

Unscheduled Care Operational Statistics Official Statistics in Development Weekly Statistics

Please read all accompanying notes and definitions before interpreting the data.

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Source:

Publication only contains information from the SAP Hana Data Warehouse.

This publication includes data for week ending: 20/07/2025 to 12/10/2025

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	16/09/2025	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	29/09/2025	30/09/2025	01/10/2025	02/10/2025	03/10/2025	04/10/2025	05/10/2025	06/10/2025	07/10/2025	08/10/2025	09/10/2025	10/10/2025	11/10/2025	12/10/2025
Overall Call Volume	4,294	3,278	3,129	3,157	3,330	6,884	6,468	4,367	3,077	3,052	3,100	3,088	6,987	7,004	5,876	3,101	3,131	2,620	3,027	6,870	6,693	4,407	3,298	3,147	3,031	3,127	7,187	6,555
Overall Calls Connected	3,393	2,351	2,279	2,512	2,515	5,073	5,449	3,405	2,561	2,556	2,475	2,436	5,844	6,016	5,521	2,609	2,693	2,460	2,465	5,821	5,709	3,484	2,670	2,660	2,482	2,491	5,891	5,553
Callers Disconnected	0.79%	0.62%	0.39%	0.53%	0.48%	0.40%	0.18%	0.39%	0.19%	0.40%	0.19%	0.34%	0.11%	0.26%	0.02%	0.39%	0.09%	0.25%	0.39%	0.19%	0.13%	0.70%	0.32%	0.23%	0.41%	0.23%	0.10%	0.15%
Overall Avg Patient Journey Time	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	00:20:25	00:38:51	00:32:17	00:34:08	00:34:10	00:46:55	00:40:49	00:45:36	00:35:23	00:32:05	00:32:18	00:37:10	00:35:20	00:33:26
Traged at First Contact %	97.08%	97.57%	95.75%	96.64%	95.86%	88.98%	92.52%	97.28%	98.06%	98.23%	98.38%	94.11%	90.16%	91.13%	93.42%	98.66%	98.03%	98.71%	97.14%	90.62%	91.79%	98.67%	99.12%	97.62%	98.57%	97.14%	91.54%	93.80%
Median Time to Answer	00:15:28	00:16:08	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	00:22:06	00:11:26	00:16:36	00:00:06	00:11:24	00:06:14	00:10:35	00:14:21	00:10:05	00:12:56	00:25:23	00:18:35	00:12:40	00:08:10	00:15:36	00:10:48	00:07:55
50th Percentile Time to Answer	00:45:44	00:37:06	00:35:43	00:28:11	01:22:04	00:42:56	00:26:20	00:37:16	00:35:23	00:44:31	00:44:22	01:09:51	00:29:54	00:29:05	00:06:37	00:57:00	00:43:14	00:38:01	00:42:28	00:34:33	00:34:47	01:08:14	00:46:18	00:36:14	00:51:22	00:52:49	00:26:18	00:24:26

Table 2

Week Endng Date	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	05/10/2025	12/10/2025
Overall Call Volume	32,907	31,064	28,781	28,492	29,752	29,381	29,294	30,144	29,976	30,860	30,675	31,618	30,752
Overall Calls Connected	26,831	26,014	24,070	23,986	24,769	25,160	24,138	25,363	25,062	24,072	25,292	27,268	25,231
Caller Discontinued	0.35%	0.28%	0.30%	0.20%	0.24%	0.17%	0.34%	0.22%	0.20%	0.48%	0.25%	0.18%	0.27%
Overall Avg Patient Journey Time	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	00:36:04	00:35:58
Triaged at First Contact %	95.29%	95.04%	95.15%	94.46%	95.53%	95.27%	94.03%	93.94%	94.86%	93.86%	94.06%	94.16%	95.62%
Median Time to Answer	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	00:06:39	00:11:29
90th Percentile Time to Answer	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	00:34:48	00:41:08

Table 3

Health Board	Care Group	Endpoint	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	05/10/2025	12/10/2025
NHS Ayrshire & Arran	PCARE	CPN (Dr) to phone patient within 1 Hr	14	10	14	15	9	9	9	10	13	11	13	15	13
NHS Ayrshire & Arran	PCARE	CPN (Dr) to phone patient within 2 Hrs	14	17	18	11	9	8	12	17	13	12	18	16	21
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 1 Hr				2									
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 2 Hrs	2					1	1				2		
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 4 Hrs	10	3						1			1		1
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	4						1	1	1	1			1
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1	1	1								1	1	
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)		1	1		1					1	1		
NHS Ayrshire & Arran	PCARE	Home Visit within 1 Hr	5	2			4	1	2		1	2	4	2	1
NHS Ayrshire & Arran	PCARE	Home Visit within 2 Hrs	28	12	4	4	4	7	6	1	3	4	13	1	7
NHS Ayrshire & Arran	PCARE	Home Visit within 4 Hrs	43	8	5	4	4	9	5	7	7	4	16	5	8
NHS Ayrshire & Arran	PCARE	PCEC within 1 Hr	31	5	4	5	6	7		3	3	4	12	3	2
NHS Ayrshire & Arran	PCARE	PCEC within 2 Hrs	110	27	7	9	12	9	12	13	7	10	44	18	14
NHS Ayrshire & Arran	PCARE	PCEC within 4 Hrs	339	43	28	24	27	30	24	26	27	46	187	19	34
NHS Ayrshire & Arran	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	48	27	10	3	8	13	9	2	8	6	8	7	9
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice - For Information Only	8	3		1	1	2	1	1	2	7	2	2	3
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	1	7	2		1	3	3	1	2		3	5	
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	50	16	7	14	11	8	12	13	12	14	15	14	15
NHS Ayrshire & Arran	PCARE	Speak to clinician within 1 Hr	17	7	6	10	10	5	4	7	11	8	12	7	9
NHS Ayrshire & Arran	PCARE	Speak to clinician within 2 Hrs	29	6	15	12	8	8	7	15	15	15	20	3	4
NHS Ayrshire & Arran	PCARE	Speak to clinician within 4 Hrs	46	12	17	12	23	19	15	19	18	68	46	18	17
NHS Ayrshire & Arran	PCARE	Triage refused therefore Dr requested to phone patient		1											
NHS Ayrshire & Arran	SCARE	999 contacted - For information only	148	49	28	27	27	29	22	31	19	25	54	25	23
NHS Ayrshire & Arran	SCARE	Patient advised to go to A&E	164	39	16	15	19	15	26	25	14	15	43	10	24
NHS Ayrshire & Arran	SCARE	Patient advised to go to A&E	1		2	3	4	1	1		3	1		2	
NHS Ayrshire & Arran	SCARE	Patient sent to A&E via Ambulance within 1 Hr	16	7	2	1	2	1	1	1	2	1	2	1	5
NHS Ayrshire & Arran	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	91	26	7	7	9	10	11	10	9	5	26	5	5
NHS Ayrshire & Arran	SCARE	Speak to clinician 2 Hrs	17	5		2	1	5		1	1	1	4	1	2
NHS Ayrshire & Arran	SCARE	Speak to clinician within 4 Hrs	39	10	2	2	3	6	3	3	2	3	6	3	5
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	97	73	102	96	79	89	87	95	75	108	94	77	94
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1		1			2		1	1	1	2	1	
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	4	3	6	2	3	3	2	17	1	3	3	4	1
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1						1	3	2	1	1	2	
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Self Care	3	2	2	2	1	1	1		2	3	1	2	1
NHS Ayrshire & Arran	SLFC_NPA	Distress Brief Intervention	10	2	10	7	6	8	9	4	5	5	14	6	2

