

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: 04/05/2025 to 27/07/2025

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.

Please note Phase 1 of Digital Transformation went live at 10:30am on Tuesday 22nd July for Ayrshire and Arran, from this date onwards reports will not contain records from Ayrshire and Arran patients who called 111 service on either unwell or A&E pathways. The data from the new telephony and CRM systems will be retrospectively reported on when the new Data Warehouse is available for production data.

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	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	14/07/2025	15/07/2025	16/07/2025	17/07/2025	18/07/2025	19/07/2025	20/07/2025	21/07/2025	22/07/2025	23/07/2025	24/07/2025	25/07/2025	26/07/2025	27/07/2025
Overall Call Volume	3,550	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	4,462	3,531	3,349	3,305	3,473	7,490	7,297	5,796	3,055	3,084	2,956	3,168	6,794	6,211
Overall Calls Connected	2,949	2,678	2,489	2,614	2,916	5,833	5,745	2,892	2,603	2,584	2,456	2,464	6,265	6,438	3,683	2,848	2,624	2,650	2,654	6,175	6,197	5,440	2,414	2,433	2,398	2,397	5,497	5,435
Callers Disconnected	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%	0.35%	0.31%	0.51%	0.30%	1.00%	0.23%	0.18%	0.02%	0.46%	0.63%	0.45%	0.99%	0.16%	0.06%
Overall Avg Patient Journey Time	00:35:47	00:31:35	00:35:04	00:28:28	00:34:03	00:41:17	00:35:05	00:33:06	00:32:30	00:29:45	00:34:49	00:39:55	00:28:31	00:25:21	00:33:08	00:34:25	00:33:21	00:32:29	00:40:51	00:34:41	00:33:18	00:21:12	00:39:26	00:38:24	00:36:24	00:40:39	00:38:50	00:29:33
Traged at First Contact %	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%	98.49%	97.66%	99.04%	99.76%	97.48%	91.65%	92.35%	97.31%	97.86%	97.79%	98.93%	96.42%	90.34%	93.12%
Median Time to Answer	00:11:29	00:06:37	00:12:38	00:03:07	00:09:00	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	00:13:06	00:12:34	00:08:54	00:11:09	00:22:24	00:05:52	00:11:41	00:00:06	00:16:40	00:13:36	00:13:57	00:20:07	00:14:42	00:06:36
90th Percentile Time to Answer	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	00:42:52	00:49:31	01:04:40	00:40:33	01:07:35	00:45:28	00:28:17	00:04:24	00:59:52	00:53:26	00:55:07	01:13:09	00:38:12	00:20:13

Table 2

Week Endng Date	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	20/07/2025	27/07/2025
Overall Call Volume	31,223	34,223	29,826	31,637	33,163	29,657	30,283	31,146	30,488	30,417	30,126	32,907	31,064
Overall Calls Connected	26,522	28,659	25,327	26,328	28,608	25,056	25,464	26,320	26,181	25,224	25,702	26,831	26,014
Caller Discontinued	0.25%	0.25%	0.20%	0.34%	0.22%	0.16%	0.20%	0.19%	0.19%	0.18%	0.22%	0.35%	0.28%
Overall Avg Patient Journey Time	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	00:34:26	00:33:39
Triaged at First Contact %	93.92%	94.30%	96.09%	95.38%	94.76%	94.76%	94.54%	95.48%	94.58%	94.38%	95.80%	95.29%	95.04%
Median Time to Answer	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	00:10:17	00:06:13
90th Percentile Time to Answer	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	00:43:31	00:40:56

Table 3

Health Board	Care Group	Endpoint	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	20/07/2025	27/07/2025
NHS Ayrshire & Arran	PCARE	CPN (Dr) to phone patient within 1 Hr	16	8	14	10	10	11	14	11	10	7	12	14	10
NHS Ayrshire & Arran	PCARE	CPN (Dr) to phone patient within 2 Hrs	13	30	16	13	21	20	16	15	21	17	14	14	17
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 1 Hr	2	2		1	3	1				2			
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 2 Hrs	3	7	3	1	4	2	4	2	3	3	5	2	
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 4 Hrs	1	11	2	7	5	2	2	6	3	1	6	10	3
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	3	4	4	1	3	2	2	4	3	2	2	4	
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)		1			2			1				1	1
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	5	2	2		1	2	1		5	2	2		1
NHS Ayrshire & Arran	PCARE	Home Visit within 1 Hr	9	10	13	12	12	8	4	7	11	11	4	5	2
NHS Ayrshire & Arran	PCARE	Home Visit within 2 Hrs	37	45	37	36	55	29	37	45	38	32	39	28	12
NHS Ayrshire & Arran	PCARE	Home Visit within 4 Hrs	52	45	44	54	48	31	47	47	41	34	46	43	8
NHS Ayrshire & Arran	PCARE	PCEC within 1 Hr	47	41	35	49	53	28	49	43	31	40	29	31	5
NHS Ayrshire & Arran	PCARE	PCEC within 2 Hrs	123	135	114	97	141	118	134	147	134	156	101	110	27
NHS Ayrshire & Arran	PCARE	PCEC within 4 Hrs	305	342	329	326	421	291	314	335	315	330	297	339	43
NHS Ayrshire & Arran	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	62	46	52	66	60	54	47	65	76	48	52	48	27
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice - For Information Only	6	8	4	1	7	7	12	1	7	8	6	8	3
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	8	4	6	10	5	5	7	4	2	3	5	1	7
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	28	25	25	21	40	32	41	27	25	34	28	50	16
NHS Ayrshire & Arran	PCARE	Speak to clinician within 1 Hr	15	19	14	15	18	19	14	20	8	12	15	17	7
NHS Ayrshire & Arran	PCARE	Speak to clinician within 2 Hrs	22	26	18	35	36	29	22	28	28	20	24	29	6
NHS Ayrshire & Arran	PCARE	Speak to clinician within 4 Hrs	55	54	46	70	74	45	37	60	51	50	54	46	12
NHS Ayrshire & Arran	PCARE	Triage refused therefore Dr requested to phone patient													1
NHS Ayrshire & Arran	SCARE	999 contacted - For Information Only		1											
NHS Ayrshire & Arran	SCARE	999 contacted - For information only	133	140	157	153	177	156	151	169	147	168	160	148	49
NHS Ayrshire & Arran	SCARE	Patient advised to go to A&E	129	150	130	159	158	159	164	150	148	141	151	164	39
NHS Ayrshire & Arran	SCARE	Patient advised to go to A&E	3	1	1		3	3	1			1		1	
NHS Ayrshire & Arran	SCARE	Patient sent to A&E via Ambulance within 1 Hr	10	17	20	10	18	18	14	12	12	13	11	16	7
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	94	95	111	107	88	93	88	114	92	92	123	91	26
NHS Ayrshire & Arran	SCARE	Speak to clinician 2 Hrs	30	24	23	21	19	18	13	22	25	10	24	17	5
NHS Ayrshire & Arran	SCARE	Speak to clinician within 4 Hrs	33	42	37	33	36	28	22	36	32	36	28	39	10
NHS Ayrshire & Arran	SLFC_NPA	Contact Breathing Space									1			2	
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour		1	1			1						1	1
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	110	103	73	88	84	91	94	84	108	103	87	97	73
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour		1				2		1		1	1	1	
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	6	4	1	2	6	4	9	4	6	7	1	4	3
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	2	1	2		1	2		1	1	2	1	1	

Table 3

Health Board	Care Group	Endpoint	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	20/07/2025	27/07/2025
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Self Care	2	1	3	3	2	4	3	2	5	1	2	3	2
NHS Ayrshire & Arran	SLFC_NPA	Distress Brief Intervention	13	9	7	11	10	4	4	12	7	7	7	10	2
NHS Ayrshire & Arran	SLFC_NPA	For Information Only	43	45	47	45	33	42	48	43	62	41	39	34	23
NHS Ayrshire & Arran	SLFC_NPA	Patient advised to contact CPN Team - For Info Only		1							2				1
NHS Ayrshire & Arran	SLFC_NPA	Patient given self care advice - For Information Only	137	133	125	98	138	110	105	128	134	126	128	116	57
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	1	2	7	2	1	3	1	1		2	3		1
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Optician - For Information Only	4	4	5	2	6	1	2	3	7	7	7	3	1
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	24	25	19	15	40	12	20	18	31	21	43	21	9
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Police - For Information Only	7	2	1	4	5	4	4	5	5		3	4	6
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	5	5	5	6	7	9	6	10	5	5	7	13	4
NHS Ayrshire & Arran	Not assigned	Not assigned							1						
NHS Borders	PCARE	CPN (Dr) to phone patient within 1 Hr	1	8	6	5	7	3	3	5	4	5	4	5	
NHS Borders	PCARE	CPN (Dr) to phone patient within 2 Hrs	5	2	6	2	9	7	6	2	7	8	5	2	
NHS Borders	PCARE	DN (Dr) phone patient within 1 Hr		1	1	4	4	1	2	2	4	2	3	2	4
NHS Borders	PCARE	DN (Dr) phone patient within 2 Hrs	8	2	11	3	6	10	8	5	5	3	5	4	6
NHS Borders	PCARE	DN (Dr) phone patient within 4 Hrs	20	11	22	13	12	11	17	13	10	14	12	14	9
NHS Borders	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)				1	2				1				
NHS Borders	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)			1										
NHS Borders	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)		1				1							
NHS Borders	PCARE	Home Visit within 1 Hr		2		3	1	2	3	1	2	2	4	1	1
NHS Borders	PCARE	Home Visit within 2 Hrs	8	20	11	11	11	15	16	8	13	11	10	16	12
NHS Borders	PCARE	Home Visit within 4 Hrs	9	17	22	16	14	12	16	14	13	18	14	22	8
NHS Borders	PCARE	PCEC within 1 Hr	6	11	10	5	11	11	12	13	11	9	10	7	8
NHS Borders	PCARE	PCEC within 2 Hrs	27	29	27	31	18	17	16	35	24	26	27	38	26
NHS Borders	PCARE	PCEC within 4 Hrs	71	74	62	72	70	56	76	83	50	69	73	89	75
NHS Borders	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	21	17	16	24	20	24	18	17	22	18	20	6	22
NHS Borders	PCARE	Pt advised to contact practice - For Information Only	2	4	2	1	2	1	1	3	2	3	4	2	1
NHS Borders	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	2			1	1					2	1	1	1
NHS Borders	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	9	7	4	5	9	8	11	5	7	3	9	16	9
NHS Borders	PCARE	Speak to clinician within 1 Hr	9	5	3	3	5	1	1	2	2	3	6	2	4
NHS Borders	PCARE	Speak to clinician within 2 Hrs	10	11	2	6	12	5	10	7	12	9	3	11	6
NHS Borders	PCARE	Speak to clinician within 4 Hrs	20	15	10	16	11	9	11	7	13	15	11	23	20
NHS Borders	SCARE	999 contacted - For information only	30	45	52	49	49	55	46	51	44	56	48	46	34
NHS Borders	SCARE	Patient advised to go to A&E	35	54	48	50	54	49	50	45	41	42	51	47	47

