

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: 23/03/2025 to 15/06/2025

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	19/05/2025	20/05/2025	21/05/2025	22/05/2025	23/05/2025	24/05/2025	25/05/2025	26/05/2025	27/05/2025	28/05/2025	29/05/2025	30/05/2025	31/05/2025	01/06/2025	02/06/2025	03/06/2025	04/06/2025	05/06/2025	06/06/2025	07/06/2025	08/06/2025	09/06/2025	10/06/2025	11/06/2025	12/06/2025	13/06/2025	14/06/2025	15/06/2025
Overall Call Volume	3,577	3,227	3,193	3,148	3,322	7,649	7,551	6,048	3,379	3,235	3,129	3,299	7,159	6,914	3,904	3,205	3,079	3,091	3,181	6,465	6,732	3,389	3,254	3,228	3,178	3,293	7,102	6,839
Overall Calls Connected	2,909	2,725	2,752	2,549	2,688	6,272	6,403	5,824	2,846	2,654	2,519	2,626	6,077	6,052	3,355	2,765	2,615	2,618	2,503	5,295	5,505	2,802	2,697	2,569	2,636	2,468	6,216	6,076
Callers Disconnected	0.50%	0.34%	0.27%	0.42%	0.68%	0.22%	0.24%	0.09%	0.18%	0.39%	0.62%	0.30%	0.22%	0.18%	0.13%	0.04%	0.24%	0.18%	0.34%	0.25%	0.08%	0.21%	0.13%	0.33%	0.18%	0.69%	0.18%	0.02%
Overall Avg Patient Journey Time	00:44:03	00:36:43	00:31:22	00:38:49	00:40:47	00:37:38	00:33:40	00:21:59	00:35:48	00:36:22	00:41:20	00:38:32	00:34:22	00:31:55	00:28:15	00:30:55	00:34:58	00:33:35	00:45:08	00:43:36	00:32:30	00:37:00	00:34:07	00:39:30	00:34:09	00:49:27	00:46:02	00:39:20
Traged at First Contact %	96.87%	98.89%	99.07%	99.05%	96.96%	91.71%	93.43%	96.48%	96.61%	98.50%	99.47%	94.01%	90.94%	93.04%	98.60%	97.30%	98.08%	97.67%	95.08%	89.87%	93.09%	98.45%	98.98%	99.53%	98.01%	93.98%	90.02%	92.34%
Median Time to Answer	00:18:00	00:12:11	00:07:12	00:11:23	00:16:32	00:14:41	00:12:48	00:00:06	00:13:19	00:08:07	00:13:38	00:14:42	00:12:00	00:04:18	00:06:08	00:08:59	00:12:26	00:08:11	00:28:22	00:18:35	00:07:33	00:09:02	00:06:57	00:18:36	00:09:06	00:28:10	00:03:34	00:04:36
50th Percentile Time to Answer	01:06:57	00:45:35	00:36:52	01:01:46	01:06:51	00:33:02	00:29:13	00:05:07	00:39:10	01:04:40	01:15:37	00:51:24	00:25:21	00:21:47	00:26:47	00:26:13	00:39:57	00:40:40	00:58:33	00:51:38	00:20:24	00:51:58	00:45:50	00:53:47	00:49:26	01:22:49	00:29:55	00:14:44

Table 2

Week Endng Date	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	01/06/2025	08/06/2025	15/06/2025
Overall Call Volume	30,474	30,171	30,588	29,904	38,578	36,611	31,223	34,223	29,826	31,637	33,163	29,657	30,283
Overall Calls Connected	24,178	24,165	25,105	23,832	33,571	30,895	26,522	28,659	25,327	26,328	28,608	25,056	25,464
Caller Discontinued	0.51%	0.37%	0.39%	0.52%	0.23%	0.26%	0.25%	0.25%	0.20%	0.34%	0.22%	0.16%	0.20%
Overall Avg Patient Journey Time	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	00:37:08	00:33:01	00:35:55	00:40:39
Triaged at First Contact %	94.66%	95.45%	95.68%	95.48%	93.58%	94.58%	93.92%	94.30%	96.09%	95.38%	94.76%	94.76%	94.54%
Median Time to Answer	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	00:04:39	00:10:50	00:05:50
90th Percentile Time to Answer	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	00:31:36	00:40:15	00:43:15

Table 3

Health Board	Care Group	Endpoint	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	01/06/2025	08/06/2025	15/06/2025
NHS Ayrshire & Arran	PCARE	CPN (Dr) to phone patient within 1 Hr	17	12	17	11	13	6	16	8	14	10	10	11	14
NHS Ayrshire & Arran	PCARE	CPN (Dr) to phone patient within 2 Hrs	12	14	18	17	25	26	13	30	16	13	21	20	16
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 1 Hr	2			2		2	2	2		1	3	1	
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 2 Hrs	2	3	1	3	4	3	3	7	3	1	4	2	4
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 4 Hrs	3	7	6	5	9	1	1	11	2	7	5	2	2
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	4	2	4	4	2	2	3	4	4	1	3	2	2
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)			1			1		1			2		
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	2	1	1		2	1	5	2	2		1	2	1
NHS Ayrshire & Arran	PCARE	Home Visit within 1 Hr	7	7	5	11	24	22	9	10	13	12	12	8	4
NHS Ayrshire & Arran	PCARE	Home Visit within 2 Hrs	35	31	25	35	59	46	37	45	37	36	55	29	37
NHS Ayrshire & Arran	PCARE	Home Visit within 4 Hrs	46	49	42	46	75	64	52	45	44	54	48	31	47
NHS Ayrshire & Arran	PCARE	PCEC within 1 Hr	51	38	53	48	42	43	47	41	35	49	53	28	49
NHS Ayrshire & Arran	PCARE	PCEC within 2 Hrs	119	119	119	117	178	147	123	135	114	97	141	118	134
NHS Ayrshire & Arran	PCARE	PCEC within 4 Hrs	283	309	276	278	472	414	305	342	329	326	421	291	314
NHS Ayrshire & Arran	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	58	58	53	65	60	28	62	46	52	66	60	54	47
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice - For Information Only	7	4	6	5	12	6	6	8	4	1	7	7	12
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	10	4	5	3	3	1	8	4	6	10	5	5	7
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	33	32	32	37	16	38	28	25	25	21	40	32	41
NHS Ayrshire & Arran	PCARE	Speak to clinician within 1 Hr	13	16	11	10	20	11	15	19	14	15	18	19	14
NHS Ayrshire & Arran	PCARE	Speak to clinician within 2 Hrs	33	29	24	24	40	25	22	26	18	35	36	29	22
NHS Ayrshire & Arran	PCARE	Speak to clinician within 4 Hrs	51	51	56	47	126	75	55	54	46	70	74	45	37
NHS Ayrshire & Arran	SCARE	999 contacted - For Information Only								1					
NHS Ayrshire & Arran	SCARE	999 contacted - For information only	113	125	111	126	179	156	133	140	157	153	177	156	151
NHS Ayrshire & Arran	SCARE	Patient advised to go to A&E	129	132	168	126	173	161	129	150	130	159	158	159	164
NHS Ayrshire & Arran	SCARE	Patient advised to go to A&E		2	1		2	2	3	1	1		3	3	1
NHS Ayrshire & Arran	SCARE	Patient sent to A&E via Ambulance within 1 Hr	18	15	14	10	23	18	10	17	20	10	18	18	14
NHS Ayrshire & Arran	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	94	90	100	99	100	93	94	95	111	107	88	93	88
NHS Ayrshire & Arran	SCARE	Speak to clinician 2 Hrs	18	20	24	29	23	37	30	24	23	21	19	18	13
NHS Ayrshire & Arran	SCARE	Speak to clinician within 4 Hrs	38	25	37	34	41	37	33	42	37	33	36	28	22
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour		2						1	1			1	
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	92	79	96	69	144	112	110	103	73	88	84	91	94
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour		1			4	2		1				2	
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	2	2	1	5	13	3	6	4	1	2	6	4	9
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	4	1		1	1	2	2	1	2		1	2	
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Self Care			2		6	2	2	1	3	3	2	4	3
NHS Ayrshire & Arran	SLFC_NPA	Distress Brief Intervention	7	3	8	11	9	9	13	9	7	11	10	4	4
NHS Ayrshire & Arran	SLFC_NPA	For Information Only	32	41	36	40	74	42	43	45	47	45	33	42	48