Table 3

Health Board	Care Group	Endpoint	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	05/10/2025	12/10/2025
NHS Ayrshire & Arran	SLFC_NPA	For Information Only	34	23	21	21	17	14	16	13	25	21	34	18	22
NHS Ayrshire & Arran	SLFC_NPA	Patient advised to contact CPN Team - For Info Only		1		2		2		1	1				2
NHS Ayrshire & Arran	SLFC_NPA	Patient given self care advice - For Information Only	116	57	59	63	74	53	46	41	51	58	66	61	63
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Dentist - For Information Only					1					1		3	2
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Midwife - For Information Only		1											
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Optician - For Information Only	3	1		2		1					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	9	6	2	10	2	5	5	3	9	15	3	5
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Police - For Information Only	4	6	2	4	5	5	3	4	3	5	4	3	3
NHS Ayrshire & Arran	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	13	4	3	6	4	3	3	3	3	4	6	4	7
NHS Ayrshire & Arran	Not assigned	Not assigned								2	1				
NHS Borders	PCARE	CPN (Dr) to phone patient within 1 Hr	5		2	4	4	3	4	3	1	7	2	1	6
NHS Borders	PCARE	CPN (Dr) to phone patient within 2 Hrs	2		7	8	4	5	4	4	2	6	8	7	13
NHS Borders	PCARE	DN (Dr) phone patient within 1 Hr	2	4	2	2		3		2		2	2	3	3
NHS Borders	PCARE	DN (Dr) phone patient within 2 Hrs	4	6	4	5	2	4	12	3	7	2	6	5	7
NHS Borders	PCARE	DN (Dr) phone patient within 4 Hrs	14	9	9	12	10	16	9	7	13	12	9	16	11
NHS Borders	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)					1			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	1	1	3	3	3	6			1		2	5	7
NHS Borders	PCARE	Home Visit within 2 Hrs	16	12	12	11	11	15	12	10	8	16	15	9	12
NHS Borders	PCARE	Home Visit within 4 Hrs	22	8	10	10	17	14	8	11	13	12	12	14	12
NHS Borders	PCARE	PCEC within 1 Hr	7	8	7	6	11	4	4	9	6	7	3	13	8
NHS Borders	PCARE	PCEC within 2 Hrs	38	26	22	25	23	24	21	27	28	21	27	13	21
NHS Borders	PCARE	PCEC within 4 Hrs	89	75	55	74	66	69	73	53	55	56	70	59	62
NHS Borders	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	6	22	24	23	14	19	19	12	11	7	9	10	8
NHS Borders	PCARE	Pt advised to contact practice - For Information Only	2	1	1		4	3	1	4	1		2	2	1
NHS Borders	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	1	1	3		1	2	1		3	2	2	5	1
NHS Borders	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	16	9	12	9	8	10	6	19	24	11	17	19	19
NHS Borders	PCARE	Speak to clinician within 1 Hr	2	4	3	3	5	5	1	4	1	2	3	4	7
NHS Borders	PCARE	Speak to clinician within 2 Hrs	11	6	7	6	7	3	5	11	5	3	5	5	5
NHS Borders	PCARE	Speak to clinician within 4 Hrs	23	20	11	18	6	11	13	12	8	16	8	11	9
NHS Borders	SCARE	999 contacted - For information only	46	34	44	53	48	39	31	60	39	39	55	60	40
NHS Borders	SCARE	Patient advised to go to A&E	47	47	47	37	44	54	53	53	41	45	49	42	45
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	2	4	3	9	5	2	8	10	5	7	6	6	3
NHS Borders	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	46	47	47	49	45	41	52	37	59	53	51	45	41
NHS Borders	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub		1									1		

Table 3

Health Board	Care Group	Endpoint	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	05/10/2025	12/10/2025
NHS Borders	SCARE	Speak to clinician 2 Hrs	6	8	9	8	12	12	10	8	9	14	14	18	15
NHS Borders	SCARE	Speak to clinician within 4 Hrs	17	15	13	9	15	13	10	12	16	19	14	10	12
NHS Borders	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour													1
NHS Borders	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	19	20	9	23	18	33	22	14	14	18	14	18	19
NHS Borders	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour									2	2		1	
NHS Borders	SLFC_NPA	Dental Nurse - Not Triage/Assessed		1		1	1		2				2	1	
NHS Borders	SLFC_NPA	Dental Nurse - Routine Contact with Dentist								1					
NHS Borders	SLFC_NPA	Dental Nurse - Self Care							1		1				1
NHS Borders	SLFC_NPA	Distress Brief Intervention	4		1	3	2		3		2	4	3	1	1
NHS Borders	SLFC_NPA	For Information Only	12	11	15	13	8	9	18	6	7	9	14	15	22
NHS Borders	SLFC_NPA	Patient advised to contact CPN Team - For Info Only									1				
NHS Borders	SLFC_NPA	Patient given self care advice - For Information Only	37	35	52	34	31	32	41	41	26	28	40	39	29
NHS Borders	SLFC_NPA	Pt advised to contact Dentist - For Information Only				1		1	2		1				
NHS Borders	SLFC_NPA	Pt advised to contact Midwife - For Information Only		1			1		2	1		1	3	1	2
NHS Borders	SLFC_NPA	Pt advised to contact Optician - For Information Only	3	1	2	1	5	2		3	4	2		1	3
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	7	4	4	5	4	8	4	4	1	1	4	5
NHS Borders	SLFC_NPA	Pt advised to contact Police - For Information Only	1	4		2	2	5	4	2	1	1	1	2	2
NHS Borders	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	1	2	3	3			4	1	1	2	4		2
NHS Dumfries & Gallo	PCARE	CPN (Dr) to phone patient within 1 Hr	1	1	5	2	3	3	2	3	2	1	5	1	6
NHS Dumfries & Gallo	PCARE	CPN (Dr) to phone patient within 2 Hrs	3	4	6	10	8	6	7	10	2	5	6	7	5
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 1 Hr	2	3	1	2	6	1	4	3	2	2	2	2	1
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 2 Hrs	2	3	9	4	8	5	6	10	7	5	4	11	12
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 4 Hrs	15	15	20	24	16	24	17	17	26	10	23	19	30
NHS Dumfries & Gallo	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)		1					1			1	1		
NHS Dumfries & Gallo	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)				1								1	
NHS Dumfries & Gallo	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	2			1			2		1				
NHS Dumfries & Gallo	PCARE	Home Visit within 1 Hr	2	2	4	6	3	2	2	5		2	4	2	2
NHS Dumfries & Gallo	PCARE	Home Visit within 2 Hrs	15	10	11	13	10	10	13	10	13	15	12	15	14
NHS Dumfries & Gallo	PCARE	Home Visit within 4 Hrs	17	14	20	11	17	18	18	19	11	11	17	19	18
NHS Dumfries & Gallo	PCARE	PCEC within 1 Hr	8	8	6	7	13	13	8	13	12	9	8	6	14
NHS Dumfries & Gallo	PCARE	PCEC within 2 Hrs	39	18	28	35	30	39	35	34	39	31	38	42	38
NHS Dumfries & Gallo	PCARE	PCEC within 4 Hrs	87	66	85	83	106	119	117	83	86	84	77	76	69
NHS Dumfries & Gallo	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	6	11	19	18	18	14	9	8	12	13	7	7	7
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice - For Information Only		1	2	2	3	3	1	1	1		2	3	
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	2	2		2		1	2				1	1	1
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	15	12	7	13	15	7	13	14	12	10	9	18	22
NHS Dumfries & Gallo	PCARE	Speak to clinician within 1 Hr	10	7	2	4	6	8	7	1	4	6	4	3	1

Table 3

Health Board	Care Group	Endpoint	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	05/10/2025	12/10/2025
NHS Dumfries & Gallo	PCARE	Speak to clinician within 2 Hrs	9	8	4	5	10	8	13	8	13	9	6	8	12
NHS Dumfries & Gallo	PCARE	Speak to clinician within 4 Hrs	10	11	12	18	14	20	28	13	13	21	22	18	23
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	36	40	46	62	49	46	49	47	62	45	44	50	41
NHS Dumfries & Gallo	SCARE	Patient advised to go to A&E	42	38	48	38	43	45	43	45	47	41	45	45	35
NHS Dumfries & Gallo	SCARE	Patient advised to go to A&E						2					1	1	3
NHS Dumfries & Gallo	SCARE	Patient sent to A&E via Ambulance within 1 Hr	5	4	2	4	6	6	2	3	4	5	5	5	5
NHS Dumfries & Gallo	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	18	17	12	12	21	16	20	18	21	10	9	9	11
NHS Dumfries & Gallo	SCARE	Speak to clinician 2 Hrs	5	10	6	3	5	2	7	3	5	3	7	3	3
NHS Dumfries & Gallo	SCARE	Speak to clinician within 4 Hrs	4	11	8	6	7	7	8	8	5	9	11	9	8
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	32	46	30	34	38	34	36	31	35	44	42	35	41
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 Triage/Assessed	2	1	3	3		2	4	1	1	1	3	2	
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Routine Contact with Dentist		1		1						1			1
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Self Care	1				1	1		1			1		1
NHS Dumfries & Gallo	SLFC_NPA	Distress Brief Intervention	2	3	2	3	2	5	3	5	2	2	1	6	3
NHS Dumfries & Gallo	SLFC_NPA	For Information Only	14	13	12	8	11	17	14	10	12	14	15	12	6
NHS Dumfries & Gallo	SLFC_NPA	Patient given self care advice - For Information Only	44	32	29	25	37	39	32	44	38	36	35	33	34
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	2	3	1	1	1	2	2		2		1	2	
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Optician - For Information Only	1		3	1		2	6		1		1	3	
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	12	8	6	7	8	8	5	6	5	4	2	3	6
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Police - For Information Only	1	2	2	3		1	1	1	1	2		2	
NHS Dumfries & Gallo	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	1		1	1	1	1	1	1	1	1	1	2	4
NHS Dumfries & Gallo	SLFC_NPA	Untriaged call - OOH Service clinician to phone patient												1	
NHS Fife	PCARE	CPN (Dr) to phone patient within 1 Hr	30	16	21	13	13	8	15	14	13	18	13	10	16
NHS Fife	PCARE	CPN (Dr) to phone patient within 2 Hrs	14	26	11	20	18	22	14	19	16	11	26	16	17
NHS Fife	PCARE	DN (Dr) phone patient within 1 Hr	1	7	8	5	6	4	5	5	6	7	4	6	3
NHS Fife	PCARE	DN (Dr) phone patient within 2 Hrs	7	13	19	26	10	14	12	19	13	17	12	8	17
NHS Fife	PCARE	DN (Dr) phone patient within 4 Hrs	51	41	44	38	40	39	35	39	41	33	49	38	50
NHS Fife	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2	1	3	3	3	2	2	3	1	4	3	3	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	3		3			1	1		2	1	1

