

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: 25/05/2025 to 17/08/2025

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	21/07/2025	22/07/2025	23/07/2025	24/07/2025	25/07/2025	26/07/2025	27/07/2025	28/07/2025	29/07/2025	30/07/2025	31/07/2025	01/08/2025	02/08/2025	03/08/2025	04/08/2025	05/08/2025	06/08/2025	07/08/2025	08/08/2025	09/08/2025	10/08/2025	11/08/2025	12/08/2025	13/08/2025	14/08/2025	15/08/2025	16/08/2025	17/08/2025
Overall Call Volume	5,796	3,055	3,084	2,956	3,168	6,794	6,211	3,727	3,110	2,852	2,816	2,995	6,850	6,431	3,612	2,807	2,972	3,038	3,101	6,677	6,185	3,385	3,085	3,114	3,067	3,345	7,085	6,689
Overall Calls Connected	5,440	2,414	2,433	2,398	2,397	5,497	5,435	3,167	2,507	2,336	2,365	2,365	5,698	5,642	3,096	2,612	2,517	2,522	2,545	5,481	5,214	2,713	2,564	2,523	2,440	2,598	5,987	5,944
Callers Disconnected	0.02%	0.46%	0.63%	0.45%	0.99%	0.16%	0.06%	0.24%	0.27%	0.60%	0.43%	0.83%	0.22%	0.06%	0.04%	0.10%	0.37%	0.24%	0.34%	0.25%	0.14%	0.38%	0.48%	0.40%	0.39%	0.56%	0.07%	0.02%
Overall Avg Patient Journey Time	00:21:12	00:39:26	00:38:24	00:36:24	00:40:39	00:38:50	00:29:33	00:32:23	00:34:19	00:40:42	00:39:21	00:43:52	00:31:25	00:28:01	00:33:16	00:28:15	00:29:10	00:29:39	00:33:40	00:35:09	00:34:31	00:41:17	00:34:43	00:30:55	00:37:25	00:43:21	00:28:58	00:27:35
Traged at First Contact %	97.31%	97.86%	97.79%	98.93%	96.42%	90.34%	93.12%	98.22%	98.05%	98.56%	98.82%	94.68%	91.61%	93.23%	96.77%	97.01%	99.16%	99.80%	96.52%	90.32%	91.21%	97.08%	99.61%	99.72%	99.23%	96.03%	92.50%	93.00%
Median Time to Answer	00:00:06	00:16:40	00:13:36	00:13:57	00:20:07	00:14:42	00:06:36	00:11:32	00:08:39	00:15:20	00:14:59	00:20:28	00:06:54	00:03:53	00:08:49	00:03:49	00:08:47	00:09:52	00:12:41	00:11:28	00:11:02	00:16:54	00:12:03	00:09:28	00:15:36	00:21:17	00:08:00	00:04:04
90th Percentile Time to Answer	00:04:24	00:59:52	00:53:26	00:55:07	01:13:09	00:38:12	00:20:13	00:34:03	00:47:35	01:00:38	00:48:35	01:10:49	00:21:29	00:15:04	00:35:59	00:19:25	00:30:51	00:36:17	00:43:41	00:33:29	00:25:19	01:08:40	00:46:05	00:41:37	00:41:12	01:14:38	00:18:34	00:13:32

Table 2

Week Endng Date	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	03/08/2025	10/08/2025	17/08/2025
Overall Call Volume	31,637	33,163	29,657	30,283	31,146	30,488	30,417	30,126	32,907	31,064	28,781	28,492	29,752
Overall Calls Connected	26,328	28,608	25,056	25,464	26,320	26,181	25,224	25,702	26,831	26,014	24,070	23,986	24,769
Caller Discontinued	0.34%	0.22%	0.16%	0.20%	0.19%	0.19%	0.18%	0.22%	0.35%	0.28%	0.30%	0.20%	0.24%
Overall Avg Patient Journey Time	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	00:34:05	00:32:42	00:33:21
Triaged at First Contact %	95.38%	94.76%	94.76%	94.54%	95.48%	94.58%	94.38%	95.80%	95.29%	95.04%	95.15%	94.46%	95.53%
Median Time to Answer	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	00:07:42	00:10:09	00:07:48
90th Percentile Time to Answer	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	00:38:00	00:33:11	00:38:46

Table 3

Health Board	Care Group	Endpoint	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	03/08/2025	10/08/2025	17/08/2025
NHS Ayrshire & Arran	PCARE	CPN (Dr) to phone patient within 1 Hr	10	10	11	14	11	10	7	12	14	10	14	15	9
NHS Ayrshire & Arran	PCARE	CPN (Dr) to phone patient within 2 Hrs	13	21	20	16	15	21	17	14	14	17	18	11	9
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 1 Hr	1	3	1				2					2	
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 2 Hrs	1	4	2	4	2	3	3	5	2				
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 4 Hrs	7	5	2	2	6	3	1	6	10	3			
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	1	3	2	2	4	3	2	2	4				
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)		2			1				1	1	1		
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)		1	2	1		5	2	2		1	1		1
NHS Ayrshire & Arran	PCARE	Home Visit within 1 Hr	12	12	8	4	7	11	11	4	5	2			4
NHS Ayrshire & Arran	PCARE	Home Visit within 2 Hrs	36	55	29	37	45	38	32	39	28	12	4	4	4
NHS Ayrshire & Arran	PCARE	Home Visit within 4 Hrs	54	48	31	47	47	41	34	46	43	8	5	4	4
NHS Ayrshire & Arran	PCARE	PCEC within 1 Hr	49	53	28	49	43	31	40	29	31	5	4	5	6
NHS Ayrshire & Arran	PCARE	PCEC within 2 Hrs	97	141	118	134	147	134	156	101	110	27	7	9	12
NHS Ayrshire & Arran	PCARE	PCEC within 4 Hrs	326	421	291	314	335	315	330	297	339	43	28	24	27
NHS Ayrshire & Arran	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	66	60	54	47	65	76	48	52	48	27	10	3	8
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice - For Information Only	1	7	7	12	1	7	8	6	8	3		1	1
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	10	5	5	7	4	2	3	5	1	7	2		1
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	21	40	32	41	27	25	34	28	50	16	7	14	11
NHS Ayrshire & Arran	PCARE	Speak to clinician within 1 Hr	15	18	19	14	20	8	12	15	17	7	6	10	10
NHS Ayrshire & Arran	PCARE	Speak to clinician within 2 Hrs	35	36	29	22	28	28	20	24	29	6	15	12	8
NHS Ayrshire & Arran	PCARE	Speak to clinician within 4 Hrs	70	74	45	37	60	51	50	54	46	12	17	12	23
NHS Ayrshire & Arran	PCARE	Triage refused therefore Dr requested to phone patient										1			
NHS Ayrshire & Arran	SCARE	999 contacted - For information only	153	177	156	151	169	147	168	160	148	49	28	27	27
NHS Ayrshire & Arran	SCARE	Patient advised to go to A&E	159	158	159	164	150	148	141	151	164	39	16	15	19
NHS Ayrshire & Arran	SCARE	Patient advised to go to A&E		3	3	1			1		1		2	3	4
NHS Ayrshire & Arran	SCARE	Patient sent to A&E via Ambulance within 1 Hr	10	18	18	14	12	12	13	11	16	7	2	1	2
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	107	88	93	88	114	92	92	123	91	26	7	7	9
NHS Ayrshire & Arran	SCARE	Speak to clinician 2 Hrs	21	19	18	13	22	25	10	24	17	5		2	1
NHS Ayrshire & Arran	SCARE	Speak to clinician within 4 Hrs	33	36	28	22	36	32	36	28	39	10	2	2	3
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	88	84	91	94	84	108	103	87	97	73	102	96	79
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour			2		1		1	1	1		1		
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	2	6	4	9	4	6	7	1	4	3	6	2	3
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Routine Contact with Dentist		1	2		1	1	2	1	1				
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Self Care	3	2	4	3	2	5	1	2	3	2	2	2	1

