

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: 06/07/2025 to 28/09/2025

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	01/09/2025	02/09/2025	03/09/2025	04/09/2025	05/09/2025	06/09/2025	07/09/2025	08/09/2025	09/09/2025	10/09/2025	11/09/2025	12/09/2025	13/09/2025	14/09/2025	15/09/2025	16/09/2025	17/09/2025	18/09/2025	19/09/2025	20/09/2025	21/09/2025	22/09/2025	23/09/2025	24/09/2025	25/09/2025	26/09/2025	27/09/2025	28/09/2025
Overall Call Volume	3,466	3,243	3,083	3,179	3,209	6,947	7,017	3,919	3,186	2,927	2,946	3,258	7,128	6,612	4,594	3,278	3,129	3,157	3,330	6,884	6,488	4,367	3,077	3,052	3,100	3,088	6,987	7,004
Overall Calls Connected	2,891	2,693	2,482	2,621	2,484	6,069	6,123	3,397	2,750	2,536	2,465	2,519	5,765	5,641	3,393	2,361	2,279	2,512	2,515	5,573	5,449	3,405	2,561	2,555	2,475	2,436	5,844	6,016
Callers Disconnected	0.31%	0.32%	0.63%	0.30%	0.32%	0.06%	0.07%	0.11%	0.09%	0.15%	0.04%	0.56%	0.28%	0.11%	0.79%	0.62%	0.39%	0.53%	0.48%	0.45%	0.18%	0.39%	0.19%	0.40%	0.19%	0.34%	0.11%	0.26%
Overall Avg Patient Journey Time	00:37:13	00:34:53	00:35:35	00:31:00	00:35:15	00:45:58	00:37:37	00:27:07	00:31:02	00:31:54	00:32:28	00:31:34	00:30:52	00:29:04	00:35:25	00:33:04	00:33:05	00:29:41	00:43:03	00:50:38	00:37:57	00:33:34	00:33:00	00:33:31	00:33:59	00:44:30	00:36:05	00:38:54
Traged at First Contact %	99.42%	98.72%	98.21%	96.69%	93.88%	88.79%	91.96%	97.64%	97.48%	99.56%	99.07%	93.46%	90.70%	93.16%	97.08%	97.67%	95.75%	96.64%	95.86%	88.98%	92.62%	97.28%	98.06%	98.23%	98.38%	94.11%	90.19%	91.13%
Median Time to Answer	00:13:19	00:15:43	00:16:57	00:10:24	00:08:41	00:07:48	00:05:47	00:07:17	00:10:41	00:11:08	00:07:28	00:12:15	00:08:40	00:06:03	00:15:28	00:15:08	00:14:50	00:07:17	00:14:37	00:20:28	00:12:46	00:15:52	00:12:11	00:11:21	00:11:01	00:22:08	00:11:26	00:16:36
90th Percentile Time to Answer	00:55:03	00:37:35	00:39:32	00:38:20	00:57:04	00:19:40	00:15:00	00:25:16	00:28:16	00:32:43	00:31:51	00:35:44	00:19:52	00:18:27	00:45:44	00:37:08	00:35:43	00:28:11	01:22:04	00:42:56	00:26:29	00:37:16	00:35:23	00:44:31	00:44:22	01:09:51	00:29:54	00:29:05

Table 2

Week Endng Date	06/07/2025	13/07/2025	20/07/2025	27/07/2025	03/08/2025	10/08/2025	17/08/2025	24/08/2025	31/08/2025	07/09/2025	14/09/2025	21/09/2025	28/09/2025
Overall Call Volume	30,417	30,126	32,907	31,064	28,781	28,492	29,752	29,381	29,294	30,144	29,976	30,860	30,675
Overall Calls Connected	25,224	25,702	26,831	26,014	24,070	23,986	24,769	25,160	24,138	25,363	25,062	24,072	25,292
Caller Discontinued	0.18%	0.22%	0.35%	0.28%	0.30%	0.20%	0.24%	0.17%	0.34%	0.22%	0.20%	0.48%	0.25%
Overall Avg Patient Journey Time	00:35:27	00:30:43	00:34:26	00:33:39	00:34:05	00:32:42	00:33:21	00:31:45	00:37:25	00:38:03	00:30:20	00:39:06	00:36:26
Triaged at First Contact %	94.38%	95.80%	95.29%	95.04%	95.15%	94.46%	95.53%	95.27%	94.03%	93.94%	94.86%	93.86%	94.06%
Median Time to Answer	00:09:12	00:03:37	00:10:17	00:06:13	00:07:42	00:10:09	00:07:48	00:08:35	00:13:23	00:07:57	00:08:19	00:15:24	00:13:51
90th Percentile Time to Answer	00:33:51	00:31:39	00:43:31	00:40:56	00:38:00	00:33:11	00:38:46	00:27:07	00:43:18	00:34:20	00:25:13	00:39:26	00:35:32

Table 3

Health Board	Care Group	Endpoint	06/07/2025	13/07/2025	20/07/2025	27/07/2025	03/08/2025	10/08/2025	17/08/2025	24/08/2025	31/08/2025	07/09/2025	14/09/2025	21/09/2025	28/09/2025
NHS Ayrshire & Arran	PCARE	CPN (Dr) to phone patient within 1 Hr	7	12	14	10	14	15	9	9	9	10	13	11	13
NHS Ayrshire & Arran	PCARE	CPN (Dr) to phone patient within 2 Hrs	17	14	14	17	18	11	9	8	12	17	13	12	18
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 1 Hr	2					2							
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 2 Hrs	3	5	2					1	1				2
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 4 Hrs	1	6	10	3						1			1
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2	2	4						1	1	1	1	
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)			1	1	1								1
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	2	2		1	1		1					1	1
NHS Ayrshire & Arran	PCARE	Home Visit within 1 Hr	11	4	5	2			4	1	2		1	2	4
NHS Ayrshire & Arran	PCARE	Home Visit within 2 Hrs	32	39	28	12	4	4	4	7	6	1	3	4	13
NHS Ayrshire & Arran	PCARE	Home Visit within 4 Hrs	34	46	43	8	5	4	4	9	5	7	7	4	16
NHS Ayrshire & Arran	PCARE	PCEC within 1 Hr	40	29	31	5	4	5	6	7		3	3	4	12
NHS Ayrshire & Arran	PCARE	PCEC within 2 Hrs	156	101	110	27	7	9	12	9	12	13	7	10	44
NHS Ayrshire & Arran	PCARE	PCEC within 4 Hrs	330	297	339	43	28	24	27	30	24	26	27	46	187
NHS Ayrshire & Arran	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	48	52	48	27	10	3	8	13	9	2	8	6	8
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice - For Information Only	8	6	8	3		1	1	2	1	1	2	7	2
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	3	5	1	7	2		1	3	3	1	2		3
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	34	28	50	16	7	14	11	8	12	13	12	14	15
NHS Ayrshire & Arran	PCARE	Speak to clinician within 1 Hr	12	15	17	7	6	10	10	5	4	7	11	8	12
NHS Ayrshire & Arran	PCARE	Speak to clinician within 2 Hrs	20	24	29	6	15	12	8	8	7	15	15	15	20
NHS Ayrshire & Arran	PCARE	Speak to clinician within 4 Hrs	50	54	46	12	17	12	23	19	15	19	18	68	46
NHS Ayrshire & Arran	PCARE	Triage refused therefore Dr requested to phone patient				1									
NHS Ayrshire & Arran	SCARE	999 contacted - For information only	168	160	148	49	28	27	27	29	22	31	19	25	54
NHS Ayrshire & Arran	SCARE	Patient advised to go to A&E	141	151	164	39	16	15	19	15	26	25	14	15	43
NHS Ayrshire & Arran	SCARE	Patient advised to go to A&E	1		1		2	3	4	1	1		3	1	
NHS Ayrshire & Arran	SCARE	Patient sent to A&E via Ambulance within 1 Hr	13	11	16	7	2	1	2	1	1	1	2	1	2
NHS Ayrshire & Arran	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	92	123	91	26	7	7	9	10	11	10	9	5	26
NHS Ayrshire & Arran	SCARE	Speak to clinician 2 Hrs	10	24	17	5		2	1	5		1	1	1	4
NHS Ayrshire & Arran	SCARE	Speak to clinician within 4 Hrs	36	28	39	10	2	2	3	6	3	3	2	3	6
NHS Ayrshire & Arran	SLFC_NPA	Contact Breathing Space			2								1		
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour			1	1		1	1	1	1	1	1		
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	103	87	97	73	102	96	79	89	87	95	75	108	94
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1	1	1		1			2		1	1	1	2
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	7	1	4	3	6	2	3	3	2	17	1	3	3
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	2	1	1						1	3	2	1	1
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Self Care	1	2	3	2	2	2	1	1	1		2	3	1
NHS Ayrshire & Arran	SLFC_NPA	Distress Brief Intervention	7	7	10	2	10	7	6	8	9	4	5	5	14