Table 3

Health Board	Care Group	Endpoint	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	05/10/2025	12/10/2025
NHS Fife	PCARE	Home Visit within 1 Hr	7	12	11	9	7	11	8	7	9	14	9	12	14
NHS Fife	PCARE	Home Visit within 2 Hrs	34	32	33	26	25	19	31	30	37	43	41	31	48
NHS Fife	PCARE	Home Visit within 4 Hrs	48	50	44	30	41	53	30	31	32	38	35	50	57
NHS Fife	PCARE	PCEC within 1 Hr	37	54	33	34	38	35	33	42	38	43	39	42	38
NHS Fife	PCARE	PCEC within 2 Hrs	138	111	95	115	113	97	143	127	156	124	138	139	168
NHS Fife	PCARE	PCEC within 4 Hrs	358	312	326	313	299	333	302	307	342	323	307	325	518
NHS Fife	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	69	72	84	52	73	65	85	25	47	40	38	25	21
NHS Fife	PCARE	Pt advised to contact practice - For Information Only	8	5	11	9	5	11	7	10	6	6	9	10	6
NHS Fife	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	5	9	5	9	7	9	9	8	9	6	7	5	6
NHS Fife	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	48	24	40	44	47	43	55	72	63	60	60	78	101
NHS Fife	PCARE	Speak to clinician within 1 Hr	15	16	9	15	17	10	13	19	11	14	9	7	12
NHS Fife	PCARE	Speak to clinician within 2 Hrs	32	20	27	26	31	31	28	28	20	21	29	31	33
NHS Fife	PCARE	Speak to clinician within 4 Hrs	40	41	46	52	43	52	36	29	36	47	49	48	74
NHS Fife	PCARE	Triage refused therefore Dr requested to phone patient				1									1
NHS Fife	SCARE	999 contacted - For information only	140	151	154	165	168	140	162	164	170	169	143	194	165
NHS Fife	SCARE	Patient advised to go to A&E	169	155	158	200	139	154	157	180	172	151	143	152	194
NHS Fife	SCARE	Patient advised to go to A&E	1	2		3				1		2	2	1	1
NHS Fife	SCARE	Patient sent to A&E via Ambulance within 1 Hr	8	16	12	13	15	13	9	16	20	15	10	15	8
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	110	103	120	125	132	141	134	102	137	95	134	131	127
NHS Fife	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub										3			
NHS Fife	SCARE	Speak to clinician 2 Hrs	33	25	25	24	23	18	14	33	27	30	24	27	21
NHS Fife	SCARE	Speak to clinician within 4 Hrs	41	41	33	32	47	42	36	43	37	33	33	31	47
NHS Fife	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour				2			1	1					
NHS Fife	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	110	109	97	114	100	101	123	87	114	114	103	106	101
NHS Fife	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	2		1			1	1		1	2		2	
NHS Fife	SLFC_NPA	Dental Nurse - Not Triageed/Assessed	6	7	2	1	4	3	7	15	4	3	2	11	5
NHS Fife	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	4	2	3	4	2	1	2	2	5	2	4	2	1
NHS Fife	SLFC_NPA	Dental Nurse - Self Care		2	3	4		5	1	1	3	2	1	6	4
NHS Fife	SLFC_NPA	Distress Brief Intervention	8	13	14	6	6	12	9	7	4	3	5	5	12
NHS Fife	SLFC_NPA	For Information Only	51	60	58	56	43	51	57	58	54	48	39	56	57
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	124	114	153	127	157	149	132	145	143	135	115	127	159
NHS Fife	SLFC_NPA	Pt advised to contact Dentist - For Information Only					2	1			2	2			1
NHS Fife	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only			1								1	1	
NHS Fife	SLFC_NPA	Pt advised to contact Midwife - For Information Only	5	5	2	4	1	4	2	6	4	4	3	2	3
NHS Fife	SLFC_NPA	Pt advised to contact Optician - For Information Only	4	7	5	8	2	2	7	6	4	7	5	7	11
NHS Fife	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only	1			2									

Table 3

Health Board	Care Group	Endpoint	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	05/10/2025	12/10/2025
NHS Fife	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	32	26	27	22	18	21	29	26	30	22	23	23	34
NHS Fife	SLFC_NPA	Pt advised to contact Police - For Information Only	5	7	2	4	5	6	5	2	9	5	3	2	2
NHS Fife	SLFC_NPA	Remote Prescribing						2							
NHS Fife	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	7	8	13	4	10	10	7	5	7	4	7	3	3
NHS Fife	Not assigned	Not assigned	1								1				
NHS Forth Valley	PCARE	CPN (Dr) to phone patient within 1 Hr	10	6	6	4	7	4	4	7	3	1	7	8	5
NHS Forth Valley	PCARE	CPN (Dr) to phone patient within 2 Hrs	11	9	10	7	13	10	8	12	12	5	13	11	18
NHS Forth Valley	PCARE	DN (Dr) phone patient within 1 Hr	2	3	5	8	7	3	2	5	5	6	7	2	4
NHS Forth Valley	PCARE	DN (Dr) phone patient within 2 Hrs	6	11	14	14	12	9	8	12	10	7	10	8	10
NHS Forth Valley	PCARE	DN (Dr) phone patient within 4 Hrs	39	32	27	24	22	22	26	24	33	22	16	31	35
NHS Forth Valley	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	4	2	4	2	4	2	6	5	4	1		2	1
NHS Forth Valley	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1				1								
NHS Forth Valley	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	2	1	3	1		1	1	1	1	1	1	1	3
NHS Forth Valley	PCARE	Home Visit within 1 Hr	6	7	7	8	7	4	3	8	10	4	7	6	12
NHS Forth Valley	PCARE	Home Visit within 2 Hrs	14	14	25	20	30	21	21	29	29	19	28	22	27
NHS Forth Valley	PCARE	Home Visit within 4 Hrs	37	36	31	32	36	26	29	20	42	36	27	28	29
NHS Forth Valley	PCARE	PCEC within 1 Hr	21	27	34	23	21	24	25	39	29	31	37	33	28
NHS Forth Valley	PCARE	PCEC within 2 Hrs	98	106	90	102	100	121	96	117	120	117	108	118	94
NHS Forth Valley	PCARE	PCEC within 4 Hrs	318	307	269	258	276	296	250	287	419	262	301	287	328
NHS Forth Valley	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	64	84	102	48	70	76	85	31	38	41	36	38	28
NHS Forth Valley	PCARE	Pt advised to contact practice - For Information Only	6	8	5	6	8	8	8	8	9	6	2	3	6
NHS Forth Valley	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	8	4	3	7	5	7	12	6	3	3	5	1	5
NHS Forth Valley	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	43	35	29	44	40	54	47	76	68	60	70	83	72
NHS Forth Valley	PCARE	Speak to clinician within 1 Hr	7	10	5	18	8	9	6	9	14	7	12	11	6
NHS Forth Valley	PCARE	Speak to clinician within 2 Hrs	16	22	14	19	24	20	17	18	28	9	22	22	21
NHS Forth Valley	PCARE	Speak to clinician within 4 Hrs	38	49	49	37	46	40	30	44	41	48	32	30	39
NHS Forth Valley	SCARE	999 contacted - For Information Only	1												
NHS Forth Valley	SCARE	999 contacted - For information only	107	119	117	137	115	119	111	132	141	136	131	160	118
NHS Forth Valley	SCARE	Patient advised to go to A&E	183	161	192	170	197	190	202	208	215	199	198	205	180
NHS Forth Valley	SCARE	Patient advised to go to A&E		1	1		1	1	2	2	1	1	2		
NHS Forth Valley	SCARE	Patient sent to A&E via Ambulance within 1 Hr	13	11	17	11	19	9	7	14	10	5	4	11	13
NHS Forth Valley	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only			1										
NHS Forth Valley	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	250	258	270	228	285	310	282	252	256	248	272	253	238
NHS Forth Valley	SCARE	Speak to clinician 2 Hrs	58	57	45	46	61	77	62	65	67	55	65	42	72
NHS Forth Valley	SCARE	Speak to clinician within 4 Hrs	67	58	52	56	63	69	66	55	55	59	49	62	54
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	76	64	75	59	66	62	77	71	70	63	72	61	59
NHS Forth Valley	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour		2	1							1		1	