Table 3

Health Board	Care Group	Endpoint	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	20/07/2025	27/07/2025
NHS Borders	SCARE	Patient advised to go to A&E								3					
NHS Borders	SCARE	Patient sent to A&E via Ambulance within 1 Hr	3	8	6	4	4	4	6	4	4	8	6	2	4
NHS Borders	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	50	46	51	53	51	52	51	47	60	45	51	46	47
NHS Borders	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub			2					1					1
NHS Borders	SCARE	Speak to clinician 2 Hrs	14	15	13	10	14	11	11	11	11	10	8	6	8
NHS Borders	SCARE	Speak to clinician within 4 Hrs	13	12	17	18	12	20	13	15	8	15	7	17	15
NHS Borders	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	20	21	20	16	20	16	23	16	28	16	19	19	20
NHS Borders	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour											1		
NHS Borders	SLFC_NPA	Dental Nurse - Not Triage/Assessed	1	2				1	1	1			3		1
NHS Borders	SLFC_NPA	Dental Nurse - Routine Contact with Dentist			1	1									
NHS Borders	SLFC_NPA	Dental Nurse - Self Care		1	2					1					
NHS Borders	SLFC_NPA	Distress Brief Intervention	4	1	1	1		2	3	3	3	1	2	4	
NHS Borders	SLFC_NPA	For Information Only	18	14	14	16	9	6	8	6	9	10	9	12	11
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	31	41	41	26	43	34	32	41	28	34	32	37	35
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			1	4	4	1	1	2		2	1		1
NHS Borders	SLFC_NPA	Pt advised to contact Optician - For Information Only	2		1	1	1		2		2			3	1
NHS Borders	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	4	9	3	6	4	6	6	2	6	5	6	5	7
NHS Borders	SLFC_NPA	Pt advised to contact Police - For Information Only				1		1		1	2	1	3	1	4
NHS Borders	SLFC_NPA	Remote Prescribing						1							
NHS Borders	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	3	2	2	1	2	1	1				1	1	2
NHS Dumfries & Gallo	PCARE	CPN (Dr) to phone patient within 1 Hr	2	2	5	5	4	2	3	3	1	4	1	1	1
NHS Dumfries & Gallo	PCARE	CPN (Dr) to phone patient within 2 Hrs	5	11	9	8	6	6	11	5	9	1	1	3	4
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 1 Hr	1		1		1	2	2	3		1	4	2	3
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 2 Hrs	11	12	11	5	5	5	10	6	6	8	8	2	3
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 4 Hrs	16	21	21	18	13	27	22	16	19	21	19	15	15
NHS Dumfries & Gallo	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)		1		1		2	1			1	1		1
NHS Dumfries & Gallo	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1												
NHS Dumfries & Gallo	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)					1				3	1		2	
NHS Dumfries & Gallo	PCARE	Home Visit within 1 Hr	2	1	8	1			2	4		3	2	2	2
NHS Dumfries & Gallo	PCARE	Home Visit within 2 Hrs	8	15	13	9	14	12	14	8	3	19	17	15	10
NHS Dumfries & Gallo	PCARE	Home Visit within 4 Hrs	21	20	14	17	11	17	13	11	9	19	16	17	14
NHS Dumfries & Gallo	PCARE	PCEC within 1 Hr	11	18	8	4	11	6	8	15	13	6	13	8	8
NHS Dumfries & Gallo	PCARE	PCEC within 2 Hrs	36	42	27	37	25	39	33	26	37	34	43	39	18
NHS Dumfries & Gallo	PCARE	PCEC within 4 Hrs	94	93	79	92	93	78	76	73	79	64	87	87	66
NHS Dumfries & Gallo	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	20	14	14	15	14	17	13	13	15	18	10	6	11
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice - For Information Only		1		3	3	2	1	1	1	2	6		1

Table 3

Health Board	Care Group	Endpoint	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	20/07/2025	27/07/2025
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	1		3	3	4	2	3	1	1	4		2	2
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	2	8	9	4	17	7	11	13	8	8	5	15	12
NHS Dumfries & Gallo	PCARE	Speak to clinician within 1 Hr	6	7	4	2	6	6	3	1	4	3	5	10	7
NHS Dumfries & Gallo	PCARE	Speak to clinician within 2 Hrs	10	9	10	5	11	6	6	7	6	6	7	9	8
NHS Dumfries & Gallo	PCARE	Speak to clinician within 4 Hrs	20	22	18	14	17	19	13	13	23	17	19	10	11
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	64	49	41	43	54	52	50	56	56	46	46	36	40
NHS Dumfries & Gallo	SCARE	Patient advised to go to A&E	42	38	37	44	32	36	45	52	44	35	44	42	38
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	2	7	2	4	10	4	9	6	4	3	5	5	4
NHS Dumfries & Gallo	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	11	15	23	9	15	14	14	18	22	10	18	18	17
NHS Dumfries & Gallo	SCARE	Speak to clinician 2 Hrs	4	4	4	3	2	3	2	3	2	2	6	5	10
NHS Dumfries & Gallo	SCARE	Speak to clinician within 4 Hrs	6	11	15	10	13	8	10	7	15	11	13	4	11
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	30	48	28	53	38	42	35	38	42	44	34	32	46
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour			1		1	1	1						
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Not Triaged/Assessed		3	1		1	1				2	2	2	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	2	1	4			1			1	
NHS Dumfries & Gallo	SLFC_NPA	Distress Brief Intervention	1	5		2	2	2	4	2	1	2	1	2	3
NHS Dumfries & Gallo	SLFC_NPA	For Information Only	13	18	11	12	16	13	24	16	17	13	8	14	13
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	29	30	25	36	37	28	31	35	40	29	37	44	32
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		2	1		1		1	2	3
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Optician - For Information Only		1	1		1	1	1		1	1		1	
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	4	11	3	4	7	8	8	6	7	7	10	12	8
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Police - For Information Only	3	2	2		4		3	1		5	2	1	2
NHS Dumfries & Gallo	SLFC_NPA	Pt given TOXBASE advice - For Information Only				1									
NHS Dumfries & Gallo	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	3	3	1	1	3		2	2	6	5	1	1	
NHS Fife	PCARE	CPN (Dr) to phone patient within 1 Hr	14	17	9	13	13	16	17	14	9	10	15	30	16
NHS Fife	PCARE	CPN (Dr) to phone patient within 2 Hrs	16	34	15	30	13	25	19	14	15	20	19	14	26
NHS Fife	PCARE	DN (Dr) phone patient within 1 Hr	5	1	6	3	3	7	7	8	5	5	5	1	7
NHS Fife	PCARE	DN (Dr) phone patient within 2 Hrs	15	14	17	15	12	17	15	14	10	8	14	7	13
NHS Fife	PCARE	DN (Dr) phone patient within 4 Hrs	45	45	40	48	38	52	43	40	41	30	43	51	41
NHS Fife	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2	3		3	2	3	2	3	2	1		2	1
NHS Fife	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)					2		1						