Table 3

Health Board	Care Group	Endpoint	06/07/2025	13/07/2025	20/07/2025	27/07/2025	03/08/2025	10/08/2025	17/08/2025	24/08/2025	31/08/2025	07/09/2025	14/09/2025	21/09/2025	28/09/2025
NHS Ayrshire & Arran	SLFC_NPA	For Information Only	41	39	34	23	21	21	17	14	16	13	25	21	34
NHS Ayrshire & Arran	SLFC_NPA	Patient advised to contact CPN Team - For Info Only				1		2		2		1	1		
NHS Ayrshire & Arran	SLFC_NPA	Patient given self care advice - For Information Only	126	128	116	57	59	63	74	53	46	41	51	58	66
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Dentist - For Information Only		1					1					1	
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Midwife - For Information Only	2	3		1									
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Optician - For Information Only	7	7	3	1		2		1					1
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	21	43	21	9	6	2	10	2	5	5	3	9	15
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Police - For Information Only		3	4	6	2	4	5	5	3	4	3	5	4
NHS Ayrshire & Arran	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	5	7	13	4	3	6	4	3	3	3	3	4	6
NHS Ayrshire & Arran	Not assigned	Not assigned										2	1		
NHS Borders	PCARE	CPN (Dr) to phone patient within 1 Hr	5	4	5		2	4	4	3	4	3	1	7	2
NHS Borders	PCARE	CPN (Dr) to phone patient within 2 Hrs	8	5	2		7	8	4	5	4	4	2	6	8
NHS Borders	PCARE	DN (Dr) phone patient within 1 Hr	2	3	2	4	2	2		3		2		2	2
NHS Borders	PCARE	DN (Dr) phone patient within 2 Hrs	3	5	4	6	4	5	2	4	12	3	7	2	6
NHS Borders	PCARE	DN (Dr) phone patient within 4 Hrs	14	12	14	9	9	12	10	16	9	7	13	12	9
NHS Borders	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)							1			1	1	1	
NHS Borders	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)									1	1	1		1
NHS Borders	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)					1								
NHS Borders	PCARE	Home Visit within 1 Hr	2	4	1	1	3	3	3	6			1		2
NHS Borders	PCARE	Home Visit within 2 Hrs	11	10	16	12	12	11	11	15	12	10	8	16	15
NHS Borders	PCARE	Home Visit within 4 Hrs	18	14	22	8	10	10	17	14	8	11	13	12	12
NHS Borders	PCARE	PCEC within 1 Hr	9	10	7	8	7	6	11	4	4	9	6	7	3
NHS Borders	PCARE	PCEC within 2 Hrs	26	27	38	26	22	25	23	24	21	27	28	21	27
NHS Borders	PCARE	PCEC within 4 Hrs	69	73	89	75	55	74	66	69	73	53	55	56	70
NHS Borders	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	18	20	6	22	24	23	14	19	19	12	11	7	9
NHS Borders	PCARE	Pt advised to contact practice - For Information Only	3	4	2	1	1		4	3	1	4	1		2
NHS Borders	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	2	1	1	1	3		1	2	1		3	2	2
NHS Borders	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	3	9	16	9	12	9	8	10	6	19	24	11	17
NHS Borders	PCARE	Speak to clinician within 1 Hr	3	6	2	4	3	3	5	5	1	4	1	2	3
NHS Borders	PCARE	Speak to clinician within 2 Hrs	9	3	11	6	7	6	7	3	5	11	5	3	5
NHS Borders	PCARE	Speak to clinician within 4 Hrs	15	11	23	20	11	18	6	11	13	12	8	16	8
NHS Borders	SCARE	999 contacted - For information only	56	48	46	34	44	53	48	39	31	60	39	39	55
NHS Borders	SCARE	Patient advised to go to A&E	42	51	47	47	47	37	44	54	53	53	41	45	49
NHS Borders	SCARE	Patient advised to go to A&E					1			1	1		1		
NHS Borders	SCARE	Patient sent to A&E via Ambulance within 1 Hr	8	6	2	4	3	9	5	2	8	10	5	7	6
NHS Borders	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	45	51	46	47	47	49	45	41	52	37	59	53	51
NHS Borders	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub				1									1

Table 3

Health Board	Care Group	Endpoint	06/07/2025	13/07/2025	20/07/2025	27/07/2025	03/08/2025	10/08/2025	17/08/2025	24/08/2025	31/08/2025	07/09/2025	14/09/2025	21/09/2025	28/09/2025
NHS Borders	SCARE	Speak to clinician 2 Hrs	10	8	6	8	9	8	12	12	10	8	9	14	14
NHS Borders	SCARE	Speak to clinician within 4 Hrs	15	7	17	15	13	9	15	13	10	12	16	19	14
NHS Borders	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	16	19	19	20	9	23	18	33	22	14	14	18	14
NHS Borders	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour		1									2	2	
NHS Borders	SLFC_NPA	Dental Nurse - Not Triage/Assessed		3		1		1	1		2				2
NHS Borders	SLFC_NPA	Dental Nurse - Routine Contact with Dentist										1			
NHS Borders	SLFC_NPA	Dental Nurse - Self Care									1		1		
NHS Borders	SLFC_NPA	Distress Brief Intervention	1	2	4		1	3	2		3		2	4	3
NHS Borders	SLFC_NPA	For Information Only	10	9	12	11	15	13	8	9	18	6	7	9	14
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	34	32	37	35	52	34	31	32	41	41	26	28	40
NHS Borders	SLFC_NPA	Pt advised to contact Dentist - For Information Only						1		1	2		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	2	1		1			1		2	1		1	3
NHS Borders	SLFC_NPA	Pt advised to contact Optician - For Information Only			3	1	2	1	5	2		3	4	2	
NHS Borders	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only													1
NHS Borders	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	5	6	5	7	4	4	5	4	8	4	4	1	1
NHS Borders	SLFC_NPA	Pt advised to contact Police - For Information Only	1	3	1	4		2	2	5	4	2	1	1	1
NHS Borders	SLFC_NPA	Triage refused - Pt terminated call - For Information Only		1	1	2	3	3			4	1	1	2	4
NHS Dumfries & Gallo	PCARE	CPN (Dr) to phone patient within 1 Hr	4	1	1	1	5	2	3	3	2	3	2	1	5
NHS Dumfries & Gallo	PCARE	CPN (Dr) to phone patient within 2 Hrs	1	1	3	4	6	10	8	6	7	10	2	5	6
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 1 Hr	1	4	2	3	1	2	6	1	4	3	2	2	2
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 2 Hrs	8	8	2	3	9	4	8	5	6	10	7	5	4
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 4 Hrs	21	19	15	15	20	24	16	24	17	17	26	10	23
NHS Dumfries & Gallo	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	1	1		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		2			1			2		1		
NHS Dumfries & Gallo	PCARE	Home Visit within 1 Hr	3	2	2	2	4	6	3	2	2	5		2	4
NHS Dumfries & Gallo	PCARE	Home Visit within 2 Hrs	19	17	15	10	11	13	10	10	13	10	13	15	12
NHS Dumfries & Gallo	PCARE	Home Visit within 4 Hrs	19	16	17	14	20	11	17	18	18	19	11	11	17
NHS Dumfries & Gallo	PCARE	PCEC within 1 Hr	6	13	8	8	6	7	13	13	8	13	12	9	8
NHS Dumfries & Gallo	PCARE	PCEC within 2 Hrs	34	43	39	18	28	35	30	39	35	34	39	31	38
NHS Dumfries & Gallo	PCARE	PCEC within 4 Hrs	64	87	87	66	85	83	106	119	117	83	86	84	77
NHS Dumfries & Gallo	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	18	10	6	11	19	18	18	14	9	8	12	13	7
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice - For Information Only	2	6		1	2	2	3	3	1	1	1		2
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	4		2	2		2		1	2				1
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	8	5	15	12	7	13	15	7	13	14	12	10	9
NHS Dumfries & Gallo	PCARE	Speak to clinician within 1 Hr	3	5	10	7	2	4	6	8	7	1	4	6	4

Table 3

Health Board	Care Group	Endpoint	06/07/2025	13/07/2025	20/07/2025	27/07/2025	03/08/2025	10/08/2025	17/08/2025	24/08/2025	31/08/2025	07/09/2025	14/09/2025	21/09/2025	28/09/2025
NHS Dumfries & Gallo	PCARE	Speak to clinician within 2 Hrs	6	7	9	8	4	5	10	8	13	8	13	9	6
NHS Dumfries & Gallo	PCARE	Speak to clinician within 4 Hrs	17	19	10	11	12	18	14	20	28	13	13	21	22
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		1
NHS Dumfries & Gallo	SCARE	999 contacted - For Information Only								1					
NHS Dumfries & Gallo	SCARE	999 contacted - For information only	46	46	36	40	46	62	49	46	49	47	62	45	44
NHS Dumfries & Gallo	SCARE	Patient advised to go to A&E	35	44	42	38	48	38	43	45	43	45	47	41	45
NHS Dumfries & Gallo	SCARE	Patient advised to go to A&E								2					1
NHS Dumfries & Gallo	SCARE	Patient sent to A&E via Ambulance within 1 Hr	3	5	5	4	2	4	6	6	2	3	4	5	5
NHS Dumfries & Gallo	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	10	18	18	17	12	12	21	16	20	18	21	10	9
NHS Dumfries & Gallo	SCARE	Speak to clinician 2 Hrs	2	6	5	10	6	3	5	2	7	3	5	3	7
NHS Dumfries & Gallo	SCARE	Speak to clinician within 4 Hrs	11	13	4	11	8	6	7	7	8	8	5	9	11
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	44	34	32	46	30	34	38	34	36	31	35	44	42
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour					1	1							1
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Contact Pharmacist					1								
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	2	2	2	1	3	3		2	4	1	1	1	3
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Routine Contact with Dentist				1		1						1	
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Self Care			1				1	1		1			1
NHS Dumfries & Gallo	SLFC_NPA	Distress Brief Intervention	2	1	2	3	2	3	2	5	3	5	2	2	1
NHS Dumfries & Gallo	SLFC_NPA	For Information Only	13	8	14	13	12	8	11	17	14	10	12	14	15
NHS Dumfries & Gallo	SLFC_NPA	Patient given self care advice - For Information Only	29	37	44	32	29	25	37	39	32	44	38	36	35
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	3	1	1	1	2	2		2		1
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Optician - For Information Only	1		1		3	1		2	6		1		1
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only								1		1			
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	7	10	12	8	6	7	8	8	5	6	5	4	2
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Police - For Information Only	5	2	1	2	2	3		1	1	1	1	2	
NHS Dumfries & Gallo	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	5	1	1		1	1	1	1	1	1	1	1	1
NHS Fife	PCARE	CPN (Dr) to phone patient within 1 Hr	10	15	30	16	21	13	13	8	15	14	13	18	13
NHS Fife	PCARE	CPN (Dr) to phone patient within 2 Hrs	20	19	14	26	11	20	18	22	14	19	16	11	26
NHS Fife	PCARE	DN (Dr) phone patient within 1 Hr	5	5	1	7	8	5	6	4	5	5	6	7	4
NHS Fife	PCARE	DN (Dr) phone patient within 2 Hrs	8	14	7	13	19	26	10	14	12	19	13	17	12
NHS Fife	PCARE	DN (Dr) phone patient within 4 Hrs	30	43	51	41	44	38	40	39	35	39	41	33	49
NHS Fife	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	1		2	1	3	3	3	2	2	3	1	4	3
NHS Fife	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)					1			2		1	1	2	1
NHS Fife	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	3	2		3	3		3			1	1		2
NHS Fife	PCARE	Home Visit within 1 Hr	12	13	7	12	11	9	7	11	8	7	9	14	9