Table 3

Health Board	Care Group	Endpoint	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	05/10/2025	12/10/2025
NHS Forth Valley	SLFC_NPA	Dental Nurse - Not Triage/Assessed	4	4	4	3	6	4	2	8	5	8	3	8	1
NHS Forth Valley	SLFC_NPA	Dental Nurse - Routine Contact with Dentist		1		2	1	4		3		3	1	1	1
NHS Forth Valley	SLFC_NPA	Dental Nurse - Self Care	1	1	1	1		1	2	1	1		2	2	
NHS Forth Valley	SLFC_NPA	Distress Brief Intervention	12	8	9	4	3	2	3	8	8	11	7	8	6
NHS Forth Valley	SLFC_NPA	For Information Only	39	64	70	41	58	67	64	55	75	48	64	66	57
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	108	103	109	95	129	103	116	124	115	108	109	108	102
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		1	2								1		
NHS Forth Valley	SLFC_NPA	Pt advised to contact Midwife - For Information Only		3	1	4	3	1	4	3	7	1	3	4	
NHS Forth Valley	SLFC_NPA	Pt advised to contact Optician - For Information Only	2	5	4	5	9	8	3	5	10	1	3	4	12
NHS Forth Valley	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only			1			1	1			1			1
NHS Forth Valley	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	24	29	16	18	26	19	21	15	24	13	25	20	17
NHS Forth Valley	SLFC_NPA	Pt advised to contact Police - For Information Only	3	6	5	2	3	6	4	6	2	4	2	2	4
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	18	16	17	16	23	10	11	13	13	8	9	23
NHS Forth Valley	SLFC_NPA	Untriaged call - OOH Service clinician to phone patient								1					1
NHS Grampian	PCARE	CPN (Dr) to phone patient within 1 Hr	12	8	18	11	15	17	14	17	13	18	13	17	9
NHS Grampian	PCARE	CPN (Dr) to phone patient within 2 Hrs	31	31	24	14	16	18	24	21	16	24	47	29	18
NHS Grampian	PCARE	DN (Dr) phone patient within 1 Hr	9	3	2	4	5	4	5	4	4	6	4	4	5
NHS Grampian	PCARE	DN (Dr) phone patient within 2 Hrs	10	11	10	13	9	9	9	12	11	3	14	8	12
NHS Grampian	PCARE	DN (Dr) phone patient within 4 Hrs	31	25	23	27	16	24	20	31	32	23	33	24	31
NHS Grampian	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2	2	6	2		2	2	7	4	3	10	3	4
NHS Grampian	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)		1		3				1	1			1	
NHS Grampian	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	5	1	2	3		2	2	1	4	1	1	2	1
NHS Grampian	PCARE	Home Visit within 1 Hr	17	11	9	11	12	14	9	16	11	11	17	12	13
NHS Grampian	PCARE	Home Visit within 12 Hrs											1		
NHS Grampian	PCARE	Home Visit within 2 Hrs	64	60	53	58	41	47	49	70	63	44	66	70	50
NHS Grampian	PCARE	Home Visit within 4 Hrs	83	79	65	63	58	52	59	48	74	69	81	63	65
NHS Grampian	PCARE	PCEC within 1 Hr	57	54	35	50	38	50	54	54	49	54	50	58	59
NHS Grampian	PCARE	PCEC within 2 Hrs	237	160	138	139	165	161	147	174	182	157	198	161	166
NHS Grampian	PCARE	PCEC within 4 Hrs	559	430	406	395	415	391	389	419	380	392	535	414	475
NHS Grampian	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	62	111	105	67	71	75	83	38	42	38	39	47	46
NHS Grampian	PCARE	Pt advised to contact practice - For Information Only	11	7	10	11	8	6	14	5	8	10	9	9	7
NHS Grampian	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	3	9	8	4	6	6	11	10	8	12	6	7	10
NHS Grampian	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	71	46	46	59	46	45	52	107	89	77	96	98	94
NHS Grampian	PCARE	Speak to clinician within 1 Hr	18	14	12	20	12	21	21	21	19	19	22	23	23

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Health Board	Care Group	Endpoint	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	05/10/2025	12/10/2025
NHS Grampian	PCARE	Speak to clinician within 2 Hrs	58	29	47	33	26	36	19	40	38	29	44	50	36
NHS Grampian	PCARE	Speak to clinician within 4 Hrs	106	67	66	78	64	70	75	54	74	71	101	71	86
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	215	211	228	230	222	240	254	238	196	277	243	242
NHS Grampian	SCARE	Patient advised to go to A&E	255	261	232	255	237	234	254	272	257	222	261	254	289
NHS Grampian	SCARE	Patient advised to go to A&E	1	2	1	1	1	1	2				1	1	1
NHS Grampian	SCARE	Patient sent to A&E via Ambulance within 1 Hr	17	33	26	20	17	19	18	26	15	17	16	20	16
NHS Grampian	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only							2						
NHS Grampian	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	264	214	240	236	242	253	248	276	234	230	244	219	221
NHS Grampian	SCARE	Speak to clinician 2 Hrs	57	37	43	53	44	51	60	65	50	50	60	32	55
NHS Grampian	SCARE	Speak to clinician within 4 Hrs	76	74	65	59	55	54	66	71	56	52	63	62	57
NHS Grampian	SLFC_NPA	Contact Breathing Space				1									
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	1	2	2	1	2	1	1			1		1	1
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	82	91	89	107	101	98	114	104	100	93	95	103	103
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1	1	1	2	1	3	1			1	3		2
NHS Grampian	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	5	5		3	2	2	4	11	7	7	3	17	
NHS Grampian	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	4	1	2		3	4			3	1	1	2	1
NHS Grampian	SLFC_NPA	Dental Nurse - Self Care	2		3	2	1	1	2	4	5	5	2	3	2
NHS Grampian	SLFC_NPA	Distress Brief Intervention	8	6	13	11	6	10	4	13	10	8	8	11	5
NHS Grampian	SLFC_NPA	For Information Only	95	97	95	89	75	90	93	107	78	85	93	117	85
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	175	169	145	129	175	184	157	151	137	175	171	155	156
NHS Grampian	SLFC_NPA	Pt advised to contact Dentist - For Information Only	3			1				1	4	1	1	1	1
NHS Grampian	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only				1			1				1	1	
NHS Grampian	SLFC_NPA	Pt advised to contact Midwife - For Information Only	3	4	2	1	3		1	3	6	4	5	7	2
NHS Grampian	SLFC_NPA	Pt advised to contact Optician - For Information Only	6	8	11	9	10	9	14	4	6	4	7	10	6
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	47	36	25	33	30	33	28	24	29	29	31	29	27
NHS Grampian	SLFC_NPA	Pt advised to contact Police - For Information Only	18	13	19	17	10	14	16	25	18	13	21	8	12
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	20	20	15	23	11	15	10	16	20	9	24	25	17
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	50	44	40	26	35	40	40	32	34	29	34	46	39
NHS Greater Glasgow	PCARE	CPN (Dr) to phone patient within 2 Hrs	50	64	55	65	46	60	66	75	63	57	64	91	47

Table 3

Health Board	Care Group	Endpoint	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	05/10/2025	12/10/2025
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 1 Hr	3	6	9	8	3	1	2	2	2	1	6	1	1
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 2 Hrs	7	9	9	13	9	12	7	8	8	4	12	8	8
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 4 Hrs	14	19	15	15	18	12	11	13	16	11	13	17	9
NHS Greater Glasgow	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	10	8	4	9	17	15	8	7	5	8	5	13	2
NHS Greater Glasgow	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)		3	2	3	1	1	1	1	2	1	3	2	2
NHS Greater Glasgow	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	2	6	5	2	5	1	5	4	7	9	5	4	4
NHS Greater Glasgow	PCARE	Home Visit within 1 Hr	29	37	34	32	29	30	29	29	28	34	25	42	30
NHS Greater Glasgow	PCARE	Home Visit within 12 Hrs							1						
NHS Greater Glasgow	PCARE	Home Visit within 2 Hrs	91	114	83	96	87	95	75	111	94	88	95	133	99
NHS Greater Glasgow	PCARE	Home Visit within 4 Hrs	145	164	137	126	141	114	124	110	139	142	114	154	117
NHS Greater Glasgow	PCARE	PCEC within 1 Hr	107	114	106	119	103	109	105	134	130	128	116	148	112
NHS Greater Glasgow	PCARE	PCEC within 12 Hrs			1										
NHS Greater Glasgow	PCARE	PCEC within 2 Hrs	356	431	342	338	366	377	347	412	396	394	451	609	435
NHS Greater Glasgow	PCARE	PCEC within 4 Hrs	1,159	1,448	959	995	997	1,046	993	1,081	1,035	999	1,107	1,561	1,079
NHS Greater Glasgow	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	171	191	229	164	214	202	252	99	143	113	98	92	100
NHS Greater Glasgow	PCARE	Pt advised to contact practice - For Information Only	16	34	26	27	29	32	15	17	13	15	21	43	23
NHS Greater Glasgow	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	29	22	9	25	16	19	20	24	28	20	13	19	16
NHS Greater Glasgow	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	154	166	124	169	148	137	131	242	248	201	196	279	279
NHS Greater Glasgow	PCARE	Speak to clinician within 1 Hr	56	57	33	58	51	30	39	50	37	34	40	55	47
NHS Greater Glasgow	PCARE	Speak to clinician within 2 Hrs	99	93	69	74	77	106	67	82	75	63	79	112	64
NHS Greater Glasgow	PCARE	Speak to clinician within 4 Hrs	215	253	161	122	186	173	142	164	171	153	192	227	172
NHS Greater Glasgow	PCARE	Transport to PCEC within 4 hrs	4	5	2	7	4	5	2	6	8	4	2	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										1
NHS Greater Glasgow	SCARE	999 contacted - For information only	483	487	398	430	455	483	444	500	503	470	467	539	449
NHS Greater Glasgow	SCARE	Patient advised to go to A&E	532	630	527	576	590	592	555	595	613	484	592	692	574
NHS Greater Glasgow	SCARE	Patient advised to go to A&E	5	5	3	2	4	6	5	5	1	4	1	5	4
NHS Greater Glasgow	SCARE	Patient sent to A&E via Ambulance within 1 Hr	51	61	29	54	47	44	44	47	46	36	44	39	43
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			2				2			
NHS Greater Glasgow	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	375	338	350	374	414	403	406	392	382	372	379	371	374
NHS Greater Glasgow	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub				1	1	2	1						
NHS Greater Glasgow	SCARE	Speak to clinician 2 Hrs	61	54	76	59	72	89	62	82	75	66	72	78	57
NHS Greater Glasgow	SCARE	Speak to clinician within 4 Hrs	147	143	120	113	120	143	127	129	143	110	126	129	121
NHS Greater Glasgow	SLFC_NPA	Contact Breathing Space							1				1		
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	1	6	2		1	3	2	1	6	5	4	4	2
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	306	294	280	307	284	293	258	304	287	286	319	335	251
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	5	4	8		3	2		4	2	4	6	4	2

