NHS 24

Unscheduled Care Operational Statistics
Official Statistics in Development
Weekly Statistics

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

Contents:

Source:

Publication only contains information from the SAP Hana Data Warehouse upto week ending 26th October and contains information from Azure Data Warehouse from 21st October.

This publication includes data for week ending: 03/08/2025 to 26/10/2025

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 until Tuesday 21st October Tables 1 and 2 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

Calendar day	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	13/10/2025	14/10/2025	15/10/2025	16/10/2025	17/10/2025	18/10/2025	19/10/2025	20/10/2025	21/10/2025	22/10/2025	23/10/2025	24/10/2025	25/10/2025	26/10/2025
Overall Call Volume	6987	7004	5876	3101	3131	2920	3027	6870	6693	4407	3298	3147	3031	3127	7187	6555	3808	2867	2846	2694	3357	7160	6773	3533	3249	2997	2955	3225	7205	6990
Overall Calls Connected	5844	6016	5521	2609	2693	2450	2465	5821	5709	3484	2670	2660	2482	2491	5891	5553	3190	2437	2431	2386	2823	6096	5926	2998	2705	2584	2390	2506	5836	5789
Caller Discontinued	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%	0.10%	0.21%	0.05%	0.10%	0.08%	0.19%	0.06%	0.24%	0.14% *	0.25% *	0.29% *	0.47%	0.1% *	0.37% *
Overall Avg Patient Journey Time	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	00:25:26	00:32:59	00:33:39	00:29:27	00:30:24	00:30:39	00:32:44	00:30:43	00:37:51 *	00:27:17 *	00:40:04 *	00:40:38 *	00:55:34 *	00:47:00 *
Triaged at First Contact %	91.67%	92.27%	93.99%	98.70%	98.03%	98.71%	97.14%	90.62%	91.79%	98.67%	99.12%	97.62%	98.57%	97.14%	91.54%	93.80%	98.36%	98.40%	99.17%	99.67%	98.41%	91.98%	92.89%	97.65%	97.0% *	97.0% *	97.0% *	94.0% *	89.0% *	92.0% *
Median Time to Answer	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	00:05:49	00:09:11	00:07:12	00:02:57	00:05:08	00:07:35	00:09:14	00:08:28	00:03:58	00:00:10	00:03:19	00:17:35	00:20:52	00:20:52
90th Percentile Time to Answer	00:29:54	00:29:05	00:06:37	00:57:00	00:43:14	00:39:01	00:42:28	00:34:33	00:34:47	01:06:14	00:46:18	00:36:14	00:51:22	00:52:49	00:26:18	00:24:26	00:24:42	00:40:32	00:35:52	00:28:32	00:44:03	00:19:08	00:20:10	00:38:36	00:42:15	00:18:42	00:26:47	00:44:15	00:38:52	00:43:33

* denotes where the data is solely from the Azure data warehouse

Week Endng Date	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	19/10/2025	26/10/2025
Overall Call Volume	28781	28492	29752	29381	29294	30144	29976	30860	30675	31618	30752	29505	30154
Overall Calls Connected	24070	23986	24769	25160	24138	25363	25062	24072	25292	27268	25231	25289	24808
Caller Discontinued	0.30%	0.20%	0.24%	0.17%	0.34%	0.22%	0.20%	0.48%	0.25%	0.18%	0.27%	0.12%	0.26% *
Overall Avg Patient Journey Time	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	00:30:50	00:44:41 *
Triaged at First Contact %	95.55%	94.96%	95.87%	95.65%	94.42%	94.49%	95.30%	94.42%	94.62%	94.29%	95.62%	95.64%	93.00% *
Median Time to Answer	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	00:07:02	00:12:42
90th Percentile Time to Answer	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	00:26:22	00:41:51

* denotes where the data is solely from the Azure data warehouse

Health Board	Care Group	Endpoint	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	19/10/2025	26/10/2025
NHS Ayrshire & Arran	PCARE	CPN (Dr) to phone patient within 1 Hr	15	17	9	10	10	13	14	12	13	15	14	12	12
NHS Ayrshire & Arran	PCARE	CPN (Dr) to phone patient within 2 Hrs	19	12	10	9	13	17	14	13	18	16	22	14	23
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 1 Hr	1	3	2	3	1	1	0	1	3	0	1	2	1
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 2 Hrs	0	2	1	1	2	2	0	2	3	2	2	4	4
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 4 Hrs	5	7	0	3	7	6	4	7	6	4	2	4	4
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	0	0	0	0	1	1	1	1	0	0	1	2	0
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1	0	0	0	0	0	0	0	1	1	0	0	0
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	1	0	1	0	0	0	0	1	1	0	0	1	0
NHS Ayrshire & Arran	PCARE	Home Visit within 1 Hr	13	10	18	13	9	7	9	13	8	13	8	13	8
NHS Ayrshire & Arran	PCARE	Home Visit within 2 Hrs	26	23	39	37	28	28	33	30	38	33	36	38	29
NHS Ayrshire & Arran	PCARE	Home Visit within 4 Hrs	49	35	53	42	42	42	39	55	48	43	44	41	35
NHS Ayrshire & Arran	PCARE	PCEC within 1 Hr	36	24	30	32	21	29	42	29	38	40	39	20	45
NHS Ayrshire & Arran	PCARE	PCEC within 2 Hrs	121	103	124	135	118	125	124	152	149	133	158	132	110
NHS Ayrshire & Arran	PCARE	PCEC within 4 Hrs	275	238	284	273	296	278	312	440	443	260	283	326	288
NHS Ayrshire & Arran	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	10	3	8	13	9	2	8	6	8	7	9	3	3
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice - For Information Only	4	6	3	5	7	2	8	10	4	6	9	7	7
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	2	0	1	3	3	1	2	0	3	5	0	2	1
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	7	14	11	8	12	13	12	14	15	14	15	22	23
NHS Ayrshire & Arran	PCARE	Speak to clinician within 1 Hr	14	16	15	17	9	12	29	18	20	9	15	9	17
NHS Ayrshire & Arran	PCARE	Speak to clinician within 2 Hrs	30	18	15	21	24	25	25	37	35	21	17	27	12
NHS Ayrshire & Arran	PCARE	Speak to clinician within 4 Hrs	44	52	67	41	60	42	49	128	87	42	41	41	38
NHS Ayrshire & Arran	SCARE	999 contacted - For information only	28	27	27	29	22	31	19	25	54	25	23	95	33
NHS Ayrshire & Arran	SCARE	Patient advised to go to A&E	18	18	23	16	27	25	17	16	43	12	24	88	22
NHS Ayrshire & Arran	SCARE	Patient sent to A&E via Ambulance within 1 Hr	2	1	2	1	1	1	2	1	2	1	5	9	4
NHS Ayrshire & Arran	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	100	86	106	97	93	104	87	91	103	76	73	84	74
NHS Ayrshire & Arran	SCARE	Speak to clinician 2 Hrs	24	15	19	33	30	24	20	30	23	15	22	21	20
NHS Ayrshire & Arran	SCARE	Speak to clinician within 4 Hrs	2	2	3	6	3	3	2	3	6	3	5	12	6
NHS Ayrshire & Arran	SLFC_NPA	Contact Breathing Space	0	0	0	0	0	0	1	0	0	0	0	0	0
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	0	2	1	2	1	2	1	0	0	0	0	0	0
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	183	161	136	157	137	169	134	182	170	82	94	82	6
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1	0	0	2	0	1	1	1	2	1	0	2	0
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	6	2	3	3	2	17	1	3	3	4	1	3	14
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	0	0	0	0	1	4	2	1	1	2	0	0	0
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Self Care	2	2	1	1	1	0	2	3	1	2	1	1	1
NHS Ayrshire & Arran	SLFC_NPA	Distress Brief Intervention	10	7	6	8	9	4	5	5	14	6	2	5	8
NHS Ayrshire & Arran	SLFC_NPA	For Information Only	47	48	53	44	42	26	51	41	51	39	47	35	38
NHS Ayrshire & Arran	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	0	2	0	2	0	1	1	0	0	0	2	1	0
NHS Ayrshire & Arran	SLFC_NPA	Patient given self care advice - For Information Only	59	63	74	53	46	41	51	58	66	61	63	79	22
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Dentist - For Information Only	0	0	1	1	0	0	0	1	0	3	2	0	2
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Midwife - For Information Only	5	3	1	1	4	3	4	4	5	3	1	2	3
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Optician - For Information Only	2	3	2	4	3	1	4	4	2	4	5	0	5
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only	0	1	0	0	0	0	0	0	0	0	0	0	0
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	20	10	29	20	19	18	10	29	28	13	16	8	17

NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Police - For Information Only	2	4	6	5	3	4	3	5	4	3	3	7	7
NHS Ayrshire & Arran	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	3	6	4	3	3	3	3	4	6	4	7	3	0
NHS Ayrshire & Arran	Not assigned	Not assigned	0	0	0	0	0	2	2	0	0	0	0	0	0
NHS Ayrshire & Arran	PCARE	Contact GP Practice within 4 Hours (ASAP	0	0	0	0	0	0	0	0	0	0	0	1	0
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 12 Hrs - For Information Only	2	3	0	4	2	1	3	2	1	0	1	7	3
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 36 Hrs - For Information Only	10	11	17	18	14	35	19	17	30	41	31	38	44
NHS Ayrshire & Arran	PCARE	Pt advised to contact Practice within 4 Hrs - For Information Only	37	47	51	43	36	27	28	19	13	33	31	26	12
NHS Ayrshire & Arran	SCARE	999 contacted. For information only	162	130	195	145	180	178	186	178	165	191	213	79	132
NHS Ayrshire & Arran	SCARE	patient advised to attend A & E within 1 hour - for information only	0	0	0	0	0	0	0	0	0	0	0	0	4
NHS Ayrshire & Arran	SCARE	Patient sent to A&E via Ambulance within 1 Hr - For Information Only	20	13	17	20	26	23	19	16	21	30	20	17	15
NHS Ayrshire & Arran	SCARE	Pt advised to go to A&E	195	179	196	228	214	201	225	183	166	238	216	98	136
NHS Ayrshire & Arran	SCARE	Speak to clinician 4 Hrs	49	42	43	41	43	42	38	47	31	51	53	19	37
NHS Ayrshire & Arran	SLFC_NPA	Contact Family Planning Clinic	0	0	0	0	0	1	1	0	0	1	1	0	0
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Dentist within 1	0	1	0	0	1	0	0	0	0	0	0	0	0
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Dentist within 24	0	0	0	0	0	0	0	0	0	0	0	0	65
NHS Ayrshire & Arran	SLFC_NPA	hub to arrange appointment within 24 hours	0	0	0	0	0	0	0	0	0	0	0	0	1
NHS Ayrshire & Arran	SLFC_NPA	Not Assessed / Triage Refused	0	0	1	1	0	0	0	0	0	0	0	0	0
NHS Ayrshire & Arran	SLFC_NPA	patient given self care dental advice - for information only	0	0	0	0	0	0	0	0	0	0	0	0	2
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact CPN Team - For Information Only	0	0	1	0	0	0	0	0	0	0	0	0	0
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only	1	1	0	0	0	0	0	0	0	0	0	0	0
NHS Ayrshire & Arran	SLFC_NPA	Pt given self care advice - For Information Only	47	36	55	43	60	36	45	50	47	35	48	34	88
NHS Ayrshire & Arran	SLFC_NPA	Triage refused Pt terminated call - For Information Only	0	0	0	0	0	0	0	0	0	0	0	0	0
NHS Borders	PCARE	CPN (Dr) to phone patient within 1 Hr	2	4	4	3	4	3	1	7	2	1	6	6	2
NHS Borders	PCARE	CPN (Dr) to phone patient within 2 Hrs	7	8	4	5	4	4	2	6	8	7	13	8	2
NHS Borders	PCARE	DN (Dr) phone patient within 1 Hr	2	2	0	3	0	2	0	2	2	3	3	2	1
NHS Borders	PCARE	DN (Dr) phone patient within 2 Hrs	4	5	2	4	12	3	7	2	6	5	7	10	2
NHS Borders	PCARE	DN (Dr) phone patient within 4 Hrs	9	12	10	16	9	7	13	12	9	16	11	20	17
NHS Borders	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	0	0	1	0	0	1	1	1	0	1	0	0	0
NHS Borders	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	0	0	0	0	1	1	1	0	1	0	0	1	0
NHS Borders	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	1	0	0	0	0	0	0	0	0	0	0	0	0
NHS Borders	PCARE	Home Visit within 1 Hr	3	3	3	6	0	0	1	0	2	5	7	0	1
NHS Borders	PCARE	Home Visit within 2 Hrs	12	11	11	15	12	10	8	16	15	9	12	7	10
NHS Borders	PCARE	Home Visit within 4 Hrs	10	10	17	14	8	11	13	12	12	14	12	22	14
NHS Borders	PCARE	PCEC within 1 Hr	7	6	11	4	4	9	6	7	3	13	8	7	10
NHS Borders	PCARE	PCEC within 2 Hrs	22	25	23	24	21	27	28	21	27	13	21	27	23
NHS Borders	PCARE	PCEC within 4 Hrs	55	74	66	69	73	53	55	56	70	59	62	70	62
NHS Borders	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	24	23	14	19	19	12	11	7	9	10	8	6	1
NHS Borders	PCARE	Pt advised to contact practice - For Information Only	1	0	4	3	1	4	1	0	2	2	1	2	2
NHS Borders	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	3	0	1	2	1	0	3	2	2	5	1	2	0
NHS Borders	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	12	9	8	10	6	19	24	11	17	19	19	18	4
NHS Borders	PCARE	Speak to clinician within 1 Hr	3	3	5	5	1	4	1	2	3	4	7	3	2
NHS Borders	PCARE	Speak to clinician within 2 Hrs	7	6	7	3	5	11	5	3	5	5	5	9	4
NHS Borders	PCARE	Speak to clinician within 4 Hrs	11	18	6	11	13	12	8	16	8	11	9	13	10
NHS Borders	SCARE	999 contacted - For information only	44	53	48	39	31	60	39	39	55	60	40	47	9
NHS Borders	SCARE	Patient advised to go to A&E	48	37	44	55	54	53	42	45	49	42	45	44	6

NHS Borders	SCARE	Patient sent to A&E via Ambulance within 1 Hr	3	9	5	2	8	10	5	7	6	6	3	1	0
NHS Borders	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	47	49	45	41	52	37	59	53	51	45	41	44	54
NHS Borders	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	0	0	0	0	0	0	0	0	1	0	0	0	0
NHS Borders	SCARE	Speak to clinician 2 Hrs	10	8	12	12	10	8	9	14	14	18	15	6	9
NHS Borders	SCARE	Speak to clinician within 4 Hrs	13	9	15	13	10	12	16	19	14	10	12	9	2
NHS Borders	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	0	0	0	0	0	0	0	0	0	0	1	0	0
NHS Borders	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	16	37	31	57	32	24	26	31	26	18	19	13	1
NHS Borders	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	0	0	0	0	0	0	2	2	0	1	0	0	0
NHS Borders	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	0	1	1	0	2	0	0	0	2	1	0	0	1
NHS Borders	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	0	0	0	0	0	1	0	0	0	0	0	0	0
NHS Borders	SLFC_NPA	Dental Nurse - Self Care	0	0	0	0	1	0	1	0	0	0	1	1	0
NHS Borders	SLFC_NPA	Distress Brief Intervention	1	3	2	0	3	0	2	4	3	1	1	3	1
NHS Borders	SLFC_NPA	For Information Only	15	13	8	9	18	6	7	9	14	15	22	11	17
NHS Borders	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	0	0	0	0	0	0	1	0	0	0	0	1	0
NHS Borders	SLFC_NPA	Patient given self care advice - For Information Only	52	34	31	32	41	41	26	28	40	39	29	35	6
NHS Borders	SLFC_NPA	Pt advised to contact Dentist - For Information Only	0	1	0	1	2	0	1	0	0	0	0	0	0
NHS Borders	SLFC_NPA	Pt advised to contact Midwife - For Information Only	0	0	1	0	2	1	0	1	3	1	2	2	0
NHS Borders	SLFC_NPA	Pt advised to contact Optician - For Information Only	2	1	5	2	0	3	4	2	0	1	3	1	1
NHS Borders	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only	0	0	0	0	0	0	0	0	1	0	0	0	0
NHS Borders	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	4	4	5	4	8	4	4	1	1	4	5	4	4
NHS Borders	SLFC_NPA	Pt advised to contact Police - For Information Only	0	2	2	5	4	2	1	1	1	2	2	2	0
NHS Borders	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	3	3	0	0	4	1	1	2	4	0	2	0	0
NHS Borders	PCARE	Pt advised to contact practice within 36 Hrs - For Information Only	0	0	0	0	0	0	0	0	0	0	0	0	20
NHS Borders	PCARE	Pt advised to contact Practice within 4 Hrs - For Information Only	0	0	0	0	0	0	0	0	0	0	0	0	2
NHS Borders	SCARE	999 contacted. For information only	0	0	0	0	0	0	0	0	0	0	0	0	34
NHS Borders	SCARE	patient advised to attend A & E within 1 hour - for information only	0	0	0	0	0	0	0	0	0	0	0	0	1
NHS Borders	SCARE	Patient sent to A&E via Ambulance within 1 Hr - For Information Only	0	0	0	0	0	0	0	0	0	0	0	0	2
NHS Borders	SCARE	Pt advised to go to A&E	0	0	0	0	0	0	0	0	0	0	0	0	36
NHS Borders	SCARE	Speak to clinician 4 Hrs	0	0	0	0	0	0	0	0	1	0	0	0	13
NHS Borders	SLFC_NPA	Dental Nurse - Contact Dentist within 24	0	0	0	0	0	0	0	0	0	0	0	0	12
NHS Borders	SLFC_NPA	Pt given self care advice - For Information Only	0	0	0	0	0	0	0	0	0	0	0	1	0
NHS Dumfries & Gallo	PCARE	CPN (Dr) to phone patient within 1 Hr	0	0	0	0	0	0	0	0	0	0	0	0	0
NHS Dumfries & Gallo	PCARE	CPN (Dr) to phone patient within 2 Hrs	0	0	0	0	0	0	0	0	0	0	0	0	0
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 1 Hr	0	0	0	0	0	0	0	0	0	0	0	0	0
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 2 Hrs	0	0	0	0	0	0	0	0	0	0	0	0	0
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 4 Hrs	0	0	0	0	0	0	0	0	0	0	0	0	0
NHS Dumfries & Gallo	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	0	0	0	0	0	0	0	0	0	0	0	0	0
NHS Dumfries & Gallo	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	0	0	0	0	0	0	0	0	0	0	0	0	0
NHS Dumfries & Gallo	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	0	0	0	0	0	0	0	0	0	0	0	0	0
NHS Dumfries & Gallo	PCARE	Home Visit within 1 Hr	0	0	0	0	0	0	0	0	0	0	0	0	0
NHS Dumfries & Gallo	PCARE	Home Visit within 2 Hrs	0	0	0	0	0	0	0	0	0	0	0	0	0
NHS Dumfries & Gallo	PCARE	Home Visit within 4 Hrs	0	0	0	0	0	0	0	0	0	0	0	0	0
NHS Dumfries & Gallo	PCARE	PCEC within 1 Hr	0	0	0	0	0	0	0	0	0	0	0	0	0
NHS Dumfries & Gallo	PCARE	PCEC within 2 Hrs	0	0	0	0	0	0	0	0	0	0	0	0	0
NHS Dumfries & Gallo	PCARE	PCEC within 4 Hrs	0	0	0	0	0	0	0	0	0	0	0	0	0