Table 3

Health Board	Care Group	Endpoint	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	01/06/2025	08/06/2025	15/06/2025
NHS Ayrshire & Arran	SLFC_NPA	Patient advised to contact CPN Team - For Info Only						1		1					
NHS Ayrshire & Arran	SLFC_NPA	Patient given self care advice - For Information Only	99	86	100	95	164	141	137	133	125	98	138	110	105
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Dentist - For Information Only	2						1	2			3		1
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		4		5	5	1	2	7	2	1	3	1
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Optician - For Information Only	2	1	2	3	3	1	4	4	5	2	6	1	2
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only						1							
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	20	18	15	13	37	19	24	25	19	15	40	12	20
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Police - For Information Only	6		3	7	3	4	7	2	1	4	5	4	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		1	
NHS Ayrshire & Arran	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	4	8	6	10	12	7	5	5	5	6	7	9	6
NHS Ayrshire & Arran	Not assigned	Not assigned													1
NHS Borders	PCARE	CPN (Dr) to phone patient within 1 Hr	3	12	6	3	7	1	1	8	6	5	7	3	3
NHS Borders	PCARE	CPN (Dr) to phone patient within 2 Hrs	3	8	7	7	2	7	5	2	6	2	9	7	6
NHS Borders	PCARE	DN (Dr) phone patient within 1 Hr	1	2	4	2		1		1	1	4	4	1	2
NHS Borders	PCARE	DN (Dr) phone patient within 2 Hrs	12	8	8	4	9	9	8	2	11	3	6	10	8
NHS Borders	PCARE	DN (Dr) phone patient within 4 Hrs	19	13	9	18	13	18	20	11	22	13	12	11	17
NHS Borders	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	1		1	1		1				1	2		
NHS Borders	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)					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	5	4	6	1	3	3		2		3	1	2	3
NHS Borders	PCARE	Home Visit within 2 Hrs	13	10	19	7	13	15	8	20	11	11	11	15	16
NHS Borders	PCARE	Home Visit within 4 Hrs	13	16	22	16	21	16	9	17	22	16	14	12	16
NHS Borders	PCARE	PCEC within 1 Hr	9	11	8	9	9	9	6	11	10	5	11	11	12
NHS Borders	PCARE	PCEC within 2 Hrs	24	33	24	30	35	27	27	29	27	31	18	17	16
NHS Borders	PCARE	PCEC within 4 Hrs	57	69	61	69	76	80	71	74	62	72	70	56	76
NHS Borders	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	29	10	24	27	23	11	21	17	16	24	20	24	18
NHS Borders	PCARE	Pt advised to contact practice - For Information Only	3	2		2	4	2	2	4	2	1	2	1	1
NHS Borders	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	2	3	2	1	1	3	2			1	1		
NHS Borders	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	9	9	8	13	6	12	9	7	4	5	9	8	11
NHS Borders	PCARE	Speak to clinician within 1 Hr	6	2	3	4	3	7	9	5	3	3	5	1	1
NHS Borders	PCARE	Speak to clinician within 2 Hrs	5	8	3	5	6	6	10	11	2	6	12	5	10
NHS Borders	PCARE	Speak to clinician within 4 Hrs	11	9	15	9	29	24	20	15	10	16	11	9	11
NHS Borders	PCARE	Triage refused therefore Dr requested to phone patient			1										
NHS Borders	SCARE	999 contacted - For information only	43	37	32	53	41	44	30	45	52	49	49	55	46
NHS Borders	SCARE	Patient advised to go to A&E	38	40	58	36	45	53	35	54	48	50	54	49	50

Table 3

Health Board	Care Group	Endpoint	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	01/06/2025	08/06/2025	15/06/2025
NHS Borders	SCARE	Patient advised to go to A&E					1								
NHS Borders	SCARE	Patient sent to A&E via Ambulance within 1 Hr	3	7	4	4	4	2	3	8	6	4	4	4	6
NHS Borders	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	58	47	37	51	54	51	50	46	51	53	51	52	51
NHS Borders	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub				1					2				
NHS Borders	SCARE	Speak to clinician 2 Hrs	14	18	15	11	6	18	14	15	13	10	14	11	11
NHS Borders	SCARE	Speak to clinician within 4 Hrs	16	17	14	11	15	11	13	12	17	18	12	20	13
NHS Borders	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	21	22	16	22	27	14	20	21	20	16	20	16	23
NHS Borders	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour			1		1								
NHS Borders	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	2	2	1		3	3	1	2				1	1
NHS Borders	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1				1				1	1			
NHS Borders	SLFC_NPA	Dental Nurse - Self Care						1		1	2				
NHS Borders	SLFC_NPA	Distress Brief Intervention	3	2	1	3	3	1	4	1	1	1		2	3
NHS Borders	SLFC_NPA	For Information Only	12	16	12	15	20	18	18	14	14	16	9	6	8
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	38	45	37	25	37	30	31	41	41	26	43	34	32
NHS Borders	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1												
NHS Borders	SLFC_NPA	Pt advised to contact Midwife - For Information Only			2		3				1	4	4	1	1
NHS Borders	SLFC_NPA	Pt advised to contact Optician - For Information Only	1		2	2		2	2		1	1	1		2
NHS Borders	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only		3	3	8	6	2	4	9	3	6	4	6	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	Remote Prescribing												1	
NHS Borders	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	1	1	1	3	3	4	3	2	2	1	2	1	1
NHS Dumfries & Gallo	PCARE	CPN (Dr) to phone patient within 1 Hr	2	5		5		3	2	2	5	5	4	2	3
NHS Dumfries & Gallo	PCARE	CPN (Dr) to phone patient within 2 Hrs	5	10	6	7	10	8	5	11	9	8	6	6	11
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 1 Hr	2		1		1	1	1		1		1	2	2
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 2 Hrs	6	5	5	3	5	8	11	12	11	5	5	5	10
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 4 Hrs	20	21	20	16	25	20	16	21	21	18	13	27	22
NHS Dumfries & Gallo	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)						4		1		1		2	1
NHS Dumfries & Gallo	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)						1	1						
NHS Dumfries & Gallo	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)					1						1		
NHS Dumfries & Gallo	PCARE	Home Visit within 1 Hr	4	2	3	3	5	6	2	1	8	1			2
NHS Dumfries & Gallo	PCARE	Home Visit within 2 Hrs	13	12	13	15	14	24	8	15	13	9	14	12	14
NHS Dumfries & Gallo	PCARE	Home Visit within 4 Hrs	16	16	11	11	24	21	21	20	14	17	11	17	13
NHS Dumfries & Gallo	PCARE	PCEC within 1 Hr	12	8	9	9	15	14	11	18	8	4	11	6	8
NHS Dumfries & Gallo	PCARE	PCEC within 2 Hrs	31	36	38	41	39	42	36	42	27	37	25	39	33
NHS Dumfries & Gallo	PCARE	PCEC within 4 Hrs	77	70	83	74	93	99	94	93	79	92	93	78	76
NHS Dumfries & Gallo	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	14	10	8	10	18	9	20	14	14	15	14	17	13

Table 3

Health Board	Care Group	Endpoint	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	01/06/2025	08/06/2025	15/06/2025
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice - For Information Only	2	1	2	3	3	2		1		3	3	2	1
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	1			3	1	1	1		3	3	4	2	3
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	11	14	6	9	9	9	2	8	9	4	17	7	11
NHS Dumfries & Gallo	PCARE	Speak to clinician within 1 Hr	1	4	3	2	7	2	6	7	4	2	6	6	3
NHS Dumfries & Gallo	PCARE	Speak to clinician within 2 Hrs	3	4	9	10	11	10	10	9	10	5	11	6	6
NHS Dumfries & Gallo	PCARE	Speak to clinician within 4 Hrs	12	10	11	11	19	23	20	22	18	14	17	19	13
NHS Dumfries & Gallo	PCARE	Transport to PCEC within 4 hrs										1			
NHS Dumfries & Gallo	SCARE	999 contacted - For information only	41	41	44	51	55	54	64	49	41	43	54	52	50
NHS Dumfries & Gallo	SCARE	Patient advised to go to A&E	37	51	31	29	37	53	42	38	37	44	32	36	45
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	1	4	8	5	6	5	2	7	2	4	10	4	9
NHS Dumfries & Gallo	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	13	10	12	19	20	17	11	15	23	9	15	14	14
NHS Dumfries & Gallo	SCARE	Speak to clinician 2 Hrs	4	4	4	4	3	3	4	4	4	3	2	3	2
NHS Dumfries & Gallo	SCARE	Speak to clinician within 4 Hrs	6	5	6	4	5	8	6	11	15	10	13	8	10
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	40	30	33	39	42	49	30	48	28	53	38	42	35
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1					1			1		1	1	1
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	2		1	2	5			3	1		1	1	
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1								1		1		
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Self Care	1		1	1		3		1	1	2	1	4	
NHS Dumfries & Gallo	SLFC_NPA	Distress Brief Intervention				6	2	1	1	5		2	2	2	4
NHS Dumfries & Gallo	SLFC_NPA	For Information Only	4	15	10	13	8	10	13	18	11	12	16	13	24
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	31	29	27	25	41	34	29	30	25	36	37	28	31
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Dentist - For Information Only						1			1			1	
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Midwife - For Information Only				1	1		1		1	1		2	1
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Optician - For Information Only		1			1	3		1	1		1	1	1
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	3	2	8	1	5	9	4	11	3	4	7	8	8
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Police - For Information Only	1		1	1		2	3	2	2		4		3
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	1	2	9	3	1	4	3	3	1	1	3		2
NHS Fife	PCARE	CPN (Dr) to phone patient within 1 Hr	10	13	11	12	11	14	14	17	9	13	13	16	17
NHS Fife	PCARE	CPN (Dr) to phone patient within 2 Hrs	12	13	20	22	28	24	16	34	15	30	13	25	19
NHS Fife	PCARE	DN (Dr) phone patient within 1 Hr	3	3	4	7	8	3	5	1	6	3	3	7	7
NHS Fife	PCARE	DN (Dr) phone patient within 2 Hrs	17	21	18	17	17	12	15	14	17	15	12	17	15
NHS Fife	PCARE	DN (Dr) phone patient within 4 Hrs	26	42	36	29	61	38	45	45	40	48	38	52	43
NHS Fife	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2	1	4	5	4	3	2	3		3	2	3	2
NHS Fife	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1					3					2		1
NHS Fife	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	4	1	1		4	1	1	1	1			2	1