Table 3

Health Board	Care Group	Endpoint	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	05/10/2025	12/10/2025
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Pharmacist							1						
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Not Triage/Assessed	13	16	7	13	11	7	19	30	10	18	20	19	8
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	5	1	5	8	7	6	7	9	8	9	1	6	3
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Self Care	5	9	5	5	10	5	7	3	9	3	10	5	6
NHS Greater Glasgow	SLFC_NPA	Distress Brief Intervention	25	32	27	31	28	26	22	18	27	24	20	27	23
NHS Greater Glasgow	SLFC_NPA	For Information Only	156	196	142	137	156	163	157	158	124	151	127	175	108
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	2	1	2	3	1	1		1	1	2		1	1
NHS Greater Glasgow	SLFC_NPA	Patient given self care advice - For Information Only	511	464	459	428	446	493	450	453	473	417	443	498	459
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Dentist - For Information Only		3	1	2	4	3	5	4	4		2	1	5
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only	1	1	2	2	2	1		3	1	1	2		1
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Midwife - For Information Only	24	6	10	14	10	14	4	15	10	11	10	16	12
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Optician - For Information Only	18	18	24	16	18	15	15	14	13	14	19	21	23
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only				2	1	1				2	3		
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	101	145	65	81	93	95	72	82	63	76	82	146	77
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Police - For Information Only	18	9	7	11	19	16	16	10	8	12	13	18	14
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	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	24	15	23	31	26	24	21	21	14	16	19	27	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	9	3	9	8	9	11	8	2	9	10	9	4	3
NHS HIGHLAND	PCARE	CPN (Dr) to phone patient within 2 Hrs	9	10	8	13	18	20	18	19	11	10	4	8	18
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 1 Hr	4	2	1	1	2	6	2	1	1	5		1	1
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 2 Hrs	5	10	8	9	9	13	10	2	9	3	5	11	5
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 4 Hrs	16	24	15	12	17	13	11	10	10	12	5	10	10
NHS HIGHLAND	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	1	3	4	1		2	1		2	1	2	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)	1	1	1	1	2	2		1	1	1			1
NHS HIGHLAND	PCARE	Home Visit within 1 Hr	7	11	11	8	11	10	5	5	11	6	9	6	9
NHS HIGHLAND	PCARE	Home Visit within 2 Hrs	30	19	28	32	25	18	22	31	25	21	34	29	32
NHS HIGHLAND	PCARE	Home Visit within 4 Hrs	32	24	37	36	27	30	23	27	19	24	34	34	39
NHS HIGHLAND	PCARE	PCEC within 1 Hr	21	32	20	27	20	24	23	25	33	24	17	21	31
NHS HIGHLAND	PCARE	PCEC within 2 Hrs	84	69	73	87	64	64	68	69	90	70	77	89	61
NHS HIGHLAND	PCARE	PCEC within 4 Hrs	222	208	211	251	187	238	176	174	181	160	198	185	185
NHS HIGHLAND	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	25	45	39	45	26	41	42	12	17	22	15	22	8
NHS HIGHLAND	PCARE	Pt advised to contact practice - For Information Only	6	2	8	3	7	5	2	4	3	7	2	4	1

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Health Board	Care Group	Endpoint	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	05/10/2025	12/10/2025
NHS HIGHLAND	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	5	4	2	1	4	3	6	3	3	4	5	4	4
NHS HIGHLAND	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	30	26	25	29	25	25	21	43	35	31	27	44	44
NHS HIGHLAND	PCARE	Speak to clinician within 1 Hr	23	9	20	10	10	15	11	12	14	10	11	11	13
NHS HIGHLAND	PCARE	Speak to clinician within 2 Hrs	23	17	22	18	13	23	20	29	21	9	17	16	20
NHS HIGHLAND	PCARE	Speak to clinician within 4 Hrs	36	43	50	36	36	50	25	38	30	35	43	44	36
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			1			1			1	
NHS HIGHLAND	SCARE	999 contacted - For information only	85	89	112	124	113	113	106	92	97	104	82	89	95
NHS HIGHLAND	SCARE	Patient advised to go to A&E	72	85	86	97	93	89	96	84	89	90	87	89	73
NHS HIGHLAND	SCARE	Patient advised to go to A&E		1	4	1		2	1		3		1	1	1
NHS HIGHLAND	SCARE	Patient sent to A&E via Ambulance within 1 Hr	8	6	8	11	10	13	12	8	5	6	6	9	7
NHS HIGHLAND	SCARE	Patient suitable for MIU 4hr - Flow Hub to arrange	72	71	72	83	70	70	60	64	81	68	57	65	55
NHS HIGHLAND	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	24	20	20	23	36	33	28	27	35	33	22	25	16
NHS HIGHLAND	SCARE	Speak to clinician 2 Hrs	20	21	18	6	23	16	14	13	11	15	10	13	10
NHS HIGHLAND	SCARE	Speak to clinician within 4 Hrs	24	31	25	24	19	17	19	18	21	27	16	27	14
NHS HIGHLAND	SLFC_NPA	Contact Breathing Space			1										
NHS HIGHLAND	SLFC_NPA	Distress Brief Intervention	2	2	3	6	4	8	5	5	6	5	6	4	7
NHS HIGHLAND	SLFC_NPA	For Information Only	41	37	34	42	34	42	34	37	23	19	29	43	30
NHS HIGHLAND	SLFC_NPA	Hub to arrange appointment within 24 hours	74	58	72	68	57	69	61	52	68	73	55	54	60
NHS HIGHLAND	SLFC_NPA	Hub to arrange contact with Clinician within 1 hour	2	1		1		1							1
NHS HIGHLAND	SLFC_NPA	Patient advised to contact CPN Team - For Info Only		1				2				1			
NHS HIGHLAND	SLFC_NPA	Patient advised to contact dental advice line - Info Only	1				1		1	1	3	1			
NHS HIGHLAND	SLFC_NPA	Patient advised to contact registered GDP - Info Only	13	13	11	16	7	10	9	9	10	12	10	10	9
NHS HIGHLAND	SLFC_NPA	Patient given self care advice - For Information Only	93	115	79	103	99	100	108	112	98	86	101	78	105
NHS HIGHLAND	SLFC_NPA	Patient given self care dental advice - For Information Only	1	1	1		2		2	2	2	1	1	1	3
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Dentist - For Information Only			1	2					1				
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Midwife - For Information Only	1	2			4		1	1			3	2	1
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Optician - For Information Only	4	5	2	2	2	2		3	5	1	5	5	2
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	25	16	13	26	15	19	15	24	14	14	20	14	15
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Police - For Information Only	4	3	3	2	4	2	3	5	7	3	2	5	5
NHS HIGHLAND	SLFC_NPA	Pt advised to contact appropriate service - For Info Only		1	1	2			1						
NHS HIGHLAND	SLFC_NPA	Triage refused - For Information Only	4	3	3	2	3	2	3	7	2	2	6	5	3
NHS HIGHLAND	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	7	4	7	6	7	8	7	7	3	6	7	9	8
NHS HIGHLAND	SLFC_NPA	Untriaged call - OOH Service clinician to phone patient					1								
NHS LANARKSHIRE	PCARE	CPN (Dr) to phone patient within 1 Hr	11	9	11	15	14	18	16	14	23	17	15	24	14
NHS LANARKSHIRE	PCARE	CPN (Dr) to phone patient within 2 Hrs	16	28	18	26	24	14	24	22	19	21	30	26	27

