

Unscheduled Care Operational Statistics Official Statistics in Development Weekly Statistics

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

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Source:

Publication only contains information from the SAP Hana Data Warehouse.

This publication includes data for week ending: 02/03/2025 to 25/05/2025

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	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	19/05/2025	20/05/2025	21/05/2025	22/05/2025	23/05/2025	24/05/2025	26/05/2025
Overall Call Volume	3,538	3,208	3,090	3,140	3,301	7,550	7,396	8,397	3,331	3,100	2,958	3,319	6,598	6,520	3,536	3,216	3,076	3,106	3,435	6,824	6,613	3,577	3,227	3,193	3,148	3,322	7,648	7,521
Overall Calls Connected	2,950	2,815	2,556	2,517	2,693	6,499	6,462	7,539	2,541	2,417	2,466	2,626	5,503	5,567	2,833	2,660	2,571	2,654	2,779	5,968	5,962	2,939	2,725	2,752	2,549	2,688	6,271	6,403
Callers Disconnected	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%	0.50%	0.34%	0.27%	0.42%	0.68%	0.23%	0.24%
Overall Avg Patient Journey Time	00:38:20	00:30:52	00:33:23	00:37:44	00:46:18	00:35:19	00:35:18	00:28:37	00:48:29	00:40:33	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	00:44:03	00:36:43	00:31:22	00:38:49	00:40:47	00:37:15	00:33:40
Traged at First Contact %	96.90%	96.94%	99.61%	98.61%	95.15%	89.21%	91.80%	93.63%	98.39%	97.84%	98.63%	94.20%	91.24%	92.99%	97.77%	98.99%	98.90%	99.11%	94.31%	93.73%	94.78%	96.87%	98.85%	99.07%	99.05%	96.96%	91.71%	93.43%
Median Time to Answer	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	00:18:00	00:12:11	00:07:12	00:11:23	00:16:32	00:14:41	00:12:48
50th Percentile Time to Answer	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	01:06:57	00:45:35	00:36:52	01:01:46	01:06:51	00:33:02	00:29:13

Table 2

Week Endng Date	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	25/05/2025
Overall Call Volume	29,827	30,402	29,577	30,474	30,171	30,588	29,904	38,578	36,611	31,223	34,223	29,826	31,636
Overall Calls Connected	24,387	24,793	23,871	24,178	24,165	25,105	23,832	33,571	30,895	26,522	28,659	25,327	26,327
Caller Discontinued	0.40%	0.36%	0.37%	0.51%	0.37%	0.39%	0.52%	0.23%	0.26%	0.25%	0.25%	0.20%	0.34%
Overall Avg Patient Journey Time	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	00:37:03
Triaged at First Contact %	95.85%	95.41%	95.05%	94.66%	95.45%	95.68%	95.48%	93.58%	94.58%	93.92%	94.30%	96.09%	95.38%
Median Time to Answer	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	00:13:26
90th Percentile Time to Answer	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	00:42:47

Table 3

Health Board	Care Group	Endpoint	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	25/05/2025
NHS Ayrshire & Arran	PCARE	CPN (Dr) to phone patient within 1 Hr	14	6	8	17	12	17	11	13	6	16	8	14	10
NHS Ayrshire & Arran	PCARE	CPN (Dr) to phone patient within 2 Hrs	21	11	18	12	14	18	17	25	26	13	30	16	13
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 1 Hr		1	2	2			2		2	2	2		1
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 2 Hrs		2	2	2	3	1	3	4	3	3	7	3	1
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 4 Hrs	2	8	3	3	7	6	5	9	1	1	11	2	7
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2	4	4	4	2	4	4	2	2	3	4	4	1
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1	1	1			1			1		1		
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	5	1		2	1	1		2	1	5	2	2	
NHS Ayrshire & Arran	PCARE	Home Visit within 1 Hr	8	13	14	7	7	5	11	24	22	9	10	13	12
NHS Ayrshire & Arran	PCARE	Home Visit within 2 Hrs	32	24	30	35	31	25	35	59	46	37	45	37	36
NHS Ayrshire & Arran	PCARE	Home Visit within 4 Hrs	38	42	53	46	49	42	46	75	64	52	45	44	54
NHS Ayrshire & Arran	PCARE	PCEC within 1 Hr	46	48	36	51	38	53	48	42	43	47	41	35	49
NHS Ayrshire & Arran	PCARE	PCEC within 2 Hrs	134	134	130	119	119	119	117	178	147	123	135	114	97
NHS Ayrshire & Arran	PCARE	PCEC within 4 Hrs	334	324	293	283	309	276	278	472	414	305	342	329	326
NHS Ayrshire & Arran	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	42	60	47	58	58	53	65	60	28	62	46	52	66
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice - For Information Only	7	12	7	7	4	6	5	12	6	6	8	4	1
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	9	6	8	10	4	5	3	3	1	8	4	6	10
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	42	33	19	33	32	32	37	16	38	28	25	25	21
NHS Ayrshire & Arran	PCARE	Speak to clinician within 1 Hr	14	15	11	13	16	11	10	20	11	15	19	14	15
NHS Ayrshire & Arran	PCARE	Speak to clinician within 2 Hrs	27	25	29	33	29	24	24	40	25	22	26	18	35
NHS Ayrshire & Arran	PCARE	Speak to clinician within 4 Hrs	44	54	52	51	51	56	47	126	75	55	54	46	70
NHS Ayrshire & Arran	SCARE	999 contacted - For Information Only											1		
NHS Ayrshire & Arran	SCARE	999 contacted - For information only	119	139	129	113	125	111	126	179	156	133	140	157	153
NHS Ayrshire & Arran	SCARE	Patient advised to go to A&E	137	132	129	129	132	168	126	173	161	129	150	130	159
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	13	13	18	15	14	10	23	18	10	17	20	10
NHS Ayrshire & Arran	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	88	102	70	94	90	100	99	100	93	94	95	111	107
NHS Ayrshire & Arran	SCARE	Speak to clinician 2 Hrs	13	19	31	18	20	24	29	23	37	30	24	23	21
NHS Ayrshire & Arran	SCARE	Speak to clinician within 4 Hrs	38	32	35	38	25	37	34	41	37	33	42	37	33
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour					2						1	1	
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	98	79	91	92	79	96	69	144	112	110	103	73	88
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour					1			4	2		1		
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	6	2		2	2	1	5	13	3	6	4	1	2
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1	2		4	1		1	1	2	2	1	2	
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Self Care	3	4	2			2		6	2	2	1	3	3
NHS Ayrshire & Arran	SLFC_NPA	Distress Brief Intervention	8	10	4	7	3	8	11	9	9	13	9	7	11
NHS Ayrshire & Arran	SLFC_NPA	For Information Only	46	40	45	32	41	36	40	74	42	43	45	47	45