NHS Dumfries & Gallo	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	0	0	0	0	0	0	0	0	0	0	0	0	0
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice - For Information Only	0	0	0	0	0	0	0	0	0	0	0	0	0
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	0	0	0	0	0	0	0	0	0	0	0	0	0
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	0	0	0	0	0	0	0	0	0	0	0	0	0
NHS Dumfries & Gallo	PCARE	Speak to clinician within 1 Hr	0	0	0	0	0	0	0	0	0	0	0	0	0
NHS Dumfries & Gallo	PCARE	Speak to clinician within 2 Hrs	0	0	0	0	0	0	0	0	0	0	0	0	0
NHS Dumfries & Gallo	PCARE	Speak to clinician within 4 Hrs	0	0	0	0	0	0	0	0	0	0	0	0	0
NHS Dumfries & Gallo	PCARE	Transport to PCEC within 2 Hrs	0	0	0	0	0	0	0	0	0	0	0	0	0
NHS Dumfries & Gallo	PCARE	Transport to PCEC within 4 hrs	0	0	0	0	0	0	0	0	0	0	0	0	0
NHS Dumfries & Gallo	SCARE	999 contacted - For Information Only	0	0	0	0	0	0	0	0	0	0	0	0	0
NHS Dumfries & Gallo	SCARE	Patient advised to go to A&E	0	0	0	0	0	0	0	0	0	0	0	0	0
NHS Dumfries & Gallo	SCARE	Patient sent to A&E via Ambulance within 1 Hr	0	0	0	0	0	0	0	0	0	0	0	0	0
NHS Dumfries & Gallo	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	0	0	0	0	0	0	0	0	0	0	0	0	0
NHS Dumfries & Gallo	SCARE	Speak to clinician 2 Hrs	0	0	0	0	0	0	0	0	0	0	0	0	0
NHS Dumfries & Gallo	SCARE	Speak to clinician within 4 Hrs	0	0	0	0	0	0	0	0	0	0	0	0	0
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	0	0	0	0	0	0	0	0	0	0	0	0	0
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	0	0	0	0	0	0	0	0	0	0	0	0	0
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	0	0	0	0	0	0	0	0	0	0	0	0	0
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Contact Pharmacist	0	0	0	0	0	0	0	0	0	0	0	0	0
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	0	0	0	0	0	0	0	0	0	0	0	0	0
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	0	0	0	0	0	0	0	0	0	0	0	0	0
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Self Care	0	0	0	0	0	0	0	0	0	0	0	0	0
NHS Dumfries & Gallo	SLFC_NPA	Distress Brief Intervention	0	0	0	0	0	0	0	0	0	0	0	0	0
NHS Dumfries & Gallo	SLFC_NPA	For Information Only	0	0	0	0	0	0	0	0	0	0	0	0	0
NHS Dumfries & Gallo	SLFC_NPA	Patient given self care advice - For Information Only	0	0	0	0	0	0	0	0	0	0	0	0	0
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Dentist - For Information Only	0	0	0	0	0	0	0	0	0	0	0	0	0
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Midwife - For Information Only	0	0	0	0	0	0	0	0	0	0	0	0	0
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Optician - For Information Only	0	0	0	0	0	0	0	0	0	0	0	0	0
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only	0	0	0	0	0	0	0	0	0	0	0	0	0
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	0	0	0	0	0	0	0	0	0	0	0	0	0
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Police - For Information Only	0	0	0	0	0	0	0	0	0	0	0	0	0
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact appropriate service - For Info Only	0	0	0	0	0	0	0	0	0	0	0	0	0
NHS Dumfries & Gallo	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	0	0	0	0	0	0	0	0	0	0	0	0	0
NHS Dumfries & Gallo	SLFC_NPA	Untriaged call - OOH Service clinician to phone patient	0	0	0	0	0	0	0	0	0	0	0	0	0
NHS Dumfries & Galloway	PCARE	CPN (Dr) to phone patient within 1 Hr	5	2	3	3	2	3	2	1	5	1	6	1	4
NHS Dumfries & Galloway	PCARE	CPN (Dr) to phone patient within 2 Hrs	6	10	8	6	7	10	2	5	6	7	5	4	9
NHS Dumfries & Galloway	PCARE	DN (Dr) phone patient within 1 Hr	1	2	6	1	4	3	2	2	2	2	1	5	1
NHS Dumfries & Galloway	PCARE	DN (Dr) phone patient within 2 Hrs	9	4	8	5	6	10	7	5	4	11	12	10	4
NHS Dumfries & Galloway	PCARE	DN (Dr) phone patient within 4 Hrs	20	24	16	24	17	17	26	10	23	19	30	31	19
NHS Dumfries & Galloway	PCARE	Home Visit within 1 Hr	4	6	3	2	2	5	0	2	4	2	2	2	1
NHS Dumfries & Galloway	PCARE	Home Visit within 2 Hrs	11	13	10	10	13	10	13	15	12	15	14	13	10
NHS Dumfries & Galloway	PCARE	Home Visit within 4 Hrs	20	11	17	18	18	19	11	11	17	19	18	11	19
NHS Dumfries & Galloway	PCARE	PCEC within 1 Hr	6	7	13	13	8	13	12	9	8	6	14	16	9
NHS Dumfries & Galloway	PCARE	PCEC within 2 Hrs	28	36	30	39	35	34	39	31	38	42	38	47	37
NHS Dumfries & Galloway	PCARE	PCEC within 4 Hrs	85	84	106	119	117	83	86	84	77	76	69	122	81

NHS Dumfries & Galloway	PCARE	Pt advised to contact practice - For Information Only	2	2	3	3	1	1	1	0	2	3	0	2	3
NHS Dumfries & Galloway	PCARE	Pt advised to contact practice within 12 Hrs - For Information Only	0	0	0	0	0	0	0	0	0	0	0	0	1
NHS Dumfries & Galloway	PCARE	Pt advised to contact practice within 36 Hrs - For Information Only	0	0	0	0	0	1	0	0	0	0	0	0	10
NHS Dumfries & Galloway	PCARE	Pt advised to contact Practice within 4 Hrs - For Information Only	0	1	0	0	0	0	0	0	0	0	0	0	0
NHS Dumfries & Galloway	PCARE	Speak to clinician within 1 Hr	2	4	6	8	7	1	4	6	4	3	1	4	5
NHS Dumfries & Galloway	PCARE	Speak to clinician within 2 Hrs	4	5	10	8	13	8	13	9	6	8	12	12	10
NHS Dumfries & Galloway	PCARE	Speak to clinician within 4 Hrs	12	19	14	20	28	14	13	21	22	18	23	24	13
NHS Dumfries & Galloway	SCARE	999 contacted. For information only	1	0	1	0	0	0	0	0	1	0	0	0	30
NHS Dumfries & Galloway	SCARE	patient advised to attend A & E within 1 hour - for information only	0	0	0	0	0	0	0	0	0	0	0	0	2
NHS Dumfries & Galloway	SCARE	Patient sent to A&E via Ambulance within 1 Hr - For Information Only	0	0	0	0	0	0	0	0	0	0	0	0	5
NHS Dumfries & Galloway	SCARE	Patient Suitable for MIU 4Hr - Flow Hub to Arrange	12	12	21	16	20	18	21	10	9	9	11	14	11
NHS Dumfries & Galloway	SCARE	Pt advised to go to A&E	0	0	0	0	1	0	2	0	0	0	1	0	32
NHS Dumfries & Galloway	SCARE	Speak to clinician 2 Hrs	7	3	5	2	7	3	5	3	7	3	3	3	0
NHS Dumfries & Galloway	SCARE	Speak to clinician 4 Hrs	0	0	0	1	0	0	0	0	0	0	0	0	4
NHS Dumfries & Galloway	SLFC_NPA	Dental Nurse - Contact Dentist within 24	0	0	0	0	0	0	0	0	0	0	0	0	22
NHS Dumfries & Galloway	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	3	3	0	2	4	1	1	1	3	2	0	1	2
NHS Dumfries & Galloway	SLFC_NPA	Distress Brief Intervention	2	3	2	5	3	5	2	2	1	6	3	1	2
NHS Dumfries & Galloway	SLFC_NPA	For information only	12	8	11	17	14	10	12	14	15	12	6	7	9
NHS Dumfries & Galloway	SLFC_NPA	Pt advised to contact Optician - For Information Only	3	1	0	2	6	0	1	0	1	3	0	0	1
NHS Dumfries & Galloway	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	6	7	8	8	5	6	5	4	2	3	6	6	5
NHS Dumfries & Galloway	SLFC_NPA	Pt advised to contact Police - For Information Only	2	3	0	1	1	1	1	2	0	2	0	1	1
NHS Dumfries & Galloway	SLFC_NPA	Pt given self care advice - For Information Only	0	0	0	0	1	0	0	0	0	0	0	1	46
NHS Dumfries & Galloway	SLFC_NPA	Triage refused Pt terminated call - For Information Only	0	0	0	0	0	0	0	0	0	0	0	0	0
NHS Fife	PCARE	CPN (Dr) to phone patient within 1 Hr	21	13	13	8	15	14	13	18	13	10	16	19	9
NHS Fife	PCARE	CPN (Dr) to phone patient within 2 Hrs	11	20	18	22	14	19	16	11	26	16	17	15	23
NHS Fife	PCARE	DN (Dr) phone patient within 1 Hr	8	5	6	4	5	5	6	7	4	6	3	5	3
NHS Fife	PCARE	DN (Dr) phone patient within 2 Hrs	19	26	10	14	12	19	13	17	12	8	17	19	12
NHS Fife	PCARE	DN (Dr) phone patient within 4 Hrs	44	38	40	39	35	39	41	33	49	38	50	43	31
NHS Fife	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	3	3	3	2	2	3	1	4	3	3	3	3	0
NHS Fife	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1	0	0	2	0	1	1	2	1	0	0	0	0
NHS Fife	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	3	0	3	0	0	1	1	0	2	1	1	0	0
NHS Fife	PCARE	Home Visit within 1 Hr	11	9	7	11	8	7	9	14	9	12	14	6	9
NHS Fife	PCARE	Home Visit within 2 Hrs	33	26	25	19	31	30	37	43	41	31	48	29	28
NHS Fife	PCARE	Home Visit within 4 Hrs	44	30	41	53	30	31	32	38	35	50	57	55	41
NHS Fife	PCARE	PCEC within 1 Hr	33	34	38	35	33	42	38	43	39	42	38	31	32
NHS Fife	PCARE	PCEC within 2 Hrs	95	117	113	97	143	127	156	124	138	139	168	109	101
NHS Fife	PCARE	PCEC within 4 Hrs	327	313	299	334	302	307	342	323	307	326	518	296	240
NHS Fife	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	84	52	73	65	85	25	47	40	38	25	21	35	11
NHS Fife	PCARE	Pt advised to contact practice - For Information Only	11	9	5	11	7	10	6	6	9	10	6	5	4
NHS Fife	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	5	9	7	9	9	8	9	6	7	5	6	5	1
NHS Fife	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	40	44	47	43	55	72	63	60	60	78	101	67	23
NHS Fife	PCARE	Speak to clinician within 1 Hr	9	15	17	10	13	19	11	14	9	7	12	5	11
NHS Fife	PCARE	Speak to clinician within 2 Hrs	27	26	31	31	28	29	20	21	29	31	33	19	16
NHS Fife	PCARE	Speak to clinician within 4 Hrs	46	52	43	52	36	29	37	47	49	48	74	39	41
NHS Fife	PCARE	Triage refused therefore Dr requested to phone patient	0	1	0	0	0	0	0	0	0	0	1	0	0

