

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: 20/04/2025 to 13/07/2025

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	16/06/2025	17/06/2025	18/06/2025	19/06/2025	20/06/2025	21/06/2025	22/06/2025	23/06/2025	24/06/2025	25/06/2025	26/06/2025	27/06/2025	28/06/2025	29/06/2025	30/06/2025	01/07/2025	02/07/2025	03/07/2025	04/07/2025	05/07/2025	06/07/2025	07/07/2025	08/07/2025	09/07/2025	10/07/2025	11/07/2025	12/07/2025	13/07/2025
Overall Call Volume	3,501	3,274	3,233	3,203	3,332	7,443	7,160	3,641	3,245	3,203	3,000	3,252	7,300	6,847	3,555	3,160	3,058	3,136	3,708	7,143	6,662	3,412	3,053	3,048	3,101	3,288	7,130	7,094
Overall Calls Connected	2,979	2,816	2,706	2,781	2,666	6,332	6,040	3,016	2,782	2,689	2,486	2,629	6,433	6,146	2,948	2,678	2,469	2,614	2,916	5,833	5,745	2,892	2,603	2,584	2,456	2,464	6,265	6,438
Callers Disconnected	0.25%	0.36%	0.14%	0.25%	0.26%	0.19%	0.10%	0.04%	0.31%	0.35%	0.70%	0.40%	0.00%	0.05%	0.29%	0.23%	0.05%	0.08%	0.31%	0.30%	0.02%	0.21%	0.18%	0.14%	0.33%	1.04%	0.12%	0.02%
Overall Avg Patient Journey Time	00:36:03	00:30:02	00:32:58	00:28:20	00:36:23	00:32:58	00:34:28	00:34:33	00:30:46	00:34:09	00:36:42	00:36:41	00:35:40	00:29:48	00:35:47	00:31:35	00:35:04	00:28:26	00:34:03	00:41:17	00:35:09	00:33:06	00:32:30	00:29:45	00:34:49	00:39:55	00:28:31	00:25:21
Traged at First Contact %	97.27%	98.88%	97.22%	97.41%	98.03%	91.52%	94.58%	96.80%	98.97%	98.74%	99.28%	94.85%	90.21%	92.55%	99.21%	97.29%	98.67%	97.07%	95.69%	89.99%	91.64%	98.15%	99.24%	97.73%	99.52%	96.45%	92.65%	94.13%
Median Time to Answer	00:12:20	00:08:45	00:09:59	00:04:32	00:13:53	00:02:48	00:12:28	00:11:33	00:08:54	00:07:57	00:15:04	00:15:59	00:03:01	00:02:22	00:11:29	00:06:37	00:12:38	00:03:07	00:09:40	00:14:36	00:07:53	00:09:35	00:04:25	00:07:04	00:14:31	00:20:30	00:02:38	00:00:06
50th Percentile Time to Answer	00:47:48	00:30:24	00:44:29	00:29:48	00:55:28	00:33:10	00:28:59	00:49:59	00:25:49	00:44:12	00:49:22	00:35:34	00:21:49	00:11:22	00:44:15	00:34:34	00:39:27	00:22:16	00:45:29	00:32:10	00:16:59	00:38:52	00:40:25	00:29:11	00:46:03	01:03:15	00:15:30	00:09:53

Table 2

Week Endng Date	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	22/06/2025	29/06/2025	06/07/2025	13/07/2025
Overall Call Volume	38,578	36,611	31,223	34,223	29,826	31,637	33,163	29,657	30,283	31,146	30,488	30,417	30,126
Overall Calls Connected	33,571	30,895	26,522	28,659	25,327	26,328	28,608	25,056	25,464	26,320	26,181	25,224	25,702
Caller Discontinued	0.23%	0.26%	0.25%	0.25%	0.20%	0.34%	0.22%	0.16%	0.20%	0.19%	0.19%	0.18%	0.22%
Overall Avg Patient Journey Time	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	00:33:14	00:33:44	00:35:27	00:30:43
Triaged at First Contact %	93.58%	94.58%	93.92%	94.30%	96.09%	95.38%	94.76%	94.76%	94.54%	95.48%	94.58%	94.38%	95.80%
Median Time to Answer	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	00:07:45	00:04:36	00:09:12	00:03:37
90th Percentile Time to Answer	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	00:34:04	00:30:01	00:33:51	00:31:39

Table 3

Health Board	Care Group	Endpoint	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	22/06/2025	29/06/2025	06/07/2025	13/07/2025
NHS Ayrshire & Arran	PCARE	CPN (Dr) to phone patient within 1 Hr	13	6	16	8	14	10	10	11	14	11	10	7	12
NHS Ayrshire & Arran	PCARE	CPN (Dr) to phone patient within 2 Hrs	25	26	13	30	16	13	21	20	16	15	21	17	14
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 1 Hr		2	2	2		1	3	1				2	
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 2 Hrs	4	3	3	7	3	1	4	2	4	2	3	3	5
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 4 Hrs	9	1	1	11	2	7	5	2	2	6	3	1	6
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2	2	3	4	4	1	3	2	2	4	3	2	2
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)		1		1			2			1			
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	2	1	5	2	2		1	2	1		5	2	2
NHS Ayrshire & Arran	PCARE	Home Visit within 1 Hr	24	22	9	10	13	12	12	8	4	7	11	11	4
NHS Ayrshire & Arran	PCARE	Home Visit within 2 Hrs	59	46	37	45	37	36	55	29	37	45	38	32	39
NHS Ayrshire & Arran	PCARE	Home Visit within 4 Hrs	75	64	52	45	44	54	48	31	47	47	41	34	46
NHS Ayrshire & Arran	PCARE	PCEC within 1 Hr	42	43	47	41	35	49	53	28	49	43	31	40	29
NHS Ayrshire & Arran	PCARE	PCEC within 2 Hrs	178	147	123	135	114	97	141	118	134	147	134	156	101
NHS Ayrshire & Arran	PCARE	PCEC within 4 Hrs	472	414	305	342	329	326	421	291	314	335	315	330	297
NHS Ayrshire & Arran	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	60	28	62	46	52	66	60	54	47	65	76	48	52
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice - For Information Only	12	6	6	8	4	1	7	7	12	1	7	8	6
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	3	1	8	4	6	10	5	5	7	4	2	3	5
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	16	38	28	25	25	21	40	32	41	27	25	34	28
NHS Ayrshire & Arran	PCARE	Speak to clinician within 1 Hr	20	11	15	19	14	15	18	19	14	20	8	12	15
NHS Ayrshire & Arran	PCARE	Speak to clinician within 2 Hrs	40	25	22	26	18	35	36	29	22	28	28	20	24
NHS Ayrshire & Arran	PCARE	Speak to clinician within 4 Hrs	126	75	55	54	46	70	74	45	37	60	51	50	54
NHS Ayrshire & Arran	SCARE	999 contacted - For Information Only				1									
NHS Ayrshire & Arran	SCARE	999 contacted - For information only	179	156	133	140	157	153	177	156	151	169	147	168	160
NHS Ayrshire & Arran	SCARE	Patient advised to go to A&E	173	161	129	150	130	159	158	159	164	150	148	141	151
NHS Ayrshire & Arran	SCARE	Patient advised to go to A&E	2	2	3	1	1		3	3	1			1	
NHS Ayrshire & Arran	SCARE	Patient sent to A&E via Ambulance within 1 Hr	23	18	10	17	20	10	18	18	14	12	12	13	11
NHS Ayrshire & Arran	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only										1			
NHS Ayrshire & Arran	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	100	93	94	95	111	107	88	93	88	114	92	92	123
NHS Ayrshire & Arran	SCARE	Speak to clinician 2 Hrs	23	37	30	24	23	21	19	18	13	22	25	10	24
NHS Ayrshire & Arran	SCARE	Speak to clinician within 4 Hrs	41	37	33	42	37	33	36	28	22	36	32	36	28
NHS Ayrshire & Arran	SLFC_NPA	Contact Breathing Space											1		
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour				1	1			1					
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	144	112	110	103	73	88	84	91	94	84	108	103	87
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	4	2		1				2		1		1	1
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Not Triage/Assessed	13	3	6	4	1	2	6	4	9	4	6	7	1
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1	2	2	1	2		1	2		1	1	2	1
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Self Care	6	2	2	1	3	3	2	4	3	2	5	1	2