Table 3

Health Board	Care Group	Endpoint	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	25/05/2025
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	99	105	119	99	86	100	95	164	141	137	133	125	98
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Dentist - For Information Only				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	3	4	2		4		5	5	1	2	7	2
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Optician - For Information Only	3	2	5	2	1	2	3	3	1	4	4	5	2
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	11	14	15	20	18	15	13	37	19	24	25	19	15
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Police - For Information Only	2	3	4	6		3	7	3	4	7	2	1	4
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information					1								
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact appropriate service - For Info Only				1							1		
NHS Ayrshire & Arran	SLFC_NPA	Remote Prescribing													1
NHS Ayrshire & Arran	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	7	6	2	4	8	6	10	12	7	5	5	5	6
NHS Ayrshire & Arran	Not assigned	Not assigned	1												
NHS Borders	PCARE	CPN (Dr) to phone patient within 1 Hr	6	2	3	3	12	6	3	7	1	1	8	6	5
NHS Borders	PCARE	CPN (Dr) to phone patient within 2 Hrs	6	3	5	3	8	7	7	2	7	5	2	6	2
NHS Borders	PCARE	DN (Dr) phone patient within 1 Hr	1		1	1	2	4	2		1		1	1	4
NHS Borders	PCARE	DN (Dr) phone patient within 2 Hrs	5	8	3	12	8	8	4	9	9	8	2	11	3
NHS Borders	PCARE	DN (Dr) phone patient within 4 Hrs	17	14	13	19	13	9	18	13	18	20	11	22	13
NHS Borders	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)		2		1		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	5	4	6	1	3	3		2		3
NHS Borders	PCARE	Home Visit within 2 Hrs	9	11	13	13	10	19	7	13	15	8	20	11	11
NHS Borders	PCARE	Home Visit within 4 Hrs	13	14	14	13	16	22	16	21	16	9	17	22	16
NHS Borders	PCARE	PCEC within 1 Hr	15	12	10	9	11	8	9	9	9	6	11	10	5
NHS Borders	PCARE	PCEC within 2 Hrs	23	24	19	24	33	24	30	35	27	27	29	27	31
NHS Borders	PCARE	PCEC within 4 Hrs	58	51	60	57	69	61	69	76	80	71	74	62	72
NHS Borders	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	20	17	18	29	10	24	27	23	11	21	17	16	24
NHS Borders	PCARE	Pt advised to contact practice - For Information Only		1	1	3	2		2	4	2	2	4	2	1
NHS Borders	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	4	3	1	2	3	2	1	1	3	2			1
NHS Borders	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	5	14	5	9	9	8	13	6	12	9	7	4	5
NHS Borders	PCARE	Speak to clinician within 1 Hr	3	5	1	6	2	3	4	3	7	9	5	3	3
NHS Borders	PCARE	Speak to clinician within 2 Hrs	3	10	7	5	8	3	5	6	6	10	11	2	6
NHS Borders	PCARE	Speak to clinician within 4 Hrs	8	11	9	11	9	15	9	29	24	20	15	10	16
NHS Borders	PCARE	Triage refused therefore Dr requested to phone patient						1							
NHS Borders	SCARE	999 contacted - For information only	34	44	37	43	37	32	53	41	44	30	45	52	49
NHS Borders	SCARE	Patient advised to go to A&E	36	44	37	38	40	58	36	45	53	35	54	48	50

Table 3

Health Board	Care Group	Endpoint	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	25/05/2025
NHS Borders	SCARE	Patient advised to go to A&E								1					
NHS Borders	SCARE	Patient sent to A&E via Ambulance within 1 Hr		6	6	3	7	4	4	4	2	3	8	6	4
NHS Borders	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	51	51	58	58	47	37	51	54	51	50	46	51	53
NHS Borders	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub							1					2	
NHS Borders	SCARE	Speak to clinician 2 Hrs	8	19	15	14	18	15	11	6	18	14	15	13	10
NHS Borders	SCARE	Speak to clinician within 4 Hrs	15	9	13	16	17	14	11	15	11	13	12	17	18
NHS Borders	SLFC_NPA	Contact Breathing Space			1										
NHS Borders	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	21	15	17	21	22	16	22	27	14	20	21	20	16
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				2	2	1		3	3	1	2		
NHS Borders	SLFC_NPA	Dental Nurse - Routine Contact with Dentist				1				1				1	1
NHS Borders	SLFC_NPA	Dental Nurse - Self Care	1		1						1		1	2	
NHS Borders	SLFC_NPA	Distress Brief Intervention	1	3	1	3	2	1	3	3	1	4	1	1	1
NHS Borders	SLFC_NPA	For Information Only	13	19	20	12	16	12	15	20	18	18	14	14	16
NHS Borders	SLFC_NPA	Patient advised to contact CPN Team - For Info Only													1
NHS Borders	SLFC_NPA	Patient given self care advice - For Information Only	42	29	27	38	45	37	25	37	30	31	41	41	26
NHS Borders	SLFC_NPA	Pt advised to contact Dentist - For Information Only			1	1									
NHS Borders	SLFC_NPA	Pt advised to contact Midwife - For Information Only		1	1			2		3				1	4
NHS Borders	SLFC_NPA	Pt advised to contact Optician - For Information Only	2	1		1		2	2		2	2		1	1
NHS Borders	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	2	5	4		3	3	8	6	2	4	9	3	6
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	1
NHS Dumfries & Gallo	PCARE	CPN (Dr) to phone patient within 1 Hr	4		4	2	5		5		3	2	2	5	5
NHS Dumfries & Gallo	PCARE	CPN (Dr) to phone patient within 2 Hrs	8	8	6	5	10	6	7	10	8	5	11	9	8
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 1 Hr	4	1	3	2		1		1	1	1		1	
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 2 Hrs	9	7	5	6	5	5	3	5	8	11	12	11	5
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 4 Hrs	14	9	18	20	21	20	16	25	20	16	21	21	18
NHS Dumfries & Gallo	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2		2						4		1		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	4	2	6	4	2	3	3	5	6	2	1	8	1
NHS Dumfries & Gallo	PCARE	Home Visit within 2 Hrs	10	11	18	13	12	13	15	14	24	8	15	13	9
NHS Dumfries & Gallo	PCARE	Home Visit within 4 Hrs	15	22	16	16	16	11	11	24	21	21	20	14	17
NHS Dumfries & Gallo	PCARE	PCEC within 1 Hr	13	16	8	12	8	9	9	15	14	11	18	8	4
NHS Dumfries & Gallo	PCARE	PCEC within 2 Hrs	28	33	41	31	36	38	41	39	42	36	42	27	37
NHS Dumfries & Gallo	PCARE	PCEC within 4 Hrs	77	73	74	77	70	83	74	93	99	94	93	79	92
NHS Dumfries & Gallo	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	13	11	17	14	10	8	10	18	9	20	14	14	15

Table 3

Health Board	Care Group	Endpoint	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	25/05/2025
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice - For Information Only	2	2	1	2	1	2	3	3	2		1		3
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice within 12 Hrs - Info Only		1	1	1			3	1	1	1		3	3
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	11	11	7	11	14	6	9	9	9	2	8	9	4
NHS Dumfries & Gallo	PCARE	Speak to clinician within 1 Hr	6	1	9	1	4	3	2	7	2	6	7	4	2
NHS Dumfries & Gallo	PCARE	Speak to clinician within 2 Hrs	6	11	5	3	4	9	10	11	10	10	9	10	5
NHS Dumfries & Gallo	PCARE	Speak to clinician within 4 Hrs	13	10	12	12	10	11	11	19	23	20	22	18	14
NHS Dumfries & Gallo	PCARE	Transport to PCEC within 2 Hrs	1												
NHS Dumfries & Gallo	PCARE	Transport to PCEC within 4 hrs		2											1
NHS Dumfries & Gallo	SCARE	999 contacted - For information only	37	38	41	41	41	44	51	55	54	64	49	41	43
NHS Dumfries & Gallo	SCARE	Patient advised to go to A&E	38	41	55	37	51	31	29	37	53	42	38	37	44
NHS Dumfries & Gallo	SCARE	Patient advised to go to A&E					1	1				1	1		
NHS Dumfries & Gallo	SCARE	Patient sent to A&E via Ambulance within 1 Hr	5	6	2	1	4	8	5	6	5	2	7	2	4
NHS Dumfries & Gallo	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	21	15	14	13	10	12	19	20	17	11	15	23	9
NHS Dumfries & Gallo	SCARE	Speak to clinician 2 Hrs	1	7	3	4	4	4	4	3	3	4	4	4	3
NHS Dumfries & Gallo	SCARE	Speak to clinician within 4 Hrs	12	6	7	6	5	6	4	5	8	6	11	15	10
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	37	33	37	40	30	33	39	42	49	30	48	28	53
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	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	2
NHS Dumfries & Gallo	SLFC_NPA	Distress Brief Intervention	2	1	2				6	2	1	1	5		2
NHS Dumfries & Gallo	SLFC_NPA	For Information Only	13	16	12	4	15	10	13	8	10	13	18	11	12
NHS Dumfries & Gallo	SLFC_NPA	Patient advised to contact CPN Team - For Info Only													2
NHS Dumfries & Gallo	SLFC_NPA	Patient given self care advice - For Information Only	27	24	28	31	29	27	25	41	34	29	30	25	36
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Dentist - For Information Only									1			1	
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Midwife - For Information Only	1						1	1		1		1	1
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Optician - For Information Only		1			1			1	3		1	1	
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	2	3	6	3	2	8	1	5	9	4	11	3	4
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Police - For Information Only				1		1	1		2	3	2	2	
NHS Dumfries & Gallo	SLFC_NPA	Pt given TOXBASE advice - For Information Only													1
NHS Dumfries & Gallo	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	3	2	2	1	2	9	3	1	4	3	3	1	1
NHS Dumfries & Gallo	Not assigned	Not assigned			1										
NHS Fife	PCARE	CPN (Dr) to phone patient within 1 Hr	23	12	11	10	13	11	12	11	14	14	17	9	13
NHS Fife	PCARE	CPN (Dr) to phone patient within 2 Hrs	26	20	19	12	13	20	22	28	24	16	34	15	30
NHS Fife	PCARE	DN (Dr) phone patient within 1 Hr	4	3	4	3	3	4	7	8	3	5	1	6	3
NHS Fife	PCARE	DN (Dr) phone patient within 2 Hrs	9	11	14	17	21	18	17	17	12	15	14	17	15
NHS Fife	PCARE	DN (Dr) phone patient within 4 Hrs	40	47	29	26	42	36	29	61	38	45	45	40	48
NHS Fife	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	1	6	1	2	1	4	5	4	3	2	3		3