Table 3

Health Board	Care Group	Endpoint	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	01/06/2025	08/06/2025	15/06/2025
NHS Fife	PCARE	Home Visit within 1 Hr	6	13	14	9	16	6	10	5	12	6	7	9	10
NHS Fife	PCARE	Home Visit within 2 Hrs	40	35	26	30	49	50	41	52	21	36	25	45	32
NHS Fife	PCARE	Home Visit within 4 Hrs	43	37	42	42	70	51	43	56	44	57	50	35	49
NHS Fife	PCARE	PCEC within 1 Hr	50	41	43	33	54	55	56	56	35	37	48	35	38
NHS Fife	PCARE	PCEC within 2 Hrs	146	128	145	117	171	154	145	132	118	113	135	104	130
NHS Fife	PCARE	PCEC within 4 Hrs	312	330	337	312	575	520	356	419	277	319	343	274	304
NHS Fife	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	70	74	71	77	69	52	62	59	81	85	104	69	84
NHS Fife	PCARE	Pt advised to contact practice - For Information Only	4	8	7	9	21	19	6	10	7	11	13	10	10
NHS Fife	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	5	7	7	6	8	6	12	5	3	7	4	6	5
NHS Fife	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	25	30	28	34	20	52	25	33	38	26	33	27	26
NHS Fife	PCARE	Speak to clinician within 1 Hr	15	12	11	8	25	19	15	19	11	12	17	17	12
NHS Fife	PCARE	Speak to clinician within 2 Hrs	28	16	27	20	42	34	29	27	24	26	20	24	17
NHS Fife	PCARE	Speak to clinician within 4 Hrs	36	57	50	42	124	69	54	64	46	47	44	39	34
NHS Fife	SCARE	999 contacted - For information only	133	129	135	119	169	187	150	132	143	136	162	151	148
NHS Fife	SCARE	Patient advised to go to A&E	157	140	157	139	170	178	158	142	147	147	151	153	144
NHS Fife	SCARE	Patient advised to go to A&E		2	2	4	2	1	1				2		2
NHS Fife	SCARE	Patient sent to A&E via Ambulance within 1 Hr	8	11	15	12	22	14	14	16	20	14	11	10	17
NHS Fife	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only											1		
NHS Fife	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	102	105	126	96	122	136	140	133	127	122	123	125	115
NHS Fife	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub									1				
NHS Fife	SCARE	Speak to clinician 2 Hrs	25	17	24	12	15	31	35	42	28	41	30	33	28
NHS Fife	SCARE	Speak to clinician within 4 Hrs	43	43	29	43	38	34	40	47	37	41	35	21	46
NHS Fife	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	1	1		2					1		1	1	2
NHS Fife	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	91	102	112	103	122	99	108	95	76	106	123	102	107
NHS Fife	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	5		2		1	1	4		1	1	1	2	1
NHS Fife	SLFC_NPA	Dental Nurse - Not Triage/Assessed	8	5	5	3	19	10	4	8	3	6	3	4	8
NHS Fife	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	2		1	1	3	1	7		1		2		2
NHS Fife	SLFC_NPA	Dental Nurse - Self Care	3	5	1	4	4	5	2	1	2	2	4	2	2
NHS Fife	SLFC_NPA	Distress Brief Intervention	7	14	8	12	3	8	2	6	7	7	7	4	7
NHS Fife	SLFC_NPA	For Information Only	49	54	46	32	62	77	57	54	23	54	32	59	83
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	120	136	163	163	188	157	159	177	114	154	155	113	141
NHS Fife	SLFC_NPA	Pt advised to contact Dentist - For Information Only		2	3		3	1		2		1		1	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	5	1	4	4	3	1	2	3	1	3	2
NHS Fife	SLFC_NPA	Pt advised to contact Optician - For Information Only	1	4	11	5	6	5	6	8	10	6	6	5	8
NHS Fife	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only				1							1		
NHS Fife	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	16	19	26	19	42	34	16	22	17	19	30	23	21

Table 3

Health Board	Care Group	Endpoint	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	01/06/2025	08/06/2025	15/06/2025
NHS Fife	SLFC_NPA	Pt advised to contact Police - For Information Only	5	3	2	7	5	5	4	7	5	8		5	5
NHS Fife	SLFC_NPA	Pt advised to contact appropriate service - For Info Only				1			1						
NHS Fife	SLFC_NPA	Remote Prescribing								1					1
NHS Fife	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	10	9	9	3	8	7	7	10	2	4	7	7	11
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	6	6	4	6	5	3	2	7	6	11	4	7	12
NHS Forth Valley	PCARE	CPN (Dr) to phone patient within 2 Hrs	11	9	10	11	26	19	18	12	17	12	13	11	9
NHS Forth Valley	PCARE	DN (Dr) phone patient within 1 Hr	4	1	1	4	8	5	5	6	5	6	6	2	2
NHS Forth Valley	PCARE	DN (Dr) phone patient within 2 Hrs	8	4	9	11	9	9	7	9	11	9	6	11	15
NHS Forth Valley	PCARE	DN (Dr) phone patient within 4 Hrs	16	26	26	29	45	34	37	36	27	19	25	21	25
NHS Forth Valley	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	4	1	2	3		1	3	2	5	3	4	3	4
NHS Forth Valley	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)			1		1		2		1		1		
NHS Forth Valley	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	1	2		2	4	3	3	1	1	1	1		1
NHS Forth Valley	PCARE	Home Visit within 1 Hr	6	7	13	8	13	7	10	4	4	7	4		10
NHS Forth Valley	PCARE	Home Visit within 2 Hrs	27	17	31	13	35	33	19	24	19	32	25	32	32
NHS Forth Valley	PCARE	Home Visit within 4 Hrs	31	28	30	38	50	46	36	44	7	27	24	48	39
NHS Forth Valley	PCARE	PCEC within 1 Hr	51	49	43	38	43	47	40	47	41	35	48	36	27
NHS Forth Valley	PCARE	PCEC within 2 Hrs	122	114	107	78	128	132	106	117	100	109	98	147	109
NHS Forth Valley	PCARE	PCEC within 4 Hrs	304	267	280	270	421	398	304	313	248	279	293	390	247
NHS Forth Valley	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	58	71	75	74	56	65	74	61	79	102	98	78	78
NHS Forth Valley	PCARE	Pt advised to contact practice - For Information Only	3	10	7	2	16	6	10	4	13	9	11	5	13
NHS Forth Valley	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	4	6	7	8	7	5	11	8	6	11	6	4	5
NHS Forth Valley	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	38	34	27	23	16	37	19	39	34	27	29	40	32
NHS Forth Valley	PCARE	Speak to clinician within 1 Hr	15	10	10	13	19	11	8	13	8	14	10	10	10
NHS Forth Valley	PCARE	Speak to clinician within 2 Hrs	12	21	18	7	26	21	18	30	27	19	27	35	20
NHS Forth Valley	PCARE	Speak to clinician within 4 Hrs	50	32	34	28	93	56	51	59	41	49	46	59	32
NHS Forth Valley	PCARE	Triage refused therefore Dr requested to phone patient													1
NHS Forth Valley	SCARE	999 contacted - For Information Only			1										
NHS Forth Valley	SCARE	999 contacted - For information only	94	109	106	104	138	128	128	130	95	106	106	150	144
NHS Forth Valley	SCARE	Patient advised to go to A&E	194	156	195	156	164	207	188	227	202	194	211	228	164
NHS Forth Valley	SCARE	Patient advised to go to A&E	1		2		1	1		1				1	
NHS Forth Valley	SCARE	Patient sent to A&E via Ambulance within 1 Hr	9	7	8	3	9	12	15	11	17	7	6	18	15
NHS Forth Valley	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only												1	
NHS Forth Valley	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only					1								
NHS Forth Valley	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	239	231	243	235	195	234	259	291	280	277	242	245	237
NHS Forth Valley	SCARE	Speak to clinician 2 Hrs	67	68	81	55	44	80	77	94	86	91	56	74	71
NHS Forth Valley	SCARE	Speak to clinician within 4 Hrs	51	51	61	55	49	72	65	82	76	63	72	54	61