Table 3

Health Board	Care Group	Endpoint	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	22/06/2025	29/06/2025	06/07/2025	13/07/2025
NHS Ayrshire & Arran	SLFC_NPA	Distress Brief Intervention	9	9	13	9	7	11	10	4	4	12	7	7	7
NHS Ayrshire & Arran	SLFC_NPA	For Information Only	74	42	43	45	47	45	33	42	48	43	62	41	39
NHS Ayrshire & Arran	SLFC_NPA	Patient advised to contact CPN Team - For Info Only		1		1							2		
NHS Ayrshire & Arran	SLFC_NPA	Patient given self care advice - For Information Only	164	141	137	133	125	98	138	110	105	128	134	126	128
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Dentist - For Information Only			1	2			3		1	1			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	5	5	1	2	7	2	1	3	1	1		2	3
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Optician - For Information Only	3	1	4	4	5	2	6	1	2	3	7	7	7
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	37	19	24	25	19	15	40	12	20	18	31	21	43
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Police - For Information Only	3	4	7	2	1	4	5	4	4	5	5		3
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact appropriate service - For Info Only				1									
NHS Ayrshire & Arran	SLFC_NPA	Remote Prescribing						1		1					
NHS Ayrshire & Arran	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	12	7	5	5	5	6	7	9	6	10	5	5	7
NHS Ayrshire & Arran	Not assigned	Not assigned									1				
NHS Borders	PCARE	CPN (Dr) to phone patient within 1 Hr	7	1	1	8	6	5	7	3	3	5	4	5	4
NHS Borders	PCARE	CPN (Dr) to phone patient within 2 Hrs	2	7	5	2	6	2	9	7	6	2	7	8	5
NHS Borders	PCARE	DN (Dr) phone patient within 1 Hr		1		1	1	4	4	1	2	2	4	2	3
NHS Borders	PCARE	DN (Dr) phone patient within 2 Hrs	9	9	8	2	11	3	6	10	8	5	5	3	5
NHS Borders	PCARE	DN (Dr) phone patient within 4 Hrs	13	18	20	11	22	13	12	11	17	13	10	14	12
NHS Borders	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)		1				1	2				1		
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					
NHS Borders	PCARE	Home Visit within 1 Hr	3	3		2		3	1	2	3	1	2	2	4
NHS Borders	PCARE	Home Visit within 2 Hrs	13	15	8	20	11	11	11	15	16	8	13	11	10
NHS Borders	PCARE	Home Visit within 4 Hrs	21	16	9	17	22	16	14	12	16	14	13	18	14
NHS Borders	PCARE	PCEC within 1 Hr	9	9	6	11	10	5	11	11	12	13	11	9	10
NHS Borders	PCARE	PCEC within 2 Hrs	35	27	27	29	27	31	18	17	16	35	24	26	27
NHS Borders	PCARE	PCEC within 4 Hrs	76	80	71	74	62	72	70	56	76	83	50	69	73
NHS Borders	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	23	11	21	17	16	24	20	24	18	17	22	18	20
NHS Borders	PCARE	Pt advised to contact practice - For Information Only	4	2	2	4	2	1	2	1	1	3	2	3	4
NHS Borders	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	1	3	2			1	1					2	1
NHS Borders	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	6	12	9	7	4	5	9	8	11	5	7	3	9
NHS Borders	PCARE	Speak to clinician within 1 Hr	3	7	9	5	3	3	5	1	1	2	2	3	6
NHS Borders	PCARE	Speak to clinician within 2 Hrs	6	6	10	11	2	6	12	5	10	7	12	9	3
NHS Borders	PCARE	Speak to clinician within 4 Hrs	29	24	20	15	10	16	11	9	11	7	13	15	11
NHS Borders	SCARE	999 contacted - For information only	41	44	30	45	52	49	49	55	46	51	44	56	48
NHS Borders	SCARE	Patient advised to go to A&E	45	53	35	54	48	50	54	49	50	45	41	42	51

Table 3

Health Board	Care Group	Endpoint	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	22/06/2025	29/06/2025	06/07/2025	13/07/2025
NHS Borders	SCARE	Patient advised to go to A&E	1									3			
NHS Borders	SCARE	Patient sent to A&E via Ambulance within 1 Hr	4	2	3	8	6	4	4	4	6	4	4	8	6
NHS Borders	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	54	51	50	46	51	53	51	52	51	47	60	45	51
NHS Borders	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub					2					1			
NHS Borders	SCARE	Speak to clinician 2 Hrs	6	18	14	15	13	10	14	11	11	11	11	10	8
NHS Borders	SCARE	Speak to clinician within 4 Hrs	15	11	13	12	17	18	12	20	13	15	8	15	7
NHS Borders	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	27	14	20	21	20	16	20	16	23	16	28	16	19
NHS Borders	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1												1
NHS Borders	SLFC_NPA	Dental Nurse - Not Triage/Assessed	3	3	1	2				1	1	1			3
NHS Borders	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1				1	1							
NHS Borders	SLFC_NPA	Dental Nurse - Self Care		1		1	2					1			
NHS Borders	SLFC_NPA	Distress Brief Intervention	3	1	4	1	1	1		2	3	3	3	1	2
NHS Borders	SLFC_NPA	For Information Only	20	18	18	14	14	16	9	6	8	6	9	10	9
NHS Borders	SLFC_NPA	Patient advised to contact CPN Team - For Info Only						1						1	
NHS Borders	SLFC_NPA	Patient given self care advice - For Information Only	37	30	31	41	41	26	43	34	32	41	28	34	32
NHS Borders	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only													1
NHS Borders	SLFC_NPA	Pt advised to contact Midwife - For Information Only	3				1	4	4	1	1	2		2	1
NHS Borders	SLFC_NPA	Pt advised to contact Optician - For Information Only		2	2		1	1	1		2		2		
NHS Borders	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	6	2	4	9	3	6	4	6	6	2	6	5	6
NHS Borders	SLFC_NPA	Pt advised to contact Police - For Information Only						1		1		1	2	1	3
NHS Borders	SLFC_NPA	Remote Prescribing								1					
NHS Borders	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	3	4	3	2	2	1	2	1	1				1
NHS Dumfries & Gallo	PCARE	CPN (Dr) to phone patient within 1 Hr		3	2	2	5	5	4	2	3	3	1	4	1
NHS Dumfries & Gallo	PCARE	CPN (Dr) to phone patient within 2 Hrs	10	8	5	11	9	8	6	6	11	5	9	1	1
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 1 Hr	1	1	1		1		1	2	2	3		1	4
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 2 Hrs	5	8	11	12	11	5	5	5	10	6	6	8	8
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 4 Hrs	25	20	16	21	21	18	13	27	22	16	19	21	19
NHS Dumfries & Gallo	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)		4		1		1		2	1			1	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				3	1	
NHS Dumfries & Gallo	PCARE	Home Visit within 1 Hr	5	6	2	1	8	1			2	4		3	2
NHS Dumfries & Gallo	PCARE	Home Visit within 2 Hrs	14	24	8	15	13	9	14	12	14	8	3	19	17
NHS Dumfries & Gallo	PCARE	Home Visit within 4 Hrs	24	21	21	20	14	17	11	17	13	11	9	19	16
NHS Dumfries & Gallo	PCARE	PCEC within 1 Hr	15	14	11	18	8	4	11	6	8	15	13	6	13
NHS Dumfries & Gallo	PCARE	PCEC within 2 Hrs	39	42	36	42	27	37	25	39	33	26	37	34	43
NHS Dumfries & Gallo	PCARE	PCEC within 4 Hrs	93	99	94	93	79	92	93	78	76	73	79	64	87
NHS Dumfries & Gallo	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	18	9	20	14	14	15	14	17	13	13	15	18	10
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice - For Information Only	3	2		1		3	3	2	1	1	1	2	6

Table 3

Health Board	Care Group	Endpoint	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	22/06/2025	29/06/2025	06/07/2025	13/07/2025
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	1	1	1		3	3	4	2	3	1	1	4	
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	9	9	2	8	9	4	17	7	11	13	8	8	5
NHS Dumfries & Gallo	PCARE	Speak to clinician within 1 Hr	7	2	6	7	4	2	6	6	3	1	4	3	5
NHS Dumfries & Gallo	PCARE	Speak to clinician within 2 Hrs	11	10	10	9	10	5	11	6	6	7	6	6	7
NHS Dumfries & Gallo	PCARE	Speak to clinician within 4 Hrs	19	23	20	22	18	14	17	19	13	13	23	17	19
NHS Dumfries & Gallo	PCARE	Transport to PCEC within 2 Hrs											1		
NHS Dumfries & Gallo	PCARE	Transport to PCEC within 4 hrs						1					1	1	
NHS Dumfries & Gallo	PCARE	Triage refused therefore Dr requested to phone patient											1		
NHS Dumfries & Gallo	SCARE	999 contacted - For information only	55	54	64	49	41	43	54	52	50	56	56	46	46
NHS Dumfries & Gallo	SCARE	Patient advised to go to A&E	37	53	42	38	37	44	32	36	45	52	44	35	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	6	5	2	7	2	4	10	4	9	6	4	3	5
NHS Dumfries & Gallo	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	20	17	11	15	23	9	15	14	14	18	22	10	18
NHS Dumfries & Gallo	SCARE	Speak to clinician 2 Hrs	3	3	4	4	4	3	2	3	2	3	2	2	6
NHS Dumfries & Gallo	SCARE	Speak to clinician within 4 Hrs	5	8	6	11	15	10	13	8	10	7	15	11	13
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	42	49	30	48	28	53	38	42	35	38	42	44	34
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour		1			1		1	1	1				
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	5			3	1		1	1				2	2
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Routine Contact with Dentist					1		1						
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Self Care		3		1	1	2	1	4			1		
NHS Dumfries & Gallo	SLFC_NPA	Distress Brief Intervention	2	1	1	5		2	2	2	4	2	1	2	1
NHS Dumfries & Gallo	SLFC_NPA	For Information Only	8	10	13	18	11	12	16	13	24	16	17	13	8
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	41	34	29	30	25	36	37	28	31	35	40	29	37
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		2	1		1		1
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Optician - For Information Only	1	3		1	1		1	1	1		1	1	
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	5	9	4	11	3	4	7	8	8	6	7	7	10
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Police - For Information Only		2	3	2	2		4		3	1		5	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	1	4	3	3	1	1	3		2	2	6	5	1
NHS Fife	PCARE	CPN (Dr) to phone patient within 1 Hr	11	14	14	17	9	13	13	16	17	14	9	10	15
NHS Fife	PCARE	CPN (Dr) to phone patient within 2 Hrs	28	24	16	34	15	30	13	25	19	14	15	20	19
NHS Fife	PCARE	DN (Dr) phone patient within 1 Hr	8	3	5	1	6	3	3	7	7	8	5	5	5
NHS Fife	PCARE	DN (Dr) phone patient within 2 Hrs	17	12	15	14	17	15	12	17	15	14	10	8	14
NHS Fife	PCARE	DN (Dr) phone patient within 4 Hrs	61	38	45	45	40	48	38	52	43	40	41	30	43
NHS Fife	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	4	3	2	3		3	2	3	2	3	2	1	
NHS Fife	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)		3					2		1				