Table 3

Health Board	Care Group	Endpoint	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	25/05/2025
NHS Fife	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1	2		1					3				
NHS Fife	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)		1	3	4	1	1		4	1	1	1	1	
NHS Fife	PCARE	Home Visit within 1 Hr	10	7	7	6	13	14	9	16	6	10	5	12	6
NHS Fife	PCARE	Home Visit within 2 Hrs	35	24	31	40	35	26	30	49	50	41	52	21	36
NHS Fife	PCARE	Home Visit within 4 Hrs	52	53	51	43	37	42	42	70	51	43	56	44	57
NHS Fife	PCARE	PCEC within 1 Hr	61	55	55	50	41	43	33	54	55	56	56	35	37
NHS Fife	PCARE	PCEC within 2 Hrs	141	143	124	146	128	145	117	171	154	145	132	118	113
NHS Fife	PCARE	PCEC within 4 Hrs	326	336	328	312	330	337	312	575	520	356	419	277	319
NHS Fife	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	60	67	72	70	74	71	77	69	52	62	59	81	85
NHS Fife	PCARE	Pt advised to contact practice - For Information Only	6	7	6	4	8	7	9	21	19	6	10	7	11
NHS Fife	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	6	9	6	5	7	7	6	8	6	12	5	3	7
NHS Fife	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	34	32	25	25	30	28	34	20	52	25	33	38	26
NHS Fife	PCARE	Speak to clinician within 1 Hr	13	16	14	15	12	11	8	25	19	15	19	11	12
NHS Fife	PCARE	Speak to clinician within 2 Hrs	24	23	32	28	16	27	20	42	34	29	27	24	26
NHS Fife	PCARE	Speak to clinician within 4 Hrs	64	43	46	36	57	50	42	124	69	54	64	46	47
NHS Fife	SCARE	999 contacted - For information only	163	150	126	133	129	135	119	169	187	150	132	143	136
NHS Fife	SCARE	Patient advised to go to A&E	120	135	136	157	140	157	139	170	178	158	142	147	147
NHS Fife	SCARE	Patient advised to go to A&E	1	2			2	2	4	2	1	1			
NHS Fife	SCARE	Patient sent to A&E via Ambulance within 1 Hr	16	8	8	8	11	15	12	22	14	14	16	20	14
NHS Fife	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	98	97	102	102	105	126	96	122	136	140	133	127	122
NHS Fife	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub												1	
NHS Fife	SCARE	Speak to clinician 2 Hrs	21	27	27	25	17	24	12	15	31	35	42	28	41
NHS Fife	SCARE	Speak to clinician within 4 Hrs	34	35	42	43	43	29	43	38	34	40	47	37	41
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	114	88	89	91	102	112	103	122	99	108	95	76	106
NHS Fife	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1		2	5		2		1	1	4		1	1
NHS Fife	SLFC_NPA	Dental Nurse - Not Triage/Assessed	5	1	2	8	5	5	3	19	10	4	8	3	6
NHS Fife	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	3	3	3	2		1	1	3	1	7		1	
NHS Fife	SLFC_NPA	Dental Nurse - Self Care	1	2	1	3	5	1	4	4	5	2	1	2	2
NHS Fife	SLFC_NPA	Distress Brief Intervention	4	7	8	7	14	8	12	3	8	2	6	7	7
NHS Fife	SLFC_NPA	For Information Only	48	50	39	49	54	46	32	62	77	57	54	23	54
NHS Fife	SLFC_NPA	Patient advised to contact CPN Team - For Info Only				1				2				1	1
NHS Fife	SLFC_NPA	Patient given self care advice - For Information Only	140	131	145	120	136	163	163	188	157	159	177	114	154
NHS Fife	SLFC_NPA	Pt advised to contact Dentist - For Information Only			1		2	3		3	1		2		1
NHS Fife	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only													1
NHS Fife	SLFC_NPA	Pt advised to contact Midwife - For Information Only	4	2	2	4	2	5	1	4	4	3	1	2	3
NHS Fife	SLFC_NPA	Pt advised to contact Optician - For Information Only	4	9	8	1	4	11	5	6	5	6	8	10	6
NHS Fife	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only							1						

Table 3

Health Board	Care Group	Endpoint	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	25/05/2025
NHS Fife	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	7	24	12	16	19	26	19	42	34	16	22	17	19
NHS Fife	SLFC_NPA	Pt advised to contact Police - For Information Only	5	5		5	3	2	7	5	5	4	7	5	8
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	7	6	5	10	9	9	3	8	7	7	10	2	4
NHS Fife	SLFC_NPA	Untriaged call - OOH Service clinician to phone patient										1			
NHS Fife	Not assigned	Not assigned			1										
NHS Forth Valley	PCARE	CPN (Dr) to phone patient within 1 Hr	5	9	7	6	6	4	6	5	3	2	7	6	11
NHS Forth Valley	PCARE	CPN (Dr) to phone patient within 2 Hrs	14	16	8	11	9	10	11	26	19	18	12	17	12
NHS Forth Valley	PCARE	DN (Dr) phone patient within 1 Hr	3	2		4	1	1	4	8	5	5	6	5	6
NHS Forth Valley	PCARE	DN (Dr) phone patient within 2 Hrs	10	1	10	8	4	9	11	9	9	7	9	11	9
NHS Forth Valley	PCARE	DN (Dr) phone patient within 4 Hrs	29	18	17	16	26	26	29	45	34	37	36	27	19
NHS Forth Valley	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	1		1	4	1	2	3		1	3	2	5	3
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)	4	2	2	1	2		2	4	3	3	1	1	1
NHS Forth Valley	PCARE	Home Visit within 1 Hr	8	4	5	6	7	13	8	13	7	10	4	4	7
NHS Forth Valley	PCARE	Home Visit within 2 Hrs	19	11	27	27	17	31	13	35	33	19	24	19	32
NHS Forth Valley	PCARE	Home Visit within 4 Hrs	36	31	25	31	28	30	38	50	46	36	44	7	27
NHS Forth Valley	PCARE	PCEC within 1 Hr	48	39	48	51	49	43	38	43	47	40	47	41	35
NHS Forth Valley	PCARE	PCEC within 2 Hrs	94	127	105	122	114	107	78	128	132	106	117	100	109
NHS Forth Valley	PCARE	PCEC within 4 Hrs	304	262	276	304	267	280	270	421	398	304	313	248	279
NHS Forth Valley	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	79	86	71	58	71	75	74	56	65	74	61	79	102
NHS Forth Valley	PCARE	Pt advised to contact practice - For Information Only	13	9	8	3	10	7	2	16	6	10	4	13	9
NHS Forth Valley	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	9	4	7	4	6	7	8	7	5	11	8	6	11
NHS Forth Valley	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	27	46	37	38	34	27	23	16	37	19	39	34	27
NHS Forth Valley	PCARE	Speak to clinician within 1 Hr	12	18	11	15	10	10	13	19	11	8	13	8	14
NHS Forth Valley	PCARE	Speak to clinician within 2 Hrs	17	11	16	12	21	18	7	26	21	18	30	27	19
NHS Forth Valley	PCARE	Speak to clinician within 4 Hrs	40	37	29	50	32	34	28	93	56	51	59	41	49
NHS Forth Valley	SCARE	999 contacted - For Information Only						1							
NHS Forth Valley	SCARE	999 contacted - For information only	102	116	88	94	109	106	104	138	128	128	130	95	106
NHS Forth Valley	SCARE	Patient advised to go to A&E	176	182	162	194	156	195	156	164	207	188	227	202	194
NHS Forth Valley	SCARE	Patient advised to go to A&E	1	2		1		2		1	1		1		
NHS Forth Valley	SCARE	Patient sent to A&E via Ambulance within 1 Hr	8	12	7	9	7	8	3	9	12	15	11	17	7
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	220	259	245	239	231	243	235	195	234	259	291	280	277
NHS Forth Valley	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub		1											
NHS Forth Valley	SCARE	Speak to clinician 2 Hrs	55	67	58	67	68	81	55	44	80	77	94	86	91
NHS Forth Valley	SCARE	Speak to clinician within 4 Hrs	51	74	47	51	51	61	55	49	72	65	82	76	63