Table 3

Health Board	Care Group	Endpoint	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	03/08/2025	10/08/2025	17/08/2025
NHS Ayrshire & Arran	SLFC_NPA	Distress Brief Intervention	11	10	4	4	12	7	7	7	10	2	10	7	6
NHS Ayrshire & Arran	SLFC_NPA	For Information Only	45	33	42	48	43	62	41	39	34	23	21	21	17
NHS Ayrshire & Arran	SLFC_NPA	Patient advised to contact CPN Team - For Info Only						2				1		2	
NHS Ayrshire & Arran	SLFC_NPA	Patient given self care advice - For Information Only	98	138	110	105	128	134	126	128	116	57	59	63	74
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Dentist - For Information Only		3		1	1			1					1
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Midwife - For Information Only	2	1	3	1	1		2	3		1			
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Optician - For Information Only	2	6	1	2	3	7	7	7	3	1		2	
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only												1	
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	15	40	12	20	18	31	21	43	21	9	6	2	10
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Police - For Information Only	4	5	4	4	5	5		3	4	6	2	4	5
NHS Ayrshire & Arran	SLFC_NPA	Remote Prescribing	1		1										
NHS Ayrshire & Arran	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	6	7	9	6	10	5	5	7	13	4	3	6	4
NHS Ayrshire & Arran	Not assigned	Not assigned				1									
NHS Borders	PCARE	CPN (Dr) to phone patient within 1 Hr	5	7	3	3	5	4	5	4	5		2	4	4
NHS Borders	PCARE	CPN (Dr) to phone patient within 2 Hrs	2	9	7	6	2	7	8	5	2		7	8	4
NHS Borders	PCARE	DN (Dr) phone patient within 1 Hr	4	4	1	2	2	4	2	3	2	4	2	2	
NHS Borders	PCARE	DN (Dr) phone patient within 2 Hrs	3	6	10	8	5	5	3	5	4	6	4	5	2
NHS Borders	PCARE	DN (Dr) phone patient within 4 Hrs	13	12	11	17	13	10	14	12	14	9	9	12	10
NHS Borders	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	1	2				1							1
NHS Borders	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)			1								1		
NHS Borders	PCARE	Home Visit within 1 Hr	3	1	2	3	1	2	2	4	1	1	3	3	3
NHS Borders	PCARE	Home Visit within 2 Hrs	11	11	15	16	8	13	11	10	16	12	12	11	11
NHS Borders	PCARE	Home Visit within 4 Hrs	16	14	12	16	14	13	18	14	22	8	10	10	17
NHS Borders	PCARE	PCEC within 1 Hr	5	11	11	12	13	11	9	10	7	8	7	6	11
NHS Borders	PCARE	PCEC within 2 Hrs	31	18	17	16	35	24	26	27	38	26	22	25	23
NHS Borders	PCARE	PCEC within 4 Hrs	72	70	56	76	83	50	69	73	89	75	55	74	66
NHS Borders	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	24	20	24	18	17	22	18	20	6	22	24	23	14
NHS Borders	PCARE	Pt advised to contact practice - For Information Only	1	2	1	1	3	2	3	4	2	1	1		4
NHS Borders	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	1	1					2	1	1	1	3		1
NHS Borders	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	5	9	8	11	5	7	3	9	16	9	12	9	8
NHS Borders	PCARE	Speak to clinician within 1 Hr	3	5	1	1	2	2	3	6	2	4	3	3	5
NHS Borders	PCARE	Speak to clinician within 2 Hrs	6	12	5	10	7	12	9	3	11	6	7	6	7
NHS Borders	PCARE	Speak to clinician within 4 Hrs	16	11	9	11	7	13	15	11	23	20	11	18	6
NHS Borders	SCARE	999 contacted - For information only	49	49	55	46	51	44	56	48	46	34	44	53	48
NHS Borders	SCARE	Patient advised to go to A&E	50	54	49	50	45	41	42	51	47	47	47	37	44
NHS Borders	SCARE	Patient advised to go to A&E					3						1		
NHS Borders	SCARE	Patient sent to A&E via Ambulance within 1 Hr	4	4	4	6	4	4	8	6	2	4	3	9	5
NHS Borders	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	53	51	52	51	47	60	45	51	46	47	47	49	45

Table 3

Health Board	Care Group	Endpoint	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	03/08/2025	10/08/2025	17/08/2025
NHS Borders	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub					1					1			
NHS Borders	SCARE	Speak to clinician 2 Hrs	10	14	11	11	11	11	10	8	6	8	9	8	12
NHS Borders	SCARE	Speak to clinician within 4 Hrs	18	12	20	13	15	8	15	7	17	15	13	9	15
NHS Borders	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	16	20	16	23	16	28	16	19	19	20	9	23	18
NHS Borders	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour								1					
NHS Borders	SLFC_NPA	Dental Nurse - Not Triaged/Assessed			1	1	1			3		1		1	1
NHS Borders	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1												
NHS Borders	SLFC_NPA	Dental Nurse - Self Care					1								
NHS Borders	SLFC_NPA	Distress Brief Intervention	1		2	3	3	3	1	2	4		1	3	2
NHS Borders	SLFC_NPA	For Information Only	16	9	6	8	6	9	10	9	12	11	15	13	8
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	26	43	34	32	41	28	34	32	37	35	52	34	31
NHS Borders	SLFC_NPA	Pt advised to contact Dentist - For Information Only												1	
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	4	4	1	1	2		2	1		1			1
NHS Borders	SLFC_NPA	Pt advised to contact Optician - For Information Only	1	1		2		2			3	1	2	1	5
NHS Borders	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	6	4	6	6	2	6	5	6	5	7	4	4	5
NHS Borders	SLFC_NPA	Pt advised to contact Police - For Information Only	1		1		1	2	1	3	1	4		2	2
NHS Borders	SLFC_NPA	Remote Prescribing			1										
NHS Borders	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	1	2	1	1				1	1	2	3	3	
NHS Dumfries & Gallo	PCARE	CPN (Dr) to phone patient within 1 Hr	5	4	2	3	3	1	4	1	1	1	5	2	3
NHS Dumfries & Gallo	PCARE	CPN (Dr) to phone patient within 2 Hrs	8	6	6	11	5	9	1	1	3	4	6	10	8
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 1 Hr		1	2	2	3		1	4	2	3	1	2	6
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 2 Hrs	5	5	5	10	6	6	8	8	2	3	9	4	8
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 4 Hrs	18	13	27	22	16	19	21	19	15	15	20	24	16
NHS Dumfries & Gallo	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	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			1	
NHS Dumfries & Gallo	PCARE	Home Visit within 1 Hr	1			2	4		3	2	2	2	4	6	3
NHS Dumfries & Gallo	PCARE	Home Visit within 2 Hrs	9	14	12	14	8	3	19	17	15	10	11	13	10
NHS Dumfries & Gallo	PCARE	Home Visit within 4 Hrs	17	11	17	13	11	9	19	16	17	14	20	11	17
NHS Dumfries & Gallo	PCARE	PCEC within 1 Hr	4	11	6	8	15	13	6	13	8	8	6	7	13
NHS Dumfries & Gallo	PCARE	PCEC within 2 Hrs	37	25	39	33	26	37	34	43	39	18	28	35	30
NHS Dumfries & Gallo	PCARE	PCEC within 4 Hrs	92	93	78	76	73	79	64	87	87	66	85	83	106
NHS Dumfries & Gallo	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	15	14	17	13	13	15	18	10	6	11	19	18	18
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice - For Information Only	3	3	2	1	1	1	2	6		1	2	2	3
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	3	4	2	3	1	1	4		2	2		2	
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	4	17	7	11	13	8	8	5	15	12	7	13	15

Table 3

Health Board	Care Group	Endpoint	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	03/08/2025	10/08/2025	17/08/2025
NHS Dumfries & Gallo	PCARE	Speak to clinician within 1 Hr	2	6	6	3	1	4	3	5	10	7	2	4	6
NHS Dumfries & Gallo	PCARE	Speak to clinician within 2 Hrs	5	11	6	6	7	6	6	7	9	8	4	5	10
NHS Dumfries & Gallo	PCARE	Speak to clinician within 4 Hrs	14	17	19	13	13	23	17	19	10	11	12	18	14
NHS Dumfries & Gallo	PCARE	Transport to PCEC within 2 Hrs						1						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	43	54	52	50	56	56	46	46	36	40	46	62	49
NHS Dumfries & Gallo	SCARE	Patient advised to go to A&E	44	32	36	45	52	44	35	44	42	38	48	38	43
NHS Dumfries & Gallo	SCARE	Patient advised to go to A&E		1				1							
NHS Dumfries & Gallo	SCARE	Patient sent to A&E via Ambulance within 1 Hr	4	10	4	9	6	4	3	5	5	4	2	4	6
NHS Dumfries & Gallo	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	9	15	14	14	18	22	10	18	18	17	12	12	21
NHS Dumfries & Gallo	SCARE	Speak to clinician 2 Hrs	3	2	3	2	3	2	2	6	5	10	6	3	5
NHS Dumfries & Gallo	SCARE	Speak to clinician within 4 Hrs	10	13	8	10	7	15	11	13	4	11	8	6	7
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour													1
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	53	38	42	35	38	42	44	34	32	46	30	34	38
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 - Contact Pharmacist											1		
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Not Triaged/Assessed		1	1				2	2	2	1	3	3	
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Routine Contact with Dentist		1								1		1	
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Self Care	2	1	4			1			1				1
NHS Dumfries & Gallo	SLFC_NPA	Distress Brief Intervention	2	2	2	4	2	1	2	1	2	3	2	3	2
NHS Dumfries & Gallo	SLFC_NPA	For Information Only	12	16	13	24	16	17	13	8	14	13	12	8	11
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	36	37	28	31	35	40	29	37	44	32	29	25	37
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Dentist - For Information Only			1							1			
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Midwife - For Information Only	1		2	1		1		1	2	3	1	1	1
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Optician - For Information Only		1	1	1		1	1		1		3	1	
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	4	7	8	8	6	7	7	10	12	8	6	7	8
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Police - For Information Only		4		3	1		5	2	1	2	2	3	
NHS Dumfries & Gallo	SLFC_NPA	Pt given TOXBASE advice - For Information Only	1												
NHS Dumfries & Gallo	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	1	3		2	2	6	5	1	1		1	1	1
NHS Fife	PCARE	CPN (Dr) to phone patient within 1 Hr	13	13	16	17	14	9	10	15	30	16	21	13	13
NHS Fife	PCARE	CPN (Dr) to phone patient within 2 Hrs	30	13	25	19	14	15	20	19	14	26	11	20	18
NHS Fife	PCARE	DN (Dr) phone patient within 1 Hr	3	3	7	7	8	5	5	5	1	7	8	5	6
NHS Fife	PCARE	DN (Dr) phone patient within 2 Hrs	15	12	17	15	14	10	8	14	7	13	19	26	10
NHS Fife	PCARE	DN (Dr) phone patient within 4 Hrs	48	38	52	43	40	41	30	43	51	41	44	38	40
NHS Fife	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	3	2	3	2	3	2	1		2	1	3	3	3
NHS Fife	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)		2		1							1		