Table 3

Health Board	Care Group	Endpoint	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	20/07/2025	27/07/2025
NHS Fife	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	1	1	1			2	1	3		3	2		3
NHS Fife	PCARE	Home Visit within 1 Hr	10	5	12	6	7	9	10	8	13	12	13	7	12
NHS Fife	PCARE	Home Visit within 2 Hrs	41	52	21	36	25	45	32	33	35	36	28	34	32
NHS Fife	PCARE	Home Visit within 4 Hrs	43	56	44	57	50	35	49	53	49	44	41	48	50
NHS Fife	PCARE	PCEC within 1 Hr	56	56	35	37	48	35	38	48	41	32	26	37	54
NHS Fife	PCARE	PCEC within 2 Hrs	145	132	118	113	135	104	130	120	129	112	119	138	111
NHS Fife	PCARE	PCEC within 4 Hrs	356	419	277	319	343	274	304	326	316	320	296	358	312
NHS Fife	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	62	59	81	85	104	69	84	85	75	70	65	69	72
NHS Fife	PCARE	Pt advised to contact practice - For Information Only	6	10	7	11	13	10	10	6	6	8	10	8	5
NHS Fife	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	12	5	3	7	4	6	5	3	7	9	8	5	9
NHS Fife	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	25	33	38	26	33	27	26	34	38	42	29	48	24
NHS Fife	PCARE	Speak to clinician within 1 Hr	15	19	11	12	17	17	12	15	10	14	12	15	16
NHS Fife	PCARE	Speak to clinician within 2 Hrs	29	27	24	26	20	24	17	26	33	19	16	32	20
NHS Fife	PCARE	Speak to clinician within 4 Hrs	54	64	46	47	44	39	34	48	53	46	42	40	41
NHS Fife	SCARE	999 contacted - For information only	150	132	143	136	162	151	148	143	171	146	148	140	151
NHS Fife	SCARE	Patient advised to go to A&E	158	142	147	147	151	153	144	159	156	148	158	169	155
NHS Fife	SCARE	Patient advised to go to A&E	1				2		2	2	1	3		1	2
NHS Fife	SCARE	Patient sent to A&E via Ambulance within 1 Hr	14	16	20	14	11	10	17	10	10	8	17	8	16
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	140	133	127	122	123	125	115	151	136	131	133	110	103
NHS Fife	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub			1						1				
NHS Fife	SCARE	Speak to clinician 2 Hrs	35	42	28	41	30	33	28	36	34	27	30	33	25
NHS Fife	SCARE	Speak to clinician within 4 Hrs	40	47	37	41	35	21	46	54	40	37	42	41	41
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	108	95	76	106	123	102	107	102	107	92	97	110	109
NHS Fife	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	4		1	1	1	2	1			1	1	2	
NHS Fife	SLFC_NPA	Dental Nurse - Not Triage/Assessed	4	8	3	6	3	4	8	9	5	9	5	6	7
NHS Fife	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	7		1		2		2	4	1	5	1	4	2
NHS Fife	SLFC_NPA	Dental Nurse - Self Care	2	1	2	2	4	2	2	2	2	3	2		2
NHS Fife	SLFC_NPA	Distress Brief Intervention	2	6	7	7	7	4	7	8	13	4	4	8	13
NHS Fife	SLFC_NPA	For Information Only	57	54	23	54	32	59	83	59	59	34	40	51	60
NHS Fife	SLFC_NPA	Patient advised to contact CPN Team - For Info Only			1	1					2				
NHS Fife	SLFC_NPA	Patient given self care advice - For Information Only	159	177	114	154	155	113	141	153	131	112	141	124	114
NHS Fife	SLFC_NPA	Pt advised to contact Dentist - For Information Only		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	3	1	2	3	1	3	2	3	7	2	6	5	5
NHS Fife	SLFC_NPA	Pt advised to contact Optician - For Information Only	6	8	10	6	6	5	8	8	7	8	1	4	7

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Health Board	Care Group	Endpoint	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	20/07/2025	27/07/2025
NHS Fife	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only					1				1		1	1	
NHS Fife	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	16	22	17	19	30	23	21	31	27	28	20	32	26
NHS Fife	SLFC_NPA	Pt advised to contact Police - For Information Only	4	7	5	8		5	5	12	9	3	3	5	7
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	7	10	2	4	7	7	11	7	9	4	7	7	8
NHS Fife	SLFC_NPA	Untriaged call - OOH Service clinician to phone patient	1												
NHS Fife	Not assigned	Not assigned							1	1	1	1		1	
NHS Forth Valley	PCARE	CPN (Dr) to phone patient within 1 Hr	2	7	6	11	4	7	12	5	7	9	11	10	6
NHS Forth Valley	PCARE	CPN (Dr) to phone patient within 2 Hrs	18	12	17	12	13	11	9	10	12	9	11	11	9
NHS Forth Valley	PCARE	DN (Dr) phone patient within 1 Hr	5	6	5	6	6	2	2	1	7	3	3	2	3
NHS Forth Valley	PCARE	DN (Dr) phone patient within 2 Hrs	7	9	11	9	6	11	15	10	10	13	11	6	11
NHS Forth Valley	PCARE	DN (Dr) phone patient within 4 Hrs	37	36	27	19	25	21	25	25	25	31	32	39	32
NHS Forth Valley	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	3	2	5	3	4	3	4	3	6		1	4	2
NHS Forth Valley	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	2		1		1			1		1		1	
NHS Forth Valley	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	3	1	1	1	1		1	1			2	2	1
NHS Forth Valley	PCARE	Home Visit within 1 Hr	10	4	4	7	4		10	10	9	2	2	6	7
NHS Forth Valley	PCARE	Home Visit within 2 Hrs	19	24	19	32	25	32	32	25	29	35	18	14	14
NHS Forth Valley	PCARE	Home Visit within 4 Hrs	36	44	7	27	24	48	39	30	28	25	40	37	36
NHS Forth Valley	PCARE	PCEC within 1 Hr	40	47	41	35	48	36	27	36	39	24	38	21	27
NHS Forth Valley	PCARE	PCEC within 2 Hrs	106	117	100	109	98	147	109	102	115	90	85	98	106
NHS Forth Valley	PCARE	PCEC within 4 Hrs	304	313	248	279	293	390	247	274	262	284	259	318	307
NHS Forth Valley	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	74	61	79	102	98	78	78	94	64	83	71	64	84
NHS Forth Valley	PCARE	Pt advised to contact practice - For Information Only	10	4	13	9	11	5	13	6	8	6	6	6	8
NHS Forth Valley	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	11	8	6	11	6	4	5	7	7	9	5	8	4
NHS Forth Valley	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	19	39	34	27	29	40	32	40	18	42	28	43	35
NHS Forth Valley	PCARE	Speak to clinician within 1 Hr	8	13	8	14	10	10	10	11	16	16	11	7	10
NHS Forth Valley	PCARE	Speak to clinician within 2 Hrs	18	30	27	19	27	35	20	14	18	16	15	16	22
NHS Forth Valley	PCARE	Speak to clinician within 4 Hrs	51	59	41	49	46	59	32	47	38	23	36	38	49
NHS Forth Valley	PCARE	Triage refused therefore Dr requested to phone patient							1						
NHS Forth Valley	SCARE	999 contacted - For Information Only										1		1	
NHS Forth Valley	SCARE	999 contacted - For information only	128	130	95	106	106	150	144	97	127	121	127	107	119
NHS Forth Valley	SCARE	Patient advised to go to A&E	188	227	202	194	211	228	164	220	197	154	191	183	161
NHS Forth Valley	SCARE	Patient advised to go to A&E		1				1			1	4			1
NHS Forth Valley	SCARE	Patient sent to A&E via Ambulance within 1 Hr	15	11	17	7	6	18	15	13	10	12	19	13	11
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			

Table 3

Health Board	Care Group	Endpoint	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	20/07/2025	27/07/2025
NHS Forth Valley	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	259	291	280	277	242	245	237	246	261	239	256	250	258
NHS Forth Valley	SCARE	Speak to clinician 2 Hrs	77	94	86	91	56	74	71	72	62	34	54	58	57
NHS Forth Valley	SCARE	Speak to clinician within 4 Hrs	65	82	76	63	72	54	61	68	73	62	42	67	58
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	78	80	60	72	75	68	49	60	83	77	54	76	64
NHS Forth Valley	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	2	2	5		1	1	1	2	1		1		2
NHS Forth Valley	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	5	6	1	4	3	6	5	3	6	6		4	4
NHS Forth Valley	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1	1	2	1	2		1	3	3	1			1
NHS Forth Valley	SLFC_NPA	Dental Nurse - Self Care	3	3	3		3	2	3	2	2	1	2	1	1
NHS Forth Valley	SLFC_NPA	Distress Brief Intervention	5	5	10	12	6	8	3	5	8	6	15	12	8
NHS Forth Valley	SLFC_NPA	For Information Only	57	59	62	49	55	65	70	47	56	44	55	39	64
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	105	114	113	121	132	108	106	128	125	106	121	108	103
NHS Forth Valley	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1		2			2	1		1	1		1	1
NHS Forth Valley	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only			1		1	1				2			1
NHS Forth Valley	SLFC_NPA	Pt advised to contact Midwife - For Information Only	2		1		2	4	2	3	2	2	1		3
NHS Forth Valley	SLFC_NPA	Pt advised to contact Optician - For Information Only	4	8	2	11	9	5	7	7	3	4	4	2	5
NHS Forth Valley	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only		1		1		1	1	1	3	1	2		
NHS Forth Valley	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	26	24	21	14	18	20	15	20	21	19	31	24	29
NHS Forth Valley	SLFC_NPA	Pt advised to contact Police - For Information Only	4	2	2	2	6	5	5	8	4	2	5	3	6
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	11	10	12	10	10	5	8	5	15	8	13	8	18
NHS Forth Valley	Not assigned	Not assigned			1					1					
NHS Grampian	PCARE	CPN (Dr) to phone patient within 1 Hr	8	17	22	16	14	7	15	12	14	12	13	12	8
NHS Grampian	PCARE	CPN (Dr) to phone patient within 2 Hrs	24	31	33	11	24	29	29	22	36	29	23	31	31
NHS Grampian	PCARE	DN (Dr) phone patient within 1 Hr	4	6	7	6	8	4	4	7	4	8	5	9	3
NHS Grampian	PCARE	DN (Dr) phone patient within 2 Hrs	18	12	17	20	12	12	20	14	10	7	12	10	11
NHS Grampian	PCARE	DN (Dr) phone patient within 4 Hrs	25	34	35	34	19	28	22	27	19	26	26	31	25
NHS Grampian	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)		1	5	3	3	1	3	2	5	3		2	2
NHS Grampian	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)			2	1	1		1	2					1
NHS Grampian	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	3		2	2	1	3	5	2	3	2		5	1
NHS Grampian	PCARE	Home Visit within 1 Hr	9	28	14	8	13	14	11	12	19	12	13	17	11
NHS Grampian	PCARE	Home Visit within 2 Hrs	56	60	47	62	49	46	55	62	47	46	58	64	60
NHS Grampian	PCARE	Home Visit within 4 Hrs	67	68	56	81	60	55	67	68	66	60	65	83	79
NHS Grampian	PCARE	PCEC within 1 Hr	83	91	67	52	71	69	51	66	75	50	59	57	54