Table 3

Health Board	Care Group	Endpoint	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	25/05/2025
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	70	70	54	75	72	46	66	95	99	78	80	60	72
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 Triage/Assessed	5	4	3	2	4	1	5	9	5	5	6	1	4
NHS Forth Valley	SLFC_NPA	Dental Nurse - Routine Contact with Dentist		3		3	1				1	1	1	2	1
NHS Forth Valley	SLFC_NPA	Dental Nurse - Self Care		2	1	1	3	1		2	3	3	3	3	
NHS Forth Valley	SLFC_NPA	Distress Brief Intervention	10	7	2	8	6	7	5	12	10	5	5	10	12
NHS Forth Valley	SLFC_NPA	For Information Only	49	46	43	36	37	44	32	43	49	57	59	62	49
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	119	102	105	110	93	127	106	148	123	105	114	113	121
NHS Forth Valley	SLFC_NPA	Pt advised to contact Dentist - For Information Only					1	1	1	1		1		2	
NHS Forth Valley	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only												1	
NHS Forth Valley	SLFC_NPA	Pt advised to contact Midwife - For Information Only		1	2	1	1	8	4	3	1	2		1	
NHS Forth Valley	SLFC_NPA	Pt advised to contact Optician - For Information Only	3	10	2	4	5	6	2	3	9	4	8	2	11
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	16	13	15	16	19	17	23	39	32	26	24	21	14
NHS Forth Valley	SLFC_NPA	Pt advised to contact Police - For Information Only	1	2	4	2	1	2	4	2	4	4	2	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	4	7	8	4	6	3	7	6	8	11	10	12	10
NHS Forth Valley	Not assigned	Not assigned							1					1	
NHS Grampian	PCARE	CPN (Dr) to phone patient within 1 Hr	11	7	14	7	9	13	9	14	4	8	17	22	16
NHS Grampian	PCARE	CPN (Dr) to phone patient within 2 Hrs	18	20	17	35	27	30	21	16	24	24	31	33	11
NHS Grampian	PCARE	DN (Dr) phone patient within 1 Hr	4	2		1	2	9	3	5	2	4	6	7	6
NHS Grampian	PCARE	DN (Dr) phone patient within 2 Hrs	13	10	9	4	6	11	7	9	3	18	12	17	20
NHS Grampian	PCARE	DN (Dr) phone patient within 4 Hrs	23	20	26	16	29	22	24	22	25	25	34	35	34
NHS Grampian	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	1	5	3	2	3	1	2	3	2		1	5	3
NHS Grampian	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)		1	1	1				1				2	1
NHS Grampian	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	5	4	1		1	1	3	2	3	3		2	2
NHS Grampian	PCARE	Home Visit within 1 Hr	13	17	14	6	20	16	12	23	16	9	28	14	8
NHS Grampian	PCARE	Home Visit within 2 Hrs	46	50	42	52	43	52	34	44	68	56	60	47	62
NHS Grampian	PCARE	Home Visit within 4 Hrs	59	61	85	54	51	51	59	54	72	67	68	56	81
NHS Grampian	PCARE	PCEC within 1 Hr	62	68	59	66	81	44	71	66	87	83	91	67	52
NHS Grampian	PCARE	PCEC within 2 Hrs	172	177	147	177	177	164	139	187	217	187	232	181	150
NHS Grampian	PCARE	PCEC within 4 Hrs	444	459	493	430	415	410	389	495	650	480	572	378	426
NHS Grampian	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	87	103	88	86	112	102	82	114	52	96	71	74	91
NHS Grampian	PCARE	Pt advised to contact practice - For Information Only	10	5	15	5	12	13	10	27	16	14	9	10	11
NHS Grampian	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	14	6	8	8	6	5	8	9	5	8	5	10	5

Table 3

Health Board	Care Group	Endpoint	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	25/05/2025
NHS Grampian	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	42	55	53	33	45	46	41	33	69	29	44	37	42
NHS Grampian	PCARE	Speak to clinician within 1 Hr	19	27	19	20	6	29	17	24	29	16	18	20	16
NHS Grampian	PCARE	Speak to clinician within 2 Hrs	39	39	37	33	35	33	37	35	42	26	32	39	35
NHS Grampian	PCARE	Speak to clinician within 4 Hrs	72	75	63	77	79	90	71	79	105	89	104	63	101
NHS Grampian	SCARE	999 contacted - For Information Only									1				
NHS Grampian	SCARE	999 contacted - For information only	204	224	198	207	203	196	211	247	259	224	259	238	255
NHS Grampian	SCARE	Patient advised to go to A&E	247	217	210	188	235	226	244	262	295	258	301	261	254
NHS Grampian	SCARE	Patient advised to go to A&E	4		1	1	2	2		3	2		4	1	1
NHS Grampian	SCARE	Patient sent to A&E via Ambulance within 1 Hr	19	26	18	25	18	29	25	26	32	27	22	24	20
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	207	238	212	243	213	206	227	262	237	233	243	262	264
NHS Grampian	SCARE	Speak to clinician 2 Hrs	43	57	53	49	50	42	40	59	77	50	60	55	61
NHS Grampian	SCARE	Speak to clinician within 4 Hrs	61	59	52	47	55	68	54	58	81	58	77	63	63
NHS Grampian	SLFC_NPA	Contact Breathing Space			1									1	
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	1		1		2		2	1			1	1	
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	105	94	98	98	122	94	92	122	143	100	118	110	97
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	2	1	1	1	1	4	1	1	1	2	1	2	4
NHS Grampian	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	6	2	6	4	4	5	6	12	5	5	12	3	2
NHS Grampian	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1	2	2	3	3	2	2	1	3	2	3	4	1
NHS Grampian	SLFC_NPA	Dental Nurse - Self Care		2	6	5	4	2	4	5	7	2	4	2	2
NHS Grampian	SLFC_NPA	Distress Brief Intervention	13	9	4	8	7	12	8	7	12	10	11	10	10
NHS Grampian	SLFC_NPA	For Information Only	114	89	100	82	105	76	98	122	130	109	118	105	107
NHS Grampian	SLFC_NPA	Patient advised to contact CPN Team - For Info Only		2					1	2					1
NHS Grampian	SLFC_NPA	Patient given self care advice - For Information Only	161	154	164	162	143	143	135	188	189	194	190	179	171
NHS Grampian	SLFC_NPA	Pt advised to contact Dentist - For Information Only		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	3	4	3	4	3	4	1	3	4	5	6	1	6
NHS Grampian	SLFC_NPA	Pt advised to contact Optician - For Information Only	2	6	4	4	3	6	3	9	8	8	5	6	8
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	20	23	20	19	19	19	23	45	40	35	37	28	33
NHS Grampian	SLFC_NPA	Pt advised to contact Police - For Information Only	10	8	13	8	13	10	14	13	9	22	16	11	20
NHS Grampian	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information									1				1
NHS Grampian	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	22	16	14	28	22	12	7	12	14	30	11	12	17
NHS Greater Glasgow	PCARE	CPN (Dr) to phone patient within 1 Hr	30	42	39	37	34	41	33	38	46	37	39	37	49
NHS Greater Glasgow	PCARE	CPN (Dr) to phone patient within 2 Hrs	52	47	49	64	61	61	64	80	71	52	65	67	71
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 1 Hr	6	2	4	3	2	5	3	3	1	3	5	4	5
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 2 Hrs	10	6	6	6	4	4	3	12	14	10	11	3	4
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 4 Hrs	12	16	12	8	12	8	8	19	19	13	12	15	10

