         | 5          | 10         | 6          | 11         |
| NHS Lothian  | SLFC_NPA     | Distress Brief Intervention                                  | 9          | 19         | 17         | 14         | 13         | 17         | 20         | 22         | 21         | 21         | 15         | 17         | 23         |
| NHS Lothian  | SLFC_NPA     | For Information Only                                         | 110        | 120        | 97         | 132        | 116        | 126        | 118        | 108        | 135        | 116        | 131        | 159        | 118        |
| NHS Lothian  | SLFC_NPA     | Patient advised to contact CPN Team - For Info Only          | 2          | 4          | 3          | 1          | 2          |            | 1          |            | 1          |            |            |            |            |
| NHS Lothian  | SLFC_NPA     | Patient given self care advice - For Information Only        | 289        | 337        | 337        | 356        | 313        | 293        | 324        | 296        | 404        | 335        | 304        | 338        | 292        |
| NHS Lothian  | SLFC_NPA     | Pt advised to contact Dentist - For Information Only         | 1          | 1          | 1          |            | 2          | 1          | 2          |            | 1          |            |            | 2          | 2          |
| NHS Lothian  | SLFC_NPA     | Pt advised to contact GUM Clinic - For Information Only      | 1          | 1          | 1          | 1          |            | 2          | 2          | 2          |            | 1          | 2          | 1          |            |
| NHS Lothian  | SLFC_NPA     | Pt advised to contact Midwife - For Information Only         | 9          | 12         | 14         | 10         | 6          | 7          | 11         | 12         | 14         | 15         | 16         | 13         | 12         |
| NHS Lothian  | SLFC_NPA     | Pt advised to contact Optician - For Information Only        | 16         | 8          | 11         | 9          | 14         | 8          | 12         | 12         | 18         | 21         | 14         | 20         | 15         |
| NHS Lothian  | SLFC_NPA     | Pt advised to contact Orthodontist - For Information Only    | 1          | 1          |            |            | 1          | 1          | 1          |            | 2          |            |            |            | 2          |
| NHS Lothian  | SLFC_NPA     | Pt advised to contact Pharmacist - For Information Only      | 48         | 43         | 52         | 51         | 51         | 63         | 57         | 55         | 136        | 81         | 74         | 99         | 60         |
| NHS Lothian  | SLFC_NPA     | Pt advised to contact Police - For Information Only          | 7          | 12         | 10         | 17         | 10         | 14         | 14         | 15         | 12         | 19         | 12         | 8          | 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    |            |            |            |            |            |            |            |            |            |            | 3          | 1          |            |
| NHS Lothian  | SLFC_NPA     | Remote Prescribing                                           |            |            |            |            |            |            |            |            |            |            |            | 1          |            |
| NHS Lothian  | SLFC_NPA     | Triage refused - Pt terminated call - For Information Only   | 20         | 18         | 13         | 18         | 12         | 14         | 26         | 17         | 17         | 15         | 20         | 21         | 12         |
| NHS Lothian  | Not assigned | Not assigned                                                 |            | 1          | 1          |            | 1          |            |            | 2          |            | 1          | 1          | 1          |            |
| NHS Orkney   | PCARE        | CPN (Dr) to phone patient within 1 Hr                        |            |            |            |            | 1          |            |            |            |            |            |            |            | 1          |
| NHS Orkney   | PCARE        | CPN (Dr) to phone patient within 2 Hrs                       | 1          | 1          |            |            | 1          |            |            |            | 1          | 1          |            | 2          |            |
| 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                           | 2          |            | 1          |            |            |            |            |            | 1          |            | 1          | 2          |            |
| NHS Orkney   | PCARE        | DN (Dr) phone patient within 4 Hrs                           | 1          | 1          | 2          | 2          |            | 2          | 1          | 1          | 1          |            |            | 2          | 3          |
| NHS Orkney   | PCARE        | Home Visit within 1 Hr                                       |            | 1          | 1          |            | 4          | 1          | 2          | 2          |            | 1          | 1          | 1          | 3          |
| NHS Orkney   | PCARE        | Home Visit within 2 Hrs                                      | 1          | 1          |            | 1          | 1          | 2          |            | 2          |            | 2          | 2          | 2          | 4          |
| NHS Orkney   | PCARE        | Home Visit within 4 Hrs                                      | 2          | 3          | 6          | 5          | 5          | 2          | 3          | 6          | 4          | 3          | 1          | 6          | 3          |
| NHS Orkney   | PCARE        | PCEC within 1 Hr                                             | 1          | 4          | 1          | 1          | 2          |            |            | 1          | 1          | 3          | 1          |            |            |
| NHS Orkney   | PCARE        | PCEC within 2 Hrs                                            | 3          |            | 2          | 3          | 3          | 5          | 3          | 4          | 4          | 1          | 3          |            | 6          |
| NHS Orkney   | PCARE        | PCEC within 4 Hrs                                            | 8          | 7          | 7          | 3          | 6          | 4          | 7          | 6          | 8          | 17         | 10         | 8          | 6          |
| NHS Orkney   | PCARE        | Pt advised to contact Practice within 4 Hrs - Info Only      | 1          | 1          | 2          | 1          | 3          |            | 2          | 1          |            |            |            | 1          |            |