Table 3

Health Board	Care Group	Endpoint	06/07/2025	13/07/2025	20/07/2025	27/07/2025	03/08/2025	10/08/2025	17/08/2025	24/08/2025	31/08/2025	07/09/2025	14/09/2025	21/09/2025	28/09/2025
NHS Fife	PCARE	Home Visit within 2 Hrs	36	28	34	32	33	26	25	19	31	30	37	43	41
NHS Fife	PCARE	Home Visit within 4 Hrs	44	41	48	50	44	30	41	53	30	31	32	38	35
NHS Fife	PCARE	PCEC within 1 Hr	32	26	37	54	33	34	38	35	33	42	38	43	39
NHS Fife	PCARE	PCEC within 2 Hrs	112	119	138	111	95	115	113	97	143	127	156	124	138
NHS Fife	PCARE	PCEC within 4 Hrs	320	296	358	312	326	313	299	333	302	307	342	323	307
NHS Fife	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	70	65	69	72	84	52	73	65	85	25	47	40	38
NHS Fife	PCARE	Pt advised to contact practice - For Information Only	8	10	8	5	11	9	5	11	7	10	6	6	9
NHS Fife	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	9	8	5	9	5	9	7	9	9	8	9	6	7
NHS Fife	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	42	29	48	24	40	44	47	43	55	72	63	60	60
NHS Fife	PCARE	Speak to clinician within 1 Hr	14	12	15	16	9	15	17	10	13	19	11	14	9
NHS Fife	PCARE	Speak to clinician within 2 Hrs	19	16	32	20	27	26	31	31	28	28	20	21	29
NHS Fife	PCARE	Speak to clinician within 4 Hrs	46	42	40	41	46	52	43	52	36	29	36	47	49
NHS Fife	PCARE	Triage refused therefore Dr requested to phone patient						1							
NHS Fife	SCARE	999 contacted - For information only	146	148	140	151	154	165	168	140	162	164	170	169	143
NHS Fife	SCARE	Patient advised to go to A&E	148	158	169	155	158	200	139	154	157	180	172	151	143
NHS Fife	SCARE	Patient advised to go to A&E	3		1	2		3				1		2	2
NHS Fife	SCARE	Patient sent to A&E via Ambulance within 1 Hr	8	17	8	16	12	13	15	13	9	16	20	15	10
NHS Fife	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only												1	
NHS Fife	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	131	133	110	103	120	125	132	141	134	102	137	95	134
NHS Fife	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub												3	
NHS Fife	SCARE	Speak to clinician 2 Hrs	27	30	33	25	25	24	23	18	14	33	27	30	24
NHS Fife	SCARE	Speak to clinician within 4 Hrs	37	42	41	41	33	32	47	42	36	43	37	33	33
NHS Fife	SLFC_NPA	Contact Breathing Space	1												
NHS Fife	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour		1				2			1	1			
NHS Fife	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	92	97	110	109	97	114	100	101	123	87	114	114	103
NHS Fife	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1	1	2		1			1	1		1	2	
NHS Fife	SLFC_NPA	Dental Nurse - Not Triage/Assessed	9	5	6	7	2	1	4	3	7	15	4	3	2
NHS Fife	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	5	1	4	2	3	4	2	1	2	2	5	2	4
NHS Fife	SLFC_NPA	Dental Nurse - Self Care	3	2		2	3	4		5	1	1	3	2	1
NHS Fife	SLFC_NPA	Distress Brief Intervention	4	4	8	13	14	6	6	12	9	7	4	3	5
NHS Fife	SLFC_NPA	For Information Only	34	40	51	60	58	56	43	51	57	58	54	48	39
NHS Fife	SLFC_NPA	Patient advised to contact CPN Team - For Info Only						1							
NHS Fife	SLFC_NPA	Patient given self care advice - For Information Only	112	141	124	114	153	127	157	149	132	145	143	135	115
NHS Fife	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1	2					2	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	2	6	5	5	2	4	1	4	2	6	4	4	3
NHS Fife	SLFC_NPA	Pt advised to contact Optician - For Information Only	8	1	4	7	5	8	2	2	7	6	4	7	5
NHS Fife	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only		1	1			2							

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Health Board	Care Group	Endpoint	06/07/2025	13/07/2025	20/07/2025	27/07/2025	03/08/2025	10/08/2025	17/08/2025	24/08/2025	31/08/2025	07/09/2025	14/09/2025	21/09/2025	28/09/2025
NHS Fife	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	28	20	32	26	27	22	18	21	29	26	30	22	23
NHS Fife	SLFC_NPA	Pt advised to contact Police - For Information Only	3	3	5	7	2	4	5	6	5	2	9	5	3
NHS Fife	SLFC_NPA	Remote Prescribing								2					
NHS Fife	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	4	7	7	8	13	4	10	10	7	5	7	4	7
NHS Fife	Not assigned	Not assigned	1		1								1		
NHS Forth Valley	PCARE	CPN (Dr) to phone patient within 1 Hr	9	11	10	6	6	4	7	4	4	7	3	1	7
NHS Forth Valley	PCARE	CPN (Dr) to phone patient within 2 Hrs	9	11	11	9	10	7	13	10	8	12	12	5	13
NHS Forth Valley	PCARE	DN (Dr) phone patient within 1 Hr	3	3	2	3	5	8	7	3	2	5	5	6	7
NHS Forth Valley	PCARE	DN (Dr) phone patient within 2 Hrs	13	11	6	11	14	14	12	9	8	12	10	7	10
NHS Forth Valley	PCARE	DN (Dr) phone patient within 4 Hrs	31	32	39	32	27	24	22	22	26	24	33	22	16
NHS Forth Valley	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)		1	4	2	4	2	4	2	6	5	4	1	
NHS Forth Valley	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1		1				1						
NHS Forth Valley	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)		2	2	1	3	1		1	1	1	1	1	1
NHS Forth Valley	PCARE	Home Visit within 1 Hr	2	2	6	7	7	8	7	4	3	8	10	4	7
NHS Forth Valley	PCARE	Home Visit within 2 Hrs	35	18	14	14	25	20	30	21	21	29	29	19	28
NHS Forth Valley	PCARE	Home Visit within 4 Hrs	25	40	37	36	31	32	36	26	29	20	42	36	27
NHS Forth Valley	PCARE	PCEC within 1 Hr	24	38	21	27	34	23	21	24	25	39	29	31	37
NHS Forth Valley	PCARE	PCEC within 2 Hrs	90	85	98	106	90	102	100	121	96	117	120	117	108
NHS Forth Valley	PCARE	PCEC within 4 Hrs	284	259	318	307	269	258	276	296	250	287	419	262	301
NHS Forth Valley	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	83	71	64	84	102	48	70	76	85	31	38	41	36
NHS Forth Valley	PCARE	Pt advised to contact practice - For Information Only	6	6	6	8	5	6	8	8	8	8	9	6	2
NHS Forth Valley	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	9	5	8	4	3	7	5	7	12	6	3	3	5
NHS Forth Valley	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	42	28	43	35	29	44	40	54	47	76	68	60	70
NHS Forth Valley	PCARE	Speak to clinician within 1 Hr	16	11	7	10	5	18	8	9	6	9	14	7	12
NHS Forth Valley	PCARE	Speak to clinician within 2 Hrs	16	15	16	22	14	19	24	20	17	18	28	9	22
NHS Forth Valley	PCARE	Speak to clinician within 4 Hrs	23	36	38	49	49	37	46	40	30	44	41	48	32
NHS Forth Valley	SCARE	999 contacted - For Information Only	1		1										
NHS Forth Valley	SCARE	999 contacted - For information only	121	127	107	119	117	137	115	119	111	132	141	136	131
NHS Forth Valley	SCARE	Patient advised to go to A&E	154	191	183	161	192	170	197	190	202	208	215	199	198
NHS Forth Valley	SCARE	Patient advised to go to A&E	4			1	1		1	1	2	2	1	1	2
NHS Forth Valley	SCARE	Patient sent to A&E via Ambulance within 1 Hr	12	19	13	11	17	11	19	9	7	14	10	5	4
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	239	256	250	258	270	228	285	310	282	252	256	248	272
NHS Forth Valley	SCARE	Speak to clinician 2 Hrs	34	54	58	57	45	46	61	77	62	65	67	55	65
NHS Forth Valley	SCARE	Speak to clinician within 4 Hrs	62	42	67	58	52	56	63	69	66	55	55	59	49
NHS Forth Valley	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour											2		
NHS Forth Valley	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	77	54	76	64	75	59	66	62	77	71	70	63	72
NHS Forth Valley	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour		1		2	1							1	

Table 3

Health Board	Care Group	Endpoint	06/07/2025	13/07/2025	20/07/2025	27/07/2025	03/08/2025	10/08/2025	17/08/2025	24/08/2025	31/08/2025	07/09/2025	14/09/2025	21/09/2025	28/09/2025
NHS Forth Valley	SLFC_NPA	Dental Nurse - Not Triage/Assessed	6		4	4	4	3	6	4	2	8	5	8	3
NHS Forth Valley	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1			1		2	1	4		3		3	1
NHS Forth Valley	SLFC_NPA	Dental Nurse - Self Care	1	2	1	1	1	1		1	2	1	1		2
NHS Forth Valley	SLFC_NPA	Distress Brief Intervention	6	15	12	8	9	4	3	2	3	8	8	11	7
NHS Forth Valley	SLFC_NPA	For Information Only	44	55	39	64	70	41	58	67	64	55	75	48	64
NHS Forth Valley	SLFC_NPA	Patient advised to contact CPN Team - For Info Only						1							1
NHS Forth Valley	SLFC_NPA	Patient given self care advice - For Information Only	106	121	108	103	109	95	129	103	116	124	115	108	109
NHS Forth Valley	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1		1	1		1	1			1			1
NHS Forth Valley	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only	2			1	2								1
NHS Forth Valley	SLFC_NPA	Pt advised to contact Midwife - For Information Only	2	1		3	1	4	3	1	4	3	7	1	3
NHS Forth Valley	SLFC_NPA	Pt advised to contact Optician - For Information Only	4	4	2	5	4	5	9	8	3	5	10	1	3
NHS Forth Valley	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only	1	2			1			1	1			1	
NHS Forth Valley	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	19	31	24	29	16	18	26	19	21	15	24	13	25
NHS Forth Valley	SLFC_NPA	Pt advised to contact Police - For Information Only	2	5	3	6	5	2	3	6	4	6	2	4	2
NHS Forth Valley	SLFC_NPA	Pt advised to contact appropriate service - For Info Only								1		1			
NHS Forth Valley	SLFC_NPA	Remote Prescribing													1
NHS Forth Valley	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	8	13	8	18	16	17	16	23	10	11	13	13	8
NHS Forth Valley	SLFC_NPA	Untriaged call - OOH Service clinician to phone patient										1			
NHS Grampian	PCARE	CPN (Dr) to phone patient within 1 Hr	12	13	12	8	18	11	15	17	14	17	13	18	13
NHS Grampian	PCARE	CPN (Dr) to phone patient within 2 Hrs	29	23	31	31	24	14	16	18	24	21	16	24	47
NHS Grampian	PCARE	DN (Dr) phone patient within 1 Hr	8	5	9	3	2	4	5	4	5	4	4	6	4
NHS Grampian	PCARE	DN (Dr) phone patient within 2 Hrs	7	12	10	11	10	13	9	9	9	12	11	3	14
NHS Grampian	PCARE	DN (Dr) phone patient within 4 Hrs	26	26	31	25	23	27	16	24	20	31	32	23	33
NHS Grampian	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	3		2	2	6	2		2	2	7	4	3	10
NHS Grampian	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)				1		3				1	1		
NHS Grampian	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	2		5	1	2	3		2	2	1	4	1	1
NHS Grampian	PCARE	Home Visit within 1 Hr	12	13	17	11	9	11	12	14	9	16	11	11	17
NHS Grampian	PCARE	Home Visit within 12 Hrs													1
NHS Grampian	PCARE	Home Visit within 2 Hrs	46	58	64	60	53	58	41	47	49	70	63	44	66
NHS Grampian	PCARE	Home Visit within 4 Hrs	60	65	83	79	65	63	58	52	59	48	74	69	81
NHS Grampian	PCARE	PCEC within 1 Hr	50	59	57	54	35	50	38	50	54	54	49	54	50
NHS Grampian	PCARE	PCEC within 2 Hrs	161	192	237	160	138	139	165	161	147	174	182	157	198
NHS Grampian	PCARE	PCEC within 4 Hrs	473	463	559	430	406	395	415	391	389	419	380	392	535
NHS Grampian	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	92	97	62	111	105	67	71	75	83	38	42	38	39
NHS Grampian	PCARE	Pt advised to contact practice - For Information Only	8	7	11	7	10	11	8	6	14	5	8	10	9
NHS Grampian	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	6	5	3	9	8	4	6	6	11	10	8	12	6
NHS Grampian	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	62	49	71	46	46	59	46	45	52	107	89	77	96
NHS Grampian	PCARE	Speak to clinician within 1 Hr	18	22	18	14	12	20	12	21	21	21	19	19	22