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NHS Grampian	PCARE	PCEC within 2 Hrs	187	232	181	150	182	175	193	186	199	161	192	237	160
NHS Grampian	PCARE	PCEC within 4 Hrs	480	572	378	426	437	414	467	409	442	473	463	559	430
NHS Grampian	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	96	71	74	91	104	90	97	99	107	92	97	62	111
NHS Grampian	PCARE	Pt advised to contact practice - For Information Only	14	9	10	11	6	4	12	4	9	8	7	11	7
NHS Grampian	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	8	5	10	5	11	6	15	6	10	6	5	3	9
NHS Grampian	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	29	44	37	42	49	49	52	38	43	62	49	71	46
NHS Grampian	PCARE	Speak to clinician within 1 Hr	16	18	20	16	21	17	24	17	19	18	22	18	14
NHS Grampian	PCARE	Speak to clinician within 2 Hrs	26	32	39	35	42	29	39	51	51	44	38	58	29
NHS Grampian	PCARE	Speak to clinician within 4 Hrs	89	104	63	101	77	53	61	77	66	88	98	106	67
NHS Grampian	PCARE	Triage refused therefore Dr requested to phone patient						1		1					
NHS Grampian	SCARE	999 contacted - For information only	224	259	238	255	251	237	249	224	268	264	237	264	215
NHS Grampian	SCARE	Patient advised to go to A&E	258	301	261	254	269	254	243	282	254	249	264	255	261
NHS Grampian	SCARE	Patient advised to go to A&E		4	1	1	1	2	3	2	1	3	2	1	2
NHS Grampian	SCARE	Patient sent to A&E via Ambulance within 1 Hr	27	22	24	20	19	8	21	24	18	26	26	17	33
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	233	243	262	264	224	217	218	205	265	242	261	264	214
NHS Grampian	SCARE	Speak to clinician 2 Hrs	50	60	55	61	49	68	51	59	56	59	62	57	37
NHS Grampian	SCARE	Speak to clinician within 4 Hrs	58	77	63	63	81	67	51	58	55	55	66	76	74
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	2
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	100	118	110	97	117	119	84	121	125	86	98	82	91
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	2	1	2	4		2	4	1	3		1	1	1
NHS Grampian	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	5	12	3	2	4	4	7	2	7	9	7	5	5
NHS Grampian	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	2	3	4	1	4	4	1	1	1	5	3	4	1
NHS Grampian	SLFC_NPA	Dental Nurse - Self Care	2	4	2	2	3	2	6	3	2	2	2	2	
NHS Grampian	SLFC_NPA	Distress Brief Intervention	10	11	10	10	18	9	7	3	5	12	6	8	6
NHS Grampian	SLFC_NPA	For Information Only	109	118	105	107	112	105	103	111	98	108	101	95	97
NHS Grampian	SLFC_NPA	Patient advised to contact CPN Team - For Info Only				1		1		1				1	
NHS Grampian	SLFC_NPA	Patient given self care advice - For Information Only	194	190	179	171	200	166	170	193	190	180	209	175	169
NHS Grampian	SLFC_NPA	Pt advised to contact Dentist - For Information Only						1				2		3	
NHS Grampian	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only	2				1	1							
NHS Grampian	SLFC_NPA	Pt advised to contact Midwife - For Information Only	5	6	1	6		3	2	7		5	7	3	4
NHS Grampian	SLFC_NPA	Pt advised to contact Optician - For Information Only	8	5	6	8	11	7	9	6	9	3	14	6	8
NHS Grampian	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only			1		1	1					1		
NHS Grampian	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	35	37	28	33	29	27	32	40	28	37	35	47	36
NHS Grampian	SLFC_NPA	Pt advised to contact Police - For Information Only	22	16	11	20	16	15	14	17	15	11	16	18	13
NHS Grampian	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information				1									
NHS Grampian	SLFC_NPA	Pt advised to contact appropriate service - For Info Only					1	2		1					

Table 3

Health Board	Care Group	Endpoint	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	20/07/2025	27/07/2025
NHS Grampian	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	30	11	12	17	23	20	17	19	21	26	12	20	20
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	37	39	37	49	47	34	47	33	46	47	43	50	44
NHS Greater Glasgow	PCARE	CPN (Dr) to phone patient within 2 Hrs	52	65	67	71	61	74	86	80	63	66	64	50	64
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 1 Hr	3	5	4	5	8	3	1	5	6	3	5	3	6
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 2 Hrs	10	11	3	4	10	4	3	6	7	8	7	7	9
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 4 Hrs	13	12	15	10	13	13	11	14	19	8	21	14	19
NHS Greater Glasgow	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	6	5	12	11	11	9	8	8	9	8	12	10	8
NHS Greater Glasgow	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1	2		1	3	3		3	1	3	4		3
NHS Greater Glasgow	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	3	7	6	4	6	1	5	10	1	6	4	2	6
NHS Greater Glasgow	PCARE	Home Visit within 1 Hr	42	25	32	40	30	30	29	35	28	25	26	29	37
NHS Greater Glasgow	PCARE	Home Visit within 12 Hrs											1		
NHS Greater Glasgow	PCARE	Home Visit within 2 Hrs	107	100	100	100	127	83	105	90	102	89	110	91	114
NHS Greater Glasgow	PCARE	Home Visit within 4 Hrs	153	178	107	160	171	119	125	148	125	99	109	145	164
NHS Greater Glasgow	PCARE	PCEC within 1 Hr	134	144	146	109	162	120	126	118	121	124	118	107	114
NHS Greater Glasgow	PCARE	PCEC within 2 Hrs	429	422	383	386	475	366	424	403	381	327	364	356	431
NHS Greater Glasgow	PCARE	PCEC within 4 Hrs	1,111	1,227	895	1,132	1,449	980	1,061	1,073	1,057	933	1,012	1,159	1,448
NHS Greater Glasgow	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	237	162	227	271	204	250	254	265	262	201	216	171	191
NHS Greater Glasgow	PCARE	Pt advised to contact practice - For Information Only	30	24	20	33	39	35	19	26	31	27	29	16	34
NHS Greater Glasgow	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	17	16	18	25	18	21	29	17	20	28	20	29	22
NHS Greater Glasgow	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	69	101	101	84	146	120	140	116	122	131	109	154	166
NHS Greater Glasgow	PCARE	Speak to clinician within 1 Hr	49	58	57	46	62	54	54	38	44	36	40	56	57
NHS Greater Glasgow	PCARE	Speak to clinician within 2 Hrs	86	91	91	98	124	86	71	78	72	79	77	99	93
NHS Greater Glasgow	PCARE	Speak to clinician within 4 Hrs	191	188	153	203	193	169	156	152	155	173	143	215	253
NHS Greater Glasgow	PCARE	Transport to PCEC within 4 hrs	3	2	3	1	6	4	5	4	1	1	4	4	5
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	420	435	388	433	553	421	403	432	465	471	449	483	487
NHS Greater Glasgow	SCARE	Patient advised to go to A&E	545	566	546	471	598	511	487	532	566	548	568	532	630
NHS Greater Glasgow	SCARE	Patient advised to go to A&E	6	4	1	3	4	5		4	1	3	1	5	5
NHS Greater Glasgow	SCARE	Patient sent to A&E via Ambulance within 1 Hr	46	53	46	45	36	50	45	57	40	34	52	51	61
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		2						1	1	
NHS Greater Glasgow	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	431	433	462	443	347	328	390	430	381	330	365	375	338
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	82	101	104	75	80	84	88	95	64	52	68	61	54
NHS Greater Glasgow	SCARE	Speak to clinician within 4 Hrs	132	145	149	122	133	107	116	146	136	129	129	147	143
NHS Greater Glasgow	SLFC_NPA	Contact Breathing Space	1		1										