Table 3

| Health Board | Care Group | Endpoint                                                     | 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 | 04/05/2025 | 11/05/2025 | 18/05/2025 |
|--------------|------------|--------------------------------------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| NHS Orkney   | PCARE      | Pt advised to contact practice - For Information Only        | 1          |            |            |            |            | 1          |            |            |            |            | 1          | 1          |            |
| NHS Orkney   | PCARE      | Pt advised to contact practice within 36 Hrs - Info Only     |            |            |            |            | 2          | 1          | 2          |            |            | 1          |            | 1          | 1          |
| NHS Orkney   | PCARE      | Speak to clinician within 1 Hr                               |            |            | 1          |            | 1          |            |            |            |            |            |            | 2          |            |
| NHS Orkney   | PCARE      | Speak to clinician within 2 Hrs                              |            | 1          |            |            |            | 4          | 2          |            | 1          | 1          | 1          |            | 1          |
| NHS Orkney   | PCARE      | Speak to clinician within 4 Hrs                              | 2          | 4          | 2          | 1          | 2          | 2          | 1          | 2          | 8          | 3          | 4          | 3          |            |
| NHS Orkney   | SCARE      | 999 contacted - For information only                         | 3          | 5          | 2          | 6          | 3          | 3          | 6          | 3          | 2          | 6          | 3          | 2          | 4          |
| NHS Orkney   | SCARE      | Patient advised to go to A&E                                 | 4          | 5          | 5          | 4          | 3          | 1          | 4          | 4          | 2          | 5          | 3          | 10         | 4          |
| NHS Orkney   | SCARE      | Patient sent to A&E via Ambulance within 1 Hr                |            |            | 1          | 1          |            |            |            | 1          |            |            | 1          |            |            |
| NHS Orkney   | SCARE      | Patient suitable for MIU 4Hr - Flow Hub to arrange           |            | 2          |            | 1          | 1          |            | 1          | 4          |            |            | 1          | 2          | 2          |
| 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          |            | 1          | 1          |            |
| NHS Orkney   | SCARE      | Speak to clinician within 4 Hrs                              |            |            |            |            |            | 2          | 2          |            | 3          | 1          |            |            | 2          |
| NHS Orkney   | SLFC_NPA   | Distress Brief Intervention                                  |            |            |            |            |            |            | 1          | 1          |            |            |            |            | 1          |
| NHS Orkney   | SLFC_NPA   | For Information Only                                         | 1          | 1          |            |            | 2          | 1          | 1          | 2          | 2          |            | 2          | 1          | 2          |
| NHS Orkney   | SLFC_NPA   | Hub to arrange appointment within 24 hours                   | 4          | 4          | 3          |            | 1          | 1          | 1          | 1          | 6          | 2          | 1          | 3          | 4          |
| NHS Orkney   | SLFC_NPA   | Patient advised to contact dental advice line - Info Only    |            |            |            |            |            |            |            |            |            | 1          | 1          |            |            |
| NHS Orkney   | SLFC_NPA   | Patient advised to contact registered GDP - Info Only        | 1          |            |            |            | 1          | 2          |            |            | 1          | 1          |            | 1          |            |
| NHS Orkney   | SLFC_NPA   | Patient given self care advice - For Information Only        | 3          | 5          | 7          | 12         | 7          | 6          | 5          | 11         | 4          | 8          | 9          | 5          | 8          |
| NHS Orkney   | SLFC_NPA   | Patient given self care dental advice - For Information Only |            |            |            |            |            |            |            |            |            |            | 1          |            |            |
| 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          |            | 1          | 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          |            |            |            |            |            |            | 2          | 1          |            |            |            |
| NHS Orkney   | SLFC_NPA   | Triage refused - Pt terminated call - For Information Only   |            | 1          |            |            |            |            |            |            |            |            |            | 1          |            |
| NHS Shetland | PCARE      | CPN (Dr) to phone patient within 1 Hr                        |            |            |            |            |            |            |            | 1          | 1          |            |            |            |            |
| NHS Shetland | PCARE      | CPN (Dr) to phone patient within 2 Hrs                       | 1          | 1          |            |            |            |            |            | 1          |            | 1          |            |            | 1          |
| NHS Shetland | PCARE      | DN (Dr) phone patient within 1 Hr                            |            | 1          |            | 1          | 1          |            |            |            |            |            |            |            |            |
| NHS Shetland | PCARE      | DN (Dr) phone patient within 2 Hrs                           |            |            |            |            |            |            | 1          |            |            | 1          |            | 1          | 2          |
| NHS Shetland | PCARE      | DN (Dr) phone patient within 4 Hrs                           |            | 2          |            | 1          |            | 2          | 1          | 4          | 2          | 3          | 3          | 1          | 2          |
| NHS Shetland | PCARE      | Dr to phone patient within 4 Hrs (Disputed Outcome)          |            |            |            |            |            |            |            | 1          |            |            |            |            |            |
| NHS Shetland | PCARE      | Home Visit within 1 Hr                                       |            |            | 1          | 1          |            |            | 1          |            |            | 1          | 2          |            |            |
| NHS Shetland | PCARE      | Home Visit within 2 Hrs                                      | 1          | 2          | 1          |            | 1          | 3          | 3          | 3          | 2          | 2          | 2          |            |            |
| NHS Shetland | PCARE      | Home Visit within 4 Hrs                                      | 2          | 3          | 1          | 1          |            | 1          | 2          | 3          | 1          | 3          | 4          | 2          |            |
| NHS Shetland | PCARE      | PCEC within 1 Hr                                             | 4          | 2          | 2          | 1          | 3          | 2          | 1          | 2          | 1          | 2          | 1          | 1          |            |
| NHS Shetland | PCARE      | PCEC within 2 Hrs                                            | 4          | 2          | 3          | 1          | 1          | 2          | 2          | 1          | 4          | 3          |            | 1          | 4          |
| NHS Shetland | PCARE      | PCEC within 4 Hrs                                            | 3          | 11         | 5          | 7          | 6          | 6          | 8          | 6          | 9          | 16         | 2          | 4          | 3          |