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NHS Grampian	PCARE	Speak to clinician within 2 Hrs	44	38	58	29	47	33	26	36	19	40	38	29	44
NHS Grampian	PCARE	Speak to clinician within 4 Hrs	88	98	106	67	66	78	64	70	75	54	74	71	101
NHS Grampian	PCARE	Triage refused therefore Dr requested to phone patient											1		
NHS Grampian	SCARE	999 contacted - For Information Only												1	1
NHS Grampian	SCARE	999 contacted - For information only	264	237	264	215	211	228	230	222	240	254	238	196	277
NHS Grampian	SCARE	Patient advised to go to A&E	249	264	255	261	232	255	237	234	254	272	257	222	261
NHS Grampian	SCARE	Patient advised to go to A&E	3	2	1	2	1	1	1	1	2				1
NHS Grampian	SCARE	Patient sent to A&E via Ambulance within 1 Hr	26	26	17	33	26	20	17	19	18	26	15	17	16
NHS Grampian	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only	1									2			
NHS Grampian	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	242	261	264	214	240	236	242	253	248	276	234	230	244
NHS Grampian	SCARE	Speak to clinician 2 Hrs	59	62	57	37	43	53	44	51	60	65	50	50	60
NHS Grampian	SCARE	Speak to clinician within 4 Hrs	55	66	76	74	65	59	55	54	66	71	56	52	63
NHS Grampian	SLFC_NPA	Contact Breathing Space	1					1							
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour		1	1	2	2	1	2	1	1			1	
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	86	98	82	91	89	107	101	98	114	104	100	93	95
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour		1	1	1	1	2	1	3	1			1	3
NHS Grampian	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	9	7	5	5		3	2	2	4	11	7	7	3
NHS Grampian	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	5	3	4	1	2		3	4			3	1	1
NHS Grampian	SLFC_NPA	Dental Nurse - Self Care	2	2	2		3	2	1	1	2	4	5	5	2
NHS Grampian	SLFC_NPA	Distress Brief Intervention	12	6	8	6	13	11	6	10	4	13	10	8	8
NHS Grampian	SLFC_NPA	For Information Only	108	101	95	97	95	89	75	90	93	107	78	85	93
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						3	1	1		1
NHS Grampian	SLFC_NPA	Patient given self care advice - For Information Only	180	209	175	169	145	129	175	184	157	151	137	175	171
NHS Grampian	SLFC_NPA	Pt advised to contact Dentist - For Information Only	2		3			1				1	4	1	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	5	7	3	4	2	1	3		1	3	6	4	5
NHS Grampian	SLFC_NPA	Pt advised to contact Optician - For Information Only	3	14	6	8	11	9	10	9	14	4	6	4	7
NHS Grampian	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only		1							1				
NHS Grampian	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	37	35	47	36	25	33	30	33	28	24	29	29	31
NHS Grampian	SLFC_NPA	Pt advised to contact Police - For Information Only	11	16	18	13	19	17	10	14	16	25	18	13	21
NHS Grampian	SLFC_NPA	Pt advised to contact appropriate service - For Info Only													1
NHS Grampian	SLFC_NPA	Remote Prescribing											1		
NHS Grampian	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	26	12	20	20	15	23	11	15	10	16	20	9	24
NHS Grampian	SLFC_NPA	Untriaged call - OOH Service clinician to phone patient					1								
NHS Grampian	Not assigned	Not assigned										1			
NHS Greater Glasgow	PCARE	CPN (Dr) to phone patient within 1 Hr	47	43	50	44	40	26	35	40	40	32	34	29	34
NHS Greater Glasgow	PCARE	CPN (Dr) to phone patient within 2 Hrs	66	64	50	64	55	65	46	60	66	75	63	57	64

Table 3

Health Board	Care Group	Endpoint	06/07/2025	13/07/2025	20/07/2025	27/07/2025	03/08/2025	10/08/2025	17/08/2025	24/08/2025	31/08/2025	07/09/2025	14/09/2025	21/09/2025	28/09/2025
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 1 Hr	3	5	3	6	9	8	3	1	2	2	2	1	6
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 2 Hrs	8	7	7	9	9	13	9	12	7	8	8	4	12
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 4 Hrs	8	21	14	19	15	15	18	12	11	13	16	11	13
NHS Greater Glasgow	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	8	12	10	8	4	9	17	15	8	7	5	8	5
NHS Greater Glasgow	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	3	4		3	2	3	1	1	1	1	2	1	3
NHS Greater Glasgow	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	6	4	2	6	5	2	5	1	5	4	7	9	5
NHS Greater Glasgow	PCARE	Home Visit within 1 Hr	25	26	29	37	34	32	29	30	29	29	28	34	25
NHS Greater Glasgow	PCARE	Home Visit within 12 Hrs		1							1				
NHS Greater Glasgow	PCARE	Home Visit within 2 Hrs	89	110	91	114	83	96	87	95	75	111	94	88	95
NHS Greater Glasgow	PCARE	Home Visit within 4 Hrs	99	109	145	164	137	126	141	114	124	110	139	142	114
NHS Greater Glasgow	PCARE	PCEC within 1 Hr	124	118	107	114	106	119	103	109	105	134	130	128	116
NHS Greater Glasgow	PCARE	PCEC within 12 Hrs					1								
NHS Greater Glasgow	PCARE	PCEC within 2 Hrs	327	364	356	431	342	338	366	377	347	412	396	394	451
NHS Greater Glasgow	PCARE	PCEC within 4 Hrs	933	1,012	1,159	1,448	959	995	997	1,046	993	1,081	1,035	999	1,107
NHS Greater Glasgow	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	201	216	171	191	229	164	214	202	252	99	143	113	98
NHS Greater Glasgow	PCARE	Pt advised to contact practice - For Information Only	27	29	16	34	26	27	29	32	15	17	13	15	21
NHS Greater Glasgow	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	28	20	29	22	9	25	16	19	20	24	28	20	13
NHS Greater Glasgow	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	131	109	154	166	124	169	148	137	131	242	248	201	196
NHS Greater Glasgow	PCARE	Speak to clinician within 1 Hr	36	40	56	57	33	58	51	30	39	50	37	34	40
NHS Greater Glasgow	PCARE	Speak to clinician within 2 Hrs	79	77	99	93	69	74	77	106	67	82	75	63	79
NHS Greater Glasgow	PCARE	Speak to clinician within 4 Hrs	173	143	215	253	161	122	186	173	142	164	171	153	192
NHS Greater Glasgow	PCARE	Transport to PCEC within 4 hrs	1	4	4	5	2	7	4	5	2	6	8	4	2
NHS Greater Glasgow	PCARE	Triage refused therefore Dr requested to phone patient										1			
NHS Greater Glasgow	SCARE	999 contacted - For Information Only					1								
NHS Greater Glasgow	SCARE	999 contacted - For information only	471	449	483	487	398	430	455	483	444	500	503	470	467
NHS Greater Glasgow	SCARE	Patient advised to go to A&E	548	568	532	630	527	576	590	592	555	595	613	484	592
NHS Greater Glasgow	SCARE	Patient advised to go to A&E	3	1	5	5	3	2	4	6	5	5	1	4	1
NHS Greater Glasgow	SCARE	Patient sent to A&E via Ambulance within 1 Hr	34	52	51	61	29	54	47	44	44	47	46	36	44
NHS Greater Glasgow	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only								1					
NHS Greater Glasgow	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only		1	1		1			2				2	
NHS Greater Glasgow	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	330	365	375	338	350	374	414	403	406	392	382	372	379
NHS Greater Glasgow	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	1					1	1	2	1				
NHS Greater Glasgow	SCARE	Speak to clinician 2 Hrs	52	68	61	54	76	59	72	89	62	82	75	66	72
NHS Greater Glasgow	SCARE	Speak to clinician within 4 Hrs	129	129	147	143	120	113	120	143	127	129	143	110	126
NHS Greater Glasgow	SLFC_NPA	Contact Breathing Space									1				1
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	7	1	1	6	2		1	3	2	1	6	5	4
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	306	245	306	294	280	307	284	293	258	304	287	286	319
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	6	4	5	4	8		3	2		4	2	4	6