Table 3

Health Board	Care Group	Endpoint	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	20/07/2025	27/07/2025
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	6	4		4		8	7	1	2	7	1	1	6
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	319	308	236	296	313	271	272	274	283	306	245	306	294
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	5	7	4	5	5	1	3	8	7	6	4	5	4
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	20	21	11	16	12	15	30	15	19	19	18	13	16
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	8	6	2	5	4	1	4	4	4	2	3	5	1
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Self Care	6	3	4	7	2	4	5	7	3	3	7	5	9
NHS Greater Glasgow	SLFC_NPA	Distress Brief Intervention	26	26	27	23	24	29	26	20	24	26	25	25	32
NHS Greater Glasgow	SLFC_NPA	For Information Only	183	182	162	161	154	171	156	175	172	151	138	156	196
NHS Greater Glasgow	SLFC_NPA	Hub to arrange appointment within 24 hours	1											1	
NHS Greater Glasgow	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	1	1	1	3	2	2	3		1	1	1	2	1
NHS Greater Glasgow	SLFC_NPA	Patient given self care advice - For Information Only	559	516	475	523	483	450	458	503	501	461	449	511	464
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1	5	2	3	2	1	4	2	4				3
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only			1		1	1	1		1	1	1	1	1
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Midwife - For Information Only	10	10	11	9	13	12	7	14	16	8	17	24	6
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Optician - For Information Only	6	18	12	13	14	16	14	15	13	18	11	18	18
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only		1	1	2		2	1		3	3			
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	84	126	84	114	135	56	82	100	108	84	91	101	145
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Police - For Information Only	10	13	23	17	13	13	17	16	16	10	14	18	9
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information							1						
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact appropriate service - For Info Only					2			1		2	1		2
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	18	26	26	29	20	30	21	21	19	22	18	24	15
NHS Greater Glasgow	Not assigned	Not assigned	1				1	1		1	1				
NHS HIGHLAND	PCARE	CPN (Dr) to phone patient within 1 Hr	3	13	11	5	5	7	14	10	9	7	9	9	3
NHS HIGHLAND	PCARE	CPN (Dr) to phone patient within 2 Hrs	17	14	14	3	8	10	2	4	9	2	14	9	10
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 1 Hr	2		2	3	4		1	7	5	4	2	4	2
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 2 Hrs	9	12	8	2	1	3	5	8	4	8	4	5	10
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 4 Hrs	7	17	11	10	14	15	15	17	16	11	13	16	24
NHS HIGHLAND	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2	4	2	1	3			1			1	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	2		2		1	1	2	1	1
NHS HIGHLAND	PCARE	Home Visit within 1 Hr	8	12	8	5	6	6	8	7	7	10	5	7	11
NHS HIGHLAND	PCARE	Home Visit within 2 Hrs	26	36	18	19	22	20	32	24	23	41	24	30	19
NHS HIGHLAND	PCARE	Home Visit within 4 Hrs	34	36	29	27	28	23	35	40	31	35	30	32	24
NHS HIGHLAND	PCARE	PCEC within 1 Hr	35	29	34	25	33	29	27	22	30	18	20	21	32
NHS HIGHLAND	PCARE	PCEC within 2 Hrs	83	119	74	82	69	76	73	78	84	87	75	84	69
NHS HIGHLAND	PCARE	PCEC within 4 Hrs	221	216	176	186	214	159	212	207	206	286	202	222	208

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Health Board	Care Group	Endpoint	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	20/07/2025	27/07/2025
NHS HIGHLAND	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	36	33	28	31	37	41	35	41	41	43	38	25	45
NHS HIGHLAND	PCARE	Pt advised to contact practice - For Information Only	2	6	3	5	6	2	3	1	1	4	2	6	2
NHS HIGHLAND	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	3	3	5	5	5	2	4		7	7	3	5	4
NHS HIGHLAND	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	13	24	13	22	17	28	10	26	15	22	16	30	26
NHS HIGHLAND	PCARE	Speak to clinician within 1 Hr	10	11	10	18	16	9	15	9	13	11	12	23	9
NHS HIGHLAND	PCARE	Speak to clinician within 2 Hrs	23	20	18	22	19	20	18	22	19	23	16	23	17
NHS HIGHLAND	PCARE	Speak to clinician within 4 Hrs	46	53	38	23	41	28	35	36	23	63	35	36	43
NHS HIGHLAND	PCARE	Transport to PCEC within 1 Hr		1										1	
NHS HIGHLAND	PCARE	Transport to PCEC within 2 Hrs			1										1
NHS HIGHLAND	PCARE	Transport to PCEC within 4 hrs									1		2		2
NHS HIGHLAND	SCARE	999 contacted - For information only	89	81	67	93	117	122	101	107	103	105	103	85	89
NHS HIGHLAND	SCARE	Patient advised to go to A&E	91	101	71	75	85	92	86	84	101	105	85	72	85
NHS HIGHLAND	SCARE	Patient advised to go to A&E		1	1		1	1		2			1		1
NHS HIGHLAND	SCARE	Patient sent to A&E via Ambulance within 1 Hr	9	7	8	5	7	7	14	10	6	8	7	8	6
NHS HIGHLAND	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	48	70	92	68	58	60	68	73	66	61	86	72	71
NHS HIGHLAND	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	19	33	29	30	19	33	25	29	31	29	34	24	20
NHS HIGHLAND	SCARE	Speak to clinician 2 Hrs	12	21	15	15	14	17	13	10	21	12	19	20	21
NHS HIGHLAND	SCARE	Speak to clinician within 4 Hrs	22	21	27	23	21	13	21	39	23	20	23	24	31
NHS HIGHLAND	SLFC_NPA	Distress Brief Intervention	9	3	8	7	6	5	3	5	8	1	7	2	2
NHS HIGHLAND	SLFC_NPA	For Information Only	45	34	32	33	42	30	34	31	28	45	43	41	37
NHS HIGHLAND	SLFC_NPA	Hub to arrange appointment within 24 hours	59	77	65	49	76	68	76	69	60	64	60	74	58
NHS HIGHLAND	SLFC_NPA	Hub to arrange contact with Clinician within 1 hour									1			2	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	1	1			1	1	1	1	1	
NHS HIGHLAND	SLFC_NPA	Patient advised to contact registered GDP - Info Only	13	7	7	9	12	11	12	15	20	17	9	13	13
NHS HIGHLAND	SLFC_NPA	Patient given self care advice - For Information Only	100	109	96	100	103	73	84	73	86	83	88	93	115
NHS HIGHLAND	SLFC_NPA	Patient given self care dental advice - For Information Only	2	1	1	1	1	3		2	3	3	1	1	1
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Dentist - For Information Only						1	1		1	1			
NHS HIGHLAND	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only					1		1			2			
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Midwife - For Information Only	1		2	1	1	1	1		1	2		1	2
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Optician - For Information Only	3	3	6	1	3	1	4	6	6	6	3	4	5
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	17	19	12	10	21	13	26	18	15	19	28	25	16
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Police - For Information Only	1	3	6	4	1	2		3	5	2	5	4	3
NHS HIGHLAND	SLFC_NPA	Pt advised to contact appropriate service - For Info Only					1				1	1			1
NHS HIGHLAND	SLFC_NPA	Triage refused - For Information Only	3	7		2	5	2	7	4	4	5	7	4	3
NHS HIGHLAND	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	5	6	4	2	11	10	9	3	5	5	8	7	4
NHS LANARKSHIRE	PCARE	CPN (Dr) to phone patient within 1 Hr	12	14	12	13	12	11	15	16	11	10	20	11	9