NHS Fife	SCARE	999 contacted - For information only	154	165	168	140	162	164	170	169	143	194	165	173	26
NHS Fife	SCARE	Patient advised to go to A&E	158	203	139	154	157	181	172	153	145	153	195	179	26
NHS Fife	SCARE	Patient sent to A&E via Ambulance within 1 Hr	12	13	15	13	9	16	20	15	10	15	8	15	2
NHS Fife	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only	0	0	0	0	0	0	0	1	0	0	0	0	0
NHS Fife	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	120	125	132	141	135	103	137	95	134	131	127	129	110
NHS Fife	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	0	0	0	0	0	0	0	3	0	0	0	0	0
NHS Fife	SCARE	Speak to clinician 2 Hrs	25	24	23	18	14	33	27	30	24	27	21	19	24
NHS Fife	SCARE	Speak to clinician within 4 Hrs	33	32	47	42	36	43	37	33	33	31	47	37	7
NHS Fife	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	0	3	0	0	2	2	0	0	0	0	0	0	0
NHS Fife	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	181	203	179	183	198	155	202	199	182	112	101	118	14
NHS Fife	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1	0	0	1	1	0	1	2	0	2	0	2	0
NHS Fife	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	2	1	4	3	7	15	4	3	2	11	5	5	3
NHS Fife	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	3	4	2	1	2	2	5	2	4	2	1	3	0
NHS Fife	SLFC_NPA	Dental Nurse - Self Care	3	4	0	5	1	1	3	2	1	6	4	1	0
NHS Fife	SLFC_NPA	Distress Brief Intervention	14	6	6	12	9	7	4	3	5	5	12	7	10
NHS Fife	SLFC_NPA	For Information Only	58	56	43	51	57	58	54	48	39	56	57	48	34
NHS Fife	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	0	1	0	0	0	0	0	0	0	0	0	0	0
NHS Fife	SLFC_NPA	Patient given self care advice - For Information Only	153	127	157	149	132	145	143	135	115	127	159	145	21
NHS Fife	SLFC_NPA	Pt advised to contact Dentist - For Information Only	0	0	2	1	0	0	2	2	0	0	1	0	1
NHS Fife	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only	1	0	0	0	0	0	0	0	1	1	0	0	0
NHS Fife	SLFC_NPA	Pt advised to contact Midwife - For Information Only	3	4	1	4	2	6	4	4	3	2	3	4	4
NHS Fife	SLFC_NPA	Pt advised to contact Optician - For Information Only	5	8	2	2	7	6	4	7	5	7	11	8	3
NHS Fife	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only	0	2	0	0	0	0	0	0	0	0	0	1	0
NHS Fife	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	27	22	18	21	29	26	30	22	23	23	34	18	18
NHS Fife	SLFC_NPA	Pt advised to contact Police - For Information Only	2	4	5	6	5	2	9	5	3	2	2	2	5
NHS Fife	SLFC_NPA	Remote Prescribing	0	0	0	2	0	0	0	0	0	0	0	0	0
NHS Fife	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	13	4	10	10	7	5	7	4	7	3	3	2	0
NHS Fife	Not assigned	Not assigned	0	0	0	0	0	0	1	0	0	0	0	0	0
NHS Fife	PCARE	Contact GP Practice within 36 Hours (Nex	0	0	0	0	0	0	0	0	1	0	0	0	0
NHS Fife	PCARE	Contact GP Practice within 4 Hours (ASAP	0	0	0	0	0	0	0	0	0	1	0	0	0
NHS Fife	PCARE	In-Hours Action: Patient to Own GP withi	0	0	1	0	0	0	0	0	0	0	0	0	0
NHS Fife	PCARE	Pt advised to contact practice within 12 Hrs - For Information Only	0	0	0	0	0	0	0	0	0	0	0	0	1
NHS Fife	PCARE	Pt advised to contact practice within 36 Hrs - For Information Only	0	0	0	0	0	0	0	0	0	1	0	0	53
NHS Fife	PCARE	Pt advised to contact Practice within 4 Hrs - For Information Only	0	0	0	0	0	0	0	0	0	0	0	0	16
NHS Fife	SCARE	999 contacted. For information only	0	0	0	0	0	0	1	0	0	0	0	1	116
NHS Fife	SCARE	patient advised to attend A & E within 1 hour - for information only	0	0	0	0	0	0	0	0	0	0	0	0	2
NHS Fife	SCARE	Patient sent to A&E via Ambulance within 1 Hr - For Information Only	0	0	0	0	0	0	0	0	0	0	0	0	8
NHS Fife	SCARE	Pt advised to go to A&E	1	0	0	0	0	0	1	0	0	1	0	0	129
NHS Fife	SCARE	Speak to clinician 4 Hrs	0	0	0	0	0	0	0	0	0	0	0	0	36
NHS Fife	SLFC_NPA	Dental Nurse - Contact Dentist within 24	0	0	0	0	0	0	0	0	0	0	0	0	71
NHS Fife	SLFC_NPA	Dental Nurse - Contact Next Routine Appo	0	0	0	0	0	0	0	0	0	0	0	0	1
NHS Fife	SLFC_NPA	Dental Nurse - Routine Contact with Dent	0	0	0	0	0	0	0	0	0	0	0	0	2
NHS Fife	SLFC_NPA	patient given self care dental advice - for information only	0	0	0	0	0	0	0	0	0	0	0	0	1
NHS Fife	SLFC_NPA	Pt given self care advice - For Information Only	0	0	0	0	0	0	0	0	0	0	0	0	76
NHS Fife	SLFC_NPA	Triage refused Pt terminated call - For Information Only	0	0	0	0	0	0	0	0	0	0	0	0	0