Table 3

Health Board	Care Group	Endpoint	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	03/08/2025	10/08/2025	17/08/2025
NHS Fife	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)			2	1	3		3	2		3	3		3
NHS Fife	PCARE	Home Visit within 1 Hr	6	7	9	10	8	13	12	13	7	12	11	9	7
NHS Fife	PCARE	Home Visit within 2 Hrs	36	25	45	32	33	35	36	28	34	32	33	26	25
NHS Fife	PCARE	Home Visit within 4 Hrs	57	50	35	49	53	49	44	41	48	50	44	30	41
NHS Fife	PCARE	PCEC within 1 Hr	37	48	35	38	48	41	32	26	37	54	33	34	38
NHS Fife	PCARE	PCEC within 2 Hrs	113	135	104	130	120	129	112	119	138	111	95	115	113
NHS Fife	PCARE	PCEC within 4 Hrs	319	343	274	304	326	316	320	296	358	312	326	313	299
NHS Fife	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	85	104	69	84	85	75	70	65	69	72	84	52	73
NHS Fife	PCARE	Pt advised to contact practice - For Information Only	11	13	10	10	6	6	8	10	8	5	11	9	5
NHS Fife	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	7	4	6	5	3	7	9	8	5	9	5	9	7
NHS Fife	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	26	33	27	26	34	38	42	29	48	24	40	44	47
NHS Fife	PCARE	Speak to clinician within 1 Hr	12	17	17	12	15	10	14	12	15	16	9	15	17
NHS Fife	PCARE	Speak to clinician within 2 Hrs	26	20	24	17	26	33	19	16	32	20	27	26	31
NHS Fife	PCARE	Speak to clinician within 4 Hrs	47	44	39	34	48	53	46	42	40	41	46	52	43
NHS Fife	PCARE	Triage refused therefore Dr requested to phone patient												1	
NHS Fife	SCARE	999 contacted - For information only	136	162	151	148	143	171	146	148	140	151	154	165	168
NHS Fife	SCARE	Patient advised to go to A&E	147	151	153	144	159	156	148	158	169	155	158	200	139
NHS Fife	SCARE	Patient advised to go to A&E		2		2	2	1	3		1	2		3	
NHS Fife	SCARE	Patient sent to A&E via Ambulance within 1 Hr	14	11	10	17	10	10	8	17	8	16	12	13	15
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	123	125	115	151	136	131	133	110	103	120	125	132
NHS Fife	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub						1							
NHS Fife	SCARE	Speak to clinician 2 Hrs	41	30	33	28	36	34	27	30	33	25	25	24	23
NHS Fife	SCARE	Speak to clinician within 4 Hrs	41	35	21	46	54	40	37	42	41	41	33	32	47
NHS Fife	SLFC_NPA	Contact Breathing Space							1						
NHS Fife	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour		1	1	2				1				2	
NHS Fife	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	106	123	102	107	102	107	92	97	110	109	97	114	100
NHS Fife	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1	1	2	1			1	1	2		1		
NHS Fife	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	6	3	4	8	9	5	9	5	6	7	2	1	4
NHS Fife	SLFC_NPA	Dental Nurse - Routine Contact with Dentist		2		2	4	1	5	1	4	2	3	4	2
NHS Fife	SLFC_NPA	Dental Nurse - Self Care	2	4	2	2	2	2	3	2		2	3	4	
NHS Fife	SLFC_NPA	Distress Brief Intervention	7	7	4	7	8	13	4	4	8	13	14	6	6
NHS Fife	SLFC_NPA	For Information Only	54	32	59	83	59	59	34	40	51	60	58	56	43
NHS Fife	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	1					2						1	
NHS Fife	SLFC_NPA	Patient given self care advice - For Information Only	154	155	113	141	153	131	112	141	124	114	153	127	157
NHS Fife	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1		1	1		1	1	2					2
NHS Fife	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only	1										1		
NHS Fife	SLFC_NPA	Pt advised to contact Midwife - For Information Only	3	1	3	2	3	7	2	6	5	5	2	4	1

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Health Board	Care Group	Endpoint	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	03/08/2025	10/08/2025	17/08/2025
NHS Fife	SLFC_NPA	Pt advised to contact Optician - For Information Only	6	6	5	8	8	7	8	1	4	7	5	8	2
NHS Fife	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only		1				1		1	1			2	
NHS Fife	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	19	30	23	21	31	27	28	20	32	26	27	22	18
NHS Fife	SLFC_NPA	Pt advised to contact Police - For Information Only	8		5	5	12	9	3	3	5	7	2	4	5
NHS Fife	SLFC_NPA	Pt given TOXBASE advice - For Information Only					1								
NHS Fife	SLFC_NPA	Remote Prescribing				1									
NHS Fife	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	4	7	7	11	7	9	4	7	7	8	13	4	10
NHS Fife	Not assigned	Not assigned				1	1	1	1		1				
NHS Forth Valley	PCARE	CPN (Dr) to phone patient within 1 Hr	11	4	7	12	5	7	9	11	10	6	6	4	7
NHS Forth Valley	PCARE	CPN (Dr) to phone patient within 2 Hrs	12	13	11	9	10	12	9	11	11	9	10	7	13
NHS Forth Valley	PCARE	DN (Dr) phone patient within 1 Hr	6	6	2	2	1	7	3	3	2	3	5	8	7
NHS Forth Valley	PCARE	DN (Dr) phone patient within 2 Hrs	9	6	11	15	10	10	13	11	6	11	14	14	12
NHS Forth Valley	PCARE	DN (Dr) phone patient within 4 Hrs	19	25	21	25	25	25	31	32	39	32	27	24	22
NHS Forth Valley	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	3	4	3	4	3	6		1	4	2	4	2	4
NHS Forth Valley	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)		1			1		1		1				1
NHS Forth Valley	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	1	1		1	1			2	2	1	3	1	
NHS Forth Valley	PCARE	Home Visit within 1 Hr	7	4		10	10	9	2	2	6	7	7	8	7
NHS Forth Valley	PCARE	Home Visit within 2 Hrs	32	25	32	32	25	29	35	18	14	14	25	20	30
NHS Forth Valley	PCARE	Home Visit within 4 Hrs	27	24	48	39	30	28	25	40	37	36	31	32	36
NHS Forth Valley	PCARE	PCEC within 1 Hr	35	48	36	27	36	39	24	38	21	27	34	23	21
NHS Forth Valley	PCARE	PCEC within 2 Hrs	109	98	147	109	102	115	90	85	98	106	90	102	100
NHS Forth Valley	PCARE	PCEC within 4 Hrs	279	293	390	247	274	262	284	259	318	307	269	258	276
NHS Forth Valley	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	102	98	78	78	94	64	83	71	64	84	102	48	70
NHS Forth Valley	PCARE	Pt advised to contact practice - For Information Only	9	11	5	13	6	8	6	6	6	8	5	6	8
NHS Forth Valley	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	11	6	4	5	7	7	9	5	8	4	3	7	5
NHS Forth Valley	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	27	29	40	32	40	18	42	28	43	35	29	44	40
NHS Forth Valley	PCARE	Speak to clinician within 1 Hr	14	10	10	10	11	16	16	11	7	10	5	18	8
NHS Forth Valley	PCARE	Speak to clinician within 2 Hrs	19	27	35	20	14	18	16	15	16	22	14	19	24
NHS Forth Valley	PCARE	Speak to clinician within 4 Hrs	49	46	59	32	47	38	23	36	38	49	49	37	46
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	106	106	150	144	97	127	121	127	107	119	117	137	115
NHS Forth Valley	SCARE	Patient advised to go to A&E	194	211	228	164	220	197	154	191	183	161	192	170	197
NHS Forth Valley	SCARE	Patient advised to go to A&E			1			1	4			1	1		1
NHS Forth Valley	SCARE	Patient sent to A&E via Ambulance within 1 Hr	7	6	18	15	13	10	12	19	13	11	17	11	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		
NHS Forth Valley	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	277	242	245	237	246	261	239	256	250	258	270	228	285