Table 3

| Health Board | Care Group | Endpoint                                                   | 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 | 04/05/2025 | 11/05/2025 | 18/05/2025 |
|--------------|------------|------------------------------------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| NHS Shetland | PCARE      | Pt advised to contact Practice within 4 Hrs - Info Only    |            | 1          |            | 1          | 1          | 1          | 1          |            | 1          | 1          | 3          | 3          | 2          |
| NHS Shetland | PCARE      | Pt advised to contact practice - For Information Only      | 1          |            |            |            |            |            |            |            |            |            | 1          |            |            |
| NHS Shetland | PCARE      | Pt advised to contact practice within 36 Hrs - Info Only   |            |            | 2          | 1          |            | 1          |            | 1          | 2          | 1          |            |            | 2          |
| NHS Shetland | PCARE      | Speak to clinician within 1 Hr                             | 2          | 1          |            | 2          |            | 1          | 1          | 1          |            | 1          |            |            |            |
| NHS Shetland | PCARE      | Speak to clinician within 2 Hrs                            | 1          | 1          | 3          |            | 3          |            | 3          | 3          |            |            | 1          |            |            |
| NHS Shetland | PCARE      | Speak to clinician within 4 Hrs                            |            | 1          | 5          | 3          | 1          | 1          | 3          | 4          | 7          | 1          |            | 2          | 2          |
| NHS Shetland | SCARE      | 999 contacted - For information only                       | 2          | 5          | 5          | 2          | 1          | 3          | 1          | 5          | 5          | 5          | 6          | 1          | 4          |
| NHS Shetland | SCARE      | Patient advised to go to A&E                               | 1          | 3          | 4          | 3          | 1          | 5          | 8          | 6          | 6          | 2          | 2          | 2          | 4          |
| 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          | 2          | 1          | 1          |            | 1          |            |            | 3          |            |            |            | 4          |
| NHS Shetland | SCARE      | Remote & Rural A&E and Minor Injuries -Refer to Hub        |            | 1          | 1          |            | 1          |            |            | 2          |            | 2          | 1          |            |            |
| NHS Shetland | SCARE      | Speak to clinician 2 Hrs                                   |            |            |            |            |            |            |            |            |            |            |            | 1          | 1          |
| NHS Shetland | SCARE      | Speak to clinician within 4 Hrs                            |            | 2          | 1          | 1          |            |            |            |            |            |            |            |            | 1          |
| NHS Shetland | SLFC_NPA   | For Information Only                                       | 3          |            |            | 2          | 2          | 1          | 1          |            | 1          | 3          |            | 2          |            |
| NHS Shetland | SLFC_NPA   | Hub to arrange appointment within 24 hours                 | 3          | 2          | 2          | 1          | 3          | 3          | 4          | 1          | 1          | 2          | 6          | 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      |            |            |            | 2          | 2          |            |            | 2          |            |            |            | 2          |            |
| NHS Shetland | SLFC_NPA   | Patient given self care advice - For Information Only      | 3          | 2          | 5          |            | 2          | 1          | 2          | 2          | 3          | 5          | 3          | 1          | 5          |
| NHS Shetland | SLFC_NPA   | Pt advised to contact Optician - For Information Only      |            |            |            | 1          |            |            |            |            |            |            |            |            |            |
| NHS Shetland | SLFC_NPA   | Pt advised to contact Pharmacist - For Information Only    |            |            |            |            | 1          |            |            |            |            | 1          |            |            | 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          |            |            | 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                      | 10         | 7          | 22         | 10         | 11         | 13         | 15         | 11         | 10         | 12         | 15         | 6          | 9          |
| NHS TAYSIDE  | PCARE      | CPN (Dr) to phone patient within 2 Hrs                     | 20         | 17         | 16         | 23         | 20         | 22         | 22         | 24         | 15         | 17         | 15         | 15         | 24         |
| NHS TAYSIDE  | PCARE      | DN (Dr) phone patient within 1 Hr                          | 8          | 5          | 2          | 5          | 5          | 4          | 6          | 6          | 10         | 5          | 12         | 7          | 3          |
| NHS TAYSIDE  | PCARE      | DN (Dr) phone patient within 2 Hrs                         | 10         | 14         | 15         | 15         | 11         | 22         | 18         | 14         | 12         | 16         | 18         | 16         | 13         |
| NHS TAYSIDE  | PCARE      | DN (Dr) phone patient within 4 Hrs                         | 51         | 46         | 32         | 37         | 39         | 38         | 35         | 30         | 44         | 43         | 40         | 52         | 32         |
| NHS TAYSIDE  | PCARE      | Dr to phone patient within 1 Hr (Disputed Outcome)         | 2          | 1          | 3          | 5          | 2          | 3          | 3          | 2          | 2          | 5          | 2          | 3          | 2          |
| NHS TAYSIDE  | PCARE      | Dr to phone patient within 2 Hrs (Disputed Outcome)        | 2          | 1          |            |            | 1          |            | 1          | 1          |            | 1          |            |            | 1          |
| NHS TAYSIDE  | PCARE      | Dr to phone patient within 4 Hrs (Disputed Outcome)        | 2          | 1          | 2          |            | 4          | 1          | 1          |            | 2          | 1          | 2          | 1          | 3          |
| NHS TAYSIDE  | PCARE      | Home Visit within 1 Hr                                     | 13         | 9          | 12         | 10         | 10         | 9          | 10         | 14         | 12         | 18         | 8          | 9          | 6          |
| NHS TAYSIDE  | PCARE      | Home Visit within 2 Hrs                                    | 41         | 34         | 32         | 41         | 27         | 35         | 34         | 51         | 38         | 47         | 41         | 38         | 28         |
| NHS TAYSIDE  | PCARE      | Home Visit within 4 Hrs                                    | 47         | 41         | 55         | 40         | 52         | 53         | 50         | 57         | 57         | 61         | 46         | 65         | 45         |
| NHS TAYSIDE  | PCARE      | PCEC within 1 Hr                                           | 63         | 70         | 84         | 77         | 79         | 58         | 59         | 91         | 63         | 87         | 69         | 92         | 68         |
| NHS TAYSIDE  | PCARE      | PCEC within 2 Hrs                                          | 148        | 165        | 148        | 130        | 149        | 150        | 137        | 166        | 148        | 181        | 153        | 161        | 133        |
| NHS TAYSIDE  | PCARE      | PCEC within 4 Hrs                                          | 352        | 362        | 338        | 316        | 321        | 335        | 386        | 535        | 413        | 495        | 337        | 407        | 341        |
| NHS TAYSIDE  | PCARE      | Pt advised to contact Practice within 4 Hrs - Info Only    | 84         | 56         | 79         | 50         | 60         | 56         | 81         | 61         | 91         | 40         | 56         | 49         | 70         |