Table 3

Health Board	Care Group	Endpoint	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	05/10/2025	12/10/2025
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 1 Hr	1	1	1		1	1	1	3	1	2	2	1	1
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 2 Hrs	1	6	5	2	4	3	2	4	4	5	8	5	3
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 4 Hrs	4	6	7	3	8	4	3	7	5	6	7	7	6
NHS LANARKSHIRE	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	6	3	3	2	3	4	5	6	1	4	6	7	5
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)	1	3	1	1		2	1	2		1	1	1	3
NHS LANARKSHIRE	PCARE	Home Visit within 1 Hr	14	18	8	10	13	10	11	14	8	10	9	19	12
NHS LANARKSHIRE	PCARE	Home Visit within 2 Hrs	41	55	45	33	49	36	45	33	47	39	37	51	36
NHS LANARKSHIRE	PCARE	Home Visit within 4 Hrs	60	67	50	32	49	34	45	44	53	39	56	56	43
NHS LANARKSHIRE	PCARE	PCEC within 1 Hr	48	61	48	52	56	52	46	54	60	47	41	73	45
NHS LANARKSHIRE	PCARE	PCEC within 2 Hrs	194	242	154	180	160	184	196	200	191	213	225	304	184
NHS LANARKSHIRE	PCARE	PCEC within 4 Hrs	578	763	517	451	494	502	474	503	501	488	497	707	458
NHS LANARKSHIRE	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	73	75	119	80	104	98	96	39	55	50	45	38	37
NHS LANARKSHIRE	PCARE	Pt advised to contact practice - For Information Only	11	13	10	7	7	18	11	7	6	8	5	10	10
NHS LANARKSHIRE	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	5	4	5	6	6	11	10	11	8	9	5	10	11
NHS LANARKSHIRE	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	75	89	57	69	49	71	51	122	92	91	106	99	108
NHS LANARKSHIRE	PCARE	Speak to clinician within 1 Hr	15	23	17	16	20	24	25	27	23	17	14	27	15
NHS LANARKSHIRE	PCARE	Speak to clinician within 2 Hrs	37	40	28	28	28	26	36	38	35	28	34	46	38
NHS LANARKSHIRE	PCARE	Speak to clinician within 4 Hrs	73	113	64	69	85	73	68	81	76	65	91	107	71
NHS LANARKSHIRE	PCARE	Transport to PCEC within 2 Hrs				3		1	2	1		1			2
NHS LANARKSHIRE	PCARE	Transport to PCEC within 4 hrs		1			1	2	1			2		2	1
NHS LANARKSHIRE	SCARE	999 contacted - For information only	237	243	247	202	225	208	193	224	231	225	219	249	235
NHS LANARKSHIRE	SCARE	Patient advised to go to A&E	270	300	253	273	310	337	279	313	279	275	235	335	298
NHS LANARKSHIRE	SCARE	Patient advised to go to A&E	2	6	3	5	1	6	7	4	4	1	5	2	2
NHS LANARKSHIRE	SCARE	Patient sent to A&E via Ambulance within 1 Hr	18	15	15	16	21	24	18	16	14	17	19	20	23
NHS LANARKSHIRE	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only													1
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	159	124	136	134	165	170	153	169	161	127	140	138	137
NHS LANARKSHIRE	SCARE	Speak to clinician 2 Hrs	25	29	38	31	30	44	28	42	37	40	24	21	43
NHS LANARKSHIRE	SCARE	Speak to clinician within 4 Hrs	64	59	58	60	57	56	59	54	64	47	56	84	51
NHS LANARKSHIRE	SLFC_NPA	Contact Breathing Space							1			1			
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour		1	1			2	2	2			1		1
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	133	148	130	152	125	154	156	143	133	133	147	183	125
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1	2	1	2	1		3	2	2				
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Not Triage/Assessed	7	5	8	4	6	5	7	17	6	8	6	13	4
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1	1	2	3		5		1	2	2	2	1	1
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Self Care	4	5	3	1	2	1	1	2	2	5	6	3	3
NHS LANARKSHIRE	SLFC_NPA	Distress Brief Intervention	11	12	12	14	15	11	10	17	12	4	6	6	6

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Health Board	Care Group	Endpoint	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	05/10/2025	12/10/2025
NHS LANARKSHIRE	SLFC_NPA	For Information Only	53	65	67	56	83	53	54	61	73	53	67	93	60
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	182	219	147	160	171	167	165	194	166	156	174	185	164
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Dentist - For Information Only		1		2	4	1	2						1
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only	2	2	2			1			1				
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Midwife - For Information Only	4	2	3	9	3	10	7	5	5	9	3	8	6
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Optician - For Information Only	7	7	5	3	8	6	8	3	8	6	7	5	12
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	41	60	36	31	41	42	29	32	23	31	36	59	32
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Police - For Information Only	9	5	13	4	7	7	9	11	9	4	6	11	10
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information					1								
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact appropriate service - For Info Only							1			1			
NHS LANARKSHIRE	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	5	15	5	9	17	4	5	11	5	5	12	14	9
NHS LANARKSHIRE	SLFC_NPA	Untriaged call - OOH Service clinician to phone patient													1
NHS LANARKSHIRE	Not assigned	Not assigned			1			1		1					
NHS Lothian	PCARE	CPN (Dr) to phone patient within 1 Hr	16	11	23	12	15	17	22	17	21	20	18	17	9
NHS Lothian	PCARE	CPN (Dr) to phone patient within 2 Hrs	34	42	23	37	24	34	32	19	26	35	21	23	38
NHS Lothian	PCARE	DN (Dr) phone patient within 1 Hr	4	8	5	12	5	14	4	5	8	7	4	8	5
NHS Lothian	PCARE	DN (Dr) phone patient within 2 Hrs	12	12	17	29	11	16	20	19	14	23	12	16	15
NHS Lothian	PCARE	DN (Dr) phone patient within 4 Hrs	44	36	49	25	49	41	31	40	40	61	33	40	33
NHS Lothian	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2	12	4	10	2	7	6	7	8	11	11	12	7
NHS Lothian	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	3			3		3	1		3	3		2	
NHS Lothian	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	2	1	2	2	3	6	4	1	4	12	4	2	2
NHS Lothian	PCARE	Home Visit within 1 Hr	19	21	22	21	33	20	34	28	31	34	28	24	23
NHS Lothian	PCARE	Home Visit within 2 Hrs	62	66	87	79	75	66	82	73	79	92	82	83	69
NHS Lothian	PCARE	Home Visit within 4 Hrs	91	100	95	110	110	95	93	83	90	119	82	81	92
NHS Lothian	PCARE	PCEC within 1 Hr	73	80	57	85	70	81	69	84	78	90	72	90	79
NHS Lothian	PCARE	PCEC within 2 Hrs	255	281	241	256	251	274	278	289	312	352	331	282	301
NHS Lothian	PCARE	PCEC within 4 Hrs	843	812	794	734	809	784	806	756	835	1,057	790	774	802
NHS Lothian	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	132	207	204	132	195	193	200	84	88	90	84	82	81
NHS Lothian	PCARE	Pt advised to contact practice - For Information Only	19	16	22	22	21	20	15	20	16	24	18	20	20
NHS Lothian	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	20	19	12	13	11	15	15	16	12	15	13	19	15
NHS Lothian	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	129	111	88	125	115	105	128	211	198	202	171	213	222
NHS Lothian	PCARE	Speak to clinician within 1 Hr	31	35	25	40	29	33	37	34	34	42	25	51	40
NHS Lothian	PCARE	Speak to clinician within 2 Hrs	73	57	57	62	62	68	61	48	78	78	66	47	60
NHS Lothian	PCARE	Speak to clinician within 4 Hrs	128	115	122	119	139	119	141	118	127	184	121	140	128
NHS Lothian	PCARE	Transport to PCEC within 2 Hrs	1	1			3	1	2	1	2	2	6		
NHS Lothian	PCARE	Transport to PCEC within 4 hrs	3	1	1	1		2	2	2	4	1	4		

Table 3

Health Board	Care Group	Endpoint	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	05/10/2025	12/10/2025
NHS Lothian	PCARE	Triage refused therefore Dr requested to phone patient													1
NHS Lothian	SCARE	999 contacted - For information only	270	300	314	322	355	387	294	362	348	389	324	342	349
NHS Lothian	SCARE	Patient advised to go to A&E	464	399	426	477	461	488	540	514	559	464	484	558	499
NHS Lothian	SCARE	Patient advised to go to A&E	6	4	4	2	3	6	10	5	4	2	5	6	3
NHS Lothian	SCARE	Patient sent to A&E via Ambulance within 1 Hr	20	23	30	28	30	20	28	29	26	24	31	25	15
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	448	457	438	441	528	529	477	469	518	453	451	405	456
NHS Lothian	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub							1						
NHS Lothian	SCARE	Speak to clinician 2 Hrs	64	63	71	62	77	82	87	73	85	84	82	62	77
NHS Lothian	SCARE	Speak to clinician within 4 Hrs	124	139	104	119	137	137	124	138	128	115	125	148	149
NHS Lothian	SLFC_NPA	Contact Breathing Space					2						1		
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	1	1	1	1	2	1	3		3	2			4
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	221	206	194	223	204	228	222	214	241	203	216	208	189
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	4	3	5		3	3	2	6	1	5	4	3	9
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Pharmacist		1											
NHS Lothian	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	11	15	5	14	7	6	15	37	9	10	10	25	9
NHS Lothian	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	4	4	3	4		5	6	4	6	5	3	4	3
NHS Lothian	SLFC_NPA	Dental Nurse - Self Care	1	5	5	7	2	5	5	5	10	5	7	8	6
NHS Lothian	SLFC_NPA	Distress Brief Intervention	15	20	20	17	17	18	15	19	28	19	21	16	19
NHS Lothian	SLFC_NPA	For Information Only	108	107	121	96	114	101	117	124	116	112	95	111	102
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	306	324	316	324	377	295	317	342	303	340	327	357	317
NHS Lothian	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1	2	1	2	3	2	1	1	2	3	2	3	1
NHS Lothian	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only		1	3	1		2		1	1		1		1
NHS Lothian	SLFC_NPA	Pt advised to contact Midwife - For Information Only	18	17	19	11	18	12	11	16	10	16	18	13	22
NHS Lothian	SLFC_NPA	Pt advised to contact Optician - For Information Only	18	15	17	15	24	19	21	19	12	23	9	13	20
NHS Lothian	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only	1				1				1		1		1
NHS Lothian	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	76	74	53	81	82	81	60	72	81	71	62	60	66
NHS Lothian	SLFC_NPA	Pt advised to contact Police - For Information Only	10	13	12	14	5	13	11	13	9	4	9	7	10
NHS Lothian	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information				1									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	14	12	17	10	13	21	11	13	8	12	13	19	11
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	1		2	1	1	2	2	1	1	1			2
NHS Orkney	PCARE	DN (Dr) phone patient within 1 Hr		1	1			1	1				1		