Table 3

Health Board	Care Group	Endpoint	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	22/06/2025	29/06/2025	06/07/2025	13/07/2025
NHS Fife	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	4	1	1	1	1			2	1	3		3	2
NHS Fife	PCARE	Home Visit within 1 Hr	16	6	10	5	12	6	7	9	10	8	13	12	13
NHS Fife	PCARE	Home Visit within 2 Hrs	49	50	41	52	21	36	25	45	32	33	35	36	28
NHS Fife	PCARE	Home Visit within 4 Hrs	70	51	43	56	44	57	50	35	49	53	49	44	41
NHS Fife	PCARE	PCEC within 1 Hr	54	55	56	56	35	37	48	35	38	48	41	32	26
NHS Fife	PCARE	PCEC within 2 Hrs	171	154	145	132	118	113	135	104	130	120	129	112	119
NHS Fife	PCARE	PCEC within 4 Hrs	575	520	356	419	277	319	343	274	304	326	316	320	296
NHS Fife	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	69	52	62	59	81	85	104	69	84	85	75	70	65
NHS Fife	PCARE	Pt advised to contact practice - For Information Only	21	19	6	10	7	11	13	10	10	6	6	8	10
NHS Fife	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	8	6	12	5	3	7	4	6	5	3	7	9	8
NHS Fife	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	20	52	25	33	38	26	33	27	26	34	38	42	29
NHS Fife	PCARE	Speak to clinician within 1 Hr	25	19	15	19	11	12	17	17	12	15	10	14	12
NHS Fife	PCARE	Speak to clinician within 2 Hrs	42	34	29	27	24	26	20	24	17	26	33	19	16
NHS Fife	PCARE	Speak to clinician within 4 Hrs	124	69	54	64	46	47	44	39	34	48	53	46	42
NHS Fife	SCARE	999 contacted - For information only	169	187	150	132	143	136	162	151	148	143	171	146	148
NHS Fife	SCARE	Patient advised to go to A&E	170	178	158	142	147	147	151	153	144	159	156	148	158
NHS Fife	SCARE	Patient advised to go to A&E	2	1	1				2		2	2	1	3	
NHS Fife	SCARE	Patient sent to A&E via Ambulance within 1 Hr	22	14	14	16	20	14	11	10	17	10	10	8	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	122	136	140	133	127	122	123	125	115	151	136	131	133
NHS Fife	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub					1						1		
NHS Fife	SCARE	Speak to clinician 2 Hrs	15	31	35	42	28	41	30	33	28	36	34	27	30
NHS Fife	SCARE	Speak to clinician within 4 Hrs	38	34	40	47	37	41	35	21	46	54	40	37	42
NHS Fife	SLFC_NPA	Contact Breathing Space												1	
NHS Fife	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour					1		1	1	2				1
NHS Fife	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	122	99	108	95	76	106	123	102	107	102	107	92	97
NHS Fife	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1	1	4		1	1	1	2	1			1	1
NHS Fife	SLFC_NPA	Dental Nurse - Not Triage/Assessed	19	10	4	8	3	6	3	4	8	9	5	9	5
NHS Fife	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	3	1	7		1		2		2	4	1	5	1
NHS Fife	SLFC_NPA	Dental Nurse - Self Care	4	5	2	1	2	2	4	2	2	2	2	3	2
NHS Fife	SLFC_NPA	Distress Brief Intervention	3	8	2	6	7	7	7	4	7	8	13	4	4
NHS Fife	SLFC_NPA	For Information Only	62	77	57	54	23	54	32	59	83	59	59	34	40
NHS Fife	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	2				1	1					2		
NHS Fife	SLFC_NPA	Patient given self care advice - For Information Only	188	157	159	177	114	154	155	113	141	153	131	112	141
NHS Fife	SLFC_NPA	Pt advised to contact Dentist - For Information Only	3	1		2		1		1	1		1	1	2
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	4	3	1	2	3	1	3	2	3	7	2	6
NHS Fife	SLFC_NPA	Pt advised to contact Optician - For Information Only	6	5	6	8	10	6	6	5	8	8	7	8	1

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Health Board	Care Group	Endpoint	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	22/06/2025	29/06/2025	06/07/2025	13/07/2025
NHS Fife	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only							1				1		1
NHS Fife	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	42	34	16	22	17	19	30	23	21	31	27	28	20
NHS Fife	SLFC_NPA	Pt advised to contact Police - For Information Only	5	5	4	7	5	8		5	5	12	9	3	3
NHS Fife	SLFC_NPA	Pt advised to contact appropriate service - For Info Only			1										
NHS Fife	SLFC_NPA	Pt given TOXBASE advice - For Information Only										1			
NHS Fife	SLFC_NPA	Remote Prescribing				1					1				
NHS Fife	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	8	7	7	10	2	4	7	7	11	7	9	4	7
NHS Fife	SLFC_NPA	Untriaged call - OOH Service clinician to phone patient			1										
NHS Fife	Not assigned	Not assigned									1	1	1	1	
NHS Forth Valley	PCARE	CPN (Dr) to phone patient within 1 Hr	5	3	2	7	6	11	4	7	12	5	7	9	11
NHS Forth Valley	PCARE	CPN (Dr) to phone patient within 2 Hrs	26	19	18	12	17	12	13	11	9	10	12	9	11
NHS Forth Valley	PCARE	DN (Dr) phone patient within 1 Hr	8	5	5	6	5	6	6	2	2	1	7	3	3
NHS Forth Valley	PCARE	DN (Dr) phone patient within 2 Hrs	9	9	7	9	11	9	6	11	15	10	10	13	11
NHS Forth Valley	PCARE	DN (Dr) phone patient within 4 Hrs	45	34	37	36	27	19	25	21	25	25	25	31	32
NHS Forth Valley	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)		1	3	2	5	3	4	3	4	3	6		1
NHS Forth Valley	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1		2		1		1			1		1	
NHS Forth Valley	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	4	3	3	1	1	1	1		1	1			2
NHS Forth Valley	PCARE	Home Visit within 1 Hr	13	7	10	4	4	7	4		10	10	9	2	2
NHS Forth Valley	PCARE	Home Visit within 2 Hrs	35	33	19	24	19	32	25	32	32	25	29	35	18
NHS Forth Valley	PCARE	Home Visit within 4 Hrs	50	46	36	44	7	27	24	48	39	30	28	25	40
NHS Forth Valley	PCARE	PCEC within 1 Hr	43	47	40	47	41	35	48	36	27	36	39	24	38
NHS Forth Valley	PCARE	PCEC within 2 Hrs	128	132	106	117	100	109	98	147	109	102	115	90	85
NHS Forth Valley	PCARE	PCEC within 4 Hrs	421	398	304	313	248	279	293	390	247	274	262	284	259
NHS Forth Valley	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	56	65	74	61	79	102	98	78	78	94	64	83	71
NHS Forth Valley	PCARE	Pt advised to contact practice - For Information Only	16	6	10	4	13	9	11	5	13	6	8	6	6
NHS Forth Valley	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	7	5	11	8	6	11	6	4	5	7	7	9	5
NHS Forth Valley	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	16	37	19	39	34	27	29	40	32	40	18	42	28
NHS Forth Valley	PCARE	Speak to clinician within 1 Hr	19	11	8	13	8	14	10	10	10	11	16	16	11
NHS Forth Valley	PCARE	Speak to clinician within 2 Hrs	26	21	18	30	27	19	27	35	20	14	18	16	15
NHS Forth Valley	PCARE	Speak to clinician within 4 Hrs	93	56	51	59	41	49	46	59	32	47	38	23	36
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	138	128	128	130	95	106	106	150	144	97	127	121	127
NHS Forth Valley	SCARE	Patient advised to go to A&E	164	207	188	227	202	194	211	228	164	220	197	154	191
NHS Forth Valley	SCARE	Patient advised to go to A&E	1	1		1				1			1	4	
NHS Forth Valley	SCARE	Patient sent to A&E via Ambulance within 1 Hr	9	12	15	11	17	7	6	18	15	13	10	12	19
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											1	