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Health Board	Care Group	Endpoint	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	20/07/2025	27/07/2025
NHS LANARKSHIRE	PCARE	CPN (Dr) to phone patient within 2 Hrs	23	22	18	18	29	17	12	29	12	21	21	16	28
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 1 Hr		2	2	1	4	3	1		3	2		1	1
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 2 Hrs	1	3	2	8	5	1	4	3	5	5	4	1	6
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 4 Hrs	3	4	1	9	8	3	7	1	6	8	5	4	6
NHS LANARKSHIRE	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	3	4	2	4	7	6	4	2	5	7	2	6	3
NHS LANARKSHIRE	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)							1	1				1	2
NHS LANARKSHIRE	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	3	1	1	4	2	4	6	3	3	4	2	1	3
NHS LANARKSHIRE	PCARE	Home Visit within 1 Hr	8	10	13	12	15	19	13	10	5	11	15	14	18
NHS LANARKSHIRE	PCARE	Home Visit within 2 Hrs	46	58	36	41	63	35	28	47	47	38	39	41	55
NHS LANARKSHIRE	PCARE	Home Visit within 4 Hrs	50	59	48	58	71	44	48	46	44	39	38	60	67
NHS LANARKSHIRE	PCARE	PCEC within 1 Hr	64	92	59	79	108	60	61	76	70	49	56	48	61
NHS LANARKSHIRE	PCARE	PCEC within 2 Hrs	180	230	181	231	262	169	188	200	187	193	190	194	242
NHS LANARKSHIRE	PCARE	PCEC within 4 Hrs	527	594	454	498	694	446	475	505	460	507	473	578	763
NHS LANARKSHIRE	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	88	50	107	105	113	119	94	89	79	110	98	73	75
NHS LANARKSHIRE	PCARE	Pt advised to contact practice - For Information Only	8	10	9	13	9	10	11	9	13	8	10	11	13
NHS LANARKSHIRE	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	6	4	4	3	8	10	7	13	6	10	6	5	4
NHS LANARKSHIRE	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	34	52	51	34	54	56	60	47	51	62	48	75	89
NHS LANARKSHIRE	PCARE	Speak to clinician within 1 Hr	18	21	14	24	23	18	18	9	19	21	19	15	23
NHS LANARKSHIRE	PCARE	Speak to clinician within 2 Hrs	35	39	28	37	41	34	32	30	33	38	32	37	40
NHS LANARKSHIRE	PCARE	Speak to clinician within 4 Hrs	85	85	64	95	81	47	71	79	59	65	89	73	113
NHS LANARKSHIRE	PCARE	Transport to PCEC within 2 Hrs				1	1	1		1			1		
NHS LANARKSHIRE	PCARE	Transport to PCEC within 4 hrs		1	1			3		1		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	199	233	206	202	282	203	196	212	219	202	208	237	243
NHS LANARKSHIRE	SCARE	Patient advised to go to A&E	274	345	255	295	317	289	277	279	266	269	277	270	300
NHS LANARKSHIRE	SCARE	Patient advised to go to A&E		1		3	4	3	2		2	3	4	2	6
NHS LANARKSHIRE	SCARE	Patient sent to A&E via Ambulance within 1 Hr	21	21	32	15	16	14	10	18	17	16	15	18	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	154	178	181	152	151	150	130	173	163	138	160	159	124
NHS LANARKSHIRE	SCARE	Speak to clinician 2 Hrs	47	39	42	48	40	30	34	43	26	30	23	25	29
NHS LANARKSHIRE	SCARE	Speak to clinician within 4 Hrs	52	66	61	60	62	55	40	59	63	43	56	64	59
NHS LANARKSHIRE	SLFC_NPA	Contact Breathing Space										1	1		
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	1		1	1	2	1	1		1		3		1
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	138	148	120	137	158	124	115	125	124	128	136	133	148
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour		2		4	3	1	3	2			1	1	2
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	11	10	5	5	7	1	12	9	9	9	9	7	5
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	5	3		3	2	2		3	1	3	1	1	1

Table 3

Health Board	Care Group	Endpoint	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	20/07/2025	27/07/2025
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Self Care	3	3	1	1	2	4	1	4	1	4	3	4	5
NHS LANARKSHIRE	SLFC_NPA	Distress Brief Intervention	11	10	11	14	14	8	13	8	14	10	11	11	12
NHS LANARKSHIRE	SLFC_NPA	For Information Only	54	72	54	56	84	61	67	52	53	80	69	53	65
NHS LANARKSHIRE	SLFC_NPA	Patient advised to contact CPN Team - For Info Only								1					2
NHS LANARKSHIRE	SLFC_NPA	Patient given self care advice - For Information Only	170	145	171	188	203	149	148	173	174	172	169	182	219
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Dentist - For Information Only		6	1		2				1	1	2		1
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only	2	1			1			1		2		2	2
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Midwife - For Information Only	3	4	3	9	11	5	2	5	10	4	4	4	2
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Optician - For Information Only	6	3	6	6	7	7	4	4	5	2	4	7	7
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only	1	1				1			1				1
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	39	42	52	36	51	29	29	44	35	35	37	41	60
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Police - For Information Only	2	4	3	6	2	6	8	8	5	8	8	9	5
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									2				
NHS LANARKSHIRE	SLFC_NPA	Remote Prescribing						1		1					
NHS LANARKSHIRE	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	11	8	7	2	8	3	3	7	8	15	3	5	15
NHS LANARKSHIRE	SLFC_NPA	Untriaged call - OOH Service clinician to phone patient										1	1		
NHS LANARKSHIRE	Not assigned	Not assigned					1	1		2	1				
NHS Lothian	PCARE	CPN (Dr) to phone patient within 1 Hr	24	25	22	25	19	21	24	20	22	22	25	16	11
NHS Lothian	PCARE	CPN (Dr) to phone patient within 2 Hrs	30	36	31	33	27	34	27	33	35	39	38	34	42
NHS Lothian	PCARE	DN (Dr) phone patient within 1 Hr	7	7	4	4	9	5	11	10	6	6	4	4	8
NHS Lothian	PCARE	DN (Dr) phone patient within 2 Hrs	13	23	19	12	18	9	11	13	5	13	23	12	12
NHS Lothian	PCARE	DN (Dr) phone patient within 4 Hrs	36	41	46	49	40	38	35	41	31	34	43	44	36
NHS Lothian	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	6	11	7	8	7	9	7	10	3	9	15	2	12
NHS Lothian	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	2					1	1		1	2		3	
NHS Lothian	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	6	2	3	2	6	2	2	3	4	3	5	2	1
NHS Lothian	PCARE	Home Visit within 1 Hr	29	30	30	27	39	25	32	25	28	32	34	19	21
NHS Lothian	PCARE	Home Visit within 2 Hrs	76	99	77	71	62	72	78	81	71	68	78	62	66
NHS Lothian	PCARE	Home Visit within 4 Hrs	91	130	100	101	112	83	91	86	100	85	96	91	100
NHS Lothian	PCARE	PCEC within 1 Hr	102	122	105	102	91	94	95	91	95	81	71	73	80
NHS Lothian	PCARE	PCEC within 12 Hrs				1					1		1		
NHS Lothian	PCARE	PCEC within 2 Hrs	309	368	268	284	251	233	220	274	269	281	248	255	281
NHS Lothian	PCARE	PCEC within 4 Hrs	888	1,016	733	804	753	684	799	766	781	700	748	843	812
NHS Lothian	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	212	140	192	197	224	217	190	219	189	156	206	132	207
NHS Lothian	PCARE	Pt advised to contact practice - For Information Only	29	21	13	18	22	19	25	21	20	16	18	19	16
NHS Lothian	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	18	14	17	18	19	16	20	13	16	15	14	20	19
NHS Lothian	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	56	106	85	81	95	96	99	78	95	107	86	129	111
NHS Lothian	PCARE	Speak to clinician within 1 Hr	39	37	38	31	48	41	38	33	30	33	34	31	35

Table 3

Health Board	Care Group	Endpoint	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	20/07/2025	27/07/2025
NHS Lothian	PCARE	Speak to clinician within 2 Hrs	65	61	56	50	62	48	49	58	58	63	61	73	57
NHS Lothian	PCARE	Speak to clinician within 4 Hrs	152	159	102	130	87	121	114	138	141	133	142	128	115
NHS Lothian	PCARE	Transport to PCEC within 2 Hrs				1		1		1			1	1	1
NHS Lothian	PCARE	Transport to PCEC within 4 hrs	3	1	3	3				1	3	2		3	1
NHS Lothian	SCARE	999 contacted - For information only	317	349	343	327	336	325	319	288	323	329	334	270	300
NHS Lothian	SCARE	Patient advised to go to A&E	454	494	465	434	455	439	439	468	469	425	488	464	399
NHS Lothian	SCARE	Patient advised to go to A&E	4		2	1		3	2	2	3		2	6	4
NHS Lothian	SCARE	Patient sent to A&E via Ambulance within 1 Hr	31	33	35	29	33	30	36	25	24	28	35	20	23
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	447	443	498	505	473	459	485	459	433	407	449	448	457
NHS Lothian	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub							1		1				
NHS Lothian	SCARE	Speak to clinician 2 Hrs	85	73	111	120	90	90	82	71	78	50	79	64	63
NHS Lothian	SCARE	Speak to clinician within 4 Hrs	121	129	144	126	108	113	121	134	110	109	119	124	139
NHS Lothian	SLFC_NPA	Contact Breathing Space		1									1		
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour		4	1	3	1	1	1	3	1	3	1	1	1
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	237	258	211	193	206	209	235	221	213	219	208	221	206
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	6	5	1		3	4	7	4	7	2	3	4	3
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Pharmacist													1
NHS Lothian	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	13	20	7	10	14	15	22	12	18	14	12	11	15
NHS Lothian	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	5	5	5	3	5	4	2	10	2	5	6	4	4
NHS Lothian	SLFC_NPA	Dental Nurse - Self Care	10	6	11	4	6	6	7	4	4	6	5	1	5
NHS Lothian	SLFC_NPA	Distress Brief Intervention	15	17	23	11	16	15	18	13	18	18	16	15	20
NHS Lothian	SLFC_NPA	For Information Only	131	159	118	123	112	107	101	96	118	95	128	108	107
NHS Lothian	SLFC_NPA	Patient advised to contact CPN Team - For Info Only					3	1		1				1	
NHS Lothian	SLFC_NPA	Patient given self care advice - For Information Only	304	338	292	325	359	293	316	327	351	322	364	306	324
NHS Lothian	SLFC_NPA	Pt advised to contact Dentist - For Information Only		2	2	1		2	2	2		1		1	2
NHS Lothian	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only	2	1			1	2	2	2		1	2		1
NHS Lothian	SLFC_NPA	Pt advised to contact Midwife - For Information Only	16	13	12	12	10	8	12	14	9	8	12	18	17
NHS Lothian	SLFC_NPA	Pt advised to contact Optician - For Information Only	14	20	15	15	15	18	15	20	18	16	11	18	15
NHS Lothian	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only			2	1		2	1	1	1			1	
NHS Lothian	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	74	99	60	71	82	68	75	92	67	64	86	76	74
NHS Lothian	SLFC_NPA	Pt advised to contact Police - For Information Only	12	8	10	7	14	14	12	17	11	10	9	10	13
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	20	21	12	9	12	14	10	15	16	9	10	14	12
NHS Lothian	Not assigned	Not assigned	1	1										1	1
NHS Orkney	PCARE	CPN (Dr) to phone patient within 1 Hr			1			1	1	1	2				