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Health Board	Care Group	Endpoint	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	01/06/2025	08/06/2025	15/06/2025
NHS Forth Valley	SLFC_NPA	Contact Breathing Space								1			1	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	75	72	46	66	95	99	78	80	60	72	75	68	49
NHS Forth Valley	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour				1			2	2	5		1	1	1
NHS Forth Valley	SLFC_NPA	Dental Nurse - Not Triage/Assessed	2	4	1	5	9	5	5	6	1	4	3	6	5
NHS Forth Valley	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	3	1				1	1	1	2	1	2		1
NHS Forth Valley	SLFC_NPA	Dental Nurse - Self Care	1	3	1		2	3	3	3	3		3	2	3
NHS Forth Valley	SLFC_NPA	Distress Brief Intervention	8	6	7	5	12	10	5	5	10	12	6	8	3
NHS Forth Valley	SLFC_NPA	For Information Only	36	37	44	32	43	49	57	59	62	49	55	65	70
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	110	93	127	106	148	123	105	114	113	121	132	108	106
NHS Forth Valley	SLFC_NPA	Pt advised to contact Dentist - For Information Only		1	1	1	1		1		2			2	1
NHS Forth Valley	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only									1		1	1	
NHS Forth Valley	SLFC_NPA	Pt advised to contact Midwife - For Information Only	1	1	8	4	3	1	2		1		2	4	2
NHS Forth Valley	SLFC_NPA	Pt advised to contact Optician - For Information Only	4	5	6	2	3	9	4	8	2	11	9	5	7
NHS Forth Valley	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only			1			1		1		1		1	1
NHS Forth Valley	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	16	19	17	23	39	32	26	24	21	14	18	20	15
NHS Forth Valley	SLFC_NPA	Pt advised to contact Police - For Information Only	2	1	2	4	2	4	4	2	2	2	6	5	5
NHS Forth Valley	SLFC_NPA	Pt advised to contact appropriate service - For Info Only											1		
NHS Forth Valley	SLFC_NPA	Pt given TOXBASE advice - For Information Only												1	
NHS Forth Valley	SLFC_NPA	Remote Prescribing											3		
NHS Forth Valley	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	4	6	3	7	6	8	11	10	12	10	10	5	8
NHS Forth Valley	Not assigned	Not assigned				1					1				
NHS Grampian	PCARE	CPN (Dr) to phone patient within 1 Hr	7	9	13	9	14	4	8	17	22	16	14	7	15
NHS Grampian	PCARE	CPN (Dr) to phone patient within 2 Hrs	35	27	30	21	16	24	24	31	33	11	24	29	29
NHS Grampian	PCARE	DN (Dr) phone patient within 1 Hr	1	2	9	3	5	2	4	6	7	6	8	4	4
NHS Grampian	PCARE	DN (Dr) phone patient within 2 Hrs	4	6	11	7	9	3	18	12	17	20	12	12	20
NHS Grampian	PCARE	DN (Dr) phone patient within 4 Hrs	16	29	22	24	22	25	25	34	35	34	19	28	22
NHS Grampian	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2	3	1	2	3	2		1	5	3	3	1	3
NHS Grampian	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1				1				2	1	1		1
NHS Grampian	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)		1	1	3	2	3	3		2	2	1	3	5
NHS Grampian	PCARE	Home Visit within 1 Hr	6	20	16	12	23	16	9	28	14	8	13	14	11
NHS Grampian	PCARE	Home Visit within 2 Hrs	52	43	52	34	44	68	56	60	47	62	49	46	55
NHS Grampian	PCARE	Home Visit within 4 Hrs	54	51	51	59	54	72	67	68	56	81	60	55	67
NHS Grampian	PCARE	PCEC within 1 Hr	66	81	44	71	66	87	83	91	67	52	71	69	51
NHS Grampian	PCARE	PCEC within 2 Hrs	177	177	164	139	187	217	187	232	181	150	182	175	193
NHS Grampian	PCARE	PCEC within 4 Hrs	430	415	410	389	495	650	480	572	378	426	437	414	467
NHS Grampian	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	86	112	102	82	114	52	96	71	74	91	104	90	97

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Health Board	Care Group	Endpoint	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	01/06/2025	08/06/2025	15/06/2025
NHS Grampian	PCARE	Pt advised to contact practice - For Information Only	5	12	13	10	27	16	14	9	10	11	6	4	12
NHS Grampian	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	8	6	5	8	9	5	8	5	10	5	11	6	15
NHS Grampian	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	33	45	46	41	33	69	29	44	37	42	49	49	52
NHS Grampian	PCARE	Speak to clinician within 1 Hr	20	6	29	17	24	29	16	18	20	16	21	17	24
NHS Grampian	PCARE	Speak to clinician within 2 Hrs	33	35	33	37	35	42	26	32	39	35	42	29	39
NHS Grampian	PCARE	Speak to clinician within 4 Hrs	77	79	90	71	79	105	89	104	63	101	77	53	61
NHS Grampian	PCARE	Triage refused therefore Dr requested to phone patient												1	
NHS Grampian	SCARE	999 contacted - For Information Only						1							
NHS Grampian	SCARE	999 contacted - For information only	207	203	196	211	247	259	224	259	238	255	251	237	249
NHS Grampian	SCARE	Patient advised to go to A&E	188	235	226	244	262	295	258	301	261	254	269	254	243
NHS Grampian	SCARE	Patient advised to go to A&E	1	2	2		3	2		4	1	1	1	2	3
NHS Grampian	SCARE	Patient sent to A&E via Ambulance within 1 Hr	25	18	29	25	26	32	27	22	24	20	19	8	21
NHS Grampian	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	243	213	206	227	262	237	233	243	262	264	224	217	218
NHS Grampian	SCARE	Speak to clinician 2 Hrs	49	50	42	40	59	77	50	60	55	61	49	68	51
NHS Grampian	SCARE	Speak to clinician within 4 Hrs	47	55	68	54	58	81	58	77	63	63	81	67	51
NHS Grampian	SLFC_NPA	Contact Breathing Space									1				
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour		2		2	1			1	1		1		
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	98	122	94	92	122	143	100	118	110	97	117	119	84
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1	1	4	1	1	1	2	1	2	4		2	4
NHS Grampian	SLFC_NPA	Dental Nurse - Not Triage/Assessed	4	4	5	6	12	5	5	12	3	2	4	4	7
NHS Grampian	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	3	3	2	2	1	3	2	3	4	1	4	4	1
NHS Grampian	SLFC_NPA	Dental Nurse - Self Care	5	4	2	4	5	7	2	4	2	2	3	2	6
NHS Grampian	SLFC_NPA	Distress Brief Intervention	8	7	12	8	7	12	10	11	10	10	18	9	7
NHS Grampian	SLFC_NPA	For Information Only	82	105	76	98	122	130	109	118	105	107	112	105	103
NHS Grampian	SLFC_NPA	Patient advised to contact CPN Team - For Info Only				1	2					1		1	
NHS Grampian	SLFC_NPA	Patient given self care advice - For Information Only	162	143	143	135	188	189	194	190	179	171	200	166	170
NHS Grampian	SLFC_NPA	Pt advised to contact Dentist - For Information Only		1	1		1							1	
NHS Grampian	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only						1	2				1	1	
NHS Grampian	SLFC_NPA	Pt advised to contact Midwife - For Information Only	4	3	4	1	3	4	5	6	1	6		3	2
NHS Grampian	SLFC_NPA	Pt advised to contact Optician - For Information Only	4	3	6	3	9	8	8	5	6	8	11	7	9
NHS Grampian	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only				1		1			1		1	1	
NHS Grampian	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	19	19	19	23	45	40	35	37	28	33	29	27	32
NHS Grampian	SLFC_NPA	Pt advised to contact Police - For Information Only	8	13	10	14	13	9	22	16	11	20	16	15	14
NHS Grampian	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information						1				1			
NHS Grampian	SLFC_NPA	Pt advised to contact appropriate service - For Info Only											1	2	
NHS Grampian	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	28	22	12	7	12	14	30	11	12	17	23	20	17
NHS Greater Glasgow	PCARE	CPN (Dr) to phone patient within 1 Hr	37	34	41	33	38	46	37	39	37	49	47	34	47
NHS Greater Glasgow	PCARE	CPN (Dr) to phone patient within 2 Hrs	64	61	61	64	80	71	52	65	67	71	61	74	86

Table 3

Health Board	Care Group	Endpoint	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	01/06/2025	08/06/2025	15/06/2025
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 1 Hr	3	2	5	3	3	1	3	5	4	5	8	3	1
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 2 Hrs	6	4	4	3	12	14	10	11	3	4	10	4	3
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 4 Hrs	8	12	8	8	19	19	13	12	15	10	13	13	11
NHS Greater Glasgow	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	12	7	12	4	10	7	6	5	12	11	11	9	8
NHS Greater Glasgow	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1	5	3		2	5	1	2		1	3	3	
NHS Greater Glasgow	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	2	4	6	5	3	6	3	7	6	4	6	1	5
NHS Greater Glasgow	PCARE	Home Visit within 1 Hr	33	36	35	25	42	44	42	25	32	40	30	30	29
NHS Greater Glasgow	PCARE	Home Visit within 2 Hrs	85	77	69	86	139	149	107	100	100	100	127	83	105
NHS Greater Glasgow	PCARE	Home Visit within 4 Hrs	133	151	119	106	260	167	153	178	107	160	171	119	125
NHS Greater Glasgow	PCARE	PCEC within 1 Hr	179	145	135	116	166	158	134	144	146	109	162	120	126
NHS Greater Glasgow	PCARE	PCEC within 2 Hrs	411	418	386	346	530	505	429	422	383	386	475	366	424
NHS Greater Glasgow	PCARE	PCEC within 4 Hrs	988	1,051	1,043	933	1,867	1,522	1,111	1,227	895	1,132	1,449	980	1,061
NHS Greater Glasgow	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	238	253	243	233	213	176	237	162	227	271	204	250	254
NHS Greater Glasgow	PCARE	Pt advised to contact practice - For Information Only	26	19	27	21	60	41	30	24	20	33	39	35	19
NHS Greater Glasgow	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	21	14	28	23	18	10	17	16	18	25	18	21	29
NHS Greater Glasgow	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	116	116	142	112	65	143	69	101	101	84	146	120	140
NHS Greater Glasgow	PCARE	Speak to clinician within 1 Hr	63	45	48	46	97	52	49	58	57	46	62	54	54
NHS Greater Glasgow	PCARE	Speak to clinician within 2 Hrs	89	75	64	75	123	111	86	91	91	98	124	86	71
NHS Greater Glasgow	PCARE	Speak to clinician within 4 Hrs	164	137	146	144	422	232	191	188	153	203	193	169	156
NHS Greater Glasgow	PCARE	Transport to PCEC within 4 hrs	5	7	6	2	5	5	3	2	3	1	6	4	5
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					
NHS Greater Glasgow	SCARE	999 contacted - For information only	357	362	381	334	516	515	420	435	388	433	553	421	403
NHS Greater Glasgow	SCARE	Patient advised to go to A&E	502	521	540	463	594	594	545	566	546	471	598	511	487
NHS Greater Glasgow	SCARE	Patient advised to go to A&E	2	2	4	5		1	6	4	1	3	4	5	
NHS Greater Glasgow	SCARE	Patient sent to A&E via Ambulance within 1 Hr	43	40	40	41	45	53	46	53	46	45	36	50	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		2		
NHS Greater Glasgow	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	355	321	406	367	330	410	431	433	462	443	347	328	390
NHS Greater Glasgow	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub			1								1	2	
NHS Greater Glasgow	SCARE	Speak to clinician 2 Hrs	84	76	89	64	76	90	82	101	104	75	80	84	88
NHS Greater Glasgow	SCARE	Speak to clinician within 4 Hrs	129	109	122	123	133	126	132	145	149	122	133	107	116
NHS Greater Glasgow	SLFC_NPA	Contact Breathing Space					2		1		1				
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	3	1	3	3	5	3	6	4		4		8	7
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	261	248	249	243	426	372	319	308	236	296	313	271	272
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1	5	3	3	4	7	5	7	4	5	5	1	3
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Pharmacist					1								
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	12	8	4	10	37	23	20	21	11	16	12	15	30