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Health Board	Care Group	Endpoint	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	22/06/2025	29/06/2025	06/07/2025	13/07/2025
NHS Forth Valley	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	195	234	259	291	280	277	242	245	237	246	261	239	256
NHS Forth Valley	SCARE	Speak to clinician 2 Hrs	44	80	77	94	86	91	56	74	71	72	62	34	54
NHS Forth Valley	SCARE	Speak to clinician within 4 Hrs	49	72	65	82	76	63	72	54	61	68	73	62	42
NHS Forth Valley	SLFC_NPA	Contact Breathing Space				1			1	1			1		
NHS Forth Valley	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour											1		
NHS Forth Valley	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	95	99	78	80	60	72	75	68	49	60	83	77	54
NHS Forth Valley	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour			2	2	5		1	1	1	2	1		1
NHS Forth Valley	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	9	5	5	6	1	4	3	6	5	3	6	6	
NHS Forth Valley	SLFC_NPA	Dental Nurse - Routine Contact with Dentist		1	1	1	2	1	2		1	3	3	1	
NHS Forth Valley	SLFC_NPA	Dental Nurse - Self Care	2	3	3	3	3		3	2	3	2	2	1	2
NHS Forth Valley	SLFC_NPA	Distress Brief Intervention	12	10	5	5	10	12	6	8	3	5	8	6	15
NHS Forth Valley	SLFC_NPA	For Information Only	43	49	57	59	62	49	55	65	70	47	56	44	55
NHS Forth Valley	SLFC_NPA	Patient advised to contact CPN Team - For Info Only			1	1	1								
NHS Forth Valley	SLFC_NPA	Patient given self care advice - For Information Only	148	123	105	114	113	121	132	108	106	128	125	106	121
NHS Forth Valley	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1		1		2			2	1		1	1	
NHS Forth Valley	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only					1		1	1				2	
NHS Forth Valley	SLFC_NPA	Pt advised to contact Midwife - For Information Only	3	1	2		1		2	4	2	3	2	2	1
NHS Forth Valley	SLFC_NPA	Pt advised to contact Optician - For Information Only	3	9	4	8	2	11	9	5	7	7	3	4	4
NHS Forth Valley	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only		1		1		1		1	1	1	3	1	2
NHS Forth Valley	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	39	32	26	24	21	14	18	20	15	20	21	19	31
NHS Forth Valley	SLFC_NPA	Pt advised to contact Police - For Information Only	2	4	4	2	2	2	6	5	5	8	4	2	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	6	8	11	10	12	10	10	5	8	5	15	8	13
NHS Forth Valley	Not assigned	Not assigned					1					1			
NHS Grampian	PCARE	CPN (Dr) to phone patient within 1 Hr	14	4	8	17	22	16	14	7	15	12	14	12	13
NHS Grampian	PCARE	CPN (Dr) to phone patient within 2 Hrs	16	24	24	31	33	11	24	29	29	22	36	29	23
NHS Grampian	PCARE	DN (Dr) phone patient within 1 Hr	5	2	4	6	7	6	8	4	4	7	4	8	5
NHS Grampian	PCARE	DN (Dr) phone patient within 2 Hrs	9	3	18	12	17	20	12	12	20	14	10	7	12
NHS Grampian	PCARE	DN (Dr) phone patient within 4 Hrs	22	25	25	34	35	34	19	28	22	27	19	26	26
NHS Grampian	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	3	2		1	5	3	3	1	3	2	5	3	
NHS Grampian	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1				2	1	1		1	2			
NHS Grampian	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	2	3	3		2	2	1	3	5	2	3	2	
NHS Grampian	PCARE	Home Visit within 1 Hr	23	16	9	28	14	8	13	14	11	12	19	12	13
NHS Grampian	PCARE	Home Visit within 2 Hrs	44	68	56	60	47	62	49	46	55	62	47	46	58
NHS Grampian	PCARE	Home Visit within 4 Hrs	54	72	67	68	56	81	60	55	67	68	66	60	65
NHS Grampian	PCARE	PCEC within 1 Hr	66	87	83	91	67	52	71	69	51	66	75	50	59

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NHS Grampian	PCARE	PCEC within 2 Hrs	187	217	187	232	181	150	182	175	193	186	199	161	192
NHS Grampian	PCARE	PCEC within 4 Hrs	495	650	480	572	378	426	437	414	467	409	442	473	463
NHS Grampian	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	114	52	96	71	74	91	104	90	97	99	107	92	97
NHS Grampian	PCARE	Pt advised to contact practice - For Information Only	27	16	14	9	10	11	6	4	12	4	9	8	7
NHS Grampian	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	9	5	8	5	10	5	11	6	15	6	10	6	5
NHS Grampian	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	33	69	29	44	37	42	49	49	52	38	43	62	49
NHS Grampian	PCARE	Speak to clinician within 1 Hr	24	29	16	18	20	16	21	17	24	17	19	18	22
NHS Grampian	PCARE	Speak to clinician within 2 Hrs	35	42	26	32	39	35	42	29	39	51	51	44	38
NHS Grampian	PCARE	Speak to clinician within 4 Hrs	79	105	89	104	63	101	77	53	61	77	66	88	98
NHS Grampian	PCARE	Triage refused therefore Dr requested to phone patient								1		1			
NHS Grampian	SCARE	999 contacted - For Information Only		1											
NHS Grampian	SCARE	999 contacted - For information only	247	259	224	259	238	255	251	237	249	224	268	264	237
NHS Grampian	SCARE	Patient advised to go to A&E	262	295	258	301	261	254	269	254	243	282	254	249	264
NHS Grampian	SCARE	Patient advised to go to A&E	3	2		4	1	1	1	2	3	2	1	3	2
NHS Grampian	SCARE	Patient sent to A&E via Ambulance within 1 Hr	26	32	27	22	24	20	19	8	21	24	18	26	26
NHS Grampian	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only												1	
NHS Grampian	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	262	237	233	243	262	264	224	217	218	205	265	242	261
NHS Grampian	SCARE	Speak to clinician 2 Hrs	59	77	50	60	55	61	49	68	51	59	56	59	62
NHS Grampian	SCARE	Speak to clinician within 4 Hrs	58	81	58	77	63	63	81	67	51	58	55	55	66
NHS Grampian	SLFC_NPA	Contact Breathing Space					1						1	1	
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	1			1	1		1			1			1
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	122	143	100	118	110	97	117	119	84	121	125	86	98
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1	1	2	1	2	4		2	4	1	3		1
NHS Grampian	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	12	5	5	12	3	2	4	4	7	2	7	9	7
NHS Grampian	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1	3	2	3	4	1	4	4	1	1	1	5	3
NHS Grampian	SLFC_NPA	Dental Nurse - Self Care	5	7	2	4	2	2	3	2	6	3	2	2	2
NHS Grampian	SLFC_NPA	Distress Brief Intervention	7	12	10	11	10	10	18	9	7	3	5	12	6
NHS Grampian	SLFC_NPA	For Information Only	122	130	109	118	105	107	112	105	103	111	98	108	101
NHS Grampian	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	2					1		1		1			
NHS Grampian	SLFC_NPA	Patient given self care advice - For Information Only	188	189	194	190	179	171	200	166	170	193	190	180	209
NHS Grampian	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1							1				2	
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	3	4	5	6	1	6		3	2	7		5	7
NHS Grampian	SLFC_NPA	Pt advised to contact Optician - For Information Only	9	8	8	5	6	8	11	7	9	6	9	3	14
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	45	40	35	37	28	33	29	27	32	40	28	37	35
NHS Grampian	SLFC_NPA	Pt advised to contact Police - For Information Only	13	9	22	16	11	20	16	15	14	17	15	11	16
NHS Grampian	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information		1				1							

Table 3

Health Board	Care Group	Endpoint	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	22/06/2025	29/06/2025	06/07/2025	13/07/2025
NHS Grampian	SLFC_NPA	Pt advised to contact appropriate service - For Info Only							1	2		1			
NHS Grampian	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	12	14	30	11	12	17	23	20	17	19	21	26	12
NHS Grampian	SLFC_NPA	Untriaged call - OOH Service clinician to phone patient											1		
NHS Greater Glasgow	PCARE	CPN (Dr) to phone patient within 1 Hr	38	46	37	39	37	49	47	34	47	33	46	47	43
NHS Greater Glasgow	PCARE	CPN (Dr) to phone patient within 2 Hrs	80	71	52	65	67	71	61	74	86	80	63	66	64
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 1 Hr	3	1	3	5	4	5	8	3	1	5	6	3	5
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 2 Hrs	12	14	10	11	3	4	10	4	3	6	7	8	7
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 4 Hrs	19	19	13	12	15	10	13	13	11	14	19	8	21
NHS Greater Glasgow	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	10	7	6	5	12	11	11	9	8	8	9	8	12
NHS Greater Glasgow	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	2	5	1	2		1	3	3		3	1	3	4
NHS Greater Glasgow	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	3	6	3	7	6	4	6	1	5	10	1	6	4
NHS Greater Glasgow	PCARE	Home Visit within 1 Hr	42	44	42	25	32	40	30	30	29	35	28	25	26
NHS Greater Glasgow	PCARE	Home Visit within 12 Hrs													1
NHS Greater Glasgow	PCARE	Home Visit within 2 Hrs	139	149	107	100	100	100	127	83	105	90	102	89	110
NHS Greater Glasgow	PCARE	Home Visit within 4 Hrs	260	167	153	178	107	160	171	119	125	148	125	99	109
NHS Greater Glasgow	PCARE	PCEC within 1 Hr	166	158	134	144	146	109	162	120	126	118	121	124	118
NHS Greater Glasgow	PCARE	PCEC within 2 Hrs	530	505	429	422	383	386	475	366	424	403	381	327	364
NHS Greater Glasgow	PCARE	PCEC within 4 Hrs	1,867	1,522	1,111	1,227	895	1,132	1,449	980	1,061	1,073	1,057	933	1,012
NHS Greater Glasgow	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	213	176	237	162	227	271	204	250	254	265	262	201	216
NHS Greater Glasgow	PCARE	Pt advised to contact practice - For Information Only	60	41	30	24	20	33	39	35	19	26	31	27	29
NHS Greater Glasgow	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	18	10	17	16	18	25	18	21	29	17	20	28	20
NHS Greater Glasgow	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	65	143	69	101	101	84	146	120	140	116	122	131	109
NHS Greater Glasgow	PCARE	Speak to clinician within 1 Hr	97	52	49	58	57	46	62	54	54	38	44	36	40
NHS Greater Glasgow	PCARE	Speak to clinician within 2 Hrs	123	111	86	91	91	98	124	86	71	78	72	79	77
NHS Greater Glasgow	PCARE	Speak to clinician within 4 Hrs	422	232	191	188	153	203	193	169	156	152	155	173	143
NHS Greater Glasgow	PCARE	Transport to PCEC within 4 hrs	5	5	3	2	3	1	6	4	5	4	1	1	4
NHS Greater Glasgow	PCARE	Triage refused therefore Dr requested to phone patient			1	1									
NHS Greater Glasgow	SCARE	999 contacted - For Information Only			1	1									
NHS Greater Glasgow	SCARE	999 contacted - For information only	516	515	420	435	388	433	553	421	403	432	465	471	449
NHS Greater Glasgow	SCARE	Patient advised to go to A&E	594	594	545	566	546	471	598	511	487	532	566	548	568
NHS Greater Glasgow	SCARE	Patient advised to go to A&E		1	6	4	1	3	4	5		4	1	3	1
NHS Greater Glasgow	SCARE	Patient sent to A&E via Ambulance within 1 Hr	45	53	46	53	46	45	36	50	45	57	40	34	52
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		2						1
NHS Greater Glasgow	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	330	410	431	433	462	443	347	328	390	430	381	330	365
NHS Greater Glasgow	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub							1	2				1	
NHS Greater Glasgow	SCARE	Speak to clinician 2 Hrs	76	90	82	101	104	75	80	84	88	95	64	52	68
NHS Greater Glasgow	SCARE	Speak to clinician within 4 Hrs	133	126	132	145	149	122	133	107	116	146	136	129	129