Table 3

Health Board	Care Group	Endpoint	06/07/2025	13/07/2025	20/07/2025	27/07/2025	03/08/2025	10/08/2025	17/08/2025	24/08/2025	31/08/2025	07/09/2025	14/09/2025	21/09/2025	28/09/2025
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Pharmacist									1				
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	19	18	13	16	7	13	11	7	19	30	10	18	20
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	2	3	5	1	5	8	7	6	7	9	8	9	1
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Self Care	3	7	5	9	5	5	10	5	7	3	9	3	10
NHS Greater Glasgow	SLFC_NPA	Distress Brief Intervention	26	25	25	32	27	31	28	26	22	18	27	24	20
NHS Greater Glasgow	SLFC_NPA	For Information Only	151	138	156	196	142	137	156	163	157	158	124	151	127
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	1	1	2	1	2	3	1	1		1	1	2	
NHS Greater Glasgow	SLFC_NPA	Patient given self care advice - For Information Only	461	449	511	464	459	428	446	493	450	453	473	417	443
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Dentist - For Information Only				3	1	2	4	3	5	4	4		2
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only	1	1	1	1	2	2	2	1		3	1	1	2
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Midwife - For Information Only	8	17	24	6	10	14	10	14	4	15	10	11	10
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Optician - For Information Only	18	11	18	18	24	16	18	15	15	14	13	14	19
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only	3					2	1	1				2	3
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	84	91	101	145	65	81	93	95	72	82	63	76	82
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Police - For Information Only	10	14	18	9	7	11	19	16	16	10	8	12	13
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information						1		1	1				
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact appropriate service - For Info Only	2	1		2				1	1				1
NHS Greater Glasgow	SLFC_NPA	Remote Prescribing							1		1				
NHS Greater Glasgow	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	22	18	24	15	23	31	26	24	21	21	14	16	19
NHS Greater Glasgow	SLFC_NPA	Untriaged call - OOH Service clinician to phone patient									1	1			
NHS Greater Glasgow	Not assigned	Not assigned					1		2			1	2		
NHS HIGHLAND	PCARE	CPN (Dr) to phone patient within 1 Hr	7	9	9	3	9	8	9	11	8	2	9	10	9
NHS HIGHLAND	PCARE	CPN (Dr) to phone patient within 2 Hrs	2	14	9	10	8	13	18	20	18	19	11	10	4
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 1 Hr	4	2	4	2	1	1	2	6	2	1	1	5	
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 2 Hrs	8	4	5	10	8	9	9	13	10	2	9	3	5
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 4 Hrs	11	13	16	24	15	12	17	13	11	10	10	12	5
NHS HIGHLAND	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)		1	1	3	4	1		2	1		2	1	2
NHS HIGHLAND	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1		1		1				1	1			
NHS HIGHLAND	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	1	2	1	1	1	1	2	2		1	1	1	
NHS HIGHLAND	PCARE	Home Visit within 1 Hr	10	5	7	11	11	8	11	10	5	5	11	6	9
NHS HIGHLAND	PCARE	Home Visit within 2 Hrs	41	24	30	19	28	32	25	18	22	31	25	21	34
NHS HIGHLAND	PCARE	Home Visit within 4 Hrs	35	30	32	24	37	36	27	30	23	27	19	24	34
NHS HIGHLAND	PCARE	PCEC within 1 Hr	18	20	21	32	20	27	20	24	23	25	33	24	17
NHS HIGHLAND	PCARE	PCEC within 2 Hrs	87	75	84	69	73	87	64	64	68	69	90	70	77
NHS HIGHLAND	PCARE	PCEC within 4 Hrs	286	202	222	208	211	251	187	238	176	174	181	160	198
NHS HIGHLAND	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	43	38	25	45	39	45	26	41	42	12	17	22	15
NHS HIGHLAND	PCARE	Pt advised to contact practice - For Information Only	4	2	6	2	8	3	7	5	2	4	3	7	2

Table 3

Health Board	Care Group	Endpoint	06/07/2025	13/07/2025	20/07/2025	27/07/2025	03/08/2025	10/08/2025	17/08/2025	24/08/2025	31/08/2025	07/09/2025	14/09/2025	21/09/2025	28/09/2025
NHS HIGHLAND	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	7	3	5	4	2	1	4	3	6	3	3	4	5
NHS HIGHLAND	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	22	16	30	26	25	29	25	25	21	43	35	31	27
NHS HIGHLAND	PCARE	Speak to clinician within 1 Hr	11	12	23	9	20	10	10	15	11	12	14	10	11
NHS HIGHLAND	PCARE	Speak to clinician within 2 Hrs	23	16	23	17	22	18	13	23	20	29	21	9	17
NHS HIGHLAND	PCARE	Speak to clinician within 4 Hrs	63	35	36	43	50	36	36	50	25	38	30	35	43
NHS HIGHLAND	PCARE	Transport to PCEC within 1 Hr			1										
NHS HIGHLAND	PCARE	Transport to PCEC within 2 Hrs				1					1				
NHS HIGHLAND	PCARE	Transport to PCEC within 4 hrs		2		2	2			1			1		
NHS HIGHLAND	SCARE	999 contacted - For information only	105	103	85	89	112	124	113	113	106	92	97	104	82
NHS HIGHLAND	SCARE	Patient advised to go to A&E	105	85	72	85	86	97	93	89	96	84	89	90	87
NHS HIGHLAND	SCARE	Patient advised to go to A&E		1		1	4	1		2	1		3		1
NHS HIGHLAND	SCARE	Patient sent to A&E via Ambulance within 1 Hr	8	7	8	6	8	11	10	13	12	8	5	6	6
NHS HIGHLAND	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	61	86	72	71	72	83	70	70	60	64	81	68	57
NHS HIGHLAND	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	29	34	24	20	20	23	36	33	28	27	35	33	22
NHS HIGHLAND	SCARE	Speak to clinician 2 Hrs	12	19	20	21	18	6	23	16	14	13	11	15	10
NHS HIGHLAND	SCARE	Speak to clinician within 4 Hrs	20	23	24	31	25	24	19	17	19	18	21	27	16
NHS HIGHLAND	SLFC_NPA	Contact Breathing Space					1								
NHS HIGHLAND	SLFC_NPA	Distress Brief Intervention	1	7	2	2	3	6	4	8	5	5	6	5	6
NHS HIGHLAND	SLFC_NPA	For Information Only	45	43	41	37	34	42	34	42	34	37	23	19	29
NHS HIGHLAND	SLFC_NPA	Hub to arrange appointment within 24 hours	64	60	74	58	72	68	57	69	61	52	68	73	55
NHS HIGHLAND	SLFC_NPA	Hub to arrange contact with Clinician within 1 hour			2	1		1		1					
NHS HIGHLAND	SLFC_NPA	Patient advised to contact CPN Team - For Info Only		1		1				2				1	
NHS HIGHLAND	SLFC_NPA	Patient advised to contact dental advice line - Info Only	1	1	1				1		1	1	3	1	
NHS HIGHLAND	SLFC_NPA	Patient advised to contact registered GDP - Info Only	17	9	13	13	11	16	7	10	9	9	10	12	10
NHS HIGHLAND	SLFC_NPA	Patient given self care advice - For Information Only	83	88	93	115	79	103	99	100	108	112	98	86	101
NHS HIGHLAND	SLFC_NPA	Patient given self care dental advice - For Information Only	3	1	1	1	1		2		2	2	2	1	1
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1				1	2					1		
NHS HIGHLAND	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only	2												
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Midwife - For Information Only	2		1	2			4		1	1			3
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Optician - For Information Only	6	3	4	5	2	2	2	2		3	5	1	5
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only				1								1	1
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	19	28	25	16	13	26	15	19	15	24	14	14	20
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Police - For Information Only	2	5	4	3	3	2	4	2	3	5	7	3	2
NHS HIGHLAND	SLFC_NPA	Pt advised to contact appropriate service - For Info Only	1			1	1	2			1				
NHS HIGHLAND	SLFC_NPA	Triage refused - For Information Only	5	7	4	3	3	2	3	2	3	7	2	2	6
NHS HIGHLAND	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	5	8	7	4	7	6	7	8	7	7	3	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	10	20	11	9	11	15	14	18	16	14	23	17	15

Table 3

Health Board	Care Group	Endpoint	06/07/2025	13/07/2025	20/07/2025	27/07/2025	03/08/2025	10/08/2025	17/08/2025	24/08/2025	31/08/2025	07/09/2025	14/09/2025	21/09/2025	28/09/2025
NHS LANARKSHIRE	PCARE	CPN (Dr) to phone patient within 2 Hrs	21	21	16	28	18	26	24	14	24	22	19	21	30
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 1 Hr	2		1	1	1		1	1	1	3	1	2	2
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 2 Hrs	5	4	1	6	5	2	4	3	2	4	4	5	8
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 4 Hrs	8	5	4	6	7	3	8	4	3	7	5	6	7
NHS LANARKSHIRE	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	7	2	6	3	3	2	3	4	5	6	1	4	6
NHS LANARKSHIRE	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)			1	2	1				2		2		
NHS LANARKSHIRE	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	4	2	1	3	1	1		2	1	2		1	1
NHS LANARKSHIRE	PCARE	Home Visit within 1 Hr	11	15	14	18	8	10	13	10	11	14	8	10	9
NHS LANARKSHIRE	PCARE	Home Visit within 2 Hrs	38	39	41	55	45	33	49	36	45	33	47	39	37
NHS LANARKSHIRE	PCARE	Home Visit within 4 Hrs	39	38	60	67	50	32	49	34	45	44	53	39	56
NHS LANARKSHIRE	PCARE	PCEC within 1 Hr	49	56	48	61	48	52	56	52	46	54	60	47	41
NHS LANARKSHIRE	PCARE	PCEC within 2 Hrs	193	190	194	242	154	180	160	184	196	200	191	213	225
NHS LANARKSHIRE	PCARE	PCEC within 4 Hrs	507	473	578	763	517	451	494	502	474	503	501	488	497
NHS LANARKSHIRE	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	110	98	73	75	119	80	104	98	96	39	55	50	45
NHS LANARKSHIRE	PCARE	Pt advised to contact practice - For Information Only	8	10	11	13	10	7	7	18	11	7	6	8	5
NHS LANARKSHIRE	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	10	6	5	4	5	6	6	11	10	11	8	9	5
NHS LANARKSHIRE	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	62	48	75	89	57	69	49	71	51	122	92	91	106
NHS LANARKSHIRE	PCARE	Speak to clinician within 1 Hr	21	19	15	23	17	16	20	24	25	27	23	17	14
NHS LANARKSHIRE	PCARE	Speak to clinician within 2 Hrs	38	32	37	40	28	28	28	26	36	38	35	28	34
NHS LANARKSHIRE	PCARE	Speak to clinician within 4 Hrs	65	89	73	113	64	69	85	73	68	81	76	65	91
NHS LANARKSHIRE	PCARE	Transport to PCEC within 2 Hrs		1				3		1	2	1		1	
NHS LANARKSHIRE	PCARE	Transport to PCEC within 4 hrs	1			1			1	2	1			2	
NHS LANARKSHIRE	SCARE	999 contacted - For Information Only		1											
NHS LANARKSHIRE	SCARE	999 contacted - For information only	202	208	237	243	247	202	225	208	193	224	231	225	219
NHS LANARKSHIRE	SCARE	Patient advised to go to A&E	269	277	270	300	253	273	310	337	279	313	279	275	235
NHS LANARKSHIRE	SCARE	Patient advised to go to A&E	3	4	2	6	3	5	1	6	7	4	4	1	5
NHS LANARKSHIRE	SCARE	Patient sent to A&E via Ambulance within 1 Hr	16	15	18	15	15	16	21	24	18	16	14	17	19
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	138	160	159	124	136	134	165	170	153	169	161	127	140
NHS LANARKSHIRE	SCARE	Speak to clinician 2 Hrs	30	23	25	29	38	31	30	44	28	42	37	40	24
NHS LANARKSHIRE	SCARE	Speak to clinician within 4 Hrs	43	56	64	59	58	60	57	56	59	54	64	47	56
NHS LANARKSHIRE	SLFC_NPA	Contact Breathing Space	1	1							1			1	
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour		3		1	1			2	2	2			1
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	128	136	133	148	130	152	125	154	156	143	133	133	147
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour		1	1	2	1	2	1		3	2	2		
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	9	9	7	5	8	4	6	5	7	17	6	8	6
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	3	1	1	1	2	3		5		1	2	2	2
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Self Care	4	3	4	5	3	1	2	1	1	2	2	5	6