Table 3

Health Board	Care Group	Endpoint	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	25/05/2025
NHS Greater Glasgow	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	12	5	8	12	7	12	4	10	7	6	5	12	11
NHS Greater Glasgow	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	3		1	1	5	3		2	5	1	2		1
NHS Greater Glasgow	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	3	5	3	2	4	6	5	3	6	3	7	6	4
NHS Greater Glasgow	PCARE	Home Visit within 1 Hr	40	32	36	33	36	35	25	42	44	42	25	32	40
NHS Greater Glasgow	PCARE	Home Visit within 2 Hrs	94	96	82	85	77	69	86	139	149	107	100	100	100
NHS Greater Glasgow	PCARE	Home Visit within 4 Hrs	125	128	128	133	151	119	106	260	167	153	178	107	160
NHS Greater Glasgow	PCARE	PCEC within 1 Hr	163	149	155	179	145	135	116	166	158	134	144	146	109
NHS Greater Glasgow	PCARE	PCEC within 2 Hrs	441	402	377	411	418	386	346	530	505	429	422	383	386
NHS Greater Glasgow	PCARE	PCEC within 4 Hrs	1,014	1,051	970	988	1,051	1,043	933	1,867	1,522	1,111	1,227	895	1,132
NHS Greater Glasgow	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	215	245	204	238	253	243	233	213	176	237	162	227	271
NHS Greater Glasgow	PCARE	Pt advised to contact practice - For Information Only	25	21	39	26	19	27	21	60	41	30	24	20	33
NHS Greater Glasgow	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	24	47	19	21	14	28	23	18	10	17	16	18	25
NHS Greater Glasgow	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	115	115	114	116	116	142	112	65	143	69	101	101	84
NHS Greater Glasgow	PCARE	Speak to clinician within 1 Hr	45	42	53	63	45	48	46	97	52	49	58	57	46
NHS Greater Glasgow	PCARE	Speak to clinician within 2 Hrs	62	83	90	89	75	64	75	123	111	86	91	91	98
NHS Greater Glasgow	PCARE	Speak to clinician within 4 Hrs	168	178	130	164	137	146	144	422	232	191	188	153	203
NHS Greater Glasgow	PCARE	Transport to PCEC within 4 hrs	1	2		5	7	6	2	5	5	3	2	3	1
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	406	410	353	357	362	381	334	516	515	420	435	388	433
NHS Greater Glasgow	SCARE	Patient advised to go to A&E	512	515	474	502	521	540	463	594	594	545	566	546	471
NHS Greater Glasgow	SCARE	Patient advised to go to A&E	3	4	2	2	2	4	5		1	6	4	1	3
NHS Greater Glasgow	SCARE	Patient sent to A&E via Ambulance within 1 Hr	36	40	44	43	40	40	41	45	53	46	53	46	45
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	376	360	357	355	321	406	367	330	410	431	433	462	443
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	67	67	84	84	76	89	64	76	90	82	101	104	75
NHS Greater Glasgow	SCARE	Speak to clinician within 4 Hrs	119	114	90	129	109	122	123	133	126	132	145	149	122
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	2	2	5	3	1	3	3	5	3	6	4		4
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	255	292	282	261	248	249	243	426	372	319	308	236	296
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	3	3	8	1	5	3	3	4	7	5	7	4	5
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Pharmacist								1					
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	9	14	12	12	8	4	10	37	23	20	21	11	16
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1	1	5	9	3	2	2	11	4	8	6	2	5
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Self Care	4	5	7	9	4	8	6	11	9	6	3	4	7
NHS Greater Glasgow	SLFC_NPA	Distress Brief Intervention	27	25	19	22	16	23	28	35	29	26	26	27	23

Table 3

Health Board	Care Group	Endpoint	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	25/05/2025
NHS Greater Glasgow	SLFC_NPA	For Information Only	139	160	173	157	138	138	127	241	148	183	182	162	161
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		1	2	2	3			1		1	1	1	3
NHS Greater Glasgow	SLFC_NPA	Patient given self care advice - For Information Only	467	452	442	431	409	433	454	644	547	559	516	475	523
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Dentist - For Information Only	2	4	1	1	3	1	5	2	2	1	5	2	3
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	9	10	11	10	8	11	10	14	12	10	10	11	9
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Optician - For Information Only	15	13	13	16	14	25	14	6	17	6	18	12	13
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only	2			1	2	1		1			1	1	2
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	64	68	74	51	62	74	58	170	135	84	126	84	114
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Police - For Information Only	9	9	10	14	6	13	8	16	10	10	13	23	17
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	Remote Prescribing													2
NHS Greater Glasgow	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	23	21	17	34	19	23	18	27	16	18	26	26	29
NHS Greater Glasgow	Not assigned	Not assigned				1	2			1		1			
NHS HIGHLAND	PCARE	CPN (Dr) to phone patient within 1 Hr	5	8	7	2	4	11	6	8	4	3	13	11	5
NHS HIGHLAND	PCARE	CPN (Dr) to phone patient within 2 Hrs	15	16	10	11	9	9	8	6	14	17	14	14	3
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 1 Hr	2	2			3	4	3	3	4	2		2	3
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 2 Hrs	4	2	6	4	3	6	9	2	2	9	12	8	2
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 4 Hrs	8	10	15	8	11	13	15	22	15	7	17	11	10
NHS HIGHLAND	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	4	1	1	2			3	6	6	2	4	2	1
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)	4	1			1	1	2	1	2	1		1	2
NHS HIGHLAND	PCARE	Home Visit within 1 Hr	7	7	6	9	9	11	8	10	11	8	12	8	5
NHS HIGHLAND	PCARE	Home Visit within 2 Hrs	27	26	29	18	21	20	24	30	29	26	36	18	19
NHS HIGHLAND	PCARE	Home Visit within 4 Hrs	32	38	31	25	26	24	30	61	34	34	36	29	27
NHS HIGHLAND	PCARE	PCEC within 1 Hr	30	37	31	27	18	43	24	43	33	35	29	34	25
NHS HIGHLAND	PCARE	PCEC within 2 Hrs	72	51	64	72	73	65	59	104	83	83	119	74	82
NHS HIGHLAND	PCARE	PCEC within 4 Hrs	153	168	153	158	186	203	148	358	285	221	216	176	186
NHS HIGHLAND	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	33	32	37	36	27	28	45	31	20	36	33	28	31
NHS HIGHLAND	PCARE	Pt advised to contact practice - For Information Only	8	4	1	5	5	11	9	8	7	2	6	3	5
NHS HIGHLAND	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	6	1	5	3	1	2	5	1	2	3	3	5	5
NHS HIGHLAND	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	13	22	13	22	20	15	19	16	33	13	24	13	22
NHS HIGHLAND	PCARE	Speak to clinician within 1 Hr	7	6	7	8	9	16	10	17	13	10	11	10	18
NHS HIGHLAND	PCARE	Speak to clinician within 2 Hrs	16	13	14	9	17	20	13	28	26	23	20	18	22
NHS HIGHLAND	PCARE	Speak to clinician within 4 Hrs	34	30	33	23	27	31	36	75	48	46	53	38	23