Table 3

Health Board	Care Group	Endpoint	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	05/10/2025	12/10/2025
NHS Orkney	PCARE	DN (Dr) phone patient within 2 Hrs								1	1		1		2
NHS Orkney	PCARE	DN (Dr) phone patient within 4 Hrs	3	3		1				2	3	2	3	3	3
NHS Orkney	PCARE	Home Visit within 1 Hr	2		1				1		2		1	2	
NHS Orkney	PCARE	Home Visit within 2 Hrs	1	1	3		2	3	2	2	2			6	4
NHS Orkney	PCARE	Home Visit within 4 Hrs	1	3	5	5	6	2	4	2	1	3	1	6	1
NHS Orkney	PCARE	PCEC within 1 Hr	1	1			1		1		1	1	5	2	4
NHS Orkney	PCARE	PCEC within 2 Hrs	6	3	1	6	1	4	5	4	6	1	3	10	1
NHS Orkney	PCARE	PCEC within 4 Hrs	16	7	11	11	14	10	6	7	6	7	12	11	7
NHS Orkney	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	3	3	1	1	3	1	3					1	
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						1	1		1				
NHS Orkney	PCARE	Pt advised to contact practice within 36 Hrs - Info Only		1						1	1		2	1	5
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	1	1		2	1	1	1	1	2	2	3
NHS Orkney	PCARE	Speak to clinician within 4 Hrs	2	3	3		6	1	1	2	1	6	1	3	4
NHS Orkney	SCARE	999 contacted - For information only	8	1	2	4	4	5	3	3	7	8	1	5	8
NHS Orkney	SCARE	Patient advised to go to A&E	7	4	8	6	1	2	5	3	5	3	3	5	4
NHS Orkney	SCARE	Patient sent to A&E via Ambulance within 1 Hr	1				2			2		3		2	
NHS Orkney	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	1	5	1	2	1	1	3	3	3	3	1		1
NHS Orkney	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	1		1										
NHS Orkney	SCARE	Speak to clinician 2 Hrs	1	1				2				1		1	
NHS Orkney	SCARE	Speak to clinician within 4 Hrs		1	1	3		1			1	1	1		
NHS Orkney	SLFC_NPA	Distress Brief Intervention				2				1					
NHS Orkney	SLFC_NPA	For Information Only	2	2	1	1		1	1	2	3				3
NHS Orkney	SLFC_NPA	Hub to arrange appointment within 24 hours	3	5	2	3	1	6	2	5	4	6	2	2	2
NHS Orkney	SLFC_NPA	Patient advised to contact registered GDP - Info Only		1	1		1	1		2	1	1		1	
NHS Orkney	SLFC_NPA	Patient given self care advice - For Information Only	10	7	14	5	19	11	12	10	3	3	10	12	2
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						1	
NHS Orkney	SLFC_NPA	Pt advised to contact Optician - For Information Only						1							
NHS Orkney	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only			1	3	1	1		1	1	2	1	2	1
NHS Orkney	SLFC_NPA	Triage refused - For Information Only		2					1		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		2
NHS Shetland	PCARE	CPN (Dr) to phone patient within 2 Hrs		1	3	1			1	1		3	1	1	3
NHS Shetland	PCARE	DN (Dr) phone patient within 2 Hrs			1		1	1	1	1	1		1		
NHS Shetland	PCARE	DN (Dr) phone patient within 4 Hrs	1		1	2	2		3	2	1		1	3	1
NHS Shetland	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)							1						

Table 3

Health Board	Care Group	Endpoint	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	05/10/2025	12/10/2025
NHS Shetland	PCARE	Home Visit within 1 Hr	2						1		1				
NHS Shetland	PCARE	Home Visit within 2 Hrs		1	3	4	1	2	2	2	1	1	5	4	2
NHS Shetland	PCARE	Home Visit within 4 Hrs	3		2	3	3	3	3	4	3		6	4	1
NHS Shetland	PCARE	PCEC within 1 Hr	2			1	1			1		2		1	2
NHS Shetland	PCARE	PCEC within 2 Hrs	7	2	3	3		1	2	3	5	1	1	1	2
NHS Shetland	PCARE	PCEC within 4 Hrs	6	5	8	3	9	7	11	11	1	2	7	4	3
NHS Shetland	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only		2	1		2	2	1	1	2		1		1
NHS Shetland	PCARE	Pt advised to contact practice within 12 Hrs - Info Only											2		1
NHS Shetland	PCARE	Pt advised to contact practice within 36 Hrs - Info Only		1		1	1		1			1	2	1	2
NHS Shetland	PCARE	Speak to clinician within 1 Hr	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		1	3	3	2	2		1	1		1	1	2
NHS Shetland	PCARE	Triage refused therefore Dr requested to phone patient		1											
NHS Shetland	SCARE	999 contacted - For information only	2	2	3	3	5	7	2	3	7	8	3	5	7
NHS Shetland	SCARE	Patient advised to go to A&E	3	2	2	2	4	2	1	3	4	2	3	10	1
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			2								
NHS Shetland	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	1	1	3	1	2	4	4		1		2	1	1
NHS Shetland	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub		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	1		1	1	1	2			2	1		2	1
NHS Shetland	SLFC_NPA	Distress Brief Intervention						1				2			
NHS Shetland	SLFC_NPA	For Information Only			1	5	4	2	2	2	1	3		1	
NHS Shetland	SLFC_NPA	Hub to arrange appointment within 24 hours	1	2	5	5	3	4	3	4	1		2	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	2				1	
NHS Shetland	SLFC_NPA	Patient given self care advice - For Information Only	8		5	1	5	1	2	2	2	5	1	4	5
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		1	
NHS Shetland	SLFC_NPA	Pt advised to contact Police - For Information Only					1								2
NHS Shetland	SLFC_NPA	Triage refused - For Information Only						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	15	16	18	12	22	16	18	17	22	16	18	10	20
NHS TAYSIDE	PCARE	CPN (Dr) to phone patient within 2 Hrs	18	21	39	24	24	20	21	23	20	25	27	25	23
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 1 Hr	5	9	9	2	6	9	3		5	4	7	5	3
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 2 Hrs	11	14	10	8	18	18	9	11	17	6	14	16	13
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 4 Hrs	31	27	42	26	41	34	32	40	33	37	38	49	33