Table 3

Health Board	Care Group	Endpoint	06/07/2025	13/07/2025	20/07/2025	27/07/2025	03/08/2025	10/08/2025	17/08/2025	24/08/2025	31/08/2025	07/09/2025	14/09/2025	21/09/2025	28/09/2025
NHS LANARKSHIRE	SLFC_NPA	Distress Brief Intervention	10	11	11	12	12	14	15	11	10	17	12	4	6
NHS LANARKSHIRE	SLFC_NPA	For Information Only	80	69	53	65	67	56	83	53	54	61	73	53	67
NHS LANARKSHIRE	SLFC_NPA	Patient advised to contact CPN Team - For Info Only				2	1	1						1	
NHS LANARKSHIRE	SLFC_NPA	Patient given self care advice - For Information Only	172	169	182	219	147	160	171	167	165	194	166	156	174
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1	2		1		2	4	1	2				
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only	2		2	2	2			1			1		
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Midwife - For Information Only	4	4	4	2	3	9	3	10	7	5	5	9	3
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Optician - For Information Only	2	4	7	7	5	3	8	6	8	3	8	6	7
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only				1	1								
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	35	37	41	60	36	31	41	42	29	32	23	31	36
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Police - For Information Only	8	8	9	5	13	4	7	7	9	11	9	4	6
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information	1						1						
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact appropriate service - For Info Only									1			1	
NHS LANARKSHIRE	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	15	3	5	15	5	9	17	4	5	11	5	5	12
NHS LANARKSHIRE	SLFC_NPA	Untriaged call - OOH Service clinician to phone patient	1	1											
NHS LANARKSHIRE	Not assigned	Not assigned					1			1		1			
NHS Lothian	PCARE	CPN (Dr) to phone patient within 1 Hr	22	25	16	11	23	12	15	17	22	17	21	20	18
NHS Lothian	PCARE	CPN (Dr) to phone patient within 2 Hrs	39	38	34	42	23	37	24	34	32	19	26	35	21
NHS Lothian	PCARE	DN (Dr) phone patient within 1 Hr	6	4	4	8	5	12	5	14	4	5	8	7	4
NHS Lothian	PCARE	DN (Dr) phone patient within 2 Hrs	13	23	12	12	17	29	11	16	20	19	14	23	12
NHS Lothian	PCARE	DN (Dr) phone patient within 4 Hrs	34	43	44	36	49	25	49	41	31	40	40	61	33
NHS Lothian	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	9	15	2	12	4	10	2	7	6	7	8	11	11
NHS Lothian	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	2		3			3		3	1		3	3	
NHS Lothian	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	3	5	2	1	2	2	3	6	4	1	4	12	4
NHS Lothian	PCARE	Home Visit within 1 Hr	32	34	19	21	22	21	33	20	34	28	31	34	28
NHS Lothian	PCARE	Home Visit within 2 Hrs	68	78	62	66	87	79	75	66	82	73	79	92	82
NHS Lothian	PCARE	Home Visit within 4 Hrs	85	96	91	100	95	110	110	95	93	83	90	119	82
NHS Lothian	PCARE	PCEC within 1 Hr	81	71	73	80	57	85	70	81	69	84	78	90	72
NHS Lothian	PCARE	PCEC within 12 Hrs		1											
NHS Lothian	PCARE	PCEC within 2 Hrs	281	248	255	281	241	256	251	274	278	289	312	352	331
NHS Lothian	PCARE	PCEC within 4 Hrs	700	748	843	812	794	734	809	784	806	756	835	1,057	790
NHS Lothian	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	156	206	132	207	204	132	195	193	200	84	88	90	84
NHS Lothian	PCARE	Pt advised to contact practice - For Information Only	16	18	19	16	22	22	21	20	15	20	16	24	18
NHS Lothian	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	15	14	20	19	12	13	11	15	15	16	12	15	13
NHS Lothian	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	107	86	129	111	88	125	115	105	128	211	198	202	171
NHS Lothian	PCARE	Speak to clinician within 1 Hr	33	34	31	35	25	40	29	33	37	34	34	42	25
NHS Lothian	PCARE	Speak to clinician within 2 Hrs	63	61	73	57	57	62	62	68	61	48	78	78	66
NHS Lothian	PCARE	Speak to clinician within 4 Hrs	133	142	128	115	122	119	139	119	141	118	127	184	121

Table 3

Health Board	Care Group	Endpoint	06/07/2025	13/07/2025	20/07/2025	27/07/2025	03/08/2025	10/08/2025	17/08/2025	24/08/2025	31/08/2025	07/09/2025	14/09/2025	21/09/2025	28/09/2025
NHS Lothian	PCARE	Transport to PCEC within 2 Hrs		1	1	1			3	1	2	1	2	2	6
NHS Lothian	PCARE	Transport to PCEC within 4 hrs	2		3	1	1	1		2	2	2	4	1	4
NHS Lothian	SCARE	999 contacted - For information only	329	334	270	300	314	322	355	387	294	362	348	389	324
NHS Lothian	SCARE	Patient advised to go to A&E	425	488	464	399	426	477	461	488	540	514	559	464	484
NHS Lothian	SCARE	Patient advised to go to A&E		2	6	4	4	2	3	6	10	5	4	2	5
NHS Lothian	SCARE	Patient sent to A&E via Ambulance within 1 Hr	28	35	20	23	30	28	30	20	28	29	26	24	31
NHS Lothian	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only													1
NHS Lothian	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only												1	
NHS Lothian	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	407	449	448	457	438	441	528	529	477	469	518	453	451
NHS Lothian	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub									1				
NHS Lothian	SCARE	Speak to clinician 2 Hrs	50	79	64	63	71	62	77	82	87	73	85	84	82
NHS Lothian	SCARE	Speak to clinician within 4 Hrs	109	119	124	139	104	119	137	137	124	138	128	115	125
NHS Lothian	SLFC_NPA	Contact Breathing Space		1					2						1
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	3	1	1	1	1	1	2	1	3		3	2	
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	219	208	221	206	194	223	204	228	222	214	241	203	216
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	2	3	4	3	5		3	3	2	6	1	5	4
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Pharmacist				1									
NHS Lothian	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	14	12	11	15	5	14	7	6	15	37	9	10	10
NHS Lothian	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	5	6	4	4	3	4		5	6	4	6	5	3
NHS Lothian	SLFC_NPA	Dental Nurse - Self Care	6	5	1	5	5	7	2	5	5	5	10	5	7
NHS Lothian	SLFC_NPA	Distress Brief Intervention	18	16	15	20	20	17	17	18	15	19	28	19	21
NHS Lothian	SLFC_NPA	For Information Only	95	128	108	107	121	96	114	101	117	124	116	112	95
NHS Lothian	SLFC_NPA	Patient advised to contact CPN Team - For Info Only			1			1		2	1		1		
NHS Lothian	SLFC_NPA	Patient given self care advice - For Information Only	322	364	306	324	316	324	377	295	317	342	303	340	327
NHS Lothian	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1		1	2	1	2	3	2	1	1	2	3	2
NHS Lothian	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only	1	2		1	3	1		2		1	1		1
NHS Lothian	SLFC_NPA	Pt advised to contact Midwife - For Information Only	8	12	18	17	19	11	18	12	11	16	10	16	18
NHS Lothian	SLFC_NPA	Pt advised to contact Optician - For Information Only	16	11	18	15	17	15	24	19	21	19	12	23	9
NHS Lothian	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only			1				1				1		1
NHS Lothian	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	64	86	76	74	53	81	82	81	60	72	81	71	62
NHS Lothian	SLFC_NPA	Pt advised to contact Police - For Information Only	10	9	10	13	12	14	5	13	11	13	9	4	9
NHS Lothian	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information						1							
NHS Lothian	SLFC_NPA	Pt advised to contact appropriate service - For Info Only											1		3
NHS Lothian	SLFC_NPA	Remote Prescribing						1						1	
NHS Lothian	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	9	10	14	12	17	10	13	21	11	13	8	12	13
NHS Lothian	Not assigned	Not assigned			1	1			1						
NHS Orkney	PCARE	CPN (Dr) to phone patient within 1 Hr					1				1	1			
NHS Orkney	PCARE	CPN (Dr) to phone patient within 2 Hrs		2	1		2	1	1	2	2	1	1	1	