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Health Board	Care Group	Endpoint	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	22/06/2025	29/06/2025	06/07/2025	13/07/2025
NHS Greater Glasgow	SLFC_NPA	Contact Breathing Space	2		1		1								
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	5	3	6	4		4		8	7	1	2	7	1
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	426	372	319	308	236	296	313	271	272	274	283	306	245
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	4	7	5	7	4	5	5	1	3	8	7	6	4
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Pharmacist	1												
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Not Triage/Assessed	37	23	20	21	11	16	12	15	30	15	19	19	18
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	11	4	8	6	2	5	4	1	4	4	4	2	3
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Self Care	11	9	6	3	4	7	2	4	5	7	3	3	7
NHS Greater Glasgow	SLFC_NPA	Distress Brief Intervention	35	29	26	26	27	23	24	29	26	20	24	26	25
NHS Greater Glasgow	SLFC_NPA	For Information Only	241	148	183	182	162	161	154	171	156	175	172	151	138
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		1	1	1	3	2	2	3		1	1	1
NHS Greater Glasgow	SLFC_NPA	Patient given self care advice - For Information Only	644	547	559	516	475	523	483	450	458	503	501	461	449
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Dentist - For Information Only	2	2	1	5	2	3	2	1	4	2	4		
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only	1	3			1		1	1	1		1	1	1
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Midwife - For Information Only	14	12	10	10	11	9	13	12	7	14	16	8	17
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Optician - For Information Only	6	17	6	18	12	13	14	16	14	15	13	18	11
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only	1			1	1	2		2	1		3	3	
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	170	135	84	126	84	114	135	56	82	100	108	84	91
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Police - For Information Only	16	10	10	13	23	17	13	13	17	16	16	10	14
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information		1							1				
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact appropriate service - For Info Only	1	1					2			1		2	1
NHS Greater Glasgow	SLFC_NPA	Pt given TOXBASE advice - For Information Only					1								
NHS Greater Glasgow	SLFC_NPA	Remote Prescribing						2		3			1		
NHS Greater Glasgow	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	27	16	18	26	26	29	20	30	21	21	19	22	18
NHS Greater Glasgow	Not assigned	Not assigned	1		1				1	1		1	1		
NHS HIGHLAND	PCARE	CPN (Dr) to phone patient within 1 Hr	8	4	3	13	11	5	5	7	14	10	9	7	9
NHS HIGHLAND	PCARE	CPN (Dr) to phone patient within 2 Hrs	6	14	17	14	14	3	8	10	2	4	9	2	14
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 1 Hr	3	4	2		2	3	4		1	7	5	4	2
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 2 Hrs	2	2	9	12	8	2	1	3	5	8	4	8	4
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 4 Hrs	22	15	7	17	11	10	14	15	15	17	16	11	13
NHS HIGHLAND	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	6	6	2	4	2	1	3			1			1
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	2	1		1	2	2		2		1	1	2
NHS HIGHLAND	PCARE	Home Visit within 1 Hr	10	11	8	12	8	5	6	6	8	7	7	10	5
NHS HIGHLAND	PCARE	Home Visit within 2 Hrs	30	29	26	36	18	19	22	20	32	24	23	41	24
NHS HIGHLAND	PCARE	Home Visit within 4 Hrs	61	34	34	36	29	27	28	23	35	40	31	35	30
NHS HIGHLAND	PCARE	PCEC within 1 Hr	43	33	35	29	34	25	33	29	27	22	30	18	20

Table 3

Health Board	Care Group	Endpoint	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	22/06/2025	29/06/2025	06/07/2025	13/07/2025
NHS HIGHLAND	PCARE	PCEC within 2 Hrs	104	83	83	119	74	82	69	76	73	78	84	87	75
NHS HIGHLAND	PCARE	PCEC within 4 Hrs	358	285	221	216	176	186	214	159	212	207	206	286	202
NHS HIGHLAND	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	31	20	36	33	28	31	37	41	35	41	41	43	38
NHS HIGHLAND	PCARE	Pt advised to contact practice - For Information Only	8	7	2	6	3	5	6	2	3	1	1	4	2
NHS HIGHLAND	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	1	2	3	3	5	5	5	2	4		7	7	3
NHS HIGHLAND	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	16	33	13	24	13	22	17	28	10	26	15	22	16
NHS HIGHLAND	PCARE	Speak to clinician within 1 Hr	17	13	10	11	10	18	16	9	15	9	13	11	12
NHS HIGHLAND	PCARE	Speak to clinician within 2 Hrs	28	26	23	20	18	22	19	20	18	22	19	23	16
NHS HIGHLAND	PCARE	Speak to clinician within 4 Hrs	75	48	46	53	38	23	41	28	35	36	23	63	35
NHS HIGHLAND	PCARE	Transport to PCEC within 1 Hr				1									
NHS HIGHLAND	PCARE	Transport to PCEC within 2 Hrs					1								
NHS HIGHLAND	PCARE	Transport to PCEC within 4 hrs											1		2
NHS HIGHLAND	SCARE	999 contacted - For information only	106	113	89	81	67	93	117	122	101	107	103	105	103
NHS HIGHLAND	SCARE	Patient advised to go to A&E	98	83	91	101	71	75	85	92	86	84	101	105	85
NHS HIGHLAND	SCARE	Patient advised to go to A&E		2		1	1		1	1		2			1
NHS HIGHLAND	SCARE	Patient sent to A&E via Ambulance within 1 Hr	13	7	9	7	8	5	7	7	14	10	6	8	7
NHS HIGHLAND	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	73	60	48	70	92	68	58	60	68	73	66	61	86
NHS HIGHLAND	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	33	18	19	33	29	30	19	33	25	29	31	29	34
NHS HIGHLAND	SCARE	Speak to clinician 2 Hrs	15	8	12	21	15	15	14	17	13	10	21	12	19
NHS HIGHLAND	SCARE	Speak to clinician within 4 Hrs	30	27	22	21	27	23	21	13	21	39	23	20	23
NHS HIGHLAND	SLFC_NPA	Contact Breathing Space		1											
NHS HIGHLAND	SLFC_NPA	Distress Brief Intervention	2	6	9	3	8	7	6	5	3	5	8	1	7
NHS HIGHLAND	SLFC_NPA	For Information Only	35	34	45	34	32	33	42	30	34	31	28	45	43
NHS HIGHLAND	SLFC_NPA	Hub to arrange appointment within 24 hours	108	59	59	77	65	49	76	68	76	69	60	64	60
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						1
NHS HIGHLAND	SLFC_NPA	Patient advised to contact dental advice line - Info Only	2				2	1	1			1	1	1	1
NHS HIGHLAND	SLFC_NPA	Patient advised to contact registered GDP - Info Only	20	13	13	7	7	9	12	11	12	15	20	17	9
NHS HIGHLAND	SLFC_NPA	Patient given self care advice - For Information Only	102	98	100	109	96	100	103	73	84	73	86	83	88
NHS HIGHLAND	SLFC_NPA	Patient given self care dental advice - For Information Only	1	3	2	1	1	1	1	3		2	3	3	1
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Dentist - For Information Only	3							1	1		1	1	
NHS HIGHLAND	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only	1						1		1			2	
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Midwife - For Information Only	1	2	1		2	1	1	1	1		1	2	
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Optician - For Information Only	6	5	3	3	6	1	3	1	4	6	6	6	3
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only	1			1									
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	32	27	17	19	12	10	21	13	26	18	15	19	28
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Police - For Information Only	4		1	3	6	4	1	2		3	5	2	5
NHS HIGHLAND	SLFC_NPA	Pt advised to contact appropriate service - For Info Only							1				1	1	