NHS Forth Valley	PCARE	CPN (Dr) to phone patient within 1 Hr	6	4	7	4	4	7	3	1	7	8	5	11	1
NHS Forth Valley	PCARE	CPN (Dr) to phone patient within 2 Hrs	10	7	13	10	8	12	12	5	13	11	18	11	17
NHS Forth Valley	PCARE	DN (Dr) phone patient within 1 Hr	5	8	7	3	2	5	5	6	7	2	4	5	5
NHS Forth Valley	PCARE	DN (Dr) phone patient within 2 Hrs	14	14	12	9	8	12	10	7	10	8	10	10	4
NHS Forth Valley	PCARE	DN (Dr) phone patient within 4 Hrs	28	24	22	22	27	24	33	22	16	31	35	30	15
NHS Forth Valley	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	4	2	4	2	6	5	4	1	0	2	1	2	0
NHS Forth Valley	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	0	0	1	0	0	0	0	0	0	0	0	2	0
NHS Forth Valley	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	3	1	0	1	1	1	1	1	1	1	3	6	0
NHS Forth Valley	PCARE	Home Visit within 1 Hr	7	8	7	4	3	8	10	4	7	6	12	7	6
NHS Forth Valley	PCARE	Home Visit within 2 Hrs	25	20	30	21	21	29	29	19	28	22	27	26	23
NHS Forth Valley	PCARE	Home Visit within 4 Hrs	31	32	36	26	29	20	42	36	27	28	29	38	21
NHS Forth Valley	PCARE	PCEC within 1 Hr	34	23	21	24	25	39	29	31	37	33	28	18	29
NHS Forth Valley	PCARE	PCEC within 2 Hrs	90	104	101	121	96	117	120	118	108	118	94	145	112
NHS Forth Valley	PCARE	PCEC within 4 Hrs	270	258	276	296	250	287	419	263	301	287	328	423	221
NHS Forth Valley	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	102	48	70	76	85	31	38	41	36	38	28	18	12
NHS Forth Valley	PCARE	Pt advised to contact practice - For Information Only	5	6	8	8	9	8	9	6	2	3	6	7	7
NHS Forth Valley	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	3	7	5	7	12	6	3	3	5	1	5	3	0
NHS Forth Valley	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	29	44	40	54	47	76	68	60	70	83	72	77	27
NHS Forth Valley	PCARE	Speak to clinician within 1 Hr	5	18	8	9	6	9	14	7	12	11	6	15	11
NHS Forth Valley	PCARE	Speak to clinician within 2 Hrs	15	19	24	20	17	18	28	9	22	22	21	21	11
NHS Forth Valley	PCARE	Speak to clinician within 4 Hrs	49	37	46	40	30	44	41	48	32	30	39	70	33
NHS Forth Valley	SCARE	999 contacted - For information only	117	137	115	119	111	132	141	136	131	160	118	134	19
NHS Forth Valley	SCARE	Patient advised to go to A&E	193	170	198	191	204	210	216	200	200	205	180	174	42
NHS Forth Valley	SCARE	Patient sent to A&E via Ambulance within 1 Hr	17	11	19	9	7	14	10	5	4	11	13	15	1
NHS Forth Valley	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only	1	0	0	0	0	0	0	0	0	0	0	0	0
NHS Forth Valley	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	270	228	285	313	282	253	257	248	272	253	238	178	206
NHS Forth Valley	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	0	0	0	0	0	0	0	0	0	0	0	1	0
NHS Forth Valley	SCARE	Speak to clinician 2 Hrs	45	47	61	77	62	65	67	55	65	42	72	37	45
NHS Forth Valley	SCARE	Speak to clinician within 4 Hrs	52	56	63	69	66	55	55	59	49	62	54	51	13
NHS Forth Valley	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	0	0	0	0	0	2	3	0	0	0	0	1	0
NHS Forth Valley	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	136	102	115	106	118	127	124	101	124	68	59	70	12
NHS Forth Valley	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1	0	0	0	0	0	0	1	0	1	0	0	0
NHS Forth Valley	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	4	3	6	4	2	8	5	8	3	8	1	4	13
NHS Forth Valley	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	0	2	1	4	0	3	0	3	1	1	1	0	0
NHS Forth Valley	SLFC_NPA	Dental Nurse - Self Care	1	1	0	1	2	1	1	0	2	2	0	2	0
NHS Forth Valley	SLFC_NPA	Distress Brief Intervention	9	4	3	2	3	8	8	11	7	8	6	8	13
NHS Forth Valley	SLFC_NPA	For Information Only	70	42	58	67	64	55	75	48	64	66	57	55	60
NHS Forth Valley	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	0	1	0	0	0	0	0	0	1	0	0	0	0
NHS Forth Valley	SLFC_NPA	Patient given self care advice - For Information Only	109	95	129	103	116	124	115	108	109	108	102	109	22
NHS Forth Valley	SLFC_NPA	Pt advised to contact Dentist - For Information Only	0	1	1	0	0	1	0	0	1	0	1	0	1
NHS Forth Valley	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only	2	0	0	0	0	0	0	0	1	0	0	2	0
NHS Forth Valley	SLFC_NPA	Pt advised to contact Midwife - For Information Only	2	4	3	1	4	3	7	1	3	4	0	3	5
NHS Forth Valley	SLFC_NPA	Pt advised to contact Optician - For Information Only	4	5	9	8	3	5	10	1	3	4	12	8	5
NHS Forth Valley	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only	1	0	0	1	1	0	0	1	0	0	1	0	1
NHS Forth Valley	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	16	18	26	19	21	15	24	13	25	20	17	19	13

NHS Forth Valley	SLFC_NPA	Pt advised to contact Police - For Information Only	5	2	3	6	4	6	2	4	2	2	4	3	4
NHS Forth Valley	SLFC_NPA	Pt advised to contact appropriate service - For Info Only	0	0	0	1	0	1	0	0	0	0	0	0	0
NHS Forth Valley	SLFC_NPA	Remote Prescribing	0	0	0	0	0	0	0	0	1	0	0	0	0
NHS Forth Valley	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	16	17	16	23	10	11	13	13	8	9	23	16	4
NHS Forth Valley	SLFC_NPA	Untriaged call - OOH Service clinician to phone patient	0	0	0	0	0	1	0	0	0	0	1	0	0
NHS Forth Valley	PCARE	Pt advised to contact practice within 12 Hrs - For Information Only	0	0	0	0	0	0	0	0	0	0	0	0	2
NHS Forth Valley	PCARE	Pt advised to contact practice within 36 Hrs - For Information Only	0	0	0	0	0	0	0	0	0	0	0	0	56
NHS Forth Valley	PCARE	Pt advised to contact Practice within 4 Hrs - For Information Only	0	0	0	0	1	0	0	0	0	0	0	0	9
NHS Forth Valley	SCARE	999 contacted. For information only	0	0	0	0	1	0	0	1	0	0	0	0	108
NHS Forth Valley	SCARE	Patient sent to A&E via Ambulance within 1 Hr - For Information Only	0	0	0	0	0	0	0	0	0	0	0	1	10
NHS Forth Valley	SCARE	Pt advised to go to A&E	0	1	1	0	0	0	0	0	0	0	1	0	149
NHS Forth Valley	SCARE	Speak to clinician 4 Hrs	0	0	0	0	0	0	0	0	0	1	0	0	37
NHS Forth Valley	SLFC_NPA	Dental Nurse - Contact Dentist within 1	0	0	0	0	0	0	0	0	0	0	0	0	1
NHS Forth Valley	SLFC_NPA	Dental Nurse - Contact Dentist within 24	0	0	0	0	0	0	0	0	0	0	0	0	44
NHS Forth Valley	SLFC_NPA	Dental Nurse - Routine Contact with Dent	0	0	0	0	0	0	0	0	0	0	0	0	2
NHS Forth Valley	SLFC_NPA	Not Assessed / Triage Refused	0	0	0	0	0	0	0	1	0	0	0	0	1
NHS Forth Valley	SLFC_NPA	patient given self care dental advice - for information only	0	0	0	0	0	0	0	0	0	0	0	0	2
NHS Forth Valley	SLFC_NPA	Pt given self care advice - For Information Only	0	0	1	0	0	0	0	0	1	0	0	0	78
NHS Forth Valley	SLFC_NPA	Triage refused Pt terminated call - For Information Only	0	0	0	0	0	0	0	0	0	0	0	0	0
NHS Grampian	PCARE	CPN (Dr) to phone patient within 1 Hr	18	11	15	17	14	17	13	18	13	17	9	16	12
NHS Grampian	PCARE	CPN (Dr) to phone patient within 2 Hrs	24	14	16	18	24	21	16	24	47	29	18	24	22
NHS Grampian	PCARE	DN (Dr) phone patient within 1 Hr	2	4	5	4	5	4	4	6	4	4	5	1	2
NHS Grampian	PCARE	DN (Dr) phone patient within 2 Hrs	10	13	9	9	9	12	11	3	14	8	12	14	10
NHS Grampian	PCARE	DN (Dr) phone patient within 4 Hrs	23	27	16	24	20	31	32	23	33	24	31	22	27
NHS Grampian	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	6	2	0	2	2	7	4	3	10	3	4	1	1
NHS Grampian	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	0	3	0	0	0	1	1	0	0	1	0	1	0
NHS Grampian	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	2	3	0	2	2	1	4	1	1	2	1	0	0
NHS Grampian	PCARE	Home Visit within 1 Hr	9	11	12	14	9	16	11	11	17	12	13	17	13
NHS Grampian	PCARE	Home Visit within 12 Hrs	0	0	0	0	0	0	0	0	1	0	0	0	0
NHS Grampian	PCARE	Home Visit within 2 Hrs	53	58	41	47	49	70	63	44	66	70	50	49	42
NHS Grampian	PCARE	Home Visit within 4 Hrs	65	63	58	52	59	48	74	69	81	63	65	61	51
NHS Grampian	PCARE	PCEC within 1 Hr	35	50	38	50	54	54	49	54	50	58	59	41	45
NHS Grampian	PCARE	PCEC within 2 Hrs	138	140	165	161	148	174	182	157	198	161	166	176	136
NHS Grampian	PCARE	PCEC within 4 Hrs	407	395	415	391	390	419	381	392	535	414	476	368	377
NHS Grampian	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	105	67	71	75	83	38	42	38	39	47	46	40	15
NHS Grampian	PCARE	Pt advised to contact practice - For Information Only	10	11	8	6	14	5	8	10	9	9	7	6	5
NHS Grampian	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	8	4	6	6	11	10	8	12	6	7	10	3	3
NHS Grampian	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	46	59	46	45	52	107	89	77	96	98	94	107	21
NHS Grampian	PCARE	Speak to clinician within 1 Hr	12	20	12	21	21	21	19	19	22	23	23	20	13
NHS Grampian	PCARE	Speak to clinician within 2 Hrs	47	33	26	36	19	40	38	29	44	50	36	33	24
NHS Grampian	PCARE	Speak to clinician within 4 Hrs	66	78	64	70	75	54	74	71	102	71	86	63	66
NHS Grampian	PCARE	Triage refused therefore Dr requested to phone patient	0	0	0	0	0	0	1	0	0	0	0	0	0
NHS Grampian	SCARE	999 contacted - For Information Only	211	228	230	222	240	254	238	197	278	243	242	251	43
NHS Grampian	SCARE	Patient advised to go to A&E	233	256	238	235	256	272	257	222	262	255	290	248	44
NHS Grampian	SCARE	Patient sent to A&E via Ambulance within 1 Hr	26	20	17	19	18	26	15	17	16	20	16	16	2