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Health Board	Care Group	Endpoint	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	03/08/2025	10/08/2025	17/08/2025
NHS Forth Valley	SCARE	Speak to clinician 2 Hrs	91	56	74	71	72	62	34	54	58	57	45	46	61
NHS Forth Valley	SCARE	Speak to clinician within 4 Hrs	63	72	54	61	68	73	62	42	67	58	52	56	63
NHS Forth Valley	SLFC_NPA	Contact Breathing Space		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	72	75	68	49	60	83	77	54	76	64	75	59	66
NHS Forth Valley	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour		1	1	1	2	1		1		2	1		
NHS Forth Valley	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	4	3	6	5	3	6	6		4	4	4	3	6
NHS Forth Valley	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1	2		1	3	3	1			1		2	1
NHS Forth Valley	SLFC_NPA	Dental Nurse - Self Care		3	2	3	2	2	1	2	1	1	1	1	
NHS Forth Valley	SLFC_NPA	Distress Brief Intervention	12	6	8	3	5	8	6	15	12	8	9	4	3
NHS Forth Valley	SLFC_NPA	For Information Only	49	55	65	70	47	56	44	55	39	64	70	41	58
NHS Forth Valley	SLFC_NPA	Patient advised to contact CPN Team - For Info Only												1	
NHS Forth Valley	SLFC_NPA	Patient given self care advice - For Information Only	121	132	108	106	128	125	106	121	108	103	109	95	129
NHS Forth Valley	SLFC_NPA	Pt advised to contact Dentist - For Information Only			2	1		1	1		1	1		1	1
NHS Forth Valley	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only		1	1				2			1	2		
NHS Forth Valley	SLFC_NPA	Pt advised to contact Midwife - For Information Only		2	4	2	3	2	2	1		3	1	4	3
NHS Forth Valley	SLFC_NPA	Pt advised to contact Optician - For Information Only	11	9	5	7	7	3	4	4	2	5	4	5	9
NHS Forth Valley	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only	1		1	1	1	3	1	2			1		
NHS Forth Valley	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	14	18	20	15	20	21	19	31	24	29	16	18	26
NHS Forth Valley	SLFC_NPA	Pt advised to contact Police - For Information Only	2	6	5	5	8	4	2	5	3	6	5	2	3
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	10	10	5	8	5	15	8	13	8	18	16	17	16
NHS Forth Valley	Not assigned	Not assigned					1								
NHS Grampian	PCARE	CPN (Dr) to phone patient within 1 Hr	16	14	7	15	12	14	12	13	12	8	18	11	15
NHS Grampian	PCARE	CPN (Dr) to phone patient within 2 Hrs	11	24	29	29	22	36	29	23	31	31	24	14	16
NHS Grampian	PCARE	DN (Dr) phone patient within 1 Hr	6	8	4	4	7	4	8	5	9	3	2	4	5
NHS Grampian	PCARE	DN (Dr) phone patient within 2 Hrs	20	12	12	20	14	10	7	12	10	11	10	13	9
NHS Grampian	PCARE	DN (Dr) phone patient within 4 Hrs	34	19	28	22	27	19	26	26	31	25	23	27	16
NHS Grampian	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	3	3	1	3	2	5	3		2	2	6	2	
NHS Grampian	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1	1		1	2					1		3	
NHS Grampian	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	2	1	3	5	2	3	2		5	1	2	3	
NHS Grampian	PCARE	Home Visit within 1 Hr	8	13	14	11	12	19	12	13	17	11	9	11	12
NHS Grampian	PCARE	Home Visit within 2 Hrs	62	49	46	55	62	47	46	58	64	60	53	58	41
NHS Grampian	PCARE	Home Visit within 4 Hrs	81	60	55	67	68	66	60	65	83	79	65	63	58
NHS Grampian	PCARE	PCEC within 1 Hr	52	71	69	51	66	75	50	59	57	54	35	50	38
NHS Grampian	PCARE	PCEC within 2 Hrs	150	182	175	193	186	199	161	192	237	160	138	139	165

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NHS Grampian	PCARE	PCEC within 4 Hrs	426	437	414	467	409	442	473	463	559	430	406	395	415
NHS Grampian	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	91	104	90	97	99	107	92	97	62	111	105	67	71
NHS Grampian	PCARE	Pt advised to contact practice - For Information Only	11	6	4	12	4	9	8	7	11	7	10	11	8
NHS Grampian	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	5	11	6	15	6	10	6	5	3	9	8	4	6
NHS Grampian	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	42	49	49	52	38	43	62	49	71	46	46	59	46
NHS Grampian	PCARE	Speak to clinician within 1 Hr	16	21	17	24	17	19	18	22	18	14	12	20	12
NHS Grampian	PCARE	Speak to clinician within 2 Hrs	35	42	29	39	51	51	44	38	58	29	47	33	26
NHS Grampian	PCARE	Speak to clinician within 4 Hrs	101	77	53	61	77	66	88	98	106	67	66	78	64
NHS Grampian	PCARE	Triage refused therefore Dr requested to phone patient			1		1								
NHS Grampian	SCARE	999 contacted - For information only	255	251	237	249	224	268	264	237	264	215	211	228	230
NHS Grampian	SCARE	Patient advised to go to A&E	254	269	254	243	282	254	249	264	255	261	232	255	237
NHS Grampian	SCARE	Patient advised to go to A&E	1	1	2	3	2	1	3	2	1	2	1	1	1
NHS Grampian	SCARE	Patient sent to A&E via Ambulance within 1 Hr	20	19	8	21	24	18	26	26	17	33	26	20	17
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	264	224	217	218	205	265	242	261	264	214	240	236	242
NHS Grampian	SCARE	Speak to clinician 2 Hrs	61	49	68	51	59	56	59	62	57	37	43	53	44
NHS Grampian	SCARE	Speak to clinician within 4 Hrs	63	81	67	51	58	55	55	66	76	74	65	59	55
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	2	2	1	2
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	97	117	119	84	121	125	86	98	82	91	89	107	101
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	4		2	4	1	3		1	1	1	1	2	1
NHS Grampian	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	2	4	4	7	2	7	9	7	5	5		3	2
NHS Grampian	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1	4	4	1	1	1	5	3	4	1	2		3
NHS Grampian	SLFC_NPA	Dental Nurse - Self Care	2	3	2	6	3	2	2	2	2		3	2	1
NHS Grampian	SLFC_NPA	Distress Brief Intervention	10	18	9	7	3	5	12	6	8	6	13	11	6
NHS Grampian	SLFC_NPA	For Information Only	107	112	105	103	111	98	108	101	95	97	95	89	75
NHS Grampian	SLFC_NPA	Hub to arrange appointment within 24 hours											1		
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	171	200	166	170	193	190	180	209	175	169	145	129	175
NHS Grampian	SLFC_NPA	Pt advised to contact Dentist - For Information Only			1				2		3			1	
NHS Grampian	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only		1	1									1	
NHS Grampian	SLFC_NPA	Pt advised to contact Midwife - For Information Only	6		3	2	7		5	7	3	4	2	1	3
NHS Grampian	SLFC_NPA	Pt advised to contact Optician - For Information Only	8	11	7	9	6	9	3	14	6	8	11	9	10
NHS Grampian	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only		1	1					1					
NHS Grampian	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	33	29	27	32	40	28	37	35	47	36	25	33	30
NHS Grampian	SLFC_NPA	Pt advised to contact Police - For Information Only	20	16	15	14	17	15	11	16	18	13	19	17	10
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	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	03/08/2025	10/08/2025	17/08/2025
NHS Grampian	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	17	23	20	17	19	21	26	12	20	20	15	23	11
NHS Grampian	SLFC_NPA	Untriaged call - OOH Service clinician to phone patient						1					1		
NHS Greater Glasgow	PCARE	CPN (Dr) to phone patient within 1 Hr	49	47	34	47	33	46	47	43	50	44	40	26	35
NHS Greater Glasgow	PCARE	CPN (Dr) to phone patient within 2 Hrs	71	61	74	86	80	63	66	64	50	64	55	65	46
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 1 Hr	5	8	3	1	5	6	3	5	3	6	9	8	3
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 2 Hrs	4	10	4	3	6	7	8	7	7	9	9	13	9
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 4 Hrs	10	13	13	11	14	19	8	21	14	19	15	15	18
NHS Greater Glasgow	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	11	11	9	8	8	9	8	12	10	8	4	9	17
NHS Greater Glasgow	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1	3	3		3	1	3	4		3	2	3	1
NHS Greater Glasgow	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	4	6	1	5	10	1	6	4	2	6	5	2	5
NHS Greater Glasgow	PCARE	Home Visit within 1 Hr	40	30	30	29	35	28	25	26	29	37	34	32	29
NHS Greater Glasgow	PCARE	Home Visit within 12 Hrs								1					
NHS Greater Glasgow	PCARE	Home Visit within 2 Hrs	100	127	83	105	90	102	89	110	91	114	83	96	87
NHS Greater Glasgow	PCARE	Home Visit within 4 Hrs	160	171	119	125	148	125	99	109	145	164	137	126	141
NHS Greater Glasgow	PCARE	PCEC within 1 Hr	109	162	120	126	118	121	124	118	107	114	106	119	103
NHS Greater Glasgow	PCARE	PCEC within 12 Hrs											1		
NHS Greater Glasgow	PCARE	PCEC within 2 Hrs	386	475	366	424	403	381	327	364	356	431	342	338	366
NHS Greater Glasgow	PCARE	PCEC within 4 Hrs	1,132	1,449	980	1,061	1,073	1,057	933	1,012	1,159	1,448	959	995	997
NHS Greater Glasgow	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	271	204	250	254	265	262	201	216	171	191	229	164	214
NHS Greater Glasgow	PCARE	Pt advised to contact practice - For Information Only	33	39	35	19	26	31	27	29	16	34	26	27	29
NHS Greater Glasgow	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	25	18	21	29	17	20	28	20	29	22	9	25	16
NHS Greater Glasgow	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	84	146	120	140	116	122	131	109	154	166	124	169	148
NHS Greater Glasgow	PCARE	Speak to clinician within 1 Hr	46	62	54	54	38	44	36	40	56	57	33	58	51
NHS Greater Glasgow	PCARE	Speak to clinician within 2 Hrs	98	124	86	71	78	72	79	77	99	93	69	74	77
NHS Greater Glasgow	PCARE	Speak to clinician within 4 Hrs	203	193	169	156	152	155	173	143	215	253	161	122	186
NHS Greater Glasgow	PCARE	Transport to PCEC within 4 hrs	1	6	4	5	4	1	1	4	4	5	2	7	4
NHS Greater Glasgow	SCARE	999 contacted - For Information Only											1		
NHS Greater Glasgow	SCARE	999 contacted - For information only	433	553	421	403	432	465	471	449	483	487	398	430	455
NHS Greater Glasgow	SCARE	Patient advised to go to A&E	471	598	511	487	532	566	548	568	532	630	527	576	590
NHS Greater Glasgow	SCARE	Patient advised to go to A&E	3	4	5		4	1	3	1	5	5	3	2	4
NHS Greater Glasgow	SCARE	Patient sent to A&E via Ambulance within 1 Hr	45	36	50	45	57	40	34	52	51	61	29	54	47
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		2						1	1		1		
NHS Greater Glasgow	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	443	347	328	390	430	381	330	365	375	338	350	374	414
NHS Greater Glasgow	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub		1	2				1					1	1
NHS Greater Glasgow	SCARE	Speak to clinician 2 Hrs	75	80	84	88	95	64	52	68	61	54	76	59	72
NHS Greater Glasgow	SCARE	Speak to clinician within 4 Hrs	122	133	107	116	146	136	129	129	147	143	120	113	120
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	4		8	7	1	2	7	1	1	6	2		1