Table 3

| Health Board | Care Group | Endpoint                                                     | 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 | 04/05/2025 | 11/05/2025 | 18/05/2025 |
|--------------|------------|--------------------------------------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| NHS TAYSIDE  | PCARE      | Pt advised to contact practice - For Information Only        | 4          | 7          | 7          | 10         | 12         | 6          | 7          | 11         | 8          | 9          | 5          | 9          | 15         |
| NHS TAYSIDE  | PCARE      | Pt advised to contact practice within 12 Hrs - Info Only     | 8          | 5          | 10         | 6          | 11         | 3          | 8          | 6          | 3          | 3          | 7          | 5          | 8          |
| NHS TAYSIDE  | PCARE      | Pt advised to contact practice within 36 Hrs - Info Only     | 48         | 41         | 32         | 35         | 39         | 44         | 46         | 48         | 15         | 36         | 24         | 40         | 30         |
| NHS TAYSIDE  | PCARE      | Speak to clinician within 1 Hr                               | 16         | 16         | 25         | 13         | 17         | 14         | 22         | 11         | 12         | 28         | 13         | 18         | 18         |
| NHS TAYSIDE  | PCARE      | Speak to clinician within 2 Hrs                              | 19         | 29         | 30         | 26         | 28         | 27         | 27         | 35         | 21         | 28         | 28         | 25         | 27         |
| NHS TAYSIDE  | PCARE      | Speak to clinician within 4 Hrs                              | 60         | 56         | 57         | 57         | 61         | 44         | 43         | 74         | 83         | 69         | 62         | 55         | 28         |
| NHS TAYSIDE  | PCARE      | Transport to PCEC within 1 Hr                                | 1          |            | 1          |            |            |            |            |            |            |            |            |            | 1          |
| NHS TAYSIDE  | PCARE      | Transport to PCEC within 2 Hrs                               | 1          | 1          |            | 1          |            |            |            | 1          | 1          | 1          | 1          |            |            |
| NHS TAYSIDE  | PCARE      | Transport to PCEC within 4 hrs                               | 2          | 2          | 1          |            |            |            |            |            |            | 2          |            |            |            |
| NHS TAYSIDE  | SCARE      | 999 contacted - For information only                         | 162        | 137        | 154        | 125        | 135        | 155        | 161        | 175        | 157        | 199        | 167        | 184        | 177        |
| NHS TAYSIDE  | SCARE      | Patient advised to go to A&E                                 | 96         | 93         | 107        | 96         | 86         | 94         | 85         | 80         | 85         | 94         | 91         | 106        | 99         |
| NHS TAYSIDE  | SCARE      | Patient advised to go to A&E                                 | 1          | 1          | 2          |            | 1          | 1          | 2          |            | 1          | 1          | 2          |            | 4          |
| NHS TAYSIDE  | SCARE      | Patient sent to A&E via Ambulance within 1 Hr                | 15         | 14         | 4          | 10         | 6          | 15         | 11         | 18         | 18         | 11         | 15         | 18         | 12         |
| 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           | 109        | 123        | 107        | 107        | 87         | 109        | 130        | 140        | 124        | 140        | 108        | 138        | 159        |
| NHS TAYSIDE  | SCARE      | Remote & Rural A&E and Minor Injuries -Refer to Hub          |            | 1          |            |            | 1          | 1          | 2          |            | 1          |            |            | 2          | 1          |
| NHS TAYSIDE  | SCARE      | Speak to clinician 2 Hrs                                     | 28         | 29         | 36         | 26         | 32         | 25         | 30         | 41         | 24         | 36         | 38         | 35         | 31         |
| NHS TAYSIDE  | SCARE      | Speak to clinician within 4 Hrs                              | 34         | 28         | 39         | 27         | 36         | 45         | 39         | 51         | 49         | 38         | 43         | 54         | 41         |
| NHS TAYSIDE  | SLFC_NPA   | Contact Breathing Space                                      |            | 1          |            |            |            |            |            |            |            |            |            |            | 1          |