Table 3

Health Board	Care Group	Endpoint	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	25/05/2025
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	76	79	79	76	75	86	74	106	113	89	81	67	93
NHS HIGHLAND	SCARE	Patient advised to go to A&E	67	75	75	80	69	79	61	98	83	91	101	71	75
NHS HIGHLAND	SCARE	Patient advised to go to A&E		1	1		2	1	2		2		1	1	
NHS HIGHLAND	SCARE	Patient sent to A&E via Ambulance within 1 Hr	8	13	5	8	3	6	3	13	7	9	7	8	5
NHS HIGHLAND	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	44	58	50	47	60	56	56	73	60	48	70	92	68
NHS HIGHLAND	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	11	26	16	19	17	30	9	33	18	19	33	29	30
NHS HIGHLAND	SCARE	Speak to clinician 2 Hrs	15	15	13	10	19	26	13	15	8	12	21	15	15
NHS HIGHLAND	SCARE	Speak to clinician within 4 Hrs	17	14	18	23	18	11	27	30	27	22	21	27	23
NHS HIGHLAND	SLFC_NPA	Contact Breathing Space						1			1				
NHS HIGHLAND	SLFC_NPA	Distress Brief Intervention	8	3	5	4	6	1	5	2	6	9	3	8	7
NHS HIGHLAND	SLFC_NPA	For Information Only	41	30	37	24	35	27	30	35	34	45	34	32	33
NHS HIGHLAND	SLFC_NPA	Hub to arrange appointment within 24 hours	54	48	58	67	58	67	62	108	59	59	77	65	49
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	1
NHS HIGHLAND	SLFC_NPA	Patient advised to contact registered GDP - Info Only	11	9	9	10	7	5	9	20	13	13	7	7	9
NHS HIGHLAND	SLFC_NPA	Patient given self care advice - For Information Only	60	71	78	71	78	83	89	102	98	100	109	96	100
NHS HIGHLAND	SLFC_NPA	Patient given self care dental advice - For Information Only			1				1	1	3	2	1	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					
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Midwife - For Information Only		2	2	2		1	1	1	2	1		2	1
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Optician - For Information Only	2	4	1	4	5	1	2	6	5	3	3	6	1
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	6	11	20	6	11	12	9	32	27	17	19	12	10
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Police - For Information Only	2	2	3	2	2	3	1	4		1	3	6	4
NHS HIGHLAND	SLFC_NPA	Pt advised to contact appropriate service - For Info Only	1												
NHS HIGHLAND	SLFC_NPA	Pt given TOXBASE advice - For Information Only	1												
NHS HIGHLAND	SLFC_NPA	Triage refused - For Information Only	5	2	2	3	2	5	8	8	4	3	7		2
NHS HIGHLAND	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	4	1	2	2	3	7	3	3	3	5	6	4	2
NHS HIGHLAND	Not assigned	Not assigned	1												
NHS LANARKSHIRE	PCARE	CPN (Dr) to phone patient within 1 Hr	8	10	14	18	23	6	16	17	14	12	14	12	13
NHS LANARKSHIRE	PCARE	CPN (Dr) to phone patient within 2 Hrs	22	21	29	15	29	15	22	25	41	23	22	18	18
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 1 Hr	3	1		2		2	2	1	2		2	2	1
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 2 Hrs	5		1	4	3	2	2	3	8	1	3	2	8
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 4 Hrs	2	3	4	2	6	6	2	11	11	3	4	1	9
NHS LANARKSHIRE	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2	2	8	5	1	3	3	7	6	3	4	2	4

Table 3

Health Board	Care Group	Endpoint	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	25/05/2025
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)	1	1	1	1		1	2	2	2	3	1	1	4
NHS LANARKSHIRE	PCARE	Home Visit within 1 Hr	8	19	8	10	11	20	8	12	16	8	10	13	12
NHS LANARKSHIRE	PCARE	Home Visit within 2 Hrs	29	39	44	24	40	34	26	65	65	46	58	36	41
NHS LANARKSHIRE	PCARE	Home Visit within 4 Hrs	42	49	50	39	52	50	44	86	72	50	59	48	58
NHS LANARKSHIRE	PCARE	PCEC within 1 Hr	86	84	77	78	80	89	74	82	99	64	92	59	79
NHS LANARKSHIRE	PCARE	PCEC within 2 Hrs	204	201	188	207	221	204	192	256	260	180	230	181	231
NHS LANARKSHIRE	PCARE	PCEC within 4 Hrs	522	543	499	547	487	510	478	896	705	527	594	454	498
NHS LANARKSHIRE	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	102	111	90	83	105	78	97	89	86	88	50	107	105
NHS LANARKSHIRE	PCARE	Pt advised to contact practice - For Information Only	15	10	11	7	9	7	10	19	16	8	10	9	13
NHS LANARKSHIRE	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	9	12	11	7	6	8	6	6	7	6	4	4	3
NHS LANARKSHIRE	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	53	47	56	48	46	42	62	31	70	34	52	51	34
NHS LANARKSHIRE	PCARE	Speak to clinician within 1 Hr	26	25	19	14	22	17	15	28	23	18	21	14	24
NHS LANARKSHIRE	PCARE	Speak to clinician within 2 Hrs	22	29	35	25	32	29	28	60	47	35	39	28	37
NHS LANARKSHIRE	PCARE	Speak to clinician within 4 Hrs	55	68	56	62	63	49	72	209	99	85	85	64	95
NHS LANARKSHIRE	PCARE	Transport to PCEC within 2 Hrs				1		2	2						1
NHS LANARKSHIRE	PCARE	Transport to PCEC within 4 hrs			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	196	183	189	170	181	223	181	258	224	199	233	206	202
NHS LANARKSHIRE	SCARE	Patient advised to go to A&E	244	250	224	242	247	292	263	309	324	274	345	255	295
NHS LANARKSHIRE	SCARE	Patient advised to go to A&E	4	1		2	2		1	3	3		1		3
NHS LANARKSHIRE	SCARE	Patient sent to A&E via Ambulance within 1 Hr	19	22	21	20	25	17	19	19	13	21	21	32	15
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	136	129	130	130	140	138	163	152	148	154	178	181	152
NHS LANARKSHIRE	SCARE	Speak to clinician 2 Hrs	30	33	28	33	26	39	27	31	54	47	39	42	48
NHS LANARKSHIRE	SCARE	Speak to clinician within 4 Hrs	39	51	35	66	46	58	56	62	61	52	66	61	60
NHS LANARKSHIRE	SLFC_NPA	Contact Breathing Space			1	1	2	1							
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	2			1	1	1			1	1		1	1
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	113	118	103	131	104	135	120	224	178	138	148	120	137
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	2	3			1		1	1	1		2		4
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	5	4	6	6	4	5	3	21	12	11	10	5	5
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1	1	2			4		3	2	5	3		3
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Self Care	1	1	3	3	3	4		5	2	3	3	1	1
NHS LANARKSHIRE	SLFC_NPA	Distress Brief Intervention	14	13	5	6	9	8	13	11	11	11	10	11	14
NHS LANARKSHIRE	SLFC_NPA	For Information Only	60	55	68	51	52	55	52	96	75	54	72	54	56
NHS LANARKSHIRE	SLFC_NPA	Patient advised to contact CPN Team - For Info Only				1			1						
NHS LANARKSHIRE	SLFC_NPA	Patient given self care advice - For Information Only	156	131	148	145	155	170	162	221	172	170	145	171	188