Table 3

Health Board	Care Group	Endpoint	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	01/06/2025	08/06/2025	15/06/2025
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	9	3	2	2	11	4	8	6	2	5	4	1	4
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Self Care	9	4	8	6	11	9	6	3	4	7	2	4	5
NHS Greater Glasgow	SLFC_NPA	Distress Brief Intervention	22	16	23	28	35	29	26	26	27	23	24	29	26
NHS Greater Glasgow	SLFC_NPA	For Information Only	157	138	138	127	241	148	183	182	162	161	154	171	156
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	2	3			1		1	1	1	3	2	2	3
NHS Greater Glasgow	SLFC_NPA	Patient given self care advice - For Information Only	431	409	433	454	644	547	559	516	475	523	483	450	458
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1	3	1	5	2	2	1	5	2	3	2	1	4
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only	2	1		3	1	3			1		1	1	1
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Midwife - For Information Only	10	8	11	10	14	12	10	10	11	9	13	12	7
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Optician - For Information Only	16	14	25	14	6	17	6	18	12	13	14	16	14
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only	1	2	1		1			1	1	2		2	1
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	51	62	74	58	170	135	84	126	84	114	135	56	82
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Police - For Information Only	14	6	13	8	16	10	10	13	23	17	13	13	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					2		
NHS Greater Glasgow	SLFC_NPA	Pt given TOXBASE advice - For Information Only									1				
NHS Greater Glasgow	SLFC_NPA	Remote Prescribing										2		3	
NHS Greater Glasgow	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	34	19	23	18	27	16	18	26	26	29	20	30	21
NHS Greater Glasgow	Not assigned	Not assigned	1	2			1		1				1	1	
NHS HIGHLAND	PCARE	CPN (Dr) to phone patient within 1 Hr	2	4	11	6	8	4	3	13	11	5	5	7	14
NHS HIGHLAND	PCARE	CPN (Dr) to phone patient within 2 Hrs	11	9	9	8	6	14	17	14	14	3	8	10	2
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 1 Hr		3	4	3	3	4	2		2	3	4		1
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 2 Hrs	4	3	6	9	2	2	9	12	8	2	1	3	5
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 4 Hrs	8	11	13	15	22	15	7	17	11	10	14	15	15
NHS HIGHLAND	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2			3	6	6	2	4	2	1	3		
NHS HIGHLAND	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)			1			1	1		1			1	
NHS HIGHLAND	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)		1	1	2	1	2	1		1	2	2		2
NHS HIGHLAND	PCARE	Home Visit within 1 Hr	9	9	11	8	10	11	8	12	8	5	6	6	8
NHS HIGHLAND	PCARE	Home Visit within 2 Hrs	18	21	20	24	30	29	26	36	18	19	22	20	32
NHS HIGHLAND	PCARE	Home Visit within 4 Hrs	25	26	24	30	61	34	34	36	29	27	28	23	35
NHS HIGHLAND	PCARE	PCEC within 1 Hr	27	18	43	24	43	33	35	29	34	25	33	29	27
NHS HIGHLAND	PCARE	PCEC within 2 Hrs	72	73	65	59	104	83	83	119	74	82	69	76	73
NHS HIGHLAND	PCARE	PCEC within 4 Hrs	158	186	203	148	358	285	221	216	176	186	214	159	212
NHS HIGHLAND	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	36	27	28	45	31	20	36	33	28	31	37	41	35
NHS HIGHLAND	PCARE	Pt advised to contact practice - For Information Only	5	5	11	9	8	7	2	6	3	5	6	2	3
NHS HIGHLAND	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	3	1	2	5	1	2	3	3	5	5	5	2	4
NHS HIGHLAND	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	22	20	15	19	16	33	13	24	13	22	17	28	10

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Health Board	Care Group	Endpoint	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	01/06/2025	08/06/2025	15/06/2025
NHS HIGHLAND	PCARE	Speak to clinician within 1 Hr	8	9	16	10	17	13	10	11	10	18	16	9	15
NHS HIGHLAND	PCARE	Speak to clinician within 2 Hrs	9	17	20	13	28	26	23	20	18	22	19	20	18
NHS HIGHLAND	PCARE	Speak to clinician within 4 Hrs	23	27	31	36	75	48	46	53	38	23	41	28	35
NHS HIGHLAND	PCARE	Transport to PCEC within 1 Hr								1					
NHS HIGHLAND	PCARE	Transport to PCEC within 2 Hrs									1				
NHS HIGHLAND	SCARE	999 contacted - For information only	76	75	86	74	106	113	89	81	67	93	117	122	101
NHS HIGHLAND	SCARE	Patient advised to go to A&E	80	69	79	61	98	83	91	101	71	75	85	92	86
NHS HIGHLAND	SCARE	Patient advised to go to A&E		2	1	2		2		1	1		1	1	
NHS HIGHLAND	SCARE	Patient sent to A&E via Ambulance within 1 Hr	8	3	6	3	13	7	9	7	8	5	7	7	14
NHS HIGHLAND	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	47	60	56	56	73	60	48	70	92	68	58	60	68
NHS HIGHLAND	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	19	17	30	9	33	18	19	33	29	30	19	33	25
NHS HIGHLAND	SCARE	Speak to clinician 2 Hrs	10	19	26	13	15	8	12	21	15	15	14	17	13
NHS HIGHLAND	SCARE	Speak to clinician within 4 Hrs	23	18	11	27	30	27	22	21	27	23	21	13	21
NHS HIGHLAND	SLFC_NPA	Contact Breathing Space			1			1							
NHS HIGHLAND	SLFC_NPA	Distress Brief Intervention	4	6	1	5	2	6	9	3	8	7	6	5	3
NHS HIGHLAND	SLFC_NPA	For Information Only	24	35	27	30	35	34	45	34	32	33	42	30	34
NHS HIGHLAND	SLFC_NPA	Hub to arrange appointment within 24 hours	67	58	67	62	108	59	59	77	65	49	76	68	76
NHS HIGHLAND	SLFC_NPA	Hub to arrange contact with Clinician within 1 hour			1										
NHS HIGHLAND	SLFC_NPA	Patient advised to contact CPN Team - For Info Only						1					1		
NHS HIGHLAND	SLFC_NPA	Patient advised to contact dental advice line - Info Only	1	2	1	1	2				2	1	1		
NHS HIGHLAND	SLFC_NPA	Patient advised to contact registered GDP - Info Only	10	7	5	9	20	13	13	7	7	9	12	11	12
NHS HIGHLAND	SLFC_NPA	Patient given self care advice - For Information Only	71	78	83	89	102	98	100	109	96	100	103	73	84
NHS HIGHLAND	SLFC_NPA	Patient given self care dental advice - For Information Only				1	1	3	2	1	1	1	1	3	
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Dentist - For Information Only			1		3							1	1
NHS HIGHLAND	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only					1						1		1
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Midwife - For Information Only	2		1	1	1	2	1		2	1	1	1	1
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Optician - For Information Only	4	5	1	2	6	5	3	3	6	1	3	1	4
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only			1		1			1					
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	6	11	12	9	32	27	17	19	12	10	21	13	26
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Police - For Information Only	2	2	3	1	4		1	3	6	4	1	2	
NHS HIGHLAND	SLFC_NPA	Pt advised to contact appropriate service - For Info Only											1		
NHS HIGHLAND	SLFC_NPA	Triage refused - For Information Only	3	2	5	8	8	4	3	7		2	5	2	7
NHS HIGHLAND	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	2	3	7	3	3	3	5	6	4	2	11	10	9
NHS LANARKSHIRE	PCARE	CPN (Dr) to phone patient within 1 Hr	18	23	6	16	17	14	12	14	12	13	12	11	15
NHS LANARKSHIRE	PCARE	CPN (Dr) to phone patient within 2 Hrs	15	29	15	22	25	41	23	22	18	18	29	17	12
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 1 Hr	2		2	2	1	2		2	2	1	4	3	1
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 2 Hrs	4	3	2	2	3	8	1	3	2	8	5	1	4
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 4 Hrs	2	6	6	2	11	11	3	4	1	9	8	3	7