| NHS TAYSIDE  | SLFC_NPA   | Dental Nurse - Contact Dentist within 1 hour                 | 1          |            | 1          | 1          |            | 2          |            | 1          |            | 1          | 1          | 1          | 1          |
| NHS TAYSIDE  | SLFC_NPA   | Dental Nurse - Contact Dentist within 24 hours               | 90         | 103        | 119        | 126        | 117        | 116        | 93         | 109        | 115        | 110        | 122        | 105        | 84         |
| NHS TAYSIDE  | SLFC_NPA   | Dental Nurse - Contact Next Routine Appointment over 24 hour | 3          | 4          | 3          | 3          | 2          | 1          | 2          |            | 3          | 1          | 1          |            |            |
| NHS TAYSIDE  | SLFC_NPA   | Dental Nurse - Not Triage/Assessed                           | 5          | 7          | 11         | 5          | 7          | 3          | 9          | 7          | 14         | 6          | 10         | 5          | 3          |
| NHS TAYSIDE  | SLFC_NPA   | Dental Nurse - Routine Contact with Dentist                  | 2          | 4          | 2          | 2          | 3          | 2          |            | 3          | 3          | 3          | 2          | 3          |            |
| NHS TAYSIDE  | SLFC_NPA   | Dental Nurse - Self Care                                     |            |            | 1          | 1          | 1          | 5          | 3          | 3          | 2          | 5          | 2          | 1          |            |
| NHS TAYSIDE  | SLFC_NPA   | Distress Brief Intervention                                  | 8          | 10         | 2          | 6          | 4          | 7          | 9          | 5          | 8          | 4          | 10         | 8          | 7          |
| NHS TAYSIDE  | SLFC_NPA   | For Information Only                                         | 47         | 52         | 49         | 37         | 42         | 46         | 51         | 42         | 51         | 51         | 50         | 64         | 44         |
| NHS TAYSIDE  | SLFC_NPA   | Patient advised to contact CPN Team - For Info Only          | 1          | 1          |            |            |            |            | 1          | 1          | 2          |            | 1          |            |            |
| NHS TAYSIDE  | SLFC_NPA   | Patient given self care advice - For Information Only        | 147        | 106        | 141        | 128        | 122        | 130        | 157        | 175        | 155        | 151        | 137        | 166        | 147        |
| NHS TAYSIDE  | SLFC_NPA   | Pt advised to contact Dentist - For Information Only         |            |            |            | 1          |            | 1          |            | 1          |            | 1          |            | 2          |            |
| NHS TAYSIDE  | SLFC_NPA   | Pt advised to contact Midwife - For Information Only         | 3          | 1          | 3          | 1          | 2          |            | 2          | 1          | 4          | 4          | 4          | 4          | 3          |
| NHS TAYSIDE  | SLFC_NPA   | Pt advised to contact Optician - For Information Only        | 4          | 4          | 5          | 5          | 3          | 8          | 9          | 8          | 5          | 7          | 3          | 4          | 8          |
| NHS TAYSIDE  | SLFC_NPA   | Pt advised to contact Orthodontist - For Information Only    | 1          |            |            | 1          |            |            |            |            |            |            | 2          | 2          |            |
| NHS TAYSIDE  | SLFC_NPA   | Pt advised to contact Pharmacist - For Information Only      | 16         | 11         | 21         | 18         | 19         | 13         | 24         | 33         | 28         | 43         | 25         | 28         | 25         |
| NHS TAYSIDE  | SLFC_NPA   | Pt advised to contact Police - For Information Only          | 2          | 3          | 10         | 3          | 5          | 3          | 4          | 2          | 5          | 8          | 2          | 6          | 3          |
| NHS TAYSIDE  | SLFC_NPA   | Pt given TOXBASE advice - For Information Only               |            |            | 1          |            |            |            |            |            |            |            |            |            |            |
| NHS TAYSIDE  | SLFC_NPA   | Triage refused - Pt terminated call - For Information Only   | 5          | 10         | 3          | 9          | 5          | 4          | 7          | 5          | 7          | 7          | 3          | 13         | 7          |
| NHS TAYSIDE  | SLFC_NPA   | Untriaged call - OOH Service clinician to phone patient      |            | 1          |            |            |            |            |            |            |            |            |            |            |            |