Table 3

Health Board	Care Group	Endpoint	06/07/2025	13/07/2025	20/07/2025	27/07/2025	03/08/2025	10/08/2025	17/08/2025	24/08/2025	31/08/2025	07/09/2025	14/09/2025	21/09/2025	28/09/2025
NHS Orkney	PCARE	DN (Dr) phone patient within 1 Hr		1		1	1			1	1				1
NHS Orkney	PCARE	DN (Dr) phone patient within 2 Hrs		1								1	1		1
NHS Orkney	PCARE	DN (Dr) phone patient within 4 Hrs	1	1	3	3		1				2	3	2	3
NHS Orkney	PCARE	Home Visit within 1 Hr		3	2		1				1		2		1
NHS Orkney	PCARE	Home Visit within 2 Hrs	2	5	1	1	3		2	3	2	2	2		
NHS Orkney	PCARE	Home Visit within 4 Hrs	5	3	1	3	5	5	6	2	4	2	1	3	1
NHS Orkney	PCARE	PCEC within 1 Hr	1		1	1			1		1		1	1	5
NHS Orkney	PCARE	PCEC within 2 Hrs	2	3	6	3	1	6	1	4	5	4	6	1	3
NHS Orkney	PCARE	PCEC within 4 Hrs	7	8	16	7	11	11	14	10	6	7	6	7	12
NHS Orkney	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	1	2	3	3	1	1	3	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							1	1		1		
NHS Orkney	PCARE	Pt advised to contact practice within 36 Hrs - Info Only		2		1						1	1		2
NHS Orkney	PCARE	Speak to clinician within 1 Hr			1	2		1	1		1			2	
NHS Orkney	PCARE	Speak to clinician within 2 Hrs	2	1	2	1	1	1		2	1	1	1	1	2
NHS Orkney	PCARE	Speak to clinician within 4 Hrs	2	6	2	3	3		6	1	1	2	1	6	1
NHS Orkney	SCARE	999 contacted - For information only	2	4	8	1	2	4	4	5	3	3	7	8	1
NHS Orkney	SCARE	Patient advised to go to A&E	9	3	7	4	8	6	1	2	5	3	5	3	3
NHS Orkney	SCARE	Patient sent to A&E via Ambulance within 1 Hr	3	1	1				2			2		3	
NHS Orkney	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	1	2	1	5	1	2	1	1	3	3	3	3	1
NHS Orkney	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub		1	1		1								
NHS Orkney	SCARE	Speak to clinician 2 Hrs			1	1				2				1	
NHS Orkney	SCARE	Speak to clinician within 4 Hrs		1		1	1	3		1			1	1	1
NHS Orkney	SLFC_NPA	Distress Brief Intervention						2				1			
NHS Orkney	SLFC_NPA	For Information Only	1	1	2	2	1	1		1	1	2	3		
NHS Orkney	SLFC_NPA	Hub to arrange appointment within 24 hours	3	4	3	5	2	3	1	6	2	5	4	6	2
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	1		2	1	1	
NHS Orkney	SLFC_NPA	Patient given self care advice - For Information Only	19	12	10	7	14	5	19	11	12	10	3	3	10
NHS Orkney	SLFC_NPA	Patient given self care dental advice - For Information Only	1												
NHS Orkney	SLFC_NPA	Pt advised to contact Dentist - For Information Only								1					
NHS Orkney	SLFC_NPA	Pt advised to contact Optician - For Information Only	1							1					
NHS Orkney	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only					1	3	1	1		1	1	2	1
NHS Orkney	SLFC_NPA	Triage refused - For Information Only		1		2					1		1	1	
NHS Orkney	SLFC_NPA	Triage refused - Pt terminated call - For Information Only					2				2		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	3	1			1	1		3	1
NHS Shetland	PCARE	DN (Dr) phone patient within 2 Hrs	1	1			1		1	1	1	1	1		1

Table 3

Health Board	Care Group	Endpoint	06/07/2025	13/07/2025	20/07/2025	27/07/2025	03/08/2025	10/08/2025	17/08/2025	24/08/2025	31/08/2025	07/09/2025	14/09/2025	21/09/2025	28/09/2025
NHS Shetland	PCARE	DN (Dr) phone patient within 4 Hrs	1	4	1		1	2	2		3	2	1		1
NHS Shetland	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)									1				
NHS Shetland	PCARE	Home Visit within 1 Hr			2						1		1		
NHS Shetland	PCARE	Home Visit within 2 Hrs		1		1	3	4	1	2	2	2	1	1	5
NHS Shetland	PCARE	Home Visit within 4 Hrs	1	3	3		2	3	3	3	3	4	3		6
NHS Shetland	PCARE	PCEC within 1 Hr			2			1	1			1		2	
NHS Shetland	PCARE	PCEC within 2 Hrs	4	3	7	2	3	3		1	2	3	5	1	1
NHS Shetland	PCARE	PCEC within 4 Hrs	9	11	6	5	8	3	9	7	11	11	1	2	7
NHS Shetland	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	2	1		2	1		2	2	1	1	2		1
NHS Shetland	PCARE	Pt advised to contact practice - For Information Only		2											
NHS Shetland	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	1												2
NHS Shetland	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	1			1		1	1		1			1	2
NHS Shetland	PCARE	Speak to clinician within 1 Hr	1	1	1	1		2						1	
NHS Shetland	PCARE	Speak to clinician within 2 Hrs				1	1	2		1	1		1	1	1
NHS Shetland	PCARE	Speak to clinician within 4 Hrs	3	3		1	3	3	2	2		1	1		1
NHS Shetland	PCARE	Triage refused therefore Dr requested to phone patient				1									
NHS Shetland	SCARE	999 contacted - For information only	3	5	2	2	3	3	5	7	2	3	7	8	3
NHS Shetland	SCARE	Patient advised to go to A&E	1	2	3	2	2	2	4	2	1	3	4	2	3
NHS Shetland	SCARE	Patient advised to go to A&E									1	1			
NHS Shetland	SCARE	Patient sent to A&E via Ambulance within 1 Hr	1	1	1	1			2						
NHS Shetland	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	2	1	1	1	3	1	2	4	4		1		2
NHS Shetland	SCARE	Remote & Rural A&E and Minor Injuries - Refer to Hub	1			2	1	2	1	1	1	1			
NHS Shetland	SCARE	Speak to clinician 2 Hrs			1						1				
NHS Shetland	SCARE	Speak to clinician within 4 Hrs		2	1		1	1	1	2			2	1	
NHS Shetland	SLFC_NPA	Distress Brief Intervention								1				2	
NHS Shetland	SLFC_NPA	For Information Only	2				1	5	4	2	2	2	1	3	
NHS Shetland	SLFC_NPA	Hub to arrange appointment within 24 hours	2	4	1	2	5	5	3	4	3	4	1		2
NHS Shetland	SLFC_NPA	Hub to arrange contact with Clinician within 1 hour										1			
NHS Shetland	SLFC_NPA	Patient advised to contact registered GDP - Info Only	1	1				1	1		1	2			
NHS Shetland	SLFC_NPA	Patient given self care advice - For Information Only	2	4	8		5	1	5	1	2	2	2	5	1
NHS Shetland	SLFC_NPA	Patient given self care dental advice - For Information Only				1	1								
NHS Shetland	SLFC_NPA	Pt advised to contact Optician - For Information Only											1		
NHS Shetland	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	1	2								1	2	1	
NHS Shetland	SLFC_NPA	Pt advised to contact Police - For Information Only							1						
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							2	
NHS TAYSIDE	PCARE	CPN (Dr) to phone patient within 1 Hr	13	14	15	16	18	12	22	16	18	17	22	16	18
NHS TAYSIDE	PCARE	CPN (Dr) to phone patient within 2 Hrs	20	20	18	21	39	24	24	20	21	23	20	25	27

Table 3

Health Board	Care Group	Endpoint	06/07/2025	13/07/2025	20/07/2025	27/07/2025	03/08/2025	10/08/2025	17/08/2025	24/08/2025	31/08/2025	07/09/2025	14/09/2025	21/09/2025	28/09/2025
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 1 Hr	11	7	5	9	9	2	6	9	3		5	4	7
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 2 Hrs	16	16	11	14	10	8	18	18	9	11	17	6	14
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 4 Hrs	36	57	31	27	42	26	41	34	32	40	33	37	38
NHS TAYSIDE	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2	4	1	3	5	2	4	3	1		2		2
NHS TAYSIDE	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)		1	1		1		1	2	1				
NHS TAYSIDE	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	4	2	1	1	5	1		2	4	1	4	2	1
NHS TAYSIDE	PCARE	Home Visit within 1 Hr	12	7	9	14	13	11	6	12	6	13	10	12	8
NHS TAYSIDE	PCARE	Home Visit within 2 Hrs	27	41	41	40	45	31	32	40	32	51	37	36	34
NHS TAYSIDE	PCARE	Home Visit within 4 Hrs	55	53	44	47	69	48	44	37	47	46	48	49	45
NHS TAYSIDE	PCARE	PCEC within 1 Hr	49	71	50	53	59	56	51	68	55	76	57	54	47
NHS TAYSIDE	PCARE	PCEC within 2 Hrs	144	156	131	126	160	130	147	141	120	156	165	135	147
NHS TAYSIDE	PCARE	PCEC within 4 Hrs	361	327	364	328	481	336	330	333	349	341	306	331	303
NHS TAYSIDE	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	45	61	47	75	48	42	60	54	53	37	41	30	36
NHS TAYSIDE	PCARE	Pt advised to contact practice - For Information Only	4	10	10	11	10	6	14	12	10	5	9	7	10
NHS TAYSIDE	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	11	7	11	2	2	10	5	4	8	10	5	7	4
NHS TAYSIDE	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	47	28	53	41	49	48	55	54	43	74	56	52	53
NHS TAYSIDE	PCARE	Speak to clinician within 1 Hr	19	22	13	14	19	15	21	14	15	15	21	11	21
NHS TAYSIDE	PCARE	Speak to clinician within 2 Hrs	27	30	27	31	37	28	34	35	22	26	22	12	27
NHS TAYSIDE	PCARE	Speak to clinician within 4 Hrs	45	69	45	55	104	64	70	50	45	40	67	49	52
NHS TAYSIDE	PCARE	Transport to PCEC within 1 Hr		1					1						
NHS TAYSIDE	PCARE	Transport to PCEC within 2 Hrs			1		2	2		1		1	2		1
NHS TAYSIDE	PCARE	Transport to PCEC within 4 hrs		2	6			2	1	1	1				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	160	174	132	186	187	189	191	172	151	165	187	190	150
NHS TAYSIDE	SCARE	Patient advised to go to A&E	104	94	97	91	114	91	88	117	112	123	112	105	102
NHS TAYSIDE	SCARE	Patient advised to go to A&E	1	2		3	4	1	1	3	4	2	5	1	2
NHS TAYSIDE	SCARE	Patient sent to A&E via Ambulance within 1 Hr	12	17	10	18	7	11	11	16	14	12	14	8	15
NHS TAYSIDE	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only								1					
NHS TAYSIDE	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	111	143	136	123	167	130	129	133	133	143	137	104	116
NHS TAYSIDE	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	1	1					1					1	
NHS TAYSIDE	SCARE	Speak to clinician 2 Hrs	22	34	20	27	36	31	27	24	30	29	26	20	42
NHS TAYSIDE	SCARE	Speak to clinician within 4 Hrs	44	48	38	54	55	40	33	43	43	43	42	44	40
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	1			2	1		1	1		1	1	1	2
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	107	124	109	108	129	141	100	107	141	129	113	122	133
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	4	2		1	1		1		2			3	3
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Pharmacist								1					
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	7	8	1	9	8	6	5	6	9	14	6	7	8