Table 3

Health Board	Care Group	Endpoint	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	01/06/2025	08/06/2025	15/06/2025
NHS LANARKSHIRE	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	5	1	3	3	7	6	3	4	2	4	7	6	4
NHS LANARKSHIRE	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)						1							1
NHS LANARKSHIRE	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	1		1	2	2	2	3	1	1	4	2	4	6
NHS LANARKSHIRE	PCARE	Home Visit within 1 Hr	10	11	20	8	12	16	8	10	13	12	15	19	13
NHS LANARKSHIRE	PCARE	Home Visit within 2 Hrs	24	40	34	26	65	65	46	58	36	41	63	35	28
NHS LANARKSHIRE	PCARE	Home Visit within 4 Hrs	39	52	50	44	86	72	50	59	48	58	71	44	48
NHS LANARKSHIRE	PCARE	PCEC within 1 Hr	78	80	89	74	82	99	64	92	59	79	108	60	61
NHS LANARKSHIRE	PCARE	PCEC within 2 Hrs	207	221	204	192	256	260	180	230	181	231	262	169	188
NHS LANARKSHIRE	PCARE	PCEC within 4 Hrs	547	487	510	478	896	705	527	594	454	498	694	446	475
NHS LANARKSHIRE	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	83	105	78	97	89	86	88	50	107	105	113	119	94
NHS LANARKSHIRE	PCARE	Pt advised to contact practice - For Information Only	7	9	7	10	19	16	8	10	9	13	9	10	11
NHS LANARKSHIRE	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	7	6	8	6	6	7	6	4	4	3	8	10	7
NHS LANARKSHIRE	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	48	46	42	62	31	70	34	52	51	34	54	56	60
NHS LANARKSHIRE	PCARE	Speak to clinician within 1 Hr	14	22	17	15	28	23	18	21	14	24	23	18	18
NHS LANARKSHIRE	PCARE	Speak to clinician within 2 Hrs	25	32	29	28	60	47	35	39	28	37	41	34	32
NHS LANARKSHIRE	PCARE	Speak to clinician within 4 Hrs	62	63	49	72	209	99	85	85	64	95	81	47	71
NHS LANARKSHIRE	PCARE	Transport to PCEC within 2 Hrs	1		2	2						1	1	1	
NHS LANARKSHIRE	PCARE	Transport to PCEC within 4 hrs		1		1	1	2		1	1			3	
NHS LANARKSHIRE	PCARE	Triage refused therefore Dr requested to phone patient			1										
NHS LANARKSHIRE	SCARE	999 contacted - For information only	170	181	223	181	258	224	199	233	206	202	282	203	196
NHS LANARKSHIRE	SCARE	Patient advised to go to A&E	242	247	292	263	309	324	274	345	255	295	317	289	277
NHS LANARKSHIRE	SCARE	Patient advised to go to A&E	2	2		1	3	3		1		3	4	3	2
NHS LANARKSHIRE	SCARE	Patient sent to A&E via Ambulance within 1 Hr	20	25	17	19	19	13	21	21	32	15	16	14	10
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	130	140	138	163	152	148	154	178	181	152	151	150	130
NHS LANARKSHIRE	SCARE	Speak to clinician 2 Hrs	33	26	39	27	31	54	47	39	42	48	40	30	34
NHS LANARKSHIRE	SCARE	Speak to clinician within 4 Hrs	66	46	58	56	62	61	52	66	61	60	62	55	40
NHS LANARKSHIRE	SLFC_NPA	Contact Breathing Space	1	2	1										
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	1	1	1			1	1		1	1	2	1	1
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	131	104	135	120	224	178	138	148	120	137	158	124	115
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour		1		1	1	1		2		4	3	1	3
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	6	4	5	3	21	12	11	10	5	5	7	1	12
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Routine Contact with Dentist			4		3	2	5	3		3	2	2	
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Self Care	3	3	4		5	2	3	3	1	1	2	4	1
NHS LANARKSHIRE	SLFC_NPA	Distress Brief Intervention	6	9	8	13	11	11	11	10	11	14	14	8	13
NHS LANARKSHIRE	SLFC_NPA	For Information Only	51	52	55	52	96	75	54	72	54	56	84	61	67
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	145	155	170	162	221	172	170	145	171	188	203	149	148

Table 3

Health Board	Care Group	Endpoint	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	01/06/2025	08/06/2025	15/06/2025
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Dentist - For Information Only			1	1	1			6	1		2		
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only		1		1	1		2	1			1		
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Midwife - For Information Only	5	4	2	1	4	4	3	4	3	9	11	5	2
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Optician - For Information Only	4	3	1	4	10	9	6	3	6	6	7	7	4
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only			1				1	1				1	
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	25	23	29	18	64	48	39	42	52	36	51	29	29
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Police - For Information Only	8	8	4	3	6	4	2	4	3	6	2	6	8
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							
NHS LANARKSHIRE	SLFC_NPA	Pt given TOXBASE advice - For Information Only				1									
NHS LANARKSHIRE	SLFC_NPA	Remote Prescribing												1	
NHS LANARKSHIRE	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	12	13	7	6	14	9	11	8	7	2	8	3	3
NHS LANARKSHIRE	SLFC_NPA	Untriaged call - OOH Service clinician to phone patient					1								
NHS LANARKSHIRE	Not assigned	Not assigned	1	1		1							1	1	
NHS Lothian	PCARE	CPN (Dr) to phone patient within 1 Hr	20	16	24	18	21	13	24	25	22	25	19	21	24
NHS Lothian	PCARE	CPN (Dr) to phone patient within 2 Hrs	36	33	42	41	43	38	30	36	31	33	27	34	27
NHS Lothian	PCARE	DN (Dr) phone patient within 1 Hr	6	4	8	7	7	5	7	7	4	4	9	5	11
NHS Lothian	PCARE	DN (Dr) phone patient within 2 Hrs	13	10	13	7	26	27	13	23	19	12	18	9	11
NHS Lothian	PCARE	DN (Dr) phone patient within 4 Hrs	41	41	33	31	57	38	36	41	46	49	40	38	35
NHS Lothian	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	4	9	9	7	10	9	6	11	7	8	7	9	7
NHS Lothian	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)		2			3	2	2					1	1
NHS Lothian	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	3	3	5	1	8	2	6	2	3	2	6	2	2
NHS Lothian	PCARE	Home Visit within 1 Hr	33	25	23	30	20	34	29	30	30	27	39	25	32
NHS Lothian	PCARE	Home Visit within 2 Hrs	62	91	78	49	100	116	76	99	77	71	62	72	78
NHS Lothian	PCARE	Home Visit within 4 Hrs	100	96	109	92	174	129	91	130	100	101	112	83	91
NHS Lothian	PCARE	PCEC within 1 Hr	120	100	113	76	129	108	102	122	105	102	91	94	95
NHS Lothian	PCARE	PCEC within 12 Hrs										1			
NHS Lothian	PCARE	PCEC within 2 Hrs	292	303	283	263	320	356	309	368	268	284	251	233	220
NHS Lothian	PCARE	PCEC within 4 Hrs	771	760	793	709	1,354	1,161	888	1,016	733	804	753	684	799
NHS Lothian	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	189	194	205	218	147	150	212	140	192	197	224	217	190
NHS Lothian	PCARE	Pt advised to contact practice - For Information Only	19	19	28	24	44	19	29	21	13	18	22	19	25
NHS Lothian	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	13	20	20	14	11	9	18	14	17	18	19	16	20
NHS Lothian	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	81	91	106	100	65	117	56	106	85	81	95	96	99
NHS Lothian	PCARE	Speak to clinician within 1 Hr	28	25	43	36	49	46	39	37	38	31	48	41	38
NHS Lothian	PCARE	Speak to clinician within 2 Hrs	59	63	66	57	96	89	65	61	56	50	62	48	49
NHS Lothian	PCARE	Speak to clinician within 4 Hrs	110	137	121	113	307	150	152	159	102	130	87	121	114
NHS Lothian	PCARE	Transport to PCEC within 2 Hrs			1	1	1	1				1		1	
NHS Lothian	PCARE	Transport to PCEC within 4 hrs	1				1	3	3	1	3	3			