Table 3

Health Board	Care Group	Endpoint	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	22/06/2025	29/06/2025	06/07/2025	13/07/2025
NHS HIGHLAND	SLFC_NPA	Triage refused - For Information Only	8	4	3	7		2	5	2	7	4	4	5	7
NHS HIGHLAND	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	3	3	5	6	4	2	11	10	9	3	5	5	8
NHS LANARKSHIRE	PCARE	CPN (Dr) to phone patient within 1 Hr	17	14	12	14	12	13	12	11	15	16	11	10	20
NHS LANARKSHIRE	PCARE	CPN (Dr) to phone patient within 2 Hrs	25	41	23	22	18	18	29	17	12	29	12	21	21
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 1 Hr	1	2		2	2	1	4	3	1		3	2	
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 2 Hrs	3	8	1	3	2	8	5	1	4	3	5	5	4
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 4 Hrs	11	11	3	4	1	9	8	3	7	1	6	8	5
NHS LANARKSHIRE	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	7	6	3	4	2	4	7	6	4	2	5	7	2
NHS LANARKSHIRE	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)		1							1	1			
NHS LANARKSHIRE	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	2	2	3	1	1	4	2	4	6	3	3	4	2
NHS LANARKSHIRE	PCARE	Home Visit within 1 Hr	12	16	8	10	13	12	15	19	13	10	5	11	15
NHS LANARKSHIRE	PCARE	Home Visit within 2 Hrs	65	65	46	58	36	41	63	35	28	47	47	38	39
NHS LANARKSHIRE	PCARE	Home Visit within 4 Hrs	86	72	50	59	48	58	71	44	48	46	44	39	38
NHS LANARKSHIRE	PCARE	PCEC within 1 Hr	82	99	64	92	59	79	108	60	61	76	70	49	56
NHS LANARKSHIRE	PCARE	PCEC within 2 Hrs	256	260	180	230	181	231	262	169	188	200	187	193	190
NHS LANARKSHIRE	PCARE	PCEC within 4 Hrs	896	705	527	594	454	498	694	446	475	505	460	507	473
NHS LANARKSHIRE	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	89	86	88	50	107	105	113	119	94	89	79	110	98
NHS LANARKSHIRE	PCARE	Pt advised to contact practice - For Information Only	19	16	8	10	9	13	9	10	11	9	13	8	10
NHS LANARKSHIRE	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	6	7	6	4	4	3	8	10	7	13	6	10	6
NHS LANARKSHIRE	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	31	70	34	52	51	34	54	56	60	47	51	62	48
NHS LANARKSHIRE	PCARE	Speak to clinician within 1 Hr	28	23	18	21	14	24	23	18	18	9	19	21	19
NHS LANARKSHIRE	PCARE	Speak to clinician within 2 Hrs	60	47	35	39	28	37	41	34	32	30	33	38	32
NHS LANARKSHIRE	PCARE	Speak to clinician within 4 Hrs	209	99	85	85	64	95	81	47	71	79	59	65	89
NHS LANARKSHIRE	PCARE	Transport to PCEC within 2 Hrs						1	1	1		1			1
NHS LANARKSHIRE	PCARE	Transport to PCEC within 4 hrs	1	2		1	1			3		1		1	
NHS LANARKSHIRE	PCARE	Triage refused therefore Dr requested to phone patient										1			
NHS LANARKSHIRE	SCARE	999 contacted - For Information Only													1
NHS LANARKSHIRE	SCARE	999 contacted - For information only	258	224	199	233	206	202	282	203	196	212	219	202	208
NHS LANARKSHIRE	SCARE	Patient advised to go to A&E	309	324	274	345	255	295	317	289	277	279	266	269	277
NHS LANARKSHIRE	SCARE	Patient advised to go to A&E	3	3		1		3	4	3	2		2	3	4
NHS LANARKSHIRE	SCARE	Patient sent to A&E via Ambulance within 1 Hr	19	13	21	21	32	15	16	14	10	18	17	16	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	152	148	154	178	181	152	151	150	130	173	163	138	160
NHS LANARKSHIRE	SCARE	Speak to clinician 2 Hrs	31	54	47	39	42	48	40	30	34	43	26	30	23
NHS LANARKSHIRE	SCARE	Speak to clinician within 4 Hrs	62	61	52	66	61	60	62	55	40	59	63	43	56
NHS LANARKSHIRE	SLFC_NPA	Contact Breathing Space												1	1
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour		1	1		1	1	2	1	1		1		3
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	224	178	138	148	120	137	158	124	115	125	124	128	136

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Health Board	Care Group	Endpoint	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	22/06/2025	29/06/2025	06/07/2025	13/07/2025
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1	1		2		4	3	1	3	2			1
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Not Triage/Assessed	21	12	11	10	5	5	7	1	12	9	9	9	9
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	3	2	5	3		3	2	2		3	1	3	1
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Self Care	5	2	3	3	1	1	2	4	1	4	1	4	3
NHS LANARKSHIRE	SLFC_NPA	Distress Brief Intervention	11	11	11	10	11	14	14	8	13	8	14	10	11
NHS LANARKSHIRE	SLFC_NPA	For Information Only	96	75	54	72	54	56	84	61	67	52	53	80	69
NHS LANARKSHIRE	SLFC_NPA	Patient advised to contact CPN Team - For Info Only										1			
NHS LANARKSHIRE	SLFC_NPA	Patient given self care advice - For Information Only	221	172	170	145	171	188	203	149	148	173	174	172	169
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1			6	1		2				1	1	2
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only	1		2	1			1			1		2	
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Midwife - For Information Only	4	4	3	4	3	9	11	5	2	5	10	4	4
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Optician - For Information Only	10	9	6	3	6	6	7	7	4	4	5	2	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	64	48	39	42	52	36	51	29	29	44	35	35	37
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Police - For Information Only	6	4	2	4	3	6	2	6	8	8	5	8	8
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information												1	
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact appropriate service - For Info Only		1									2		
NHS LANARKSHIRE	SLFC_NPA	Remote Prescribing								1		1			
NHS LANARKSHIRE	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	14	9	11	8	7	2	8	3	3	7	8	15	3
NHS LANARKSHIRE	SLFC_NPA	Untriaged call - OOH Service clinician to phone patient	1											1	1
NHS LANARKSHIRE	Not assigned	Not assigned							1	1		2	1		
NHS Lothian	PCARE	CPN (Dr) to phone patient within 1 Hr	21	13	24	25	22	25	19	21	24	20	22	22	25
NHS Lothian	PCARE	CPN (Dr) to phone patient within 2 Hrs	43	38	30	36	31	33	27	34	27	33	35	39	38
NHS Lothian	PCARE	DN (Dr) phone patient within 1 Hr	7	5	7	7	4	4	9	5	11	10	6	6	4
NHS Lothian	PCARE	DN (Dr) phone patient within 2 Hrs	26	27	13	23	19	12	18	9	11	13	5	13	23
NHS Lothian	PCARE	DN (Dr) phone patient within 4 Hrs	57	38	36	41	46	49	40	38	35	41	31	34	43
NHS Lothian	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	10	9	6	11	7	8	7	9	7	10	3	9	15
NHS Lothian	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	3	2	2					1	1		1	2	
NHS Lothian	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	8	2	6	2	3	2	6	2	2	3	4	3	5
NHS Lothian	PCARE	Home Visit within 1 Hr	20	34	29	30	30	27	39	25	32	25	28	32	34
NHS Lothian	PCARE	Home Visit within 2 Hrs	100	116	76	99	77	71	62	72	78	81	71	68	78
NHS Lothian	PCARE	Home Visit within 4 Hrs	174	129	91	130	100	101	112	83	91	86	100	85	96
NHS Lothian	PCARE	PCEC within 1 Hr	129	108	102	122	105	102	91	94	95	91	95	81	71
NHS Lothian	PCARE	PCEC within 12 Hrs						1					1		1
NHS Lothian	PCARE	PCEC within 2 Hrs	320	356	309	368	268	284	251	233	220	274	269	281	248
NHS Lothian	PCARE	PCEC within 4 Hrs	1,354	1,161	888	1,016	733	804	753	684	799	766	781	700	748
NHS Lothian	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	147	150	212	140	192	197	224	217	190	219	189	156	206
NHS Lothian	PCARE	Pt advised to contact practice - For Information Only	44	19	29	21	13	18	22	19	25	21	20	16	18

Table 3

Health Board	Care Group	Endpoint	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	22/06/2025	29/06/2025	06/07/2025	13/07/2025
NHS Lothian	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	11	9	18	14	17	18	19	16	20	13	16	15	14
NHS Lothian	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	65	117	56	106	85	81	95	96	99	78	95	107	86
NHS Lothian	PCARE	Speak to clinician within 1 Hr	49	46	39	37	38	31	48	41	38	33	30	33	34
NHS Lothian	PCARE	Speak to clinician within 2 Hrs	96	89	65	61	56	50	62	48	49	58	58	63	61
NHS Lothian	PCARE	Speak to clinician within 4 Hrs	307	150	152	159	102	130	87	121	114	138	141	133	142
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	3	3	1	3	3				1	3	2	
NHS Lothian	SCARE	999 contacted - For information only	357	363	317	349	343	327	336	325	319	288	323	329	334
NHS Lothian	SCARE	Patient advised to go to A&E	465	511	454	494	465	434	455	439	439	468	469	425	488
NHS Lothian	SCARE	Patient advised to go to A&E	6	3	4		2	1		3	2	2	3		2
NHS Lothian	SCARE	Patient sent to A&E via Ambulance within 1 Hr	37	29	31	33	35	29	33	30	36	25	24	28	35
NHS Lothian	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only										2			
NHS Lothian	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	411	420	447	443	498	505	473	459	485	459	433	407	449
NHS Lothian	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub		1							1		1		
NHS Lothian	SCARE	Speak to clinician 2 Hrs	58	77	85	73	111	120	90	90	82	71	78	50	79
NHS Lothian	SCARE	Speak to clinician within 4 Hrs	101	126	121	129	144	126	108	113	121	134	110	109	119
NHS Lothian	SLFC_NPA	Contact Breathing Space	1			1									1
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	2	3		4	1	3	1	1	1	3	1	3	1
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	307	289	237	258	211	193	206	209	235	221	213	219	208
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	8	3	6	5	1		3	4	7	4	7	2	3
NHS Lothian	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	25	24	13	20	7	10	14	15	22	12	18	14	12
NHS Lothian	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	7	7	5	5	5	3	5	4	2	10	2	5	6
NHS Lothian	SLFC_NPA	Dental Nurse - Self Care	10	5	10	6	11	4	6	6	7	4	4	6	5
NHS Lothian	SLFC_NPA	Distress Brief Intervention	21	21	15	17	23	11	16	15	18	13	18	18	16
NHS Lothian	SLFC_NPA	For Information Only	135	116	131	159	118	123	112	107	101	96	118	95	128
NHS Lothian	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	1						3	1		1			
NHS Lothian	SLFC_NPA	Patient given self care advice - For Information Only	404	335	304	338	292	325	359	293	316	327	351	322	364
NHS Lothian	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1			2	2	1		2	2	2		1	
NHS Lothian	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only		1	2	1			1	2	2	2		1	2
NHS Lothian	SLFC_NPA	Pt advised to contact Midwife - For Information Only	14	15	16	13	12	12	10	8	12	14	9	8	12
NHS Lothian	SLFC_NPA	Pt advised to contact Optician - For Information Only	18	21	14	20	15	15	15	18	15	20	18	16	11
NHS Lothian	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only	2				2	1		2	1	1	1		
NHS Lothian	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	136	81	74	99	60	71	82	68	75	92	67	64	86
NHS Lothian	SLFC_NPA	Pt advised to contact Police - For Information Only	12	19	12	8	10	7	14	14	12	17	11	10	9
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	1			
NHS Lothian	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	17	15	20	21	12	9	12	14	10	15	16	9	10