Table 3

Health Board	Care Group	Endpoint	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	03/08/2025	10/08/2025	17/08/2025
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	296	313	271	272	274	283	306	245	306	294	280	307	284
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	5	5	1	3	8	7	6	4	5	4	8		3
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	16	12	15	30	15	19	19	18	13	16	7	13	11
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	5	4	1	4	4	4	2	3	5	1	5	8	7
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Self Care	7	2	4	5	7	3	3	7	5	9	5	5	10
NHS Greater Glasgow	SLFC_NPA	Distress Brief Intervention	23	24	29	26	20	24	26	25	25	32	27	31	28
NHS Greater Glasgow	SLFC_NPA	For Information Only	161	154	171	156	175	172	151	138	156	196	142	137	156
NHS Greater Glasgow	SLFC_NPA	Hub to arrange appointment within 24 hours									1				
NHS Greater Glasgow	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	3	2	2	3		1	1	1	2	1	2	3	1
NHS Greater Glasgow	SLFC_NPA	Patient given self care advice - For Information Only	523	483	450	458	503	501	461	449	511	464	459	428	446
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Dentist - For Information Only	3	2	1	4	2	4				3	1	2	4
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only		1	1	1		1	1	1	1	1	2	2	2
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Midwife - For Information Only	9	13	12	7	14	16	8	17	24	6	10	14	10
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Optician - For Information Only	13	14	16	14	15	13	18	11	18	18	24	16	18
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only	2		2	1		3	3					2	1
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	114	135	56	82	100	108	84	91	101	145	65	81	93
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Police - For Information Only	17	13	13	17	16	16	10	14	18	9	7	11	19
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		2			1		2	1		2			
NHS Greater Glasgow	SLFC_NPA	Remote Prescribing	2		3			1							1
NHS Greater Glasgow	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	29	20	30	21	21	19	22	18	24	15	23	31	26
NHS Greater Glasgow	Not assigned	Not assigned		1	1		1	1					1		2
NHS HIGHLAND	PCARE	CPN (Dr) to phone patient within 1 Hr	5	5	7	14	10	9	7	9	9	3	9	8	9
NHS HIGHLAND	PCARE	CPN (Dr) to phone patient within 2 Hrs	3	8	10	2	4	9	2	14	9	10	8	13	18
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 1 Hr	3	4		1	7	5	4	2	4	2	1	1	2
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 2 Hrs	2	1	3	5	8	4	8	4	5	10	8	9	9
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 4 Hrs	10	14	15	15	17	16	11	13	16	24	15	12	17
NHS HIGHLAND	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	1	3			1			1	1	3	4	1	
NHS HIGHLAND	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)			1				1		1		1		
NHS HIGHLAND	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	2	2		2		1	1	2	1	1	1	1	2
NHS HIGHLAND	PCARE	Home Visit within 1 Hr	5	6	6	8	7	7	10	5	7	11	11	8	11
NHS HIGHLAND	PCARE	Home Visit within 2 Hrs	19	22	20	32	24	23	41	24	30	19	28	32	25
NHS HIGHLAND	PCARE	Home Visit within 4 Hrs	27	28	23	35	40	31	35	30	32	24	37	36	27
NHS HIGHLAND	PCARE	PCEC within 1 Hr	25	33	29	27	22	30	18	20	21	32	20	27	20
NHS HIGHLAND	PCARE	PCEC within 2 Hrs	82	69	76	73	78	84	87	75	84	69	73	87	64
NHS HIGHLAND	PCARE	PCEC within 4 Hrs	186	214	159	212	207	206	286	202	222	208	211	251	187
NHS HIGHLAND	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	31	37	41	35	41	41	43	38	25	45	39	45	26
NHS HIGHLAND	PCARE	Pt advised to contact practice - For Information Only	5	6	2	3	1	1	4	2	6	2	8	3	7

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Health Board	Care Group	Endpoint	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	03/08/2025	10/08/2025	17/08/2025
NHS HIGHLAND	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	5	5	2	4		7	7	3	5	4	2	1	4
NHS HIGHLAND	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	22	17	28	10	26	15	22	16	30	26	25	29	25
NHS HIGHLAND	PCARE	Speak to clinician within 1 Hr	18	16	9	15	9	13	11	12	23	9	20	10	10
NHS HIGHLAND	PCARE	Speak to clinician within 2 Hrs	22	19	20	18	22	19	23	16	23	17	22	18	13
NHS HIGHLAND	PCARE	Speak to clinician within 4 Hrs	23	41	28	35	36	23	63	35	36	43	50	36	36
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		2	2		
NHS HIGHLAND	SCARE	999 contacted - For information only	93	117	122	101	107	103	105	103	85	89	112	124	113
NHS HIGHLAND	SCARE	Patient advised to go to A&E	75	85	92	86	84	101	105	85	72	85	86	97	93
NHS HIGHLAND	SCARE	Patient advised to go to A&E		1	1		2			1		1	4	1	
NHS HIGHLAND	SCARE	Patient sent to A&E via Ambulance within 1 Hr	5	7	7	14	10	6	8	7	8	6	8	11	10
NHS HIGHLAND	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	68	58	60	68	73	66	61	86	72	71	72	83	70
NHS HIGHLAND	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	30	19	33	25	29	31	29	34	24	20	20	23	36
NHS HIGHLAND	SCARE	Speak to clinician 2 Hrs	15	14	17	13	10	21	12	19	20	21	18	6	23
NHS HIGHLAND	SCARE	Speak to clinician within 4 Hrs	23	21	13	21	39	23	20	23	24	31	25	24	19
NHS HIGHLAND	SLFC_NPA	Contact Breathing Space											1		
NHS HIGHLAND	SLFC_NPA	Distress Brief Intervention	7	6	5	3	5	8	1	7	2	2	3	6	4
NHS HIGHLAND	SLFC_NPA	For Information Only	33	42	30	34	31	28	45	43	41	37	34	42	34
NHS HIGHLAND	SLFC_NPA	Hub to arrange appointment within 24 hours	49	76	68	76	69	60	64	60	74	58	72	68	57
NHS HIGHLAND	SLFC_NPA	Hub to arrange contact with Clinician within 1 hour						1			2	1		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	1	1			1	1	1	1	1				1
NHS HIGHLAND	SLFC_NPA	Patient advised to contact registered GDP - Info Only	9	12	11	12	15	20	17	9	13	13	11	16	7
NHS HIGHLAND	SLFC_NPA	Patient given self care advice - For Information Only	100	103	73	84	73	86	83	88	93	115	79	103	99
NHS HIGHLAND	SLFC_NPA	Patient given self care dental advice - For Information Only	1	1	3		2	3	3	1	1	1	1		2
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Dentist - For Information Only			1	1		1	1				1	2	
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	1	1	1		1	2		1	2			4
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Optician - For Information Only	1	3	1	4	6	6	6	3	4	5	2	2	2
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only										1			
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	10	21	13	26	18	15	19	28	25	16	13	26	15
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Police - For Information Only	4	1	2		3	5	2	5	4	3	3	2	4
NHS HIGHLAND	SLFC_NPA	Pt advised to contact appropriate service - For Info Only		1				1	1			1	1	2	
NHS HIGHLAND	SLFC_NPA	Triage refused - For Information Only	2	5	2	7	4	4	5	7	4	3	3	2	3
NHS HIGHLAND	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	2	11	10	9	3	5	5	8	7	4	7	6	7
NHS HIGHLAND	SLFC_NPA	Untriaged call - OOH Service clinician to phone patient													1
NHS LANARKSHIRE	PCARE	CPN (Dr) to phone patient within 1 Hr	13	12	11	15	16	11	10	20	11	9	11	15	14