Table 3

Health Board	Care Group	Endpoint	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	01/06/2025	08/06/2025	15/06/2025
NHS Lothian	SCARE	999 contacted - For information only	264	283	264	287	357	363	317	349	343	327	336	325	319
NHS Lothian	SCARE	Patient advised to go to A&E	440	421	413	413	465	511	454	494	465	434	455	439	439
NHS Lothian	SCARE	Patient advised to go to A&E	2		2	1	6	3	4		2	1		3	2
NHS Lothian	SCARE	Patient sent to A&E via Ambulance within 1 Hr	22	32	36	35	37	29	31	33	35	29	33	30	36
NHS Lothian	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only	1		1										
NHS Lothian	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	423	432	475	391	411	420	447	443	498	505	473	459	485
NHS Lothian	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub						1							1
NHS Lothian	SCARE	Speak to clinician 2 Hrs	91	96	90	76	58	77	85	73	111	120	90	90	82
NHS Lothian	SCARE	Speak to clinician within 4 Hrs	109	129	133	117	101	126	121	129	144	126	108	113	121
NHS Lothian	SLFC_NPA	Contact Breathing Space					1			1					
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour		1	2	1	2	3		4	1	3	1	1	1
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	222	199	240	229	307	289	237	258	211	193	206	209	235
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	6	3	7	1	8	3	6	5	1		3	4	7
NHS Lothian	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	20	7	9	6	25	24	13	20	7	10	14	15	22
NHS Lothian	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	4	4	3	3	7	7	5	5	5	3	5	4	2
NHS Lothian	SLFC_NPA	Dental Nurse - Self Care	5	6	5	6	10	5	10	6	11	4	6	6	7
NHS Lothian	SLFC_NPA	Distress Brief Intervention	13	17	20	22	21	21	15	17	23	11	16	15	18
NHS Lothian	SLFC_NPA	For Information Only	116	126	118	108	135	116	131	159	118	123	112	107	101
NHS Lothian	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	2		1		1						3	1	
NHS Lothian	SLFC_NPA	Patient given self care advice - For Information Only	313	293	324	296	404	335	304	338	292	325	359	293	316
NHS Lothian	SLFC_NPA	Pt advised to contact Dentist - For Information Only	2	1	2		1			2	2	1		2	2
NHS Lothian	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only		2	2	2		1	2	1			1	2	2
NHS Lothian	SLFC_NPA	Pt advised to contact Midwife - For Information Only	6	7	11	12	14	15	16	13	12	12	10	8	12
NHS Lothian	SLFC_NPA	Pt advised to contact Optician - For Information Only	14	8	12	12	18	21	14	20	15	15	15	18	15
NHS Lothian	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only	1	1	1		2				2	1		2	1
NHS Lothian	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	51	63	57	55	136	81	74	99	60	71	82	68	75
NHS Lothian	SLFC_NPA	Pt advised to contact Police - For Information Only	10	14	14	15	12	19	12	8	10	7	14	14	12
NHS Lothian	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information							1					2	
NHS Lothian	SLFC_NPA	Pt advised to contact appropriate service - For Info Only							3	1					
NHS Lothian	SLFC_NPA	Remote Prescribing								1		1		1	2
NHS Lothian	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	12	14	26	17	17	15	20	21	12	9	12	14	10
NHS Lothian	Not assigned	Not assigned	1			2		1	1	1					
NHS Orkney	PCARE	CPN (Dr) to phone patient within 1 Hr	1								1			1	1
NHS Orkney	PCARE	CPN (Dr) to phone patient within 2 Hrs	1				1	1		2					3
NHS Orkney	PCARE	DN (Dr) phone patient within 1 Hr		1			1				1				
NHS Orkney	PCARE	DN (Dr) phone patient within 2 Hrs					1		1	2		1			
NHS Orkney	PCARE	DN (Dr) phone patient within 4 Hrs		2	1	1	1			2	3	3	3	1	1
NHS Orkney	PCARE	Home Visit within 1 Hr	4	1	2	2		1	1	1	3			2	1

Table 3

Health Board	Care Group	Endpoint	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	01/06/2025	08/06/2025	15/06/2025
NHS Shetland	PCARE	Home Visit within 1 Hr			1			1	2			2	1		1
NHS Shetland	PCARE	Home Visit within 2 Hrs	1	3	3	3	2	2	2				3	4	
NHS Shetland	PCARE	Home Visit within 4 Hrs		1	2	3	1	3	4	2		3		1	1
NHS Shetland	PCARE	PCEC within 1 Hr	3	2	1	2	1	2	1	1			2		2
NHS Shetland	PCARE	PCEC within 2 Hrs	1	2	2	1	4	3		1	4	1	4		4
NHS Shetland	PCARE	PCEC within 4 Hrs	6	6	8	6	9	16	2	4	3	6	8	6	10
NHS Shetland	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	1	1	1		1	1	3	3	2	1	3	1	1
NHS Shetland	PCARE	Pt advised to contact practice - For Information Only							1			1		1	
NHS Shetland	PCARE	Pt advised to contact practice within 36 Hrs - Info Only		1		1	2	1			2		2	1	1
NHS Shetland	PCARE	Speak to clinician within 1 Hr		1	1	1		1					1		
NHS Shetland	PCARE	Speak to clinician within 2 Hrs	3		3	3			1				1	1	
NHS Shetland	PCARE	Speak to clinician within 4 Hrs	1	1	3	4	7	1		2	2	1	1	2	2
NHS Shetland	SCARE	999 contacted - For information only	1	3	1	5	5	5	6	1	4	3	1	4	1
NHS Shetland	SCARE	Patient advised to go to A&E	1	5	8	6	6	2	2	2	4	1	1	9	2
NHS Shetland	SCARE	Patient sent to A&E via Ambulance within 1 Hr		1	1	1								1	
NHS Shetland	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange		1			3				4	1	1	3	1
NHS Shetland	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	1			2		2	1						
NHS Shetland	SCARE	Speak to clinician 2 Hrs								1	1				1
NHS Shetland	SCARE	Speak to clinician within 4 Hrs									1				
NHS Shetland	SLFC_NPA	For Information Only	2	1	1		1	3		2			1		1
NHS Shetland	SLFC_NPA	Hub to arrange appointment within 24 hours	3	3	4	1	1	2	6	3		3		5	4
NHS Shetland	SLFC_NPA	Patient advised to contact dental advice line - Info Only											1		
NHS Shetland	SLFC_NPA	Patient advised to contact registered GDP - Info Only	2			2				2		1	2		
NHS Shetland	SLFC_NPA	Patient given self care advice - For Information Only	2	1	2	2	3	5	3	1	5	2	1	1	1
NHS Shetland	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	1					1			1		1		
NHS Shetland	SLFC_NPA	Triage refused - For Information Only			1			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	11	13	15	11	10	12	15	6	9	10	15	16	21
NHS TAYSIDE	PCARE	CPN (Dr) to phone patient within 2 Hrs	20	22	22	24	15	17	15	15	24	22	22	14	30
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 1 Hr	5	4	6	6	10	5	12	7	3	10	10	4	7
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 2 Hrs	11	22	18	14	12	16	18	16	13	9	20	7	20
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 4 Hrs	39	38	35	30	44	43	40	52	32	32	39	17	35
NHS TAYSIDE	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2	3	3	2	2	5	2	3	2	2	2	2	3
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)	4	1	1		2	1	2	1	3	1		2	1
NHS TAYSIDE	PCARE	Home Visit within 1 Hr	10	9	10	14	12	18	8	9	6	12	14	9	17
NHS TAYSIDE	PCARE	Home Visit within 2 Hrs	27	35	34	51	38	47	41	38	28	32	47	42	51
NHS TAYSIDE	PCARE	Home Visit within 4 Hrs	52	53	50	57	57	61	46	65	45	44	69	54	46

Table 3

Health Board	Care Group	Endpoint	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	01/06/2025	08/06/2025	15/06/2025
NHS TAYSIDE	PCARE	PCEC within 1 Hr	79	58	59	91	63	87	69	92	68	59	87	69	63
NHS TAYSIDE	PCARE	PCEC within 2 Hrs	149	150	137	166	148	181	153	161	133	139	184	151	134
NHS TAYSIDE	PCARE	PCEC within 4 Hrs	321	335	386	535	413	495	337	407	341	352	512	268	312
NHS TAYSIDE	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	60	56	81	61	91	40	56	49	70	67	54	76	51
NHS TAYSIDE	PCARE	Pt advised to contact practice - For Information Only	12	6	7	11	8	9	5	9	15	7	8	2	6
NHS TAYSIDE	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	11	3	8	6	3	3	7	5	8	7	5	2	5
NHS TAYSIDE	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	39	44	46	48	15	36	24	40	30	26	33	36	39
NHS TAYSIDE	PCARE	Speak to clinician within 1 Hr	17	14	22	11	12	28	13	18	18	15	22	14	14
NHS TAYSIDE	PCARE	Speak to clinician within 2 Hrs	28	27	27	35	21	28	28	25	27	36	29	28	33
NHS TAYSIDE	PCARE	Speak to clinician within 4 Hrs	61	44	43	74	83	69	62	55	28	65	80	51	43
NHS TAYSIDE	PCARE	Transport to PCEC within 1 Hr									1				
NHS TAYSIDE	PCARE	Transport to PCEC within 2 Hrs				1	1	1	1				1		
NHS TAYSIDE	PCARE	Transport to PCEC within 4 hrs						2				2		2	1
NHS TAYSIDE	SCARE	999 contacted - For information only	135	155	161	175	157	199	167	184	177	155	225	195	167
NHS TAYSIDE	SCARE	Patient advised to go to A&E	86	94	85	80	85	94	91	106	99	69	110	107	93
NHS TAYSIDE	SCARE	Patient advised to go to A&E	1	1	2		1	1	2		4	1		2	
NHS TAYSIDE	SCARE	Patient sent to A&E via Ambulance within 1 Hr	6	15	11	18	18	11	15	18	12	7	20	15	13
NHS TAYSIDE	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only											2		
NHS TAYSIDE	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	87	109	130	140	124	140	108	138	159	119	137	88	106
NHS TAYSIDE	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	1	1	2		1			2	1		1		
NHS TAYSIDE	SCARE	Speak to clinician 2 Hrs	32	25	30	41	24	36	38	35	31	35	33	36	28
NHS TAYSIDE	SCARE	Speak to clinician within 4 Hrs	36	45	39	51	49	38	43	54	41	40	42	51	28
NHS TAYSIDE	SLFC_NPA	Contact Breathing Space									1				
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour		2		1		1	1	1	1	2			
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	117	116	93	109	115	110	122	105	84	116	97	109	101
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	2	1	2		3	1	1			1	3	1	
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Not Triage/Assessed	7	3	9	7	14	6	10	5	3	6	6	2	19
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	3	2		3	3	3	2	3		5		2	1
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Self Care	1	5	3	3	2	5	2	1		4	1	3	3
NHS TAYSIDE	SLFC_NPA	Distress Brief Intervention	4	7	9	5	8	4	10	8	7	6	6	6	8
NHS TAYSIDE	SLFC_NPA	For Information Only	42	46	51	42	51	51	50	64	44	51	65	50	35
NHS TAYSIDE	SLFC_NPA	Patient advised to contact CPN Team - For Info Only			1	1	2		1			1			
NHS TAYSIDE	SLFC_NPA	Patient given self care advice - For Information Only	122	130	157	175	155	151	137	166	147	122	157	137	161
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Dentist - For Information Only		1		1		1		2			2		
NHS TAYSIDE	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only													1
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Midwife - For Information Only	2		2	1	4	4	4	4	3	7	4	6	4
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Optician - For Information Only	3	8	9	8	5	7	3	4	8	2	5	10	6
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only							2	2				1	