Table 3

Health Board	Care Group	Endpoint	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	20/07/2025	27/07/2025
NHS Orkney	PCARE	CPN (Dr) to phone patient within 2 Hrs		2					3		1		2	1	
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	2		1					2		1		
NHS Orkney	PCARE	DN (Dr) phone patient within 4 Hrs		2	3	3	3	1	1	1	1	1	1	3	3
NHS Orkney	PCARE	Home Visit within 1 Hr	1	1	3			2	1		2		3	2	
NHS Orkney	PCARE	Home Visit within 2 Hrs	2	2	4	2	3	1	5	2	4	2	5	1	1
NHS Orkney	PCARE	Home Visit within 4 Hrs	1	6	3		1	2	1		6	5	3	1	3
NHS Orkney	PCARE	PCEC within 1 Hr	1			1	4	1	1	1	1	1		1	1
NHS Orkney	PCARE	PCEC within 2 Hrs	3		6	5	3	9	5	7	3	2	3	6	3
NHS Orkney	PCARE	PCEC within 4 Hrs	10	8	6	11	3	4	10	16	10	7	8	16	7
NHS Orkney	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only		1		3	1		3	3	1	1	2	3	3
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			2	2	1			2		1
NHS Orkney	PCARE	Speak to clinician within 1 Hr		2		2	1		2					1	2
NHS Orkney	PCARE	Speak to clinician within 2 Hrs	1		1	1			5		1	2	1	2	1
NHS Orkney	PCARE	Speak to clinician within 4 Hrs	4	3		4	1	2	2		1	2	6	2	3
NHS Orkney	SCARE	999 contacted - For information only	3	2	4	7	4	5	4	5	2	2	4	8	1
NHS Orkney	SCARE	Patient advised to go to A&E	3	10	4	5	2	2	5	6	5	9	3	7	4
NHS Orkney	SCARE	Patient sent to A&E via Ambulance within 1 Hr	1			1	1	1		1	1	3	1	1	
NHS Orkney	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	1	2	2	1		2	2			1	2	1	5
NHS Orkney	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub			1					1	1		1	1	
NHS Orkney	SCARE	Speak to clinician 2 Hrs	1	1				1						1	1
NHS Orkney	SCARE	Speak to clinician within 4 Hrs			2				1		3		1		1
NHS Orkney	SLFC_NPA	Distress Brief Intervention			1						1				
NHS Orkney	SLFC_NPA	For Information Only	2	1	2	1	1				1	1	1	2	2
NHS Orkney	SLFC_NPA	Hub to arrange appointment within 24 hours	1	3	4	5		1	6	4	2	3	4	3	5
NHS Orkney	SLFC_NPA	Patient advised to contact dental advice line - Info Only	1										1		
NHS Orkney	SLFC_NPA	Patient advised to contact registered GDP - Info Only		1											1
NHS Orkney	SLFC_NPA	Patient given self care advice - For Information Only	9	5	8	3	4	6	10	9	9	19	12	10	7
NHS Orkney	SLFC_NPA	Patient given self care dental advice - For Information Only	1									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				
NHS Orkney	SLFC_NPA	Triage refused - For Information Only							1		2		1		2
NHS Orkney	SLFC_NPA	Triage refused - Pt terminated call - For Information Only		1		1									
NHS Shetland	PCARE	CPN (Dr) to phone patient within 1 Hr								1	1				
NHS Shetland	PCARE	CPN (Dr) to phone patient within 2 Hrs			1		1								1
NHS Shetland	PCARE	DN (Dr) phone patient within 1 Hr							1		1				

Table 3

Health Board	Care Group	Endpoint	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	20/07/2025	27/07/2025
NHS Shetland	PCARE	DN (Dr) phone patient within 2 Hrs		1	2					1		1	1		
NHS Shetland	PCARE	DN (Dr) phone patient within 4 Hrs	3	1	2		3	3	2	1		1	4	1	
NHS Shetland	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)					1								
NHS Shetland	PCARE	Home Visit within 1 Hr	2			2	1		1					2	
NHS Shetland	PCARE	Home Visit within 2 Hrs	2				3	4		1			1		1
NHS Shetland	PCARE	Home Visit within 4 Hrs	4	2		3		1	1	2	2	1	3	3	
NHS Shetland	PCARE	PCEC within 1 Hr	1	1			2		2		1			2	
NHS Shetland	PCARE	PCEC within 2 Hrs		1	4	1	4		4	5	3	4	3	7	2
NHS Shetland	PCARE	PCEC within 4 Hrs	2	4	3	6	8	6	10	6	8	9	11	6	5
NHS Shetland	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	3	3	2	1	3	1	1	2		2	1		2
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		2	1	1	3		1			1
NHS Shetland	PCARE	Speak to clinician within 1 Hr					1			3		1	1	1	1
NHS Shetland	PCARE	Speak to clinician within 2 Hrs	1				1	1							1
NHS Shetland	PCARE	Speak to clinician within 4 Hrs		2	2	1	1	2	2	3	3	3	3		1
NHS Shetland	PCARE	Triage refused therefore Dr requested to phone patient													1
NHS Shetland	SCARE	999 contacted - For information only	6	1	4	3	1	4	1		5	3	5	2	2
NHS Shetland	SCARE	Patient advised to go to A&E	2	2	4	1	1	9	2	5	2	1	2	3	2
NHS Shetland	SCARE	Patient sent to A&E via Ambulance within 1 Hr						1				1	1	1	1
NHS Shetland	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange			4	1	1	3	1	4	2	2	1	1	1
NHS Shetland	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	1									1			2
NHS Shetland	SCARE	Speak to clinician 2 Hrs		1	1				1		1			1	
NHS Shetland	SCARE	Speak to clinician within 4 Hrs			1								2	1	
NHS Shetland	SLFC_NPA	For Information Only		2			1		1			2			
NHS Shetland	SLFC_NPA	Hub to arrange appointment within 24 hours	6	3		3		5	4	1	7	2	4	1	2
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	1	5	2	1	1	1	1	3	2	4	8	
NHS Shetland	SLFC_NPA	Patient given self care dental advice - For Information Only													1
NHS Shetland	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only			1		1			2		1	2		
NHS Shetland	SLFC_NPA	Triage refused - For Information Only			1				1				1		
NHS Shetland	SLFC_NPA	Triage refused - Pt terminated call - For Information Only				1									
NHS TAYSIDE	PCARE	CPN (Dr) to phone patient within 1 Hr	15	6	9	10	15	16	21	18	12	13	14	15	16
NHS TAYSIDE	PCARE	CPN (Dr) to phone patient within 2 Hrs	15	15	24	22	22	14	30	25	23	20	20	18	21
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 1 Hr	12	7	3	10	10	4	7	9	10	11	7	5	9
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 2 Hrs	18	16	13	9	20	7	20	13	12	16	16	11	14
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 4 Hrs	40	52	32	32	39	17	35	36	49	36	57	31	27

Table 3

Health Board	Care Group	Endpoint	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	20/07/2025	27/07/2025
NHS TAYSIDE	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2	3	2	2	2	2	3	3		2	4	1	3
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	3	1		2	1	1		4	2	1	1
NHS TAYSIDE	PCARE	Home Visit within 1 Hr	8	9	6	12	14	9	17	4	14	12	7	9	14
NHS TAYSIDE	PCARE	Home Visit within 2 Hrs	41	38	28	32	47	42	51	39	28	27	41	41	40
NHS TAYSIDE	PCARE	Home Visit within 4 Hrs	46	65	45	44	69	54	46	50	64	55	53	44	47
NHS TAYSIDE	PCARE	PCEC within 1 Hr	69	92	68	59	87	69	63	63	62	49	71	50	53
NHS TAYSIDE	PCARE	PCEC within 2 Hrs	153	161	133	139	184	151	134	146	164	144	156	131	126
NHS TAYSIDE	PCARE	PCEC within 4 Hrs	337	407	341	352	512	268	312	366	355	361	327	364	328
NHS TAYSIDE	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	56	49	70	67	54	76	51	48	65	45	61	47	75
NHS TAYSIDE	PCARE	Pt advised to contact practice - For Information Only	5	9	15	7	8	2	6	12	12	4	10	10	11
NHS TAYSIDE	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	7	5	8	7	5	2	5	5	7	11	7	11	2
NHS TAYSIDE	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	24	40	30	26	33	36	39	42	44	47	28	53	41
NHS TAYSIDE	PCARE	Speak to clinician within 1 Hr	13	18	18	15	22	14	14	13	24	19	22	13	14
NHS TAYSIDE	PCARE	Speak to clinician within 2 Hrs	28	25	27	36	29	28	33	25	28	27	30	27	31
NHS TAYSIDE	PCARE	Speak to clinician within 4 Hrs	62	55	28	65	80	51	43	55	54	45	69	45	55
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	
NHS TAYSIDE	PCARE	Transport to PCEC within 4 hrs				2		2	1		1		2	6	
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	167	184	177	155	225	195	167	155	173	160	174	132	186
NHS TAYSIDE	SCARE	Patient advised to go to A&E	91	106	99	69	110	107	93	102	82	104	94	97	91
NHS TAYSIDE	SCARE	Patient advised to go to A&E	2		4	1		2		1	3	1	2		3
NHS TAYSIDE	SCARE	Patient sent to A&E via Ambulance within 1 Hr	15	18	12	7	20	15	13	16	12	12	17	10	18
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	108	138	159	119	137	88	106	111	130	111	143	136	123
NHS TAYSIDE	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub		2	1		1				1	1	1		
NHS TAYSIDE	SCARE	Speak to clinician 2 Hrs	38	35	31	35	33	36	28	50	39	22	34	20	27
NHS TAYSIDE	SCARE	Speak to clinician within 4 Hrs	43	54	41	40	42	51	28	50	47	44	48	38	54
NHS TAYSIDE	SLFC_NPA	Contact Breathing Space			1										
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	1	1	1	2						1			2
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	122	105	84	116	97	109	101	90	130	107	124	109	108
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1			1	3	1		5	1	4	2		1
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Not Triage/Assessed	10	5	3	6	6	2	19	7	11	7	8	1	9
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	2	3		5		2	1	4	1	2	3	2	3
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Self Care	2	1		4	1	3	3	5	5	1	2		
NHS TAYSIDE	SLFC_NPA	Distress Brief Intervention	10	8	7	6	6	6	8	11	4	4	8	7	6