Table 3

Health Board	Care Group	Endpoint	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	25/05/2025
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	3	5	3	5	4	2	1	4	4	3	4	3	9
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Optician - For Information Only	8	9	1	4	3	1	4	10	9	6	3	6	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	24	28	28	25	23	29	18	64	48	39	42	52	36
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Police - For Information Only	7	7	5	8	8	4	3	6	4	2	4	3	6
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	14	5	12	12	13	7	6	14	9	11	8	7	2
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	30	20	20	16	24	18	21	13	24	25	22	25
NHS Lothian	PCARE	CPN (Dr) to phone patient within 2 Hrs	29	38	32	36	33	42	41	43	38	30	36	31	33
NHS Lothian	PCARE	DN (Dr) phone patient within 1 Hr	5	9	3	6	4	8	7	7	5	7	7	4	4
NHS Lothian	PCARE	DN (Dr) phone patient within 2 Hrs	11	16	12	13	10	13	7	26	27	13	23	19	12
NHS Lothian	PCARE	DN (Dr) phone patient within 4 Hrs	37	35	37	41	41	33	31	57	38	36	41	46	49
NHS Lothian	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	10	11	7	4	9	9	7	10	9	6	11	7	8
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	2
NHS Lothian	PCARE	Home Visit within 1 Hr	27	23	13	33	25	23	30	20	34	29	30	30	27
NHS Lothian	PCARE	Home Visit within 2 Hrs	81	67	65	62	91	78	49	100	116	76	99	77	71
NHS Lothian	PCARE	Home Visit within 4 Hrs	101	96	90	100	96	109	92	174	129	91	130	100	101
NHS Lothian	PCARE	PCEC within 1 Hr	127	125	134	120	100	113	76	129	108	102	122	105	102
NHS Lothian	PCARE	PCEC within 12 Hrs													1
NHS Lothian	PCARE	PCEC within 2 Hrs	298	274	299	292	303	283	263	320	356	309	368	268	284
NHS Lothian	PCARE	PCEC within 4 Hrs	747	790	748	771	760	793	709	1,354	1,161	888	1,016	733	804
NHS Lothian	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	171	205	187	189	194	205	218	147	150	212	140	192	197
NHS Lothian	PCARE	Pt advised to contact practice - For Information Only	22	16	29	19	19	28	24	44	19	29	21	13	18
NHS Lothian	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	18	18	19	13	20	20	14	11	9	18	14	17	18
NHS Lothian	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	94	100	106	81	91	106	100	65	117	56	106	85	81
NHS Lothian	PCARE	Speak to clinician within 1 Hr	38	33	39	28	25	43	36	49	46	39	37	38	31
NHS Lothian	PCARE	Speak to clinician within 2 Hrs	43	58	48	59	63	66	57	96	89	65	61	56	50
NHS Lothian	PCARE	Speak to clinician within 4 Hrs	141	110	107	110	137	121	113	307	150	152	159	102	130
NHS Lothian	PCARE	Transport to PCEC within 2 Hrs	1	1	1			1	1	1	1				1
NHS Lothian	PCARE	Transport to PCEC within 4 hrs	2	2	2	1				1	3	3	1	3	3
NHS Lothian	SCARE	999 contacted - For information only	284	293	267	264	283	264	287	357	363	317	349	343	327

Table 3

Health Board	Care Group	Endpoint	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	25/05/2025
NHS Lothian	SCARE	Patient advised to go to A&E	431	436	421	440	421	413	413	465	511	454	494	465	434
NHS Lothian	SCARE	Patient advised to go to A&E	2		2	2		2	1	6	3	4		2	1
NHS Lothian	SCARE	Patient sent to A&E via Ambulance within 1 Hr	16	35	24	22	32	36	35	37	29	31	33	35	29
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	419	450	427	423	432	475	391	411	420	447	443	498	505
NHS Lothian	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub									1				
NHS Lothian	SCARE	Speak to clinician 2 Hrs	84	85	84	91	96	90	76	58	77	85	73	111	120
NHS Lothian	SCARE	Speak to clinician within 4 Hrs	114	122	114	109	129	133	117	101	126	121	129	144	126
NHS Lothian	SLFC_NPA	Contact Breathing Space								1			1		
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	2		2		1	2	1	2	3		4	1	3
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	180	195	204	222	199	240	229	307	289	237	258	211	193
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	2	5	8	6	3	7	1	8	3	6	5	1	
NHS Lothian	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	6	7	12	20	7	9	6	25	24	13	20	7	10
NHS Lothian	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	2	4	2	4	4	3	3	7	7	5	5	5	3
NHS Lothian	SLFC_NPA	Dental Nurse - Self Care	8	7	6	5	6	5	6	10	5	10	6	11	4
NHS Lothian	SLFC_NPA	Distress Brief Intervention	19	17	14	13	17	20	22	21	21	15	17	23	11
NHS Lothian	SLFC_NPA	For Information Only	120	97	132	116	126	118	108	135	116	131	159	118	123
NHS Lothian	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	4	3	1	2		1		1					
NHS Lothian	SLFC_NPA	Patient given self care advice - For Information Only	337	337	356	313	293	324	296	404	335	304	338	292	325
NHS Lothian	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1	1		2	1	2		1			2	2	1
NHS Lothian	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only	1	1	1		2	2	2		1	2	1		
NHS Lothian	SLFC_NPA	Pt advised to contact Midwife - For Information Only	12	14	10	6	7	11	12	14	15	16	13	12	12
NHS Lothian	SLFC_NPA	Pt advised to contact Optician - For Information Only	8	11	9	14	8	12	12	18	21	14	20	15	15
NHS Lothian	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only	1			1	1	1		2				2	1
NHS Lothian	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	43	52	51	51	63	57	55	136	81	74	99	60	71
NHS Lothian	SLFC_NPA	Pt advised to contact Police - For Information Only	12	10	17	10	14	14	15	12	19	12	8	10	7
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		1
NHS Lothian	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	18	13	18	12	14	26	17	17	15	20	21	12	9
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		2		
NHS Orkney	PCARE	DN (Dr) phone patient within 1 Hr	1				1			1				1	
NHS Orkney	PCARE	DN (Dr) phone patient within 2 Hrs		1						1		1	2		1
NHS Orkney	PCARE	DN (Dr) phone patient within 4 Hrs	1	2	2		2	1	1	1			2	3	3
NHS Orkney	PCARE	Home Visit within 1 Hr	1	1		4	1	2	2		1	1	1	3	

Table 3

Health Board	Care Group	Endpoint	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	25/05/2025
NHS Orkney	PCARE	Home Visit within 2 Hrs	1		1	1	2		2		2	2	2	4	2
NHS Orkney	PCARE	Home Visit within 4 Hrs	3	6	5	5	2	3	6	4	3	1	6	3	
NHS Orkney	PCARE	PCEC within 1 Hr	4	1	1	2			1	1	3	1			1
NHS Orkney	PCARE	PCEC within 2 Hrs		2	3	3	5	3	4	4	1	3		6	5
NHS Orkney	PCARE	PCEC within 4 Hrs	7	7	3	6	4	7	6	8	17	10	8	6	11
NHS Orkney	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	1	2	1	3		2	1			1	1		3
NHS Orkney	PCARE	Pt advised to contact practice - For Information Only					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		2
NHS Orkney	PCARE	Speak to clinician within 2 Hrs	1				4	2		1	1	1		1	1
NHS Orkney	PCARE	Speak to clinician within 4 Hrs	4	2	1	2	2	1	2	8	3	4	3		4
NHS Orkney	SCARE	999 contacted - For information only	5	2	6	3	3	6	3	2	6	3	2	4	7
NHS Orkney	SCARE	Patient advised to go to A&E	5	5	4	3	1	4	4	2	5	3	10	4	5
NHS Orkney	SCARE	Patient sent to A&E via Ambulance within 1 Hr		1	1				1			1			1
NHS Orkney	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	2		1	1		1	4			1	2	2	1
NHS Orkney	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub							1					1	
NHS Orkney	SCARE	Speak to clinician 2 Hrs			1					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			2	1	1	2	2		2	1	2	1
NHS Orkney	SLFC_NPA	Hub to arrange appointment within 24 hours	4	3		1	1	1	1	6	2	1	3	4	5
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	2			1	1		1		
NHS Orkney	SLFC_NPA	Patient given self care advice - For Information Only	5	7	12	7	6	5	11	4	8	9	5	8	3
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			2	2			1		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		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	
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						

Table 3

Health Board	Care Group	Endpoint	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	25/05/2025
NHS Shetland	PCARE	Home Visit within 1 Hr		1	1			1			1	2			2
NHS Shetland	PCARE	Home Visit within 2 Hrs	2	1		1	3	3	3	2	2	2			
NHS Shetland	PCARE	Home Visit within 4 Hrs	3	1	1		1	2	3	1	3	4	2		3
NHS Shetland	PCARE	PCEC within 1 Hr	2	2	1	3	2	1	2	1	2	1	1		
NHS Shetland	PCARE	PCEC within 2 Hrs	2	3	1	1	2	2	1	4	3		1	4	1
NHS Shetland	PCARE	PCEC within 4 Hrs	11	5	7	6	6	8	6	9	16	2	4	3	6
NHS Shetland	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	1		1	1	1	1		1	1	3	3	2	1
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	1		2		1	1	1		1				
NHS Shetland	PCARE	Speak to clinician within 2 Hrs	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	1
NHS Shetland	SCARE	999 contacted - For information only	5	5	2	1	3	1	5	5	5	6	1	4	3
NHS Shetland	SCARE	Patient advised to go to A&E	3	4	3	1	5	8	6	6	2	2	2	4	1
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	2	1	1		1			3				4	1
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			2	2	1	1		1	3		2		
NHS Shetland	SLFC_NPA	Hub to arrange appointment within 24 hours	2	2	1	3	3	4	1	1	2	6	3		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		1
NHS Shetland	SLFC_NPA	Patient given self care advice - For Information Only	2	5		2	1	2	2	3	5	3	1	5	2
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												1
NHS TAYSIDE	PCARE	CPN (Dr) to phone patient within 1 Hr	7	22	10	11	13	15	11	10	12	15	6	9	10
NHS TAYSIDE	PCARE	CPN (Dr) to phone patient within 2 Hrs	17	16	23	20	22	22	24	15	17	15	15	24	22
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 1 Hr	5	2	5	5	4	6	6	10	5	12	7	3	10
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 2 Hrs	14	15	15	11	22	18	14	12	16	18	16	13	9
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 4 Hrs	46	32	37	39	38	35	30	44	43	40	52	32	32
NHS TAYSIDE	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	1	3	5	2	3	3	2	2	5	2	3	2	2
NHS TAYSIDE	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1			1		1	1		1			1	
NHS TAYSIDE	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	1	2		4	1	1		2	1	2	1	3	1
NHS TAYSIDE	PCARE	Home Visit within 1 Hr	9	12	10	10	9	10	14	12	18	8	9	6	12