Table 3

Health Board	Care Group	Endpoint	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	01/06/2025	08/06/2025	15/06/2025
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	19	13	24	33	28	43	25	28	25	27	24	25	16
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Police - For Information Only	5	3	4	2	5	8	2	6	3	3	6	10	7
NHS TAYSIDE	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	5	4	7	5	7	7	3	13	7	11	3	7	2
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						1	1	
NHS Western Isles	PCARE	CPN (Dr) to phone patient within 2 Hrs		1	1	2									2
NHS Western Isles	PCARE	DN (Dr) phone patient within 2 Hrs	1		1	1		1	1				2		
NHS Western Isles	PCARE	DN (Dr) phone patient within 4 Hrs	1	1	2	1	2		1	5			2		
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	2	2	1					2	1	1
NHS Western Isles	PCARE	Home Visit within 2 Hrs	4	3		5	4	2	3		3		3	2	
NHS Western Isles	PCARE	Home Visit within 4 Hrs	1	1	3	6	9	4	4	5	2	1	1	3	
NHS Western Isles	PCARE	PCEC within 1 Hr	2	2	2		2	2	2	4	3	1	3	1	2
NHS Western Isles	PCARE	PCEC within 2 Hrs	2	12	6	3	13	4	3	8	2	2	7	6	3
NHS Western Isles	PCARE	PCEC within 4 Hrs	15	13	14	19	35	18	13	16	16	17	21	12	6
NHS Western Isles	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	4	3	3	5	2	4	5	1	1	4	5	3	4
NHS Western Isles	PCARE	Pt advised to contact practice - For Information Only	1					1						1	
NHS Western Isles	PCARE	Pt advised to contact practice within 12 Hrs - Info Only							1			1			
NHS Western Isles	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	1	2		1	1	4	1			1	1	1	1
NHS Western Isles	PCARE	Speak to clinician within 1 Hr		1		1	2	2		2	1		1		
NHS Western Isles	PCARE	Speak to clinician within 2 Hrs		1	2	1	2		3	1	2	1	3	2	2
NHS Western Isles	PCARE	Speak to clinician within 4 Hrs	3	3	1	1	8	8	4	5	3	4			2
NHS Western Isles	SCARE	999 contacted - For information only	8	10	4	3	17	10	9	5	4	6	12	1	6
NHS Western Isles	SCARE	Patient advised to go to A&E	1	3	5	4	3	8	9	3	1	5	4	5	6
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										1		1	2
NHS Western Isles	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	3	2	3	2	5	5		3	6	3	3	7	4
NHS Western Isles	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	1			3	2	4	3	2	1	1	5	1	3
NHS Western Isles	SCARE	Speak to clinician 2 Hrs		1	1	2	1	1	1			2	1	1	
NHS Western Isles	SCARE	Speak to clinician within 4 Hrs	2	1		3	1	1		3	2	3	1		
NHS Western Isles	SLFC_NPA	Distress Brief Intervention		1	1		1						1		1
NHS Western Isles	SLFC_NPA	For Information Only		1	3	2	2	2	1	2	2	2	3	2	3
NHS Western Isles	SLFC_NPA	Hub to arrange appointment within 24 hours	6	5	4	5	10	5	5	4	6	5	6	3	1
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			1	1	1	1	1		1	1	1	1	2
NHS Western Isles	SLFC_NPA	Patient given self care advice - For Information Only	5	5	3	6	11	6	1	3	7	2	6	8	3

Table 3

Health Board	Care Group	Endpoint	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	01/06/2025	08/06/2025	15/06/2025
NHS Western Isles	SLFC_NPA	Patient given self care dental advice - For Information Only					1							1	
NHS Western Isles	SLFC_NPA	Pt advised to contact Midwife - For Information Only							1					1	
NHS Western Isles	SLFC_NPA	Pt advised to contact Optician - For Information Only		1									1		
NHS Western Isles	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only				2	3				1			1	2
NHS Western Isles	SLFC_NPA	Pt advised to contact Police - For Information Only					1								
NHS Western Isles	SLFC_NPA	Triage refused - For Information Only					2				1		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	Self Care			1						1				
Not assigned	SLFC_NPA	Triage Refused/Not Assessed											1		
Not assigned	Not assigned	Not assigned	13	10	19	14	21	14	11	25	12	7	16	9	16

Table 4

Care Group	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	01/06/2025	08/06/2025	15/06/2025
PCARE	11,354	11,446	11,553	11,040	16,511	14,890	12,076	13,237	10,897	11,847	13,282	11,032	11,550
SCARE	6,727	6,769	7,230	6,758	7,733	8,156	7,491	8,138	7,900	7,621	7,961	7,495	7,292
SLFC_NPA	4,245	4,152	4,404	4,255	6,310	5,395	4,984	5,222	4,417	4,717	5,084	4,480	4,635
Not assigned	16	14	19	18	23	16	14	26	14	7	18	11	18
Total	22,342	22,381	23,206	22,071	30,577	28,457	24,565	26,623	23,228	24,192	26,345	23,018	23,495

Care Group	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	01/06/2025	08/06/2025	15/06/2025
PCARE	50.82%	51.14%	49.78%	50.02%	54.00%	52.32%	49.16%	49.72%	46.91%	48.97%	50.42%	47.93%	49.16%
SCARE	30.11%	30.24%	31.16%	30.62%	25.29%	28.66%	30.49%	30.57%	34.01%	31.50%	30.22%	32.56%	31.04%
SLFC_NPA	19.00%	18.55%	18.98%	19.28%	20.64%	18.96%	20.29%	19.61%	19.02%	19.50%	19.30%	19.46%	19.73%
Not assigned	0.07%	0.06%	0.08%	0.08%	0.08%	0.06%	0.06%	0.10%	0.06%	0.03%	0.07%	0.05%	0.08%

Table 5

Calendar day	19/05/2025	20/05/2025	21/05/2025	22/05/2025	23/05/2025	24/05/2025	25/05/2025	26/05/2025	27/05/2025	28/05/2025	29/05/2025	30/05/2025	31/05/2025	01/06/2025	02/06/2025	03/06/2025	04/06/2025	05/06/2025	06/06/2025	07/06/2025	08/06/2025	09/06/2025	10/06/2025	11/06/2025	12/06/2025	13/06/2025	14/06/2025	15/06/2025
Overall Call Volume	387	372	382	341	385	402	547	453	375	368	349	352	474	457	400	408	365	401	378	447	537	441	438	432	409	415	508	499
Overall Calls Connected	330	328	342	290	321	366	420	431	346	334	325	315	418	434	335	370	353	345	325	400	430	343	316	321	327	307	403	404
Median Time to Answer	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	00:00:10	00:01:27	00:00:06	00:00:06	00:00:48	00:00:06	00:00:06
90th Percentile Time to Answer	00:07:26	00:07:43	00:05:04	00:08:29	00:08:19	00:06:18	00:14:28	00:00:10	00:03:48	00:07:06	00:04:14	00:08:11	00:05:45	00:07:17	00:07:54	00:05:18	00:04:23	00:06:36	00:08:11	00:06:01	00:13:12	00:11:47	00:13:03	00:13:43	00:08:59	00:15:00	00:14:40	00:11:46

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	23/03/2025	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	01/06/2025	08/06/2025	15/06/2025
Overall Call Volume	2,857	2,827	2,799	2,643	3,068	2,814	2,876	2,872	2,785	2,816	2,888	2,937	3,142
Overall Calls Connected	2,265	2,100	2,322	2,223	2,739	2,522	2,392	2,506	2,366	2,397	2,603	2,548	2,421
Median Time to Answer	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	00:00:06	00:00:06	00:00:08
90th Percentile Time to Answer	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	00:05:44	00:07:06	00:12:50

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

Graphs