Table 3

Health Board	Care Group	Endpoint	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	20/07/2025	27/07/2025
NHS TAYSIDE	SLFC_NPA	For Information Only	50	64	44	51	65	50	35	45	44	47	41	36	33
NHS TAYSIDE	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	1			1				1	2	1			
NHS TAYSIDE	SLFC_NPA	Patient given self care advice - For Information Only	137	166	147	122	157	137	161	159	148	144	166	136	127
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Dentist - For Information Only		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	3	7	4	6	4	2	6	2	2	2	3
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Optician - For Information Only	3	4	8	2	5	10	6	8	6	6	4	6	5
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only	2	2				1					1	1	
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	25	28	25	27	24	25	16	25	20	35	37	31	31
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Police - For Information Only	2	6	3	3	6	10	7	11	3	6	6	7	3
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information													1
NHS TAYSIDE	SLFC_NPA	Pt advised to contact appropriate service - For Info Only													1
NHS TAYSIDE	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	3	13	7	11	3	7	2	6	5	6	9	4	12
NHS TAYSIDE	Not assigned	Not assigned	1		1							1		1	
NHS Western Isles	PCARE	CPN (Dr) to phone patient within 1 Hr					1	1							
NHS Western Isles	PCARE	CPN (Dr) to phone patient within 2 Hrs							2			1	1		
NHS Western Isles	PCARE	DN (Dr) phone patient within 2 Hrs	1				2								
NHS Western Isles	PCARE	DN (Dr) phone patient within 4 Hrs	1	5			2			4	2			1	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	1		1	1			
NHS Western Isles	PCARE	Home Visit within 2 Hrs	3		3		3	2		2	3		1	3	4
NHS Western Isles	PCARE	Home Visit within 4 Hrs	4	5	2	1	1	3		2	6	2	5	2	1
NHS Western Isles	PCARE	PCEC within 1 Hr	2	4	3	1	3	1	2	2	1			1	1
NHS Western Isles	PCARE	PCEC within 2 Hrs	3	8	2	2	7	6	3	3	6	6	3	8	3
NHS Western Isles	PCARE	PCEC within 4 Hrs	13	16	16	17	21	12	6	13	16	8	12	19	17
NHS Western Isles	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	5	1	1	4	5	3	4	2	1	5		2	6
NHS Western Isles	PCARE	Pt advised to contact practice - For Information Only						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			1	1	1	1	2		6		4	3
NHS Western Isles	PCARE	Speak to clinician within 1 Hr		2	1		1					1			
NHS Western Isles	PCARE	Speak to clinician within 2 Hrs	3	1	2	1	3	2	2	1	1		1	1	
NHS Western Isles	PCARE	Speak to clinician within 4 Hrs	4	5	3	4			2	2	3	1	7	4	1
NHS Western Isles	SCARE	999 contacted - For information only	9	5	4	6	12	1	6	5	7	5	6	12	11
NHS Western Isles	SCARE	Patient advised to go to A&E	9	3	1	5	4	5	6	10	4	7	5	3	8
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		1
NHS Western Isles	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange		3	6	3	3	7	4	3	1	7	3	8	
NHS Western Isles	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	3	2	1	1	5	1	3	1	1	2	2	3	

Table 3

Health Board	Care Group	Endpoint	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	20/07/2025	27/07/2025
NHS Western Isles	SCARE	Speak to clinician 2 Hrs	1			2	1	1		1			1	1	1
NHS Western Isles	SCARE	Speak to clinician within 4 Hrs		3	2	3	1			1	2		1	2	2
NHS Western Isles	SLFC_NPA	Distress Brief Intervention					1		1	1	2				
NHS Western Isles	SLFC_NPA	For Information Only	1	2	2	2	3	2	3	4	1	5	4	2	1
NHS Western Isles	SLFC_NPA	Hub to arrange appointment within 24 hours	5	4	6	5	6	3	1	6	3	3	3	5	3
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	2			1	1		1
NHS Western Isles	SLFC_NPA	Patient given self care advice - For Information Only	1	3	7	2	6	8	3	4	5	6	4	4	3
NHS Western Isles	SLFC_NPA	Patient given self care dental advice - For Information Only						1							
NHS Western Isles	SLFC_NPA	Pt advised to contact Midwife - For Information Only	1					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			1			1	2		1	1		1	2
NHS Western Isles	SLFC_NPA	Triage refused - For Information Only			1		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	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour		1											
Not assigned	SLFC_NPA	GP appointment	1												
Not assigned	SLFC_NPA	Not Assessed / Triage Refused													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	11	25	12	7	16	9	16	13	18	19	8	12	9

Table 4

Care Group	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	20/07/2025	27/07/2025
PCARE	12,076	13,237	10,897	11,847	13,282	11,032	11,550	11,731	11,566	11,286	11,286	12,107	11,943
SCARE	7,491	8,138	7,900	7,621	7,961	7,495	7,292	7,761	7,690	7,228	7,732	7,487	7,154
SLFC_NPA	4,984	5,222	4,417	4,717	5,084	4,480	4,635	4,828	4,956	4,656	4,752	4,749	4,733
Not assigned	14	26	14	7	18	11	18	18	21	21	8	15	10
Total	24,565	26,623	23,228	24,192	26,345	23,018	23,495	24,338	24,233	23,191	23,778	24,358	23,840

Care Group	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	20/07/2025	27/07/2025
PCARE	49.16%	49.72%	46.91%	48.97%	50.42%	47.93%	49.16%	48.20%	47.73%	48.67%	47.46%	49.70%	50.10%
SCARE	30.49%	30.57%	34.01%	31.50%	30.22%	32.56%	31.04%	31.89%	31.73%	31.17%	32.52%	30.74%	30.01%
SLFC_NPA	20.29%	19.61%	19.02%	19.50%	19.30%	19.46%	19.73%	19.84%	20.45%	20.08%	19.98%	19.50%	19.85%
Not assigned	0.06%	0.10%	0.06%	0.03%	0.07%	0.05%	0.08%	0.07%	0.09%	0.09%	0.03%	0.06%	0.04%

Table 5

Calendar day	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	14/07/2025	15/07/2025	16/07/2025	17/07/2025	18/07/2025	19/07/2025	20/07/2025	21/07/2025	22/07/2025	23/07/2025	24/07/2025	25/07/2025	26/07/2025	27/07/2025
Overall Call Volume	416	425	390	459	444	481	431	347	340	372	364	375	522	530	473	462	477	424	381	487	512	520	418	367	389	403	445	469
Overall Calls Connected	353	357	320	325	350	386	353	290	283	279	248	306	385	386	336	307	295	281	283	375	423	435	312	265	277	241	347	379
Median Time to Answer	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	00:03:39	00:02:05	00:03:55	00:00:31	00:00:58	00:00:18	00:00:09	00:00:06	00:01:15	00:00:06	00:00:23	00:00:45	00:00:06	00:00:06
90th Percentile Time to Answer	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	00:15:18	00:15:42	00:18:34	00:23:43	00:24:05	00:13:26	00:13:41	00:10:35	00:10:21	00:18:18	00:21:16	00:18:44	00:27:39	00:15:22	00:12:16

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	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	20/07/2025	27/07/2025
Overall Call Volume	2,876	2,872	2,785	2,816	2,888	2,937	3,142	2,974	2,899	3,046	2,850	3,216	3,011
Overall Calls Connected	2,392	2,506	2,366	2,397	2,603	2,548	2,421	2,416	2,488	2,444	2,177	2,299	2,256
Median Time to Answer	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	00:01:08	00:00:08
90th Percentile Time to Answer	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	00:16:25	00:17:04

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

Graphs