Table 3

Health Board	Care Group	Endpoint	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	03/08/2025	10/08/2025	17/08/2025
NHS LANARKSHIRE	PCARE	CPN (Dr) to phone patient within 2 Hrs	18	29	17	12	29	12	21	21	16	28	18	26	24
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 1 Hr	1	4	3	1		3	2		1	1	1		1
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 2 Hrs	8	5	1	4	3	5	5	4	1	6	5	2	4
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 4 Hrs	9	8	3	7	1	6	8	5	4	6	7	3	8
NHS LANARKSHIRE	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	4	7	6	4	2	5	7	2	6	3	3	2	3
NHS LANARKSHIRE	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)				1	1				1	2	1		
NHS LANARKSHIRE	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	4	2	4	6	3	3	4	2	1	3	1	1	
NHS LANARKSHIRE	PCARE	Home Visit within 1 Hr	12	15	19	13	10	5	11	15	14	18	8	10	13
NHS LANARKSHIRE	PCARE	Home Visit within 2 Hrs	41	63	35	28	47	47	38	39	41	55	45	33	49
NHS LANARKSHIRE	PCARE	Home Visit within 4 Hrs	58	71	44	48	46	44	39	38	60	67	50	32	49
NHS LANARKSHIRE	PCARE	PCEC within 1 Hr	79	108	60	61	76	70	49	56	48	61	48	52	56
NHS LANARKSHIRE	PCARE	PCEC within 2 Hrs	231	262	169	188	200	187	193	190	194	242	154	180	160
NHS LANARKSHIRE	PCARE	PCEC within 4 Hrs	498	694	446	475	505	460	507	473	578	763	517	451	494
NHS LANARKSHIRE	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	105	113	119	94	89	79	110	98	73	75	119	80	104
NHS LANARKSHIRE	PCARE	Pt advised to contact practice - For Information Only	13	9	10	11	9	13	8	10	11	13	10	7	7
NHS LANARKSHIRE	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	3	8	10	7	13	6	10	6	5	4	5	6	6
NHS LANARKSHIRE	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	34	54	56	60	47	51	62	48	75	89	57	69	49
NHS LANARKSHIRE	PCARE	Speak to clinician within 1 Hr	24	23	18	18	9	19	21	19	15	23	17	16	20
NHS LANARKSHIRE	PCARE	Speak to clinician within 2 Hrs	37	41	34	32	30	33	38	32	37	40	28	28	28
NHS LANARKSHIRE	PCARE	Speak to clinician within 4 Hrs	95	81	47	71	79	59	65	89	73	113	64	69	85
NHS LANARKSHIRE	PCARE	Transport to PCEC within 2 Hrs	1	1	1		1			1				3	
NHS LANARKSHIRE	PCARE	Transport to PCEC within 4 hrs			3		1		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	202	282	203	196	212	219	202	208	237	243	247	202	225
NHS LANARKSHIRE	SCARE	Patient advised to go to A&E	295	317	289	277	279	266	269	277	270	300	253	273	310
NHS LANARKSHIRE	SCARE	Patient advised to go to A&E	3	4	3	2		2	3	4	2	6	3	5	1
NHS LANARKSHIRE	SCARE	Patient sent to A&E via Ambulance within 1 Hr	15	16	14	10	18	17	16	15	18	15	15	16	21
NHS LANARKSHIRE	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	152	151	150	130	173	163	138	160	159	124	136	134	165
NHS LANARKSHIRE	SCARE	Speak to clinician 2 Hrs	48	40	30	34	43	26	30	23	25	29	38	31	30
NHS LANARKSHIRE	SCARE	Speak to clinician within 4 Hrs	60	62	55	40	59	63	43	56	64	59	58	60	57
NHS LANARKSHIRE	SLFC_NPA	Contact Breathing Space							1	1					
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	1	2	1	1		1		3		1	1		
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	137	158	124	115	125	124	128	136	133	148	130	152	125
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	4	3	1	3	2			1	1	2	1	2	1
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	5	7	1	12	9	9	9	9	7	5	8	4	6
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	3	2	2		3	1	3	1	1	1	2	3	
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Self Care	1	2	4	1	4	1	4	3	4	5	3	1	2

Table 3

Health Board	Care Group	Endpoint	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	03/08/2025	10/08/2025	17/08/2025
NHS LANARKSHIRE	SLFC_NPA	Distress Brief Intervention	14	14	8	13	8	14	10	11	11	12	12	14	15
NHS LANARKSHIRE	SLFC_NPA	For Information Only	56	84	61	67	52	53	80	69	53	65	67	56	83
NHS LANARKSHIRE	SLFC_NPA	Patient advised to contact CPN Team - For Info Only					1					2	1	1	
NHS LANARKSHIRE	SLFC_NPA	Patient given self care advice - For Information Only	188	203	149	148	173	174	172	169	182	219	147	160	171
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Dentist - For Information Only		2				1	1	2		1		2	4
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only		1			1		2		2	2	2		
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Midwife - For Information Only	9	11	5	2	5	10	4	4	4	2	3	9	3
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Optician - For Information Only	6	7	7	4	4	5	2	4	7	7	5	3	8
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	36	51	29	29	44	35	35	37	41	60	36	31	41
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Police - For Information Only	6	2	6	8	8	5	8	8	9	5	13	4	7
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information							1						1
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact appropriate service - For Info Only						2							
NHS LANARKSHIRE	SLFC_NPA	Remote Prescribing			1		1								
NHS LANARKSHIRE	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	2	8	3	3	7	8	15	3	5	15	5	9	17
NHS LANARKSHIRE	SLFC_NPA	Untriaged call - OOH Service clinician to phone patient							1	1					
NHS LANARKSHIRE	Not assigned	Not assigned		1	1		2	1					1		
NHS Lothian	PCARE	CPN (Dr) to phone patient within 1 Hr	25	19	21	24	20	22	22	25	16	11	23	12	15
NHS Lothian	PCARE	CPN (Dr) to phone patient within 2 Hrs	33	27	34	27	33	35	39	38	34	42	23	37	24
NHS Lothian	PCARE	DN (Dr) phone patient within 1 Hr	4	9	5	11	10	6	6	4	4	8	5	12	5
NHS Lothian	PCARE	DN (Dr) phone patient within 2 Hrs	12	18	9	11	13	5	13	23	12	12	17	29	11
NHS Lothian	PCARE	DN (Dr) phone patient within 4 Hrs	49	40	38	35	41	31	34	43	44	36	49	25	49
NHS Lothian	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	8	7	9	7	10	3	9	15	2	12	4	10	2
NHS Lothian	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)			1	1		1	2		3			3	
NHS Lothian	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	2	6	2	2	3	4	3	5	2	1	2	2	3
NHS Lothian	PCARE	Home Visit within 1 Hr	27	39	25	32	25	28	32	34	19	21	22	21	33
NHS Lothian	PCARE	Home Visit within 2 Hrs	71	62	72	78	81	71	68	78	62	66	87	79	75
NHS Lothian	PCARE	Home Visit within 4 Hrs	101	112	83	91	86	100	85	96	91	100	95	110	110
NHS Lothian	PCARE	PCEC within 1 Hr	102	91	94	95	91	95	81	71	73	80	57	85	70
NHS Lothian	PCARE	PCEC within 12 Hrs	1					1		1					
NHS Lothian	PCARE	PCEC within 2 Hrs	284	251	233	220	274	269	281	248	255	281	241	256	251
NHS Lothian	PCARE	PCEC within 4 Hrs	804	753	684	799	766	781	700	748	843	812	794	734	809
NHS Lothian	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	197	224	217	190	219	189	156	206	132	207	204	132	195
NHS Lothian	PCARE	Pt advised to contact practice - For Information Only	18	22	19	25	21	20	16	18	19	16	22	22	21
NHS Lothian	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	18	19	16	20	13	16	15	14	20	19	12	13	11
NHS Lothian	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	81	95	96	99	78	95	107	86	129	111	88	125	115
NHS Lothian	PCARE	Speak to clinician within 1 Hr	31	48	41	38	33	30	33	34	31	35	25	40	29
NHS Lothian	PCARE	Speak to clinician within 2 Hrs	50	62	48	49	58	58	63	61	73	57	57	62	62

Table 3

Health Board	Care Group	Endpoint	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	03/08/2025	10/08/2025	17/08/2025
NHS Lothian	PCARE	Speak to clinician within 4 Hrs	130	87	121	114	138	141	133	142	128	115	122	119	139
NHS Lothian	PCARE	Transport to PCEC within 2 Hrs	1		1		1			1	1	1			3
NHS Lothian	PCARE	Transport to PCEC within 4 hrs	3				1	3	2		3	1	1	1	
NHS Lothian	SCARE	999 contacted - For information only	327	336	325	319	288	323	329	334	270	300	314	322	355
NHS Lothian	SCARE	Patient advised to go to A&E	434	455	439	439	468	469	425	488	464	399	426	477	461
NHS Lothian	SCARE	Patient advised to go to A&E	1		3	2	2	3		2	6	4	4	2	3
NHS Lothian	SCARE	Patient sent to A&E via Ambulance within 1 Hr	29	33	30	36	25	24	28	35	20	23	30	28	30
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	505	473	459	485	459	433	407	449	448	457	438	441	528
NHS Lothian	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub				1		1							
NHS Lothian	SCARE	Speak to clinician 2 Hrs	120	90	90	82	71	78	50	79	64	63	71	62	77
NHS Lothian	SCARE	Speak to clinician within 4 Hrs	126	108	113	121	134	110	109	119	124	139	104	119	137
NHS Lothian	SLFC_NPA	Contact Breathing Space								1					2
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	3	1	1	1	3	1	3	1	1	1	1	1	2
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	193	206	209	235	221	213	219	208	221	206	194	223	204
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour		3	4	7	4	7	2	3	4	3	5		3
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Pharmacist										1			
NHS Lothian	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	10	14	15	22	12	18	14	12	11	15	5	14	7
NHS Lothian	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	3	5	4	2	10	2	5	6	4	4	3	4	
NHS Lothian	SLFC_NPA	Dental Nurse - Self Care	4	6	6	7	4	4	6	5	1	5	5	7	2
NHS Lothian	SLFC_NPA	Distress Brief Intervention	11	16	15	18	13	18	18	16	15	20	20	17	17
NHS Lothian	SLFC_NPA	For Information Only	123	112	107	101	96	118	95	128	108	107	121	96	114
NHS Lothian	SLFC_NPA	Patient advised to contact CPN Team - For Info Only		3	1		1				1			1	
NHS Lothian	SLFC_NPA	Patient given self care advice - For Information Only	325	359	293	316	327	351	322	364	306	324	316	324	377
NHS Lothian	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1		2	2	2		1		1	2	1	2	3
NHS Lothian	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only		1	2	2	2		1	2		1	3	1	
NHS Lothian	SLFC_NPA	Pt advised to contact Midwife - For Information Only	12	10	8	12	14	9	8	12	18	17	19	11	18
NHS Lothian	SLFC_NPA	Pt advised to contact Optician - For Information Only	15	15	18	15	20	18	16	11	18	15	17	15	24
NHS Lothian	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only	1		2	1	1	1			1				1
NHS Lothian	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	71	82	68	75	92	67	64	86	76	74	53	81	82
NHS Lothian	SLFC_NPA	Pt advised to contact Police - For Information Only	7	14	14	12	17	11	10	9	10	13	12	14	5
NHS Lothian	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information			2									1	
NHS Lothian	SLFC_NPA	Remote Prescribing	1		1	2	1							1	
NHS Lothian	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	9	12	14	10	15	16	9	10	14	12	17	10	13
NHS Lothian	Not assigned	Not assigned									1	1			1
NHS Orkney	PCARE	CPN (Dr) to phone patient within 1 Hr			1	1	1	2					1		
NHS Orkney	PCARE	CPN (Dr) to phone patient within 2 Hrs				3		1		2	1		2	1	1
NHS Orkney	PCARE	DN (Dr) phone patient within 1 Hr					1			1		1	1		