Table 3

Health Board	Care Group	Endpoint	06/07/2025	13/07/2025	20/07/2025	27/07/2025	03/08/2025	10/08/2025	17/08/2025	24/08/2025	31/08/2025	07/09/2025	14/09/2025	21/09/2025	28/09/2025
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	2	3	2	3	1	3	2	2	4	4	3	1	1
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Self Care	1	2			5	4	4	5	6	1	1	6	4
NHS TAYSIDE	SLFC_NPA	Distress Brief Intervention	4	8	7	6	8	5	4	10	8	8	10	2	11
NHS TAYSIDE	SLFC_NPA	For Information Only	47	41	36	33	56	45	43	38	33	40	30	40	38
NHS TAYSIDE	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	1												1
NHS TAYSIDE	SLFC_NPA	Patient given self care advice - For Information Only	144	166	136	127	165	142	155	157	155	140	148	146	128
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Dentist - For Information Only	2	1			2				1				1
NHS TAYSIDE	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only					1			2			1		
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Midwife - For Information Only	2	2	2	3	5	3		4	5	3	5	4	2
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Optician - For Information Only	6	4	6	5	8	10	7	5	10	6	4	9	8
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only		1	1						1	1			
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	35	37	31	31	33	20	25	32	16	35	23	19	17
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Police - For Information Only	6	6	7	3	8	9	2	6	2	6	3	3	11
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	6	9	4	12	11	9	3	12	6	4	8	9	5
NHS TAYSIDE	Not assigned	Not assigned	1		1		1		1		1		1		
NHS Western Isles	PCARE	CPN (Dr) to phone patient within 1 Hr								1		1	1		
NHS Western Isles	PCARE	CPN (Dr) to phone patient within 2 Hrs	1	1				1	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						1		3	1				
NHS Western Isles	PCARE	DN (Dr) phone patient within 4 Hrs			1	1	2	2	1	3		1	1		2
NHS Western Isles	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)					1				1		1		
NHS Western Isles	PCARE	Home Visit within 1 Hr	1				3						1		
NHS Western Isles	PCARE	Home Visit within 2 Hrs		1	3	4		4	2	4	4	1	4		2
NHS Western Isles	PCARE	Home Visit within 4 Hrs	2	5	2	1	2	4	3	3	2	1	1	2	3
NHS Western Isles	PCARE	PCEC within 1 Hr			1	1	1	3	1	2	4	2		2	2
NHS Western Isles	PCARE	PCEC within 2 Hrs	6	3	8	3	5	9	9	3	7	7	9	3	11
NHS Western Isles	PCARE	PCEC within 4 Hrs	8	12	19	17	10	16	15	10	12	17	16	13	6
NHS Western Isles	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	5		2	6	4	3	3	4	2	2		1	2
NHS Western Isles	PCARE	Pt advised to contact practice - For Information Only					3					1			
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	6		4	3	3	1	1	2			3		4
NHS Western Isles	PCARE	Speak to clinician within 1 Hr	1						1					1	1
NHS Western Isles	PCARE	Speak to clinician within 2 Hrs		1	1		1	1	2	3	2	1	2		
NHS Western Isles	PCARE	Speak to clinician within 4 Hrs	1	7	4	1	3	4	3	3	4	1	1	4	3
NHS Western Isles	PCARE	Transport to PCEC within 4 hrs								1					
NHS Western Isles	SCARE	999 contacted - For information only	5	6	12	11	8	4	9	12	7	9	9	6	7

Table 3

Health Board	Care Group	Endpoint	06/07/2025	13/07/2025	20/07/2025	27/07/2025	03/08/2025	10/08/2025	17/08/2025	24/08/2025	31/08/2025	07/09/2025	14/09/2025	21/09/2025	28/09/2025
NHS Western Isles	SCARE	Patient advised to go to A&E	7	5	3	8	3	8	8	9	5	7	7	2	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		2		1		2	1			1			
NHS Western Isles	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	7	3	8		5	4	2	2	4	5	1	2	7
NHS Western Isles	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	2	2	3		3			2		1	1		2
NHS Western Isles	SCARE	Speak to clinician 2 Hrs		1	1	1	1				1				
NHS Western Isles	SCARE	Speak to clinician within 4 Hrs		1	2	2	1	3		1		2	2	4	1
NHS Western Isles	SLFC_NPA	Distress Brief Intervention											1	1	
NHS Western Isles	SLFC_NPA	For Information Only	5	4	2	1	2	2	5	3	2		2	2	
NHS Western Isles	SLFC_NPA	Hub to arrange appointment within 24 hours	3	3	5	3	2	2	1	6	2	3	5	5	1
NHS Western Isles	SLFC_NPA	Patient advised to contact registered GDP - Info Only	1	1		1		1	2			2			
NHS Western Isles	SLFC_NPA	Patient given self care advice - For Information Only	6	4	4	3	1	3	2	4	4	4	4	5	
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										
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	Pt advised to contact Police - For Information Only						1							
NHS Western Isles	SLFC_NPA	Triage refused - For Information Only				1									
NHS Western Isles	Not assigned	Not assigned												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	Dental Nurse - Contact Dentist within 24 hours											1	2	1
Not assigned	SLFC_NPA	GP appointment					1								
Not assigned	SLFC_NPA	Not Assessed / Triage Refused				1			1			1			
Not assigned	SLFC_NPA	Self Care	1												
Not assigned	SLFC_NPA	Triage Refused/Not Assessed		1			1	1							
Not assigned	Not assigned	Not assigned	19	8	12	9	11	9	11	11	15	22	12	19	10

Table 4

Care Group	06/07/2025	13/07/2025	20/07/2025	27/07/2025	03/08/2025	10/08/2025	17/08/2025	24/08/2025	31/08/2025	07/09/2025	14/09/2025	21/09/2025	28/09/2025
PCARE	11,286	11,286	12,107	11,943	10,756	10,335	10,608	10,804	10,453	10,796	11,087	10,877	11,308
SCARE	7,228	7,732	7,487	7,154	6,959	7,097	7,449	7,645	7,293	7,637	7,659	6,979	7,249
SLFC_NPA	4,656	4,752	4,749	4,733	4,522	4,502	4,593	4,669	4,548	4,719	4,460	4,397	4,523
Not assigned	21	8	15	10	14	9	15	12	16	27	17	20	10
Total	23,191	23,778	24,358	23,840	22,251	21,943	22,665	23,130	22,310	23,179	23,223	22,273	23,090

Care Group	06/07/2025	13/07/2025	20/07/2025	27/07/2025	03/08/2025	10/08/2025	17/08/2025	24/08/2025	31/08/2025	07/09/2025	14/09/2025	21/09/2025	28/09/2025
PCARE	48.67%	47.46%	49.70%	50.10%	48.34%	47.10%	46.80%	46.71%	46.85%	46.58%	47.74%	48.83%	48.97%
SCARE	31.17%	32.52%	30.74%	30.01%	31.27%	32.34%	32.87%	33.05%	32.69%	32.95%	32.98%	31.33%	31.39%
SLFC_NPA	20.08%	19.98%	19.50%	19.85%	20.32%	20.52%	20.26%	20.19%	20.39%	20.36%	19.21%	19.74%	19.59%
Not assigned	0.09%	0.03%	0.06%	0.04%	0.06%	0.04%	0.07%	0.05%	0.07%	0.12%	0.07%	0.09%	0.04%

Table 5

Calendar day	01/09/2025	02/09/2025	03/09/2025	04/09/2025	05/09/2025	06/09/2025	07/09/2025	08/09/2025	09/09/2025	10/09/2025	11/09/2025	12/09/2025	13/09/2025	14/09/2025	15/09/2025	16/09/2025	17/09/2025	18/09/2025	19/09/2025	20/09/2025	21/09/2025	22/09/2025	23/09/2025	24/09/2025	25/09/2025	26/09/2025	27/09/2025	28/09/2025
Overall Call Volume	420	413	376	373	341	431	483	391	354	308	339	315	455	437	404	359	365	361	398	439	463	373	367	413	428	364	433	468
Overall Calls Connected	362	324	323	317	313	354	390	328	326	276	297	264	328	347	338	283	275	294	286	367	336	329	286	345	325	341	374	404
Median Time to Answer	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:08	00:00:09	00:00:31	00:00:06	00:00:06	00:00:06	00:00:06	00:00:48	00:00:09	00:00:06	00:00:08	00:00:55	00:00:09	00:01:55	00:00:06	00:01:56	00:00:06	00:00:11	00:00:06	00:01:36	00:00:06	00:00:06	00:00:06
90th Percentile Time to Answer	00:05:24	00:10:11	00:07:53	00:07:56	00:02:07	00:13:56	00:13:32	00:09:32	00:04:15	00:02:51	00:03:57	00:20:09	00:16:49	00:08:43	00:15:36	00:15:38	00:15:59	00:13:38	00:19:54	00:10:38	00:17:41	00:09:26	00:10:31	00:08:41	00:16:30	00:04:37	00:08:35	00:08:55

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	06/07/2025	13/07/2025	20/07/2025	27/07/2025	03/08/2025	10/08/2025	17/08/2025	24/08/2025	31/08/2025	07/09/2025	14/09/2025	21/09/2025	28/09/2025
Overall Call Volume	3,046	2,850	3,216	3,011	2,919	2,960	2,868	2,953	2,846	2,837	2,599	2,793	2,866
Overall Calls Connected	2,444	2,177	2,299	2,256	2,356	2,419	2,249	2,507	2,223	2,383	2,166	2,178	2,406
Median Time to Answer	00:00:06	00:00:10	00:01:08	00:00:08	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:09	00:00:06
90th Percentile Time to Answer	00:10:34	00:13:56	00:16:25	00:17:04	00:11:11	00:10:53	00:14:37	00:08:24	00:14:22	00:09:27	00:10:12	00:15:57	00:10:14

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

Graphs