NHS Grampian	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only	0	0	0	0	0	2	0	0	0	0	0	1	0
NHS Grampian	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	240	236	242	253	248	276	234	230	244	219	221	221	213
NHS Grampian	SCARE	Speak to clinician 2 Hrs	43	53	44	51	60	65	50	50	60	32	55	35	32
NHS Grampian	SCARE	Speak to clinician within 4 Hrs	65	59	55	54	66	71	56	52	63	62	57	56	11
NHS Grampian	SLFC_NPA	Contact Breathing Space	0	1	0	0	0	0	0	0	0	0	0	0	0
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	4	2	3	3	1	0	0	2	0	1	1	2	0
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	157	194	173	175	169	178	172	154	164	111	103	97	21
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1	2	1	3	1	0	0	1	3	0	2	2	0
NHS Grampian	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	0	3	2	2	4	11	7	7	3	17	0	6	8
NHS Grampian	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	2	0	3	4	0	0	3	1	1	2	1	1	0
NHS Grampian	SLFC_NPA	Dental Nurse - Self Care	3	2	1	1	2	4	5	5	2	3	2	3	0
NHS Grampian	SLFC_NPA	Distress Brief Intervention	13	11	6	10	4	13	10	8	8	11	5	5	4
NHS Grampian	SLFC_NPA	For Information Only	95	89	75	90	93	108	78	85	93	117	85	89	61
NHS Grampian	SLFC_NPA	Hub to arrange appointment within 24 hours	1	0	0	0	0	0	0	0	0	0	0	0	2
NHS Grampian	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	0	0	0	0	3	1	1	0	1	0	0	0	0
NHS Grampian	SLFC_NPA	Patient given self care advice - For Information Only	145	129	175	184	157	151	137	175	171	155	156	159	28
NHS Grampian	SLFC_NPA	Pt advised to contact Dentist - For Information Only	0	1	0	0	0	1	4	1	1	1	1	2	1
NHS Grampian	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only	0	1	0	0	1	0	0	0	1	1	0	0	0
NHS Grampian	SLFC_NPA	Pt advised to contact Midwife - For Information Only	2	1	3	0	1	3	6	4	5	7	2	4	3
NHS Grampian	SLFC_NPA	Pt advised to contact Optician - For Information Only	11	9	10	9	14	4	6	4	7	10	6	4	10
NHS Grampian	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only	0	0	0	0	1	0	0	0	0	1	0	0	0
NHS Grampian	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	25	33	30	33	28	24	30	29	31	29	27	28	22
NHS Grampian	SLFC_NPA	Pt advised to contact Police - For Information Only	19	17	10	14	16	25	18	13	21	8	12	17	10
NHS Grampian	SLFC_NPA	Pt advised to contact appropriate service - For Info Only	0	0	0	0	0	0	0	0	1	0	0	0	0
NHS Grampian	SLFC_NPA	Remote Prescribing	0	0	0	0	0	0	1	0	0	0	0	0	0
NHS Grampian	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	15	23	11	15	10	16	20	9	24	25	17	20	3
NHS Grampian	SLFC_NPA	Untriaged call - OOH Service clinician to phone patient	1	0	0	0	0	0	0	0	0	0	0	0	0
NHS Grampian	Not assigned	Not assigned	0	0	0	0	0	1	0	0	0	0	0	0	0
NHS Grampian	PCARE	Pt advised to contact practice within 12 Hrs - For Information Only	1	0	0	0	0	0	0	0	0	0	0	0	5
NHS Grampian	PCARE	Pt advised to contact practice within 36 Hrs - For Information Only	0	0	0	0	0	0	0	0	0	0	0	0	73
NHS Grampian	PCARE	Pt advised to contact Practice within 4 Hrs - For Information Only	1	0	0	0	0	0	0	0	0	0	0	0	18
NHS Grampian	SCARE	999 contacted. For information only	0	2	0	0	0	1	0	0	0	0	0	0	191
NHS Grampian	SCARE	patient advised to attend A & E within 1 hour - for information only	0	0	0	0	0	0	0	0	0	0	0	0	2
NHS Grampian	SCARE	Patient sent to A&E via Ambulance within 1 Hr - For Information Only	0	0	0	0	0	0	0	0	0	0	0	0	13
NHS Grampian	SCARE	Pt advised to go to A&E	1	0	0	0	0	0	0	0	0	0	0	0	201
NHS Grampian	SCARE	Speak to clinician 4 Hrs	0	0	0	0	0	0	0	0	0	0	0	0	60
NHS Grampian	SLFC_NPA	Contact Dentist within 24 Hours	0	0	0	0	0	0	0	0	0	0	0	0	1
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Dentist within 24	0	0	0	0	0	0	0	0	0	0	0	0	64
NHS Grampian	SLFC_NPA	Dental Nurse - Routine Contact with Dent	0	0	0	0	0	0	0	0	0	0	0	0	4
NHS Grampian	SLFC_NPA	patient given self care dental advice - for information only	0	0	0	0	0	0	0	0	0	0	0	0	1
NHS Grampian	SLFC_NPA	Pt given self care advice - For Information Only	0	0	0	0	0	0	0	0	0	0	0	0	110
NHS Grampian	SLFC_NPA	Triage refused Pt terminated call - For Information Only	0	0	0	0	0	0	0	0	0	0	0	0	0
NHS Greater Glasgow	PCARE	CPN (Dr) to phone patient within 1 Hr	40	26	35	40	40	32	34	29	34	46	39	52	10
NHS Greater Glasgow	PCARE	CPN (Dr) to phone patient within 2 Hrs	55	65	46	60	66	75	63	57	64	91	47	62	7
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 1 Hr	9	8	3	1	2	2	2	1	6	1	1	3	1

NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 2 Hrs	9	13	9	12	7	8	8	4	12	8	8	12	1
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 4 Hrs	15	15	18	12	11	13	16	11	13	17	9	9	3
NHS Greater Glasgow	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	4	9	17	15	8	7	5	8	5	13	2	5	2
NHS Greater Glasgow	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	2	3	1	1	1	1	2	1	3	2	2	2	0
NHS Greater Glasgow	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	5	2	5	1	5	4	7	9	5	4	4	5	0
NHS Greater Glasgow	PCARE	Home Visit within 1 Hr	34	32	29	30	29	29	28	34	25	42	30	27	3
NHS Greater Glasgow	PCARE	Home Visit within 12 Hrs	0	0	0	0	1	0	0	0	0	0	0	0	0
NHS Greater Glasgow	PCARE	Home Visit within 2 Hrs	83	96	87	95	75	111	94	88	95	133	99	91	18
NHS Greater Glasgow	PCARE	Home Visit within 4 Hrs	137	126	141	114	124	110	139	142	114	154	117	113	9
NHS Greater Glasgow	PCARE	PCEC within 1 Hr	106	119	103	109	105	134	130	128	116	148	112	125	10
NHS Greater Glasgow	PCARE	PCEC within 12 Hrs	1	0	0	0	0	0	0	0	0	0	0	0	0
NHS Greater Glasgow	PCARE	PCEC within 2 Hrs	342	338	366	377	347	412	396	394	451	609	435	415	51
NHS Greater Glasgow	PCARE	PCEC within 4 Hrs	959	995	997	1046	993	1081	1035	999	1107	1561	1079	1026	89
NHS Greater Glasgow	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	229	164	214	202	252	99	143	113	98	92	100	92	24
NHS Greater Glasgow	PCARE	Pt advised to contact practice - For Information Only	26	27	29	32	15	17	13	15	21	43	23	20	5
NHS Greater Glasgow	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	9	25	16	19	20	24	28	20	13	19	16	11	5
NHS Greater Glasgow	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	124	169	148	137	131	242	248	201	196	279	279	255	71
NHS Greater Glasgow	PCARE	Speak to clinician within 1 Hr	33	58	51	30	39	50	37	34	40	55	47	55	4
NHS Greater Glasgow	PCARE	Speak to clinician within 2 Hrs	69	74	77	106	67	82	75	63	79	112	64	74	4
NHS Greater Glasgow	PCARE	Speak to clinician within 4 Hrs	161	122	186	173	142	164	171	153	192	227	172	172	10
NHS Greater Glasgow	PCARE	Transport to PCEC within 4 hrs	2	7	4	5	2	6	8	4	2	4	2	3	1
NHS Greater Glasgow	PCARE	Triage refused therefore Dr requested to phone patient	0	0	0	0	0	1	0	0	0	0	0	0	0
NHS Greater Glasgow	SCARE	999 contacted - For Information Only	399	430	455	483	444	500	503	470	467	539	450	469	84
NHS Greater Glasgow	SCARE	Patient advised to go to A&E	530	578	594	598	560	600	614	488	593	697	578	572	102
NHS Greater Glasgow	SCARE	Patient sent to A&E via Ambulance within 1 Hr	29	54	47	44	44	47	46	36	44	39	43	45	3
NHS Greater Glasgow	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only	0	0	0	1	0	0	0	0	0	0	0	0	0
NHS Greater Glasgow	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only	1	0	0	2	0	0	0	2	0	0	0	1	0
NHS Greater Glasgow	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	350	374	414	403	406	392	382	372	379	371	374	330	98
NHS Greater Glasgow	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	0	1	1	2	1	0	0	0	0	0	0	0	0
NHS Greater Glasgow	SCARE	Speak to clinician 2 Hrs	76	59	72	89	62	82	75	66	72	78	57	47	7
NHS Greater Glasgow	SCARE	Speak to clinician within 4 Hrs	120	113	120	143	127	129	143	110	126	129	121	125	29
NHS Greater Glasgow	SLFC_NPA	Contact Breathing Space	0	0	0	0	1	0	0	0	1	0	0	1	0
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	4	0	2	6	6	1	12	10	8	7	2	5	0
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	511	555	518	524	424	539	526	505	614	428	253	272	47
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	8	0	3	2	0	4	2	4	6	4	2	0	0
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Pharmacist	0	0	0	0	1	0	0	0	0	0	0	0	0
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	7	13	11	7	19	30	10	18	20	19	8	7	0
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	5	8	7	6	7	9	10	9	1	6	3	2	0
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Self Care	6	5	10	5	7	4	9	3	10	5	6	3	2
NHS Greater Glasgow	SLFC_NPA	Distress Brief Intervention	27	31	28	26	22	18	27	24	20	27	23	30	3
NHS Greater Glasgow	SLFC_NPA	For Information Only	142	137	156	164	157	158	124	151	127	175	108	141	22
NHS Greater Glasgow	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	2	3	1	1	0	1	1	2	0	1	1	3	0
NHS Greater Glasgow	SLFC_NPA	Patient given self care advice - For Information Only	459	428	446	493	450	453	473	417	443	498	459	449	69
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1	2	4	3	5	4	5	0	2	1	5	4	1
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only	2	2	2	1	0	3	1	1	2	0	1	0	1

NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Midwife - For Information Only	10	14	10	14	4	15	10	11	10	16	12	13	2
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Optician - For Information Only	24	16	18	15	15	14	13	14	19	21	23	20	2
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only	0	2	1	1	0	0	0	2	3	0	0	1	0
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	65	81	93	95	72	82	63	76	82	146	77	86	11
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Police - For Information Only	7	11	19	16	16	10	8	12	13	18	14	10	2
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information	0	1	0	1	1	0	0	0	0	0	0	0	0
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact appropriate service - For Info Only	0	0	0	1	1	0	0	0	1	0	1	0	0
NHS Greater Glasgow	SLFC_NPA	Remote Prescribing	0	0	1	0	1	0	0	0	0	0	0	0	0
NHS Greater Glasgow	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	23	31	26	24	21	21	14	16	19	27	19	28	1
NHS Greater Glasgow	SLFC_NPA	Untriaged call - OOH Service clinician to phone patient	0	0	0	0	1	1	0	0	0	0	0	0	0
NHS Greater Glasgow	Not assigned	Not assigned	2	0	4	0	0	1	3	0	0	0	0	1	0
NHS Greater Glasgow & Cly	PCARE	Contact GP Practice within 36 Hours (Nex	0	0	0	0	0	0	0	0	0	0	1	1	0
NHS Greater Glasgow & Cly	PCARE	CPN (Dr) to phone patient within 1 Hr	0	0	0	0	0	0	0	0	0	0	0	0	31
NHS Greater Glasgow & Cly	PCARE	CPN (Dr) to phone patient within 2 Hrs	0	0	0	0	0	0	0	0	0	0	0	0	45
NHS Greater Glasgow & Cly	PCARE	DN (Dr) phone patient within 1 Hr	0	0	0	0	0	0	0	0	0	0	0	0	3
NHS Greater Glasgow & Cly	PCARE	DN (Dr) phone patient within 2 Hrs	0	0	0	0	0	0	0	0	0	0	0	0	1
NHS Greater Glasgow & Cly	PCARE	DN (Dr) phone patient within 4 Hrs	0	0	0	0	1	1	0	0	0	0	0	0	17
NHS Greater Glasgow & Cly	PCARE	Home Visit within 1 Hr	0	0	0	0	0	0	0	0	0	0	0	0	24
NHS Greater Glasgow & Cly	PCARE	Home Visit within 2 Hrs	0	0	0	0	0	0	0	0	0	0	0	0	57
NHS Greater Glasgow & Cly	PCARE	Home Visit within 4 Hrs	0	0	0	0	0	0	0	1	0	0	0	0	119
NHS Greater Glasgow & Cly	PCARE	Partner to Triage	0	0	0	0	0	0	0	0	0	0	0	0	1
NHS Greater Glasgow & Cly	PCARE	PCEC within 1 Hr	0	0	1	0	0	0	0	0	0	1	1	0	75
NHS Greater Glasgow & Cly	PCARE	PCEC within 2 Hrs	1	2	2	3	3	0	1	2	0	1	4	0	355
NHS Greater Glasgow & Cly	PCARE	PCEC within 4 Hrs	5	3	4	4	4	1	1	4	4	2	1	0	833
NHS Greater Glasgow & Cly	PCARE	Pt advised to contact practice - For Information Only	0	1	0	0	0	0	0	0	0	0	0	0	11
NHS Greater Glasgow & Cly	PCARE	Pt advised to contact practice within 12 Hrs - For Information Only	0	0	0	0	0	0	0	0	0	0	0	0	6
NHS Greater Glasgow & Cly	PCARE	Pt advised to contact practice within 36 Hrs - For Information Only	0	0	1	1	1	0	0	0	0	0	2	0	157
NHS Greater Glasgow & Cly	PCARE	Pt advised to contact Practice within 4 Hrs - For Information Only	2	2	1	1	0	0	0	0	0	0	0	0	35
NHS Greater Glasgow & Cly	PCARE	Speak to clinician within 1 Hr	0	0	0	0	0	0	0	0	0	0	0	0	28
NHS Greater Glasgow & Cly	PCARE	Speak to clinician within 2 Hrs	0	0	0	0	0	0	0	1	0	0	0	0	60
NHS Greater Glasgow & Cly	PCARE	Speak to clinician within 4 Hrs	0	0	0	1	0	0	0	1	1	0	0	0	115
NHS Greater Glasgow & Cly	SCARE	999 contacted. For information only	2	2	0	0	1	0	1	1	2	3	2	1	350
NHS Greater Glasgow & Cly	SCARE	patient advised to attend A & E within 1 hour - for information only	0	0	0	0	0	0	0	0	0	0	0	0	7
NHS Greater Glasgow & Cly	SCARE	Patient sent to A&E via Ambulance within 1 Hr - For Information Only	0	0	0	0	1	1	0	0	0	0	0	0	26
NHS Greater Glasgow & Cly	SCARE	Patient Suitable for MIU 4Hr - Flow Hub to Arrange	1	6	1	2	4	3	2	5	1	3	0	1	239
NHS Greater Glasgow & Cly	SCARE	Pt advised to go to A&E	3	3	4	6	2	5	1	4	5	5	2	5	447
NHS Greater Glasgow & Cly	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provide	0	0	0	0	0	0	0	0	0	0	0	0	2
NHS Greater Glasgow & Cly	SCARE	Speak to clinician 2 Hrs	1	0	0	0	0	0	0	0	0	0	1	1	50
NHS Greater Glasgow & Cly	SCARE	Speak to clinician 4 Hrs	0	1	1	3	1	3	1	0	1	0	0	0	102
NHS Greater Glasgow & Cly	SLFC_NPA	Contact Family Planning Clinic	0	0	0	0	0	0	0	0	0	0	0	0	1
NHS Greater Glasgow & Cly	SLFC_NPA	Dental Nurse - Contact Dentist within 1	0	0	0	0	0	0	0	0	0	0	0	0	1
NHS Greater Glasgow & Cly	SLFC_NPA	Dental Nurse - Contact Dentist within 24	0	0	0	0	0	0	0	0	0	0	0	0	150
NHS Greater Glasgow & Cly	SLFC_NPA	Dental Nurse - Contact Next Routine Appo	0	0	0	0	0	0	0	0	0	0	0	0	1
NHS Greater Glasgow & Cly	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	0	0	0	0	0	0	0	0	0	0	0	0	22
NHS Greater Glasgow & Cly	SLFC_NPA	Dental Nurse - Routine Contact with Dent	0	0	0	0	0	0	0	0	0	0	1	0	1

Region	Service	Description													
NHS Greater Glasgow & Cly	SLFC_NPA	Distress Brief Intervention	0	0	0	0	0	0	0	0	0	0	0	0	14
NHS Greater Glasgow & Cly	SLFC_NPA	For information only	1	1	0	1	0	0	0	0	0	2	0	0	109
NHS Greater Glasgow & Cly	SLFC_NPA	Not Assessed / Triage Refused	1	1	0	0	0	0	0	0	1	0	0	0	1
NHS Greater Glasgow & Cly	SLFC_NPA	patient given self care dental advice - for information only	0	0	0	0	0	0	0	0	0	0	0	0	2
NHS Greater Glasgow & Cly	SLFC_NPA	Pt advised to contact Midwife - For Information Only	0	0	0	0	0	0	0	0	1	0	0	0	9
NHS Greater Glasgow & Cly	SLFC_NPA	Pt advised to contact Optician - For Information Only	1	0	2	0	0	0	1	0	0	0	0	0	11
NHS Greater Glasgow & Cly	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only	0	0	0	0	0	0	0	0	0	0	0	0	1
NHS Greater Glasgow & Cly	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	0	0	0	0	1	0	0	0	1	0	0	0	50
NHS Greater Glasgow & Cly	SLFC_NPA	Pt advised to contact Police - For Information Only	0	0	0	0	0	0	0	0	0	0	0	0	6
NHS Greater Glasgow & Cly	SLFC_NPA	Pt given self care advice - For Information Only	0	1	1	0	1	1	0	0	0	1	0	0	309
NHS Greater Glasgow & Cly	SLFC_NPA	Self Care	0	0	0	0	0	1	0	0	0	0	0	0	0
NHS Greater Glasgow & Cly	SLFC_NPA	Triage refused Pt terminated call - For Information Only	0	0	0	0	0	0	0	0	0	0	0	0	0
NHS HIGHLAND	PCARE	CPN (Dr) to phone patient within 1 Hr	9	8	9	11	8	2	9	10	9	4	3	5	5
NHS HIGHLAND	PCARE	CPN (Dr) to phone patient within 2 Hrs	8	13	18	20	18	19	11	10	4	8	18	17	11
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 1 Hr	1	1	2	6	2	1	1	5	0	1	1	3	1
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 2 Hrs	8	9	9	13	10	2	9	3	5	11	5	4	6
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 4 Hrs	15	12	17	13	11	10	10	12	5	10	10	17	8
NHS HIGHLAND	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	4	1	0	2	1	0	2	1	2	1	0	4	0
NHS HIGHLAND	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1	0	0	0	1	1	0	0	0	0	0	0	0
NHS HIGHLAND	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	1	1	2	2	0	1	1	1	0	0	1	1	0
NHS HIGHLAND	PCARE	Home Visit within 1 Hr	11	8	11	10	5	5	11	6	9	6	9	9	7
NHS HIGHLAND	PCARE	Home Visit within 2 Hrs	28	32	25	18	22	31	25	21	34	29	32	30	20
NHS HIGHLAND	PCARE	Home Visit within 4 Hrs	37	36	27	30	23	27	19	24	34	34	39	41	26
NHS HIGHLAND	PCARE	PCEC within 1 Hr	20	27	20	25	23	25	33	24	17	21	31	28	16
NHS HIGHLAND	PCARE	PCEC within 2 Hrs	73	87	65	64	68	69	90	71	77	89	62	98	50
NHS HIGHLAND	PCARE	PCEC within 4 Hrs	212	251	187	239	176	175	182	160	198	185	185	251	157
NHS HIGHLAND	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	39	45	26	41	42	12	17	22	15	22	8	18	3
NHS HIGHLAND	PCARE	Pt advised to contact practice - For Information Only	8	3	7	5	2	4	3	7	2	4	1	5	3
NHS HIGHLAND	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	2	1	4	3	6	3	3	4	5	4	4	2	1
NHS HIGHLAND	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	25	29	25	25	21	43	35	31	27	44	44	32	11
NHS HIGHLAND	PCARE	Speak to clinician within 1 Hr	20	10	10	15	11	12	14	10	11	11	13	10	2
NHS HIGHLAND	PCARE	Speak to clinician within 2 Hrs	22	18	13	23	20	29	21	9	17	16	20	10	18
NHS HIGHLAND	PCARE	Speak to clinician within 4 Hrs	50	36	36	50	25	38	30	35	43	44	36	67	21
NHS HIGHLAND	PCARE	Transport to PCEC within 2 Hrs	0	0	0	0	1	0	0	0	0	0	0	0	0
NHS HIGHLAND	PCARE	Transport to PCEC within 4 hrs	2	0	0	1	0	0	1	0	0	1	0	0	0
NHS HIGHLAND	SCARE	999 contacted - For information only	112	124	113	113	106	92	97	104	82	89	95	101	19
NHS HIGHLAND	SCARE	Patient advised to go to A&E	90	98	93	91	97	84	92	90	88	90	74	85	11
NHS HIGHLAND	SCARE	Patient sent to A&E via Ambulance within 1 Hr	8	11	10	13	12	8	5	6	6	9	7	7	0
NHS HIGHLAND	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	72	83	70	70	60	64	81	68	57	65	55	62	44
NHS HIGHLAND	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	20	23	36	33	28	27	35	33	22	25	16	42	5
NHS HIGHLAND	SCARE	Speak to clinician 2 Hrs	18	6	23	16	14	13	11	15	10	13	10	14	13
NHS HIGHLAND	SCARE	Speak to clinician within 4 Hrs	25	24	19	17	19	18	21	27	16	27	14	32	4
NHS HIGHLAND	SLFC_NPA	Contact Breathing Space	1	0	0	0	0	0	0	0	0	0	0	0	0
NHS HIGHLAND	SLFC_NPA	Distress Brief Intervention	3	6	4	8	5	5	6	5	6	4	7	8	4
NHS HIGHLAND	SLFC_NPA	For Information Only	34	42	34	42	34	37	23	19	29	43	30	43	35