Table 3

Health Board	Care Group	Endpoint	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	03/08/2025	10/08/2025	17/08/2025
NHS Orkney	PCARE	DN (Dr) phone patient within 2 Hrs	1					2		1					
NHS Orkney	PCARE	DN (Dr) phone patient within 4 Hrs	3	3	1	1	1	1	1	1	3	3		1	
NHS Orkney	PCARE	Home Visit within 1 Hr			2	1		2		3	2		1		
NHS Orkney	PCARE	Home Visit within 2 Hrs	2	3	1	5	2	4	2	5	1	1	3		2
NHS Orkney	PCARE	Home Visit within 4 Hrs		1	2	1		6	5	3	1	3	5	5	6
NHS Orkney	PCARE	PCEC within 1 Hr	1	4	1	1	1	1	1		1	1			1
NHS Orkney	PCARE	PCEC within 2 Hrs	5	3	9	5	7	3	2	3	6	3	1	6	1
NHS Orkney	PCARE	PCEC within 4 Hrs	11	3	4	10	16	10	7	8	16	7	11	11	14
NHS Orkney	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	3	1		3	3	1	1	2	3	3	1	1	3
NHS Orkney	PCARE	Pt advised to contact practice - For Information Only								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			2	2	1			2		1			
NHS Orkney	PCARE	Speak to clinician within 1 Hr	2	1		2					1	2		1	1
NHS Orkney	PCARE	Speak to clinician within 2 Hrs	1			5		1	2	1	2	1	1	1	
NHS Orkney	PCARE	Speak to clinician within 4 Hrs	4	1	2	2		1	2	6	2	3	3		6
NHS Orkney	SCARE	999 contacted - For information only	7	4	5	4	5	2	2	4	8	1	2	4	4
NHS Orkney	SCARE	Patient advised to go to A&E	5	2	2	5	6	5	9	3	7	4	8	6	1
NHS Orkney	SCARE	Patient sent to A&E via Ambulance within 1 Hr	1	1	1		1	1	3	1	1				2
NHS Orkney	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	1		2	2			1	2	1	5	1	2	1
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			
NHS Orkney	SCARE	Speak to clinician within 4 Hrs				1		3		1		1	1	3	
NHS Orkney	SLFC_NPA	Distress Brief Intervention						1						2	
NHS Orkney	SLFC_NPA	For Information Only	1	1				1	1	1	2	2	1	1	
NHS Orkney	SLFC_NPA	Hub to arrange appointment within 24 hours	5		1	6	4	2	3	4	3	5	2	3	1
NHS Orkney	SLFC_NPA	Patient advised to contact dental advice line - Info Only								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	3	4	6	10	9	9	19	12	10	7	14	5	19
NHS Orkney	SLFC_NPA	Patient given self care dental advice - 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	3	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										2		
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	3	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	1			1		1
NHS Shetland	PCARE	DN (Dr) phone patient within 4 Hrs		3	3	2	1		1	4	1		1	2	2

Table 3

Health Board	Care Group	Endpoint	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	03/08/2025	10/08/2025	17/08/2025
NHS Shetland	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)		1											
NHS Shetland	PCARE	Home Visit within 1 Hr	2	1		1					2				
NHS Shetland	PCARE	Home Visit within 2 Hrs		3	4		1			1		1	3	4	1
NHS Shetland	PCARE	Home Visit within 4 Hrs	3		1	1	2	2	1	3	3		2	3	3
NHS Shetland	PCARE	PCEC within 1 Hr		2		2		1			2			1	1
NHS Shetland	PCARE	PCEC within 2 Hrs	1	4		4	5	3	4	3	7	2	3	3	
NHS Shetland	PCARE	PCEC within 4 Hrs	6	8	6	10	6	8	9	11	6	5	8	3	9
NHS Shetland	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	1	3	1	1	2		2	1		2	1		2
NHS Shetland	PCARE	Pt advised to contact practice - For Information Only	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	1	3		1			1		1	1
NHS Shetland	PCARE	Speak to clinician within 1 Hr		1			3		1	1	1	1		2	
NHS Shetland	PCARE	Speak to clinician within 2 Hrs		1	1							1	1	2	
NHS Shetland	PCARE	Speak to clinician within 4 Hrs	1	1	2	2	3	3	3	3		1	3	3	2
NHS Shetland	PCARE	Triage refused therefore Dr requested to phone patient										1			
NHS Shetland	SCARE	999 contacted - For information only	3	1	4	1		5	3	5	2	2	3	3	5
NHS Shetland	SCARE	Patient advised to go to A&E	1	1	9	2	5	2	1	2	3	2	2	2	4
NHS Shetland	SCARE	Patient sent to A&E via Ambulance within 1 Hr			1				1	1	1	1			2
NHS Shetland	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	1	1	3	1	4	2	2	1	1	1	3	1	2
NHS Shetland	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub							1			2	1	2	1
NHS Shetland	SCARE	Speak to clinician 2 Hrs				1		1			1				
NHS Shetland	SCARE	Speak to clinician within 4 Hrs								2	1		1	1	1
NHS Shetland	SLFC_NPA	For Information Only		1		1			2				1	5	4
NHS Shetland	SLFC_NPA	Hub to arrange appointment within 24 hours	3		5	4	1	7	2	4	1	2	5	5	3
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	1	2					1	1				1	1
NHS Shetland	SLFC_NPA	Patient given self care advice - For Information Only	2	1	1	1	1	3	2	4	8		5	1	5
NHS Shetland	SLFC_NPA	Patient given self care dental advice - For Information Only										1	1		
NHS Shetland	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only		1			2		1	2					
NHS Shetland	SLFC_NPA	Pt advised to contact Police - For Information Only													1
NHS Shetland	SLFC_NPA	Triage refused - For Information Only				1				1					
NHS Shetland	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	1										1		
NHS TAYSIDE	PCARE	CPN (Dr) to phone patient within 1 Hr	10	15	16	21	18	12	13	14	15	16	18	12	22
NHS TAYSIDE	PCARE	CPN (Dr) to phone patient within 2 Hrs	22	22	14	30	25	23	20	20	18	21	39	24	24
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 1 Hr	10	10	4	7	9	10	11	7	5	9	9	2	6
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 2 Hrs	9	20	7	20	13	12	16	16	11	14	10	8	18
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 4 Hrs	32	39	17	35	36	49	36	57	31	27	42	26	41
NHS TAYSIDE	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2	2	2	3	3		2	4	1	3	5	2	4

Table 3

Health Board	Care Group	Endpoint	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	03/08/2025	10/08/2025	17/08/2025
NHS TAYSIDE	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)		1						1	1		1		1
NHS TAYSIDE	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	1		2	1	1		4	2	1	1	5	1	
NHS TAYSIDE	PCARE	Home Visit within 1 Hr	12	14	9	17	4	14	12	7	9	14	13	11	6
NHS TAYSIDE	PCARE	Home Visit within 2 Hrs	32	47	42	51	39	28	27	41	41	40	45	31	32
NHS TAYSIDE	PCARE	Home Visit within 4 Hrs	44	69	54	46	50	64	55	53	44	47	69	48	44
NHS TAYSIDE	PCARE	PCEC within 1 Hr	59	87	69	63	63	62	49	71	50	53	59	56	51
NHS TAYSIDE	PCARE	PCEC within 2 Hrs	139	184	151	134	146	164	144	156	131	126	160	130	147
NHS TAYSIDE	PCARE	PCEC within 4 Hrs	352	512	268	312	366	355	361	327	364	328	481	336	330
NHS TAYSIDE	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	67	54	76	51	48	65	45	61	47	75	48	42	60
NHS TAYSIDE	PCARE	Pt advised to contact practice - For Information Only	7	8	2	6	12	12	4	10	10	11	10	6	14
NHS TAYSIDE	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	7	5	2	5	5	7	11	7	11	2	2	10	5
NHS TAYSIDE	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	26	33	36	39	42	44	47	28	53	41	49	48	55
NHS TAYSIDE	PCARE	Speak to clinician within 1 Hr	15	22	14	14	13	24	19	22	13	14	19	15	21
NHS TAYSIDE	PCARE	Speak to clinician within 2 Hrs	36	29	28	33	25	28	27	30	27	31	37	28	34
NHS TAYSIDE	PCARE	Speak to clinician within 4 Hrs	65	80	51	43	55	54	45	69	45	55	104	64	70
NHS TAYSIDE	PCARE	Transport to PCEC within 1 Hr								1					1
NHS TAYSIDE	PCARE	Transport to PCEC within 2 Hrs		1			1	1			1		2	2	
NHS TAYSIDE	PCARE	Transport to PCEC within 4 hrs	2		2	1		1		2	6			2	1
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	155	225	195	167	155	173	160	174	132	186	187	189	191
NHS TAYSIDE	SCARE	Patient advised to go to A&E	69	110	107	93	102	82	104	94	97	91	114	91	88
NHS TAYSIDE	SCARE	Patient advised to go to A&E	1		2		1	3	1	2		3	4	1	1
NHS TAYSIDE	SCARE	Patient sent to A&E via Ambulance within 1 Hr	7	20	15	13	16	12	12	17	10	18	7	11	11
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	119	137	88	106	111	130	111	143	136	123	167	130	129
NHS TAYSIDE	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub		1				1	1	1					1
NHS TAYSIDE	SCARE	Speak to clinician 2 Hrs	35	33	36	28	50	39	22	34	20	27	36	31	27
NHS TAYSIDE	SCARE	Speak to clinician within 4 Hrs	40	42	51	28	50	47	44	48	38	54	55	40	33
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	2						1			2	1		1
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	116	97	109	101	90	130	107	124	109	108	129	141	100
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1	3	1		5	1	4	2		1	1		1
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	6	6	2	19	7	11	7	8	1	9	8	6	5
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	5		2	1	4	1	2	3	2	3	1	3	2
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Self Care	4	1	3	3	5	5	1	2			5	4	4
NHS TAYSIDE	SLFC_NPA	Distress Brief Intervention	6	6	6	8	11	4	4	8	7	6	8	5	4
NHS TAYSIDE	SLFC_NPA	For Information Only	51	65	50	35	45	44	47	41	36	33	56	45	43
NHS TAYSIDE	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	1				1	2	1						