Table 3

Health Board	Care Group	Endpoint	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	05/10/2025	12/10/2025
NHS TAYSIDE	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	1	3	5	2	4	3	1		2		2	2	
NHS TAYSIDE	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1		1		1	2	1					1	
NHS TAYSIDE	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	1	1	5	1		2	4	1	4	2	1	1	2
NHS TAYSIDE	PCARE	Home Visit within 1 Hr	9	14	13	11	6	12	6	13	10	12	8	10	12
NHS TAYSIDE	PCARE	Home Visit within 2 Hrs	41	40	45	31	32	40	32	51	37	36	34	37	43
NHS TAYSIDE	PCARE	Home Visit within 4 Hrs	44	47	69	48	44	37	47	46	48	49	45	50	69
NHS TAYSIDE	PCARE	PCEC within 1 Hr	50	53	59	56	51	68	55	76	57	54	47	50	69
NHS TAYSIDE	PCARE	PCEC within 2 Hrs	131	126	160	130	147	141	120	156	165	135	147	152	167
NHS TAYSIDE	PCARE	PCEC within 4 Hrs	364	328	481	336	330	333	349	341	306	331	303	385	469
NHS TAYSIDE	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	47	75	48	42	60	54	53	37	41	30	36	25	19
NHS TAYSIDE	PCARE	Pt advised to contact practice - For Information Only	10	11	10	6	14	12	10	5	9	7	10	8	8
NHS TAYSIDE	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	11	2	2	10	5	4	8	10	5	7	4	11	6
NHS TAYSIDE	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	53	41	49	48	55	54	43	74	56	52	53	62	83
NHS TAYSIDE	PCARE	Speak to clinician within 1 Hr	13	14	19	15	21	14	15	15	21	11	21	19	20
NHS TAYSIDE	PCARE	Speak to clinician within 2 Hrs	27	31	37	28	34	35	22	26	22	12	27	18	37
NHS TAYSIDE	PCARE	Speak to clinician within 4 Hrs	45	55	104	64	70	50	45	40	67	49	52	58	75
NHS TAYSIDE	PCARE	Transport to PCEC within 1 Hr					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	6			2	1	1	1				1		
NHS TAYSIDE	SCARE	999 contacted - For information only	132	186	187	189	191	172	151	165	187	190	150	163	171
NHS TAYSIDE	SCARE	Patient advised to go to A&E	97	91	114	91	88	117	112	123	112	105	102	96	98
NHS TAYSIDE	SCARE	Patient advised to go to A&E		3	4	1	1	3	4	2	5	1	2	1	2
NHS TAYSIDE	SCARE	Patient sent to A&E via Ambulance within 1 Hr	10	18	7	11	11	16	14	12	14	8	15	10	5
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	136	123	167	130	129	133	133	143	137	104	116	106	94
NHS TAYSIDE	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub					1					1			1
NHS TAYSIDE	SCARE	Speak to clinician 2 Hrs	20	27	36	31	27	24	30	29	26	20	42	32	32
NHS TAYSIDE	SCARE	Speak to clinician within 4 Hrs	38	54	55	40	33	43	43	43	42	44	40	50	42
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour		2	1		1	1		1	1	1	2	1	
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	109	108	129	141	100	107	141	129	113	122	133	121	114
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour		1	1		1		2			3	3		2
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Pharmacist						1							
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Not Triage/Assessed	1	9	8	6	5	6	9	14	6	7	8	14	4
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	2	3	1	3	2	2	4	4	3	1	1	2	2
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Self Care			5	4	4	5	6	1	1	6	4	5	3
NHS TAYSIDE	SLFC_NPA	Distress Brief Intervention	7	6	8	5	4	10	8	8	10	2	11	4	14
NHS TAYSIDE	SLFC_NPA	For Information Only	36	33	56	45	43	38	33	40	30	40	38	34	46
NHS TAYSIDE	SLFC_NPA	Patient advised to contact CPN Team - For Info Only											1		

Table 3

Health Board	Care Group	Endpoint	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	05/10/2025	12/10/2025
NHS TAYSIDE	SLFC_NPA	Patient given self care advice - For Information Only	136	127	165	142	155	157	155	140	148	146	128	135	162
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Dentist - For Information Only			2				1				1	2	2
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	3	5	3		4	5	3	5	4	2	7	4
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Optician - For Information Only	6	5	8	10	7	5	10	6	4	9	8	7	3
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	31	31	33	20	25	32	16	35	23	19	17	25	38
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Police - For Information Only	7	3	8	9	2	6	2	6	3	3	11	1	3
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information		1											
NHS TAYSIDE	SLFC_NPA	Pt advised to contact appropriate service - For Info Only		1	1										1
NHS TAYSIDE	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	4	12	11	9	3	12	6	4	8	9	5	4	5
NHS TAYSIDE	SLFC_NPA	Untriaged call - OOH Service clinician to phone patient													1
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				1
NHS Western Isles	PCARE	CPN (Dr) to phone patient within 2 Hrs				1	1		1	1		1		1	
NHS Western Isles	PCARE	DN (Dr) phone patient within 1 Hr				1								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		1
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			3						1			1	1
NHS Western Isles	PCARE	Home Visit within 2 Hrs	3	4		4	2	4	4	1	4		2	2	1
NHS Western Isles	PCARE	Home Visit within 4 Hrs	2	1	2	4	3	3	2	1	1	2	3	2	7
NHS Western Isles	PCARE	PCEC within 1 Hr	1	1	1	3	1	2	4	2		2	2		3
NHS Western Isles	PCARE	PCEC within 2 Hrs	8	3	5	9	9	3	7	7	9	3	11	7	2
NHS Western Isles	PCARE	PCEC within 4 Hrs	19	17	10	16	15	10	12	17	16	13	6	14	10
NHS Western Isles	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	2	6	4	3	3	4	2	2		1	2	3	1
NHS Western Isles	PCARE	Pt advised to contact practice - For Information Only			3					1				1	
NHS Western Isles	PCARE	Pt advised to contact practice within 12 Hrs - Info Only							1						1
NHS Western Isles	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	4	3	3	1	1	2			3		4	4	3
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	2	3	2	1	2				2
NHS Western Isles	PCARE	Speak to clinician within 4 Hrs	4	1	3	4	3	3	4	1	1	4	3	1	1
NHS Western Isles	PCARE	Transport to PCEC within 4 hrs						1							
NHS Western Isles	SCARE	999 contacted - For information only	12	11	8	4	9	12	7	9	9	6	7	6	9
NHS Western Isles	SCARE	Patient advised to go to A&E	3	8	3	8	8	9	5	7	7	2	8	3	5
NHS Western Isles	SCARE	Patient advised to go to A&E	1												
NHS Western Isles	SCARE	Patient sent to A&E via Ambulance within 1 Hr		1		2	1			1					
NHS Western Isles	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	8		5	4	2	2	4	5	1	2	7	5	1

Table 3

Health Board	Care Group	Endpoint	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	05/10/2025	12/10/2025
NHS Western Isles	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	3		3			2		1	1		2		
NHS Western Isles	SCARE	Speak to clinician 2 Hrs	1	1	1				1					2	
NHS Western Isles	SCARE	Speak to clinician within 4 Hrs	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	2	1	2	2	5	3	2		2	2		2	3
NHS Western Isles	SLFC_NPA	Hub to arrange appointment within 24 hours	5	3	2	2	1	6	2	3	5	5	1	1	2
NHS Western Isles	SLFC_NPA	Patient advised to contact registered GDP - Info Only		1		1	2			2				3	
NHS Western Isles	SLFC_NPA	Patient given self care advice - For Information Only	4	3	1	3	2	4	4	4	4	5		1	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 Orthodontist - For Information Only												1	
NHS Western Isles	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	1	2	1			1		1		2		1	1
NHS Western Isles	SLFC_NPA	Pt advised to contact Police - For Information Only				1									
NHS Western Isles	SLFC_NPA	Triage refused - For Information Only		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	Routine Appointment in													1
Not assigned	SLFC_NPA	Triage Refused/Not Assessed			1	1									
Not assigned	Not assigned	Not assigned	12	9	11	9	11	11	15	22	12	19	10	19	10

Table 4

Care Group	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	05/10/2025	12/10/2025
PCARE	12,107	11,943	10,756	10,335	10,608	10,804	10,453	10,796	11,087	10,877	11,308	12,350	11,474
SCARE	7,487	7,154	6,959	7,097	7,449	7,645	7,293	7,637	7,659	6,979	7,249	7,536	7,160
SLFC_NPA	4,749	4,733	4,522	4,502	4,593	4,669	4,548	4,719	4,460	4,397	4,523	4,865	4,405
Not assigned	15	10	14	9	15	12	16	27	17	20	10	19	11
Total	24,358	23,840	22,251	21,943	22,665	23,130	22,310	23,179	23,223	22,273	23,090	24,770	23,050

Care Group	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	05/10/2025	12/10/2025
PCARE	49.70%	50.10%	48.34%	47.10%	46.80%	46.71%	46.85%	46.58%	47.74%	48.83%	48.97%	49.86%	49.78%
SCARE	30.74%	30.01%	31.27%	32.34%	32.87%	33.05%	32.69%	32.95%	32.98%	31.33%	31.39%	30.42%	31.06%
SLFC_NPA	19.50%	19.85%	20.32%	20.52%	20.26%	20.19%	20.39%	20.36%	19.21%	19.74%	19.59%	19.64%	19.11%
Not assigned	0.06%	0.04%	0.06%	0.04%	0.07%	0.05%	0.07%	0.12%	0.07%	0.09%	0.04%	0.08%	0.05%

Table 5

Calendar day	16/09/2025	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	29/09/2025	30/09/2025	01/10/2025	02/10/2025	03/10/2025	04/10/2025	05/10/2025	06/10/2025	07/10/2025	08/10/2025	09/10/2025	10/10/2025	11/10/2025	12/10/2025
Overall Call Volume	404	359	369	361	398	439	403	373	367	413	428	384	433	468	481	391	416	371	385	428	441	425	436	412	375	358	482	491
Overall Calls Connected	338	283	275	294	286	367	335	329	288	345	325	341	374	404	450	381	345	330	296	382	335	384	336	358	310	271	345	387
Median Time to Answer	00:00:06	00:00:06	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	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06
90th Percentile Time to Answer	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	00:02:02	00:03:59	00:09:39	00:04:15	00:13:58	00:06:38	00:04:44	00:09:29	00:11:16	00:10:30	00:10:38	00:17:22	00:19:09	00:17:30

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

Table 6

Week Endng Date	20/07/2025	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	05/10/2025	12/10/2025
Overall Call Volume	3,216	3,011	2,919	2,960	2,868	2,953	2,846	2,837	2,599	2,793	2,866	2,913	2,979
Overall Calls Connected	2,299	2,256	2,356	2,419	2,249	2,507	2,223	2,383	2,166	2,178	2,406	2,562	2,392
Median Time to Answer	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	00:00:06	00:00:06
90th Percentile Time to Answer	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	00:05:58	00:13:59

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

Graphs