Table 3

Health Board	Care Group	Endpoint	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	22/06/2025	29/06/2025	06/07/2025	13/07/2025
NHS Lothian	Not assigned	Not assigned		1	1	1									
NHS Orkney	PCARE	CPN (Dr) to phone patient within 1 Hr					1			1	1	1	2		
NHS Orkney	PCARE	CPN (Dr) to phone patient within 2 Hrs	1	1		2					3		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	2		1					2		1
NHS Orkney	PCARE	DN (Dr) phone patient within 4 Hrs	1			2	3	3	3	1	1	1	1	1	1
NHS Orkney	PCARE	Home Visit within 1 Hr		1	1	1	3			2	1		2		3
NHS Orkney	PCARE	Home Visit within 2 Hrs		2	2	2	4	2	3	1	5	2	4	2	5
NHS Orkney	PCARE	Home Visit within 4 Hrs	4	3	1	6	3		1	2	1		6	5	3
NHS Orkney	PCARE	PCEC within 1 Hr	1	3	1			1	4	1	1	1	1	1	
NHS Orkney	PCARE	PCEC within 2 Hrs	4	1	3		6	5	3	9	5	7	3	2	3
NHS Orkney	PCARE	PCEC within 4 Hrs	8	17	10	8	6	11	3	4	10	16	10	7	8
NHS Orkney	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only				1		3	1		3	3	1	1	2
NHS Orkney	PCARE	Pt advised to contact practice - For Information Only			1	1									1
NHS Orkney	PCARE	Pt advised to contact practice within 12 Hrs - Info Only												2	
NHS Orkney	PCARE	Pt advised to contact practice within 36 Hrs - Info Only		1		1	1			2	2	1			2
NHS Orkney	PCARE	Speak to clinician within 1 Hr				2		2	1		2				
NHS Orkney	PCARE	Speak to clinician within 2 Hrs	1	1	1		1	1			5		1	2	1
NHS Orkney	PCARE	Speak to clinician within 4 Hrs	8	3	4	3		4	1	2	2		1	2	6
NHS Orkney	SCARE	999 contacted - For information only	2	6	3	2	4	7	4	5	4	5	2	2	4
NHS Orkney	SCARE	Patient advised to go to A&E	2	5	3	10	4	5	2	2	5	6	5	9	3
NHS Orkney	SCARE	Patient sent to A&E via Ambulance within 1 Hr			1			1	1	1		1	1	3	1
NHS Orkney	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange			1	2	2	1		2	2			1	2
NHS Orkney	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub					1					1	1		1
NHS Orkney	SCARE	Speak to clinician 2 Hrs	2		1	1				1					
NHS Orkney	SCARE	Speak to clinician within 4 Hrs	3	1			2				1		3		1
NHS Orkney	SLFC_NPA	Distress Brief Intervention					1						1		
NHS Orkney	SLFC_NPA	For Information Only	2		2	1	2	1	1				1	1	1
NHS Orkney	SLFC_NPA	Hub to arrange appointment within 24 hours	6	2	1	3	4	5		1	6	4	2	3	4
NHS Orkney	SLFC_NPA	Patient advised to contact dental advice line - Info Only		1	1										1
NHS Orkney	SLFC_NPA	Patient advised to contact registered GDP - Info Only	1	1		1									
NHS Orkney	SLFC_NPA	Patient given self care advice - For Information Only	4	8	9	5	8	3	4	6	10	9	9	19	12
NHS Orkney	SLFC_NPA	Patient given self care dental advice - For Information Only			1									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	1	
NHS Orkney	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only		1		1	1	1					1		
NHS Orkney	SLFC_NPA	Pt advised to contact Police - For Information Only	1												
NHS Orkney	SLFC_NPA	Triage refused - For Information Only	2	1							1		2		1

Table 3

Health Board	Care Group	Endpoint	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	22/06/2025	29/06/2025	06/07/2025	13/07/2025
NHS Orkney	SLFC_NPA	Triage refused - Pt terminated call - For Information Only				1		1							
NHS Shetland	PCARE	CPN (Dr) to phone patient within 1 Hr	1									1	1		
NHS Shetland	PCARE	CPN (Dr) to phone patient within 2 Hrs		1			1		1						
NHS Shetland	PCARE	DN (Dr) phone patient within 1 Hr									1		1		
NHS Shetland	PCARE	DN (Dr) phone patient within 2 Hrs		1		1	2					1		1	1
NHS Shetland	PCARE	DN (Dr) phone patient within 4 Hrs	2	3	3	1	2		3	3	2	1		1	4
NHS Shetland	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)							1						
NHS Shetland	PCARE	Home Visit within 1 Hr		1	2			2	1		1				
NHS Shetland	PCARE	Home Visit within 2 Hrs	2	2	2				3	4		1			1
NHS Shetland	PCARE	Home Visit within 4 Hrs	1	3	4	2		3		1	1	2	2	1	3
NHS Shetland	PCARE	PCEC within 1 Hr	1	2	1	1			2		2		1		
NHS Shetland	PCARE	PCEC within 2 Hrs	4	3		1	4	1	4		4	5	3	4	3
NHS Shetland	PCARE	PCEC within 4 Hrs	9	16	2	4	3	6	8	6	10	6	8	9	11
NHS Shetland	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	1	1	3	3	2	1	3	1	1	2		2	1
NHS Shetland	PCARE	Pt advised to contact practice - For Information Only			1			1		1					2
NHS Shetland	PCARE	Pt advised to contact practice within 12 Hrs - Info Only												1	
NHS Shetland	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	2	1			2		2	1	1	3		1	
NHS Shetland	PCARE	Speak to clinician within 1 Hr		1					1			3		1	1
NHS Shetland	PCARE	Speak to clinician within 2 Hrs			1				1	1					
NHS Shetland	PCARE	Speak to clinician within 4 Hrs	7	1		2	2	1	1	2	2	3	3	3	3
NHS Shetland	SCARE	999 contacted - For information only	5	5	6	1	4	3	1	4	1		5	3	5
NHS Shetland	SCARE	Patient advised to go to A&E	6	2	2	2	4	1	1	9	2	5	2	1	2
NHS Shetland	SCARE	Patient sent to A&E via Ambulance within 1 Hr								1				1	1
NHS Shetland	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	3				4	1	1	3	1	4	2	2	1
NHS Shetland	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub		2	1									1	
NHS Shetland	SCARE	Speak to clinician 2 Hrs				1	1				1		1		
NHS Shetland	SCARE	Speak to clinician within 4 Hrs					1								2
NHS Shetland	SLFC_NPA	For Information Only	1	3		2			1		1			2	
NHS Shetland	SLFC_NPA	Hub to arrange appointment within 24 hours	1	2	6	3		3		5	4	1	7	2	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		1	2					1	1
NHS Shetland	SLFC_NPA	Patient given self care advice - For Information Only	3	5	3	1	5	2	1	1	1	1	3	2	4
NHS Shetland	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only		1			1		1			2		1	2
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	10	12	15	6	9	10	15	16	21	18	12	13	14
NHS TAYSIDE	PCARE	CPN (Dr) to phone patient within 2 Hrs	15	17	15	15	24	22	22	14	30	25	23	20	20
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 1 Hr	10	5	12	7	3	10	10	4	7	9	10	11	7

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Health Board	Care Group	Endpoint	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	22/06/2025	29/06/2025	06/07/2025	13/07/2025
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 2 Hrs	12	16	18	16	13	9	20	7	20	13	12	16	16
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 4 Hrs	44	43	40	52	32	32	39	17	35	36	49	36	57
NHS TAYSIDE	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2	5	2	3	2	2	2	2	3	3		2	4
NHS TAYSIDE	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)		1			1		1						1
NHS TAYSIDE	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	2	1	2	1	3	1		2	1	1		4	2
NHS TAYSIDE	PCARE	Home Visit within 1 Hr	12	18	8	9	6	12	14	9	17	4	14	12	7
NHS TAYSIDE	PCARE	Home Visit within 2 Hrs	38	47	41	38	28	32	47	42	51	39	28	27	41
NHS TAYSIDE	PCARE	Home Visit within 4 Hrs	57	61	46	65	45	44	69	54	46	50	64	55	53
NHS TAYSIDE	PCARE	PCEC within 1 Hr	63	87	69	92	68	59	87	69	63	63	62	49	71
NHS TAYSIDE	PCARE	PCEC within 2 Hrs	148	181	153	161	133	139	184	151	134	146	164	144	156
NHS TAYSIDE	PCARE	PCEC within 4 Hrs	413	495	337	407	341	352	512	268	312	366	355	361	327
NHS TAYSIDE	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	91	40	56	49	70	67	54	76	51	48	65	45	61
NHS TAYSIDE	PCARE	Pt advised to contact practice - For Information Only	8	9	5	9	15	7	8	2	6	12	12	4	10
NHS TAYSIDE	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	3	3	7	5	8	7	5	2	5	5	7	11	7
NHS TAYSIDE	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	15	36	24	40	30	26	33	36	39	42	44	47	28
NHS TAYSIDE	PCARE	Speak to clinician within 1 Hr	12	28	13	18	18	15	22	14	14	13	24	19	22
NHS TAYSIDE	PCARE	Speak to clinician within 2 Hrs	21	28	28	25	27	36	29	28	33	25	28	27	30
NHS TAYSIDE	PCARE	Speak to clinician within 4 Hrs	83	69	62	55	28	65	80	51	43	55	54	45	69
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				2		2	1		1		2
NHS TAYSIDE	PCARE	Triage refused therefore Dr requested to phone patient												1	
NHS TAYSIDE	SCARE	999 contacted - For Information Only												1	
NHS TAYSIDE	SCARE	999 contacted - For information only	157	199	167	184	177	155	225	195	167	155	173	160	174
NHS TAYSIDE	SCARE	Patient advised to go to A&E	85	94	91	106	99	69	110	107	93	102	82	104	94
NHS TAYSIDE	SCARE	Patient advised to go to A&E	1	1	2		4	1		2		1	3	1	2
NHS TAYSIDE	SCARE	Patient sent to A&E via Ambulance within 1 Hr	18	11	15	18	12	7	20	15	13	16	12	12	17
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	124	140	108	138	159	119	137	88	106	111	130	111	143
NHS TAYSIDE	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	1			2	1		1				1	1	1
NHS TAYSIDE	SCARE	Speak to clinician 2 Hrs	24	36	38	35	31	35	33	36	28	50	39	22	34
NHS TAYSIDE	SCARE	Speak to clinician within 4 Hrs	49	38	43	54	41	40	42	51	28	50	47	44	48
NHS TAYSIDE	SLFC_NPA	Contact Breathing Space					1								
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour		1	1	1	1	2						1	
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	115	110	122	105	84	116	97	109	101	90	130	107	124
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	3	1	1			1	3	1		5	1	4	2
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	14	6	10	5	3	6	6	2	19	7	11	7	8
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	3	3	2	3		5		2	1	4	1	2	3