Table 3

Health Board	Care Group	Endpoint	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	03/08/2025	10/08/2025	17/08/2025
NHS TAYSIDE	SLFC_NPA	Patient given self care advice - For Information Only	122	157	137	161	159	148	144	166	136	127	165	142	155
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Dentist - For Information Only		2			2		2	1			2		
NHS TAYSIDE	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only				1	1	1					1		
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Midwife - For Information Only	7	4	6	4	2	6	2	2	2	3	5	3	
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Optician - For Information Only	2	5	10	6	8	6	6	4	6	5	8	10	7
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only			1					1	1				
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	27	24	25	16	25	20	35	37	31	31	33	20	25
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Police - For Information Only	3	6	10	7	11	3	6	6	7	3	8	9	2
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	1		
NHS TAYSIDE	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	11	3	7	2	6	5	6	9	4	12	11	9	3
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				1	1
NHS Western Isles	PCARE	DN (Dr) phone patient within 1 Hr												1	
NHS Western Isles	PCARE	DN (Dr) phone patient within 2 Hrs		2										1	
NHS Western Isles	PCARE	DN (Dr) phone patient within 4 Hrs		2			4	2			1	1	2	2	1
NHS Western Isles	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)				1							1		
NHS Western Isles	PCARE	Home Visit within 1 Hr		2	1	1		1	1				3		
NHS Western Isles	PCARE	Home Visit within 2 Hrs		3	2		2	3		1	3	4		4	2
NHS Western Isles	PCARE	Home Visit within 4 Hrs	1	1	3		2	6	2	5	2	1	2	4	3
NHS Western Isles	PCARE	PCEC within 1 Hr	1	3	1	2	2	1			1	1	1	3	1
NHS Western Isles	PCARE	PCEC within 2 Hrs	2	7	6	3	3	6	6	3	8	3	5	9	9
NHS Western Isles	PCARE	PCEC within 4 Hrs	17	21	12	6	13	16	8	12	19	17	10	16	15
NHS Western Isles	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	4	5	3	4	2	1	5		2	6	4	3	3
NHS Western Isles	PCARE	Pt advised to contact practice - For Information Only			1		2						3		
NHS Western Isles	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	1												
NHS Western Isles	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	1	1	1	1	2		6		4	3	3	1	1
NHS Western Isles	PCARE	Speak to clinician within 1 Hr		1					1						1
NHS Western Isles	PCARE	Speak to clinician within 2 Hrs	1	3	2	2	1	1		1	1		1	1	2
NHS Western Isles	PCARE	Speak to clinician within 4 Hrs	4			2	2	3	1	7	4	1	3	4	3
NHS Western Isles	SCARE	999 contacted - For information only	6	12	1	6	5	7	5	6	12	11	8	4	9
NHS Western Isles	SCARE	Patient advised to go to A&E	5	4	5	6	10	4	7	5	3	8	3	8	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		2	1
NHS Western Isles	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	3	3	7	4	3	1	7	3	8		5	4	2
NHS Western Isles	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	1	5	1	3	1	1	2	2	3		3		
NHS Western Isles	SCARE	Speak to clinician 2 Hrs	2	1	1		1			1	1	1	1		

Table 3

Health Board	Care Group	Endpoint	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	03/08/2025	10/08/2025	17/08/2025
NHS Western Isles	SCARE	Speak to clinician within 4 Hrs	3	1			1	2		1	2	2	1	3	
NHS Western Isles	SLFC_NPA	Distress Brief Intervention		1		1	1	2							
NHS Western Isles	SLFC_NPA	For Information Only	2	3	2	3	4	1	5	4	2	1	2	2	5
NHS Western Isles	SLFC_NPA	Hub to arrange appointment within 24 hours	5	6	3	1	6	3	3	3	5	3	2	2	1
NHS Western Isles	SLFC_NPA	Patient advised to contact registered GDP - Info Only	1	1	1	2			1	1		1		1	2
NHS Western Isles	SLFC_NPA	Patient given self care advice - For Information Only	2	6	8	3	4	5	6	4	4	3	1	3	2
NHS Western Isles	SLFC_NPA	Patient given self care dental advice - For Information Only			1										
NHS Western Isles	SLFC_NPA	Pt advised to contact Dentist - For Information Only												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			1	2		1	1		1	2	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		1								1			
NHS Western Isles	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	1		1										
Not assigned	SCARE	Accident & Emergency / MIU within 4 Hours													1
Not assigned	SCARE	Patient advised to go to A&E													1
Not assigned	SLFC_NPA	GP appointment											1		
Not assigned	SLFC_NPA	Not Assessed / Triage Refused										1			1
Not assigned	SLFC_NPA	Self Care							1						
Not assigned	SLFC_NPA	Triage Refused/Not Assessed		1						1			1	1	
Not assigned	Not assigned	Not assigned	7	16	9	16	13	18	19	8	12	9	11	9	11

Table 4

Care Group	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	03/08/2025	10/08/2025	17/08/2025
PCARE	11,847	13,282	11,032	11,550	11,731	11,566	11,286	11,286	12,107	11,943	10,756	10,335	10,608
SCARE	7,621	7,961	7,495	7,292	7,761	7,690	7,228	7,732	7,487	7,154	6,959	7,097	7,449
SLFC_NPA	4,717	5,084	4,480	4,635	4,828	4,956	4,656	4,752	4,749	4,733	4,522	4,502	4,593
Not assigned	7	18	11	18	18	21	21	8	15	10	14	9	15
Total	24,192	26,345	23,018	23,495	24,338	24,233	23,191	23,778	24,358	23,840	22,251	21,943	22,665

Care Group	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	03/08/2025	10/08/2025	17/08/2025
PCARE	48.97%	50.42%	47.93%	49.16%	48.20%	47.73%	48.67%	47.46%	49.70%	50.10%	48.34%	47.10%	46.80%
SCARE	31.50%	30.22%	32.56%	31.04%	31.89%	31.73%	31.17%	32.52%	30.74%	30.01%	31.27%	32.34%	32.87%
SLFC_NPA	19.50%	19.30%	19.46%	19.73%	19.84%	20.45%	20.08%	19.98%	19.50%	19.85%	20.32%	20.52%	20.26%
Not assigned	0.03%	0.07%	0.05%	0.08%	0.07%	0.09%	0.09%	0.03%	0.06%	0.04%	0.06%	0.04%	0.07%

Table 5

Calendar day	21/07/2025	22/07/2025	23/07/2025	24/07/2025	25/07/2025	26/07/2025	27/07/2025	28/07/2025	29/07/2025	30/07/2025	31/07/2025	01/08/2025	02/08/2025	03/08/2025	04/08/2025	05/08/2025	06/08/2025	07/08/2025	08/08/2025	09/08/2025	10/08/2025	11/08/2025	12/08/2025	13/08/2025	14/08/2025	15/08/2025	16/08/2025	17/08/2025
Overall Call Volume	520	418	367	389	403	445	469	423	414	382	398	334	479	489	438	367	372	418	366	521	478	405	388	374	373	367	491	470
Overall Calls Connected	435	312	265	277	241	347	379	327	328	346	318	276	372	390	339	346	343	333	279	388	391	321	324	307	270	259	377	391
Median Time to Answer	00:00:06	00:01:15	00:00:06	00:00:23	00:00:45	00:00:06	00:00:06	00:00:10	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	00:00:06	00:00:12	00:00:06	00:00:06	00:00:06	00:00:06	00:00:10	00:01:18	00:00:09	00:00:06
90th Percentile Time to Answer	00:10:21	00:16:18	00:21:16	00:18:44	00:27:39	00:15:22	00:12:16	00:11:54	00:10:32	00:05:33	00:12:05	00:07:20	00:12:20	00:12:44	00:10:39	00:02:58	00:02:12	00:12:29	00:15:50	00:15:22	00:14:48	00:08:48	00:13:39	00:02:30	00:17:40	00:18:09	00:16:55	00:14:33

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	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	03/08/2025	10/08/2025	17/08/2025
Overall Call Volume	2,816	2,888	2,937	3,142	2,974	2,899	3,046	2,850	3,216	3,011	2,919	2,960	2,868
Overall Calls Connected	2,397	2,603	2,548	2,421	2,416	2,488	2,444	2,177	2,299	2,256	2,356	2,419	2,249
Median Time to Answer	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	00:00:06	00:00:06	00:00:06
90th Percentile Time to Answer	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	00:11:11	00:10:53	00:14:37

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

Graphs