Table 3

| Health Board      | Care Group   | Endpoint                                                     | 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 | 04/05/2025 | 11/05/2025 | 18/05/2025 |
|-------------------|--------------|--------------------------------------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| NHS TAYSIDE       | Not assigned | Not assigned                                                 |            |            |            |            |            | 1          |            |            | 1          | 1          | 1          |            | 1          |
| NHS Western Isles | PCARE        | CPN (Dr) to phone patient within 1 Hr                        |            |            |            |            | 1          |            |            |            | 1          |            |            |            |            |
| NHS Western Isles | PCARE        | CPN (Dr) to phone patient within 2 Hrs                       |            |            |            |            |            | 1          | 1          | 2          |            |            |            |            |            |
| NHS Western Isles | PCARE        | DN (Dr) phone patient within 2 Hrs                           | 1          | 1          |            |            | 1          |            | 1          | 1          |            | 1          | 1          |            |            |
| NHS Western Isles | PCARE        | DN (Dr) phone patient within 4 Hrs                           |            | 3          | 2          |            | 1          | 1          | 2          | 1          | 2          |            | 1          | 5          |            |
| NHS Western Isles | PCARE        | Dr to phone patient within 1 Hr (Disputed Outcome)           |            |            |            |            |            |            |            |            | 1          |            |            |            |            |
| NHS Western Isles | PCARE        | Dr to phone patient within 4 Hrs (Disputed Outcome)          |            |            | 1          |            |            |            |            |            |            |            |            |            |            |
| NHS Western Isles | PCARE        | Home Visit within 1 Hr                                       |            | 1          |            |            |            |            | 1          | 2          | 2          | 1          |            |            |            |
| NHS Western Isles | PCARE        | Home Visit within 2 Hrs                                      | 2          | 4          |            | 3          | 4          | 3          |            | 5          | 4          | 2          | 3          |            | 3          |
| NHS Western Isles | PCARE        | Home Visit within 4 Hrs                                      | 3          | 2          | 5          | 2          | 1          | 1          | 3          | 6          | 9          | 4          | 4          | 5          | 2          |
| NHS Western Isles | PCARE        | PCEC within 1 Hr                                             |            | 4          | 1          |            | 2          | 2          | 2          |            | 2          | 2          | 2          | 4          | 3          |
| NHS Western Isles | PCARE        | PCEC within 2 Hrs                                            | 6          | 10         | 7          | 6          | 2          | 12         | 6          | 3          | 13         | 4          | 3          | 8          | 2          |
| NHS Western Isles | PCARE        | PCEC within 4 Hrs                                            | 17         | 22         | 20         | 15         | 15         | 13         | 14         | 19         | 35         | 18         | 13         | 16         | 16         |
| NHS Western Isles | PCARE        | Pt advised to contact Practice within 4 Hrs - Info Only      | 1          | 1          | 3          | 4          | 4          | 3          | 3          | 5          | 2          | 4          | 5          | 1          | 1          |
| NHS Western Isles | PCARE        | Pt advised to contact practice - For Information Only        |            | 2          |            | 1          | 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          |            |            | 2          | 1          | 2          |            | 1          | 1          | 4          | 1          |            |            |
| NHS Western Isles | PCARE        | Speak to clinician within 1 Hr                               |            | 1          | 1          | 1          |            | 1          |            | 1          | 2          | 2          |            | 2          | 1          |
| NHS Western Isles | PCARE        | Speak to clinician within 2 Hrs                              |            | 5          | 2          |            |            | 1          | 2          | 1          | 2          |            | 3          | 1          | 2          |
| NHS Western Isles | PCARE        | Speak to clinician within 4 Hrs                              | 4          | 2          | 4          | 1          | 3          | 3          | 1          | 1          | 8          | 8          | 4          | 5          | 3          |
| NHS Western Isles | SCARE        | 999 contacted - For information only                         | 7          | 4          | 4          | 5          | 8          | 10         | 4          | 3          | 17         | 10         | 9          | 5          | 4          |
| NHS Western Isles | SCARE        | Patient advised to go to A&E                                 | 3          | 6          | 7          | 1          | 1          | 3          | 5          | 4          | 3          | 8          | 9          | 3          | 1          |
| NHS Western Isles | SCARE        | Patient advised to go to A&E                                 |            |            |            |            |            |            |            |            | 1          |            |            |            |            |
| NHS Western Isles | SCARE        | Patient sent to A&E via Ambulance within 1 Hr                | 2          | 1          |            | 2          |            |            |            |            |            |            |            |            |            |
| NHS Western Isles | SCARE        | Patient suitable for MIU 4Hr - Flow Hub to arrange           | 1          | 3          | 7          |            | 3          | 2          | 3          | 2          | 5          | 5          |            | 3          | 6          |
| NHS Western Isles | SCARE        | Remote & Rural A&E and Minor Injuries -Refer to Hub          | 2          | 2          | 1          | 2          | 1          |            |            | 3          | 2          | 4          | 3          | 2          | 1          |
| NHS Western Isles | SCARE        | Speak to clinician 2 Hrs                                     |            | 1          | 3          |            |            | 1          | 1          | 2          | 1          | 1          | 1          |            |            |
| NHS Western Isles | SCARE        | Speak to clinician within 4 Hrs                              | 2          | 2          |            |            | 2          | 1          |            | 3          | 1          | 1          |            | 3          | 2          |
| NHS Western Isles | SLFC_NPA     | Distress Brief Intervention                                  |            |            |            |            |            | 1          | 1          |            | 1          |            |            |            |            |
| NHS Western Isles | SLFC_NPA     | For Information Only                                         | 1          | 1          | 2          |            |            | 1          | 3          | 2          | 2          | 2          | 1          | 2          | 2          |
| NHS Western Isles | SLFC_NPA     | Hub to arrange appointment within 24 hours                   | 7          | 3          | 5          | 1          | 6          | 5          | 4          | 5          | 10         | 5          | 5          | 4          | 6          |
| NHS Western Isles | SLFC_NPA     | Patient advised to contact CPN Team - For Info Only          |            |            |            |            |            | 1          |            |            | 1          |            |            |            |            |
| NHS Western Isles | SLFC_NPA     | Patient advised to contact dental advice line - Info Only    |            |            |            |            |            |            |            |            |            |            |            | 1          |            |
| NHS Western Isles | SLFC_NPA     | Patient advised to contact registered GDP - Info Only        |            | 2          | 1          | 1          |            |            | 1          | 1          | 1          | 1          | 1          |            | 1          |
| NHS Western Isles | SLFC_NPA     | Patient given self care advice - For Information Only        | 4          | 6          | 1          | 2          | 5          | 5          | 3          | 6          | 11         | 6          | 1          | 3          | 7          |
| NHS Western Isles | SLFC_NPA     | Patient given self care dental advice - For Information Only |            |            |            |            |            |            |            |            | 1          |            |            |            |            |
| NHS Western Isles | SLFC_NPA     | Pt advised to contact Midwife - For Information Only         |            |            |            |            |            |            |            |            |            |            | 1          |            |            |
| NHS Western Isles | SLFC_NPA     | Pt advised to contact Optician - For Information Only        |            |            |            |            |            | 1          |            |            |            |            |            |            |            |