Table 3

Health Board	Care Group	Endpoint	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	22/06/2025	29/06/2025	06/07/2025	13/07/2025
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Self Care	2	5	2	1		4	1	3	3	5	5	1	2
NHS TAYSIDE	SLFC_NPA	Distress Brief Intervention	8	4	10	8	7	6	6	6	8	11	4	4	8
NHS TAYSIDE	SLFC_NPA	For Information Only	51	51	50	64	44	51	65	50	35	45	44	47	41
NHS TAYSIDE	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	2		1			1				1	2	1	
NHS TAYSIDE	SLFC_NPA	Patient given self care advice - For Information Only	155	151	137	166	147	122	157	137	161	159	148	144	166
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Dentist - For Information Only		1		2			2			2		2	1
NHS TAYSIDE	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only									1	1	1		
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Midwife - For Information Only	4	4	4	4	3	7	4	6	4	2	6	2	2
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Optician - For Information Only	5	7	3	4	8	2	5	10	6	8	6	6	4
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only			2	2				1					1
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	28	43	25	28	25	27	24	25	16	25	20	35	37
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Police - For Information Only	5	8	2	6	3	3	6	10	7	11	3	6	6
NHS TAYSIDE	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	7	7	3	13	7	11	3	7	2	6	5	6	9
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					
NHS Western Isles	PCARE	CPN (Dr) to phone patient within 2 Hrs									2			1	1
NHS Western Isles	PCARE	DN (Dr) phone patient within 2 Hrs		1	1				2						
NHS Western Isles	PCARE	DN (Dr) phone patient within 4 Hrs	2		1	5			2			4	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	2	1					2	1	1		1	1	
NHS Western Isles	PCARE	Home Visit within 2 Hrs	4	2	3		3		3	2		2	3		1
NHS Western Isles	PCARE	Home Visit within 4 Hrs	9	4	4	5	2	1	1	3		2	6	2	5
NHS Western Isles	PCARE	PCEC within 1 Hr	2	2	2	4	3	1	3	1	2	2	1		
NHS Western Isles	PCARE	PCEC within 2 Hrs	13	4	3	8	2	2	7	6	3	3	6	6	3
NHS Western Isles	PCARE	PCEC within 4 Hrs	35	18	13	16	16	17	21	12	6	13	16	8	12
NHS Western Isles	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	2	4	5	1	1	4	5	3	4	2	1	5	
NHS Western Isles	PCARE	Pt advised to contact practice - For Information Only		1						1		2			
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	4	1			1	1	1	1	2		6	
NHS Western Isles	PCARE	Speak to clinician within 1 Hr	2	2		2	1		1					1	
NHS Western Isles	PCARE	Speak to clinician within 2 Hrs	2		3	1	2	1	3	2	2	1	1		1
NHS Western Isles	PCARE	Speak to clinician within 4 Hrs	8	8	4	5	3	4			2	2	3	1	7
NHS Western Isles	SCARE	999 contacted - For information only	17	10	9	5	4	6	12	1	6	5	7	5	6
NHS Western Isles	SCARE	Patient advised to go to A&E	3	8	9	3	1	5	4	5	6	10	4	7	5
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	1			2
NHS Western Isles	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	5	5		3	6	3	3	7	4	3	1	7	3

Table 3

Health Board	Care Group	Endpoint	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	22/06/2025	29/06/2025	06/07/2025	13/07/2025
NHS Western Isles	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	2	4	3	2	1	1	5	1	3	1	1	2	2
NHS Western Isles	SCARE	Speak to clinician 2 Hrs	1	1	1			2	1	1		1			1
NHS Western Isles	SCARE	Speak to clinician within 4 Hrs	1	1		3	2	3	1			1	2		1
NHS Western Isles	SLFC_NPA	Distress Brief Intervention	1						1		1	1	2		
NHS Western Isles	SLFC_NPA	For Information Only	2	2	1	2	2	2	3	2	3	4	1	5	4
NHS Western Isles	SLFC_NPA	Hub to arrange appointment within 24 hours	10	5	5	4	6	5	6	3	1	6	3	3	3
NHS Western Isles	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	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	2			1	1
NHS Western Isles	SLFC_NPA	Patient given self care advice - For Information Only	11	6	1	3	7	2	6	8	3	4	5	6	4
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						
NHS Western Isles	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	3				1			1	2		1	1	
NHS Western Isles	SLFC_NPA	Pt advised to contact Police - For Information Only	1												
NHS Western Isles	SLFC_NPA	Triage refused - For Information Only	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						1
Not assigned	Not assigned	Not assigned	21	14	11	25	12	7	16	9	16	13	18	19	8

Table 4

Care Group	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	22/06/2025	29/06/2025	06/07/2025	13/07/2025
PCARE	16,511	14,890	12,076	13,237	10,897	11,847	13,282	11,032	11,550	11,731	11,566	11,286	11,286
SCARE	7,733	8,156	7,491	8,138	7,900	7,621	7,961	7,495	7,292	7,761	7,690	7,228	7,732
SLFC_NPA	6,310	5,395	4,984	5,222	4,417	4,717	5,084	4,480	4,635	4,828	4,956	4,656	4,752
Not assigned	23	16	14	26	14	7	18	11	18	18	21	21	8
Total	30,577	28,457	24,565	26,623	23,228	24,192	26,345	23,018	23,495	24,338	24,233	23,191	23,778

Care Group	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	22/06/2025	29/06/2025	06/07/2025	13/07/2025
PCARE	54.00%	52.32%	49.16%	49.72%	46.91%	48.97%	50.42%	47.93%	49.16%	48.20%	47.73%	48.67%	47.46%
SCARE	25.29%	28.66%	30.49%	30.57%	34.01%	31.50%	30.22%	32.56%	31.04%	31.89%	31.73%	31.17%	32.52%
SLFC_NPA	20.64%	18.96%	20.29%	19.61%	19.02%	19.50%	19.30%	19.46%	19.73%	19.84%	20.45%	20.08%	19.98%
Not assigned	0.08%	0.06%	0.06%	0.10%	0.06%	0.03%	0.07%	0.05%	0.08%	0.07%	0.09%	0.09%	0.03%

Table 5

Calendar day	16/06/2025	17/06/2025	18/06/2025	19/06/2025	20/06/2025	21/06/2025	22/06/2025	23/06/2025	24/06/2025	25/06/2025	26/06/2025	27/06/2025	28/06/2025	29/06/2025	30/06/2025	01/07/2025	02/07/2025	03/07/2025	04/07/2025	05/07/2025	06/07/2025	07/07/2025	08/07/2025	09/07/2025	10/07/2025	11/07/2025	12/07/2025	13/07/2025
Overall Call Volume	401	388	400	355	406	478	546	425	410	378	372	384	495	426	416	425	390	459	444	481	431	347	340	372	364	375	522	530
Overall Calls Connected	323	358	353	317	271	399	395	320	355	337	341	339	424	372	353	357	320	325	350	386	353	290	283	279	248	306	385	386
Median Time to Answer	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:10	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	00:00:10	00:00:06	00:00:06	00:00:06	00:00:06	00:00:27	00:01:05	00:00:06	00:00:55	00:01:52
90th Percentile Time to Answer	00:11:27	00:03:35	00:04:52	00:06:30	00:23:28	00:10:23	00:12:52	00:15:13	00:08:46	00:04:39	00:03:40	00:06:51	00:06:09	00:06:14	00:07:15	00:06:27	00:08:51	00:11:57	00:12:11	00:15:13	00:10:51	00:06:59	00:10:56	00:11:27	00:22:43	00:12:14	00:16:24	00:15:16

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	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	22/06/2025	29/06/2025	06/07/2025	13/07/2025
Overall Call Volume	3,068	2,814	2,876	2,872	2,785	2,816	2,888	2,937	3,142	2,974	2,899	3,046	2,850
Overall Calls Connected	2,739	2,522	2,392	2,506	2,366	2,397	2,603	2,548	2,421	2,416	2,488	2,444	2,177
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	00:00:08	00:00:06	00:00:06	00:00:06	00:00:10
90th Percentile Time to Answer	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	00:10:13	00:07:06	00:10:34	00:13:56

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

Graphs