Table 3

Health Board	Care Group	Endpoint	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	25/05/2025
NHS TAYSIDE	PCARE	Home Visit within 2 Hrs	34	32	41	27	35	34	51	38	47	41	38	28	32
NHS TAYSIDE	PCARE	Home Visit within 4 Hrs	41	55	40	52	53	50	57	57	61	46	65	45	44
NHS TAYSIDE	PCARE	PCEC within 1 Hr	70	84	77	79	58	59	91	63	87	69	92	68	59
NHS TAYSIDE	PCARE	PCEC within 2 Hrs	165	148	130	149	150	137	166	148	181	153	161	133	139
NHS TAYSIDE	PCARE	PCEC within 4 Hrs	362	338	316	321	335	386	535	413	495	337	407	341	352
NHS TAYSIDE	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	56	79	50	60	56	81	61	91	40	56	49	70	67
NHS TAYSIDE	PCARE	Pt advised to contact practice - For Information Only	7	7	10	12	6	7	11	8	9	5	9	15	7
NHS TAYSIDE	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	5	10	6	11	3	8	6	3	3	7	5	8	7
NHS TAYSIDE	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	41	32	35	39	44	46	48	15	36	24	40	30	26
NHS TAYSIDE	PCARE	Speak to clinician within 1 Hr	16	25	13	17	14	22	11	12	28	13	18	18	15
NHS TAYSIDE	PCARE	Speak to clinician within 2 Hrs	29	30	26	28	27	27	35	21	28	28	25	27	36
NHS TAYSIDE	PCARE	Speak to clinician within 4 Hrs	56	57	57	61	44	43	74	83	69	62	55	28	65
NHS TAYSIDE	PCARE	Transport to PCEC within 1 Hr		1										1	
NHS TAYSIDE	PCARE	Transport to PCEC within 2 Hrs	1		1				1	1	1	1			
NHS TAYSIDE	PCARE	Transport to PCEC within 4 hrs	2	1							2				2
NHS TAYSIDE	SCARE	999 contacted - For information only	137	154	125	135	155	161	175	157	199	167	184	177	155
NHS TAYSIDE	SCARE	Patient advised to go to A&E	93	107	96	86	94	85	80	85	94	91	106	99	69
NHS TAYSIDE	SCARE	Patient advised to go to A&E	1	2		1	1	2		1	1	2		4	1
NHS TAYSIDE	SCARE	Patient sent to A&E via Ambulance within 1 Hr	14	4	10	6	15	11	18	18	11	15	18	12	7
NHS TAYSIDE	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	123	107	107	87	109	130	140	124	140	108	138	159	119
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	29	36	26	32	25	30	41	24	36	38	35	31	35
NHS TAYSIDE	SCARE	Speak to clinician within 4 Hrs	28	39	27	36	45	39	51	49	38	43	54	41	40
NHS TAYSIDE	SLFC_NPA	Contact Breathing Space	1											1	
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour		1	1		2		1		1	1	1	1	2
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	103	119	126	117	116	93	109	115	110	122	105	84	116
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	4	3	3	2	1	2		3	1	1			1
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	7	11	5	7	3	9	7	14	6	10	5	3	6
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	4	2	2	3	2		3	3	3	2	3		5
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Self Care		1	1	1	5	3	3	2	5	2	1		4
NHS TAYSIDE	SLFC_NPA	Distress Brief Intervention	10	2	6	4	7	9	5	8	4	10	8	7	6
NHS TAYSIDE	SLFC_NPA	For Information Only	52	49	37	42	46	51	42	51	51	50	64	44	51
NHS TAYSIDE	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	1					1	1	2		1			1
NHS TAYSIDE	SLFC_NPA	Patient given self care advice - For Information Only	106	141	128	122	130	157	175	155	151	137	166	147	122
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	1	3	1	2		2	1	4	4	4	4	3	7
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Optician - For Information Only	4	5	5	3	8	9	8	5	7	3	4	8	2
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only			1							2	2		

Table 3

[illegible]

Table 3

Health Board	Care Group	Endpoint	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	25/05/2025
NHS Western Isles	SLFC_NPA	Patient advised to contact registered GDP - Info Only	2	1	1			1	1	1	1	1		1	1
NHS Western Isles	SLFC_NPA	Patient given self care advice - For Information Only	6	1	2	5	5	3	6	11	6	1	3	7	2
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								
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	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	7	16	21	13	10	19	14	21	14	11	25	12	7

Table 4

Care Group	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	25/05/2025
PCARE	11,597	11,742	11,158	11,354	11,446	11,553	11,040	16,511	14,890	12,076	13,237	10,897	11,847
SCARE	6,761	7,094	6,537	6,727	6,769	7,230	6,758	7,733	8,156	7,491	8,138	7,900	7,621
SLFC_NPA	4,308	4,270	4,361	4,245	4,152	4,404	4,255	6,310	5,395	4,984	5,222	4,417	4,717
Not assigned	10	18	23	16	14	19	18	23	16	14	26	14	7
Total	22,676	23,124	22,079	22,342	22,381	23,206	22,071	30,577	28,457	24,565	26,623	23,228	24,192

Care Group	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	25/05/2025
PCARE	51.14%	50.78%	50.54%	50.82%	51.14%	49.78%	50.02%	54.00%	52.32%	49.16%	49.72%	46.91%	48.97%
SCARE	29.82%	30.68%	29.61%	30.11%	30.24%	31.16%	30.62%	25.29%	28.66%	30.49%	30.57%	34.01%	31.50%
SLFC_NPA	19.00%	18.47%	19.75%	19.00%	18.55%	18.98%	19.28%	20.64%	18.96%	20.29%	19.61%	19.02%	19.50%
Not assigned	0.04%	0.08%	0.10%	0.07%	0.06%	0.08%	0.08%	0.08%	0.06%	0.06%	0.10%	0.06%	0.03%

Table 5

Calendar day	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	19/05/2025	20/05/2025	21/05/2025	22/05/2025	23/05/2025	24/05/2025	26/05/2025
Overall Call Volume	400	385	375	385	383	487	461	506	363	374	363	366	420	458	375	372	312	367	390	485	474	387	372	382	341	365	402	547
Overall Calls Connected	324	344	298	294	334	410	388	476	347	310	286	310	376	401	337	302	283	336	301	410	397	330	328	342	290	321	366	420
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	00:00:09	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	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:09
90th Percentile Time to Answer	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	00:09:15	00:03:54	00:13:47	00:11:23	00:12:01	00:07:26	00:07:43	00:09:04	00:08:29	00:08:19	00:06:18	00:14:28

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

Table 6

Week Endng Date	02/03/2025	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	25/05/2025
Overall Call Volume	2,775	2,915	2,798	2,857	2,827	2,799	2,643	3,068	2,814	2,876	2,872	2,785	2,816
Overall Calls Connected	2,205	2,080	2,148	2,265	2,100	2,322	2,223	2,739	2,522	2,392	2,506	2,366	2,397
Median Time to Answer	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	00:00:06
90th Percentile Time to Answer	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	00:08:22

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

Graphs