Table 3

| Health Board      | Care Group   | Endpoint                                                   | 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 | 04/05/2025 | 11/05/2025 | 18/05/2025 |
|-------------------|--------------|------------------------------------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| NHS Western Isles | SLFC_NPA     | Pt advised to contact Pharmacist - For Information Only    |            |            |            |            |            |            |            | 2          | 3          |            |            |            | 1          |
| 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          |            |            |            | 1          |
| NHS Western Isles | SLFC_NPA     | Triage refused - Pt terminated call - For Information Only |            |            |            | 1          |            |            |            |            |            |            |            |            | 1          |
| Not assigned      | PCARE        | Speak to clinician within 4 Hrs                            |            |            |            |            |            |            |            |            |            |            |            | 1          |            |
| Not assigned      | SCARE        | 999 contacted - For information only                       |            |            |            |            |            |            |            |            | 1          |            |            |            |            |
| Not assigned      | SLFC_NPA     | Dental Nurse - Contact Dentist within 1 hour               |            |            |            |            |            |            |            |            |            |            |            | 1          |            |
| Not assigned      | SLFC_NPA     | Dental Nurse - Contact Dentist within 24 hours             |            |            |            |            |            |            |            |            |            | 2          |            |            |            |
| Not assigned      | SLFC_NPA     | GP appointment                                             |            |            |            |            |            |            |            |            |            |            | 1          |            |            |
| Not assigned      | SLFC_NPA     | Routine Appointment in                                     |            | 1          |            |            |            |            |            |            |            |            |            |            |            |
| Not assigned      | SLFC_NPA     | Self Care                                                  |            |            |            |            |            |            | 1          |            |            |            |            |            | 1          |
| Not assigned      | Not assigned | Not assigned                                               | 15         | 7          | 16         | 21         | 13         | 10         | 19         | 14         | 21         | 14         | 11         | 25         | 12         |

Table 4

| Care Group   | 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 | 04/05/2025 | 11/05/2025 | 18/05/2025 |
|--------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| PCARE        | 11,760     | 11,597     | 11,742     | 11,158     | 11,354     | 11,446     | 11,553     | 11,040     | 16,511     | 14,890     | 12,076     | 13,237     | 10,897     |
| SCARE        | 6,588      | 6,761      | 7,094      | 6,537      | 6,727      | 6,769      | 7,230      | 6,758      | 7,733      | 8,156      | 7,491      | 8,138      | 7,900      |
| SLFC_NPA     | 4,251      | 4,308      | 4,270      | 4,361      | 4,245      | 4,152      | 4,404      | 4,255      | 6,310      | 5,395      | 4,984      | 5,222      | 4,417      |
| Not assigned | 18         | 10         | 18         | 23         | 16         | 14         | 19         | 18         | 23         | 16         | 14         | 26         | 14         |
| Total        | 22,617     | 22,676     | 23,124     | 22,079     | 22,342     | 22,381     | 23,206     | 22,071     | 30,577     | 28,457     | 24,565     | 26,623     | 23,228     |

| Care Group   | 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 | 04/05/2025 | 11/05/2025 | 18/05/2025 |
|--------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| PCARE        | 52.00%     | 51.14%     | 50.78%     | 50.54%     | 50.82%     | 51.14%     | 49.78%     | 50.02%     | 54.00%     | 52.32%     | 49.16%     | 49.72%     | 46.91%     |
| SCARE        | 29.13%     | 29.82%     | 30.68%     | 29.61%     | 30.11%     | 30.24%     | 31.16%     | 30.62%     | 25.29%     | 28.66%     | 30.49%     | 30.57%     | 34.01%     |
| SLFC_NPA     | 18.80%     | 19.00%     | 18.47%     | 19.75%     | 19.00%     | 18.55%     | 18.98%     | 19.28%     | 20.64%     | 18.96%     | 20.29%     | 19.61%     | 19.02%     |
| Not assigned | 0.08%      | 0.04%      | 0.08%      | 0.10%      | 0.07%      | 0.06%      | 0.08%      | 0.08%      | 0.08%      | 0.06%      | 0.06%      | 0.10%      | 0.06%      |

Table 5

| Calendar day                   | 21/04/2025 | 22/04/2025 | 23/04/2025 | 24/04/2025 | 25/04/2025 | 26/04/2025 | 27/04/2025 | 28/04/2025 | 29/04/2025 | 30/04/2025 | 01/05/2025 | 02/05/2025 | 03/05/2025 | 04/05/2025 | 05/05/2025 | 06/05/2025 | 07/05/2025 | 08/05/2025 | 09/05/2025 | 10/05/2025 | 11/05/2025 | 12/05/2025 | 13/05/2025 | 14/05/2025 | 15/05/2025 | 16/05/2025 | 17/05/2025 | 18/05/2025 |
|--------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| Overall Call Volume            | 575        | 354        | 401        | 327        | 295        | 437        | 425        | 400        | 365        | 375        | 385        | 383        | 487        | 461        | 508        | 383        | 374        | 363        | 368        | 420        | 458        | 375        | 372        | 312        | 367        | 350        | 495        | 474        |
| Overall Calls Connected        | 538        | 263        | 354        | 297        | 268        | 415        | 385        | 334        | 344        | 298        | 294        | 334        | 410        | 388        | 476        | 347        | 310        | 286        | 310        | 376        | 401        | 337        | 302        | 283        | 336        | 301        | 410        | 397        |
| Median Time to Answer          | 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   | 00:00:06   | 00:00:09   | 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 | 00:02:08   | 00:16:07   | 00:05:39   | 00:04:58   | 00:06:27   | 00:02:09   | 00:02:35   | 00:08:53   | 00:03:32   | 00:10:44   | 00:14:04   | 00:06:57   | 00:08:29   | 00:09:42   | 00:02:36   | 00:03:33   | 00:10:51   | 00:15:20   | 00:07:02   | 00:04:57   | 00:06:56   | 00:04:31   | 00:11:00   | 00:05:15   | 00:03:54   | 00:13:47   | 00:11:23   | 00:12:01   |

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                | 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 | 04/05/2025 | 11/05/2025 | 18/05/2025 |
|--------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| Overall Call Volume            | 2,828      | 2,775      | 2,915      | 2,798      | 2,857      | 2,827      | 2,799      | 2,643      | 3,068      | 2,814      | 2,876      | 2,872      | 2,785      |
| Overall Calls Connected        | 2,241      | 2,205      | 2,080      | 2,148      | 2,265      | 2,100      | 2,322      | 2,223      | 2,739      | 2,522      | 2,392      | 2,506      | 2,366      |
| Median Time to Answer          | 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   | 00:00:06   | 00:00:06   | 00:00:06   |
| 90th Percentile Time to Answer | 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   | 00:09:06   | 00:07:27   | 00:10:08   |

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

Graphs