NHS HIGHLAND	SLFC_NPA	Hub to arrange appointment within 24 hours	73	69	60	72	61	53	68	75	58	54	60	66	46
NHS HIGHLAND	SLFC_NPA	Hub to arrange contact with Clinician within 1 hour	0	1	0	1	0	0	0	0	0	0	1	0	0
NHS HIGHLAND	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	0	0	0	2	0	0	0	1	0	0	0	0	1
NHS HIGHLAND	SLFC_NPA	Patient advised to contact dental advice line - Info Only	0	0	1	0	1	1	3	1	0	0	0	0	0
NHS HIGHLAND	SLFC_NPA	Patient advised to contact registered GDP - Info Only	11	16	7	10	9	9	10	12	10	10	9	9	2
NHS HIGHLAND	SLFC_NPA	Patient given self care advice - For Information Only	79	103	99	100	108	112	98	86	101	78	105	105	15
NHS HIGHLAND	SLFC_NPA	Patient given self care dental advice - For Information Only	1	0	2	0	2	2	2	1	1	1	3	3	1
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1	2	0	0	0	0	1	0	0	0	0	1	3
NHS HIGHLAND	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only	0	0	0	0	0	0	0	0	0	0	0	1	0
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Midwife - For Information Only	0	0	4	0	1	1	0	0	3	2	1	2	0
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Optician - For Information Only	2	2	2	2	0	3	5	1	5	5	2	2	2
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only	0	0	0	0	0	0	0	1	1	0	0	0	0
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	13	26	15	19	15	24	14	14	20	14	15	17	12
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Police - For Information Only	3	2	4	2	3	5	7	3	2	5	5	3	3
NHS HIGHLAND	SLFC_NPA	Pt advised to contact appropriate service - For Info Only	1	2	0	0	1	0	0	0	0	0	0	0	0
NHS HIGHLAND	SLFC_NPA	Triage refused - For Information Only	3	2	3	2	3	7	2	2	6	5	3	3	0
NHS HIGHLAND	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	7	6	7	8	7	7	3	6	7	9	8	3	0
NHS HIGHLAND	SLFC_NPA	Untriaged call - OOH Service clinician to phone patient	0	0	1	0	0	0	0	0	0	0	0	0	0
NHS Highland	PCARE	Partner to Triage	0	0	0	0	0	0	0	0	0	0	0	0	1
NHS Highland	PCARE	Pt advised to contact practice within 36 Hrs - For Information Only	0	0	0	0	0	1	0	0	0	0	0	0	22
NHS Highland	PCARE	Pt advised to contact Practice within 4 Hrs - For Information Only	0	1	0	0	0	0	0	0	0	0	0	0	7
NHS Highland	SCARE	999 contacted. For information only	1	0	0	0	1	1	0	0	0	0	0	0	64
NHS Highland	SCARE	Patient sent to A&E via Ambulance within 1 Hr - For Information Only	1	0	0	0	0	0	0	0	0	0	0	0	6
NHS Highland	SCARE	Pt advised to go to A&E	0	0	0	0	0	0	0	0	0	0	0	1	63
NHS Highland	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provide	0	0	0	0	0	0	0	0	0	0	0	0	9
NHS Highland	SCARE	Speak to clinician 4 Hrs	0	0	0	0	0	1	0	0	0	0	0	0	17
NHS Highland	SLFC_NPA	Dental Nurse - Contact Dentist within 24	0	0	0	0	0	0	0	0	0	0	0	0	1
NHS Highland	SLFC_NPA	patient advised to contact registered GDP - for information only	0	0	0	0	0	0	0	0	0	0	0	0	7
NHS Highland	SLFC_NPA	Pt given self care advice - For Information Only	0	0	0	0	0	0	0	0	0	0	0	0	76
NHS Highland	SLFC_NPA	Triage refused Pt terminated call - For Information Only	0	0	0	0	0	0	0	0	0	0	0	0	0
NHS LANARKSHIRE	PCARE	CPN (Dr) to phone patient within 1 Hr	11	15	14	18	16	14	23	17	15	24	14	9	15
NHS LANARKSHIRE	PCARE	CPN (Dr) to phone patient within 2 Hrs	18	26	24	14	24	22	19	21	30	26	27	25	32
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 1 Hr	1	0	1	1	1	3	1	2	2	1	1	2	3
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 2 Hrs	5	2	4	3	2	4	4	5	8	5	3	3	2
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 4 Hrs	7	3	8	4	3	7	5	6	7	7	6	2	6
NHS LANARKSHIRE	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	3	2	3	4	5	6	1	4	6	7	5	2	0
NHS LANARKSHIRE	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1	0	0	0	2	0	2	0	0	0	0	1	0
NHS LANARKSHIRE	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	1	1	0	2	1	2	0	1	1	1	3	0	0
NHS LANARKSHIRE	PCARE	Home Visit within 1 Hr	8	10	13	10	11	14	8	10	9	19	12	9	9
NHS LANARKSHIRE	PCARE	Home Visit within 2 Hrs	45	33	49	36	45	33	47	39	37	51	36	35	27
NHS LANARKSHIRE	PCARE	Home Visit within 4 Hrs	50	32	49	34	45	44	53	39	56	56	43	44	39
NHS LANARKSHIRE	PCARE	PCEC within 1 Hr	48	52	56	52	46	54	61	47	43	73	45	84	76
NHS LANARKSHIRE	PCARE	PCEC within 2 Hrs	155	181	161	184	197	200	192	213	226	304	186	204	217
NHS LANARKSHIRE	PCARE	PCEC within 4 Hrs	519	453	495	504	474	503	501	494	499	708	460	528	543
NHS LANARKSHIRE	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	119	80	104	98	96	39	55	50	45	38	37	45	12

NHS LANARKSHIRE	PCARE	Pt advised to contact practice - For Information Only	10	7	7	18	11	7	6	8	5	10	10	10	9
NHS LANARKSHIRE	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	5	6	6	11	10	11	8	9	5	10	11	9	2
NHS LANARKSHIRE	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	57	69	49	71	51	122	92	91	106	99	108	104	23
NHS LANARKSHIRE	PCARE	Speak to clinician within 1 Hr	17	16	20	24	25	27	23	17	14	27	15	18	27
NHS LANARKSHIRE	PCARE	Speak to clinician within 2 Hrs	28	28	28	26	36	38	35	28	34	46	38	35	35
NHS LANARKSHIRE	PCARE	Speak to clinician within 4 Hrs	65	69	85	73	68	81	76	65	91	107	71	83	64
NHS LANARKSHIRE	PCARE	Transport to PCEC within 2 Hrs	0	3	0	1	2	1	0	1	0	0	2	1	0
NHS LANARKSHIRE	PCARE	Transport to PCEC within 4 hrs	0	0	1	2	1	0	0	2	0	2	1	1	0
NHS LANARKSHIRE	SCARE	999 contacted - For information only	247	202	225	208	193	224	231	225	219	249	235	226	38
NHS LANARKSHIRE	SCARE	Patient advised to go to A&E	256	278	311	343	286	317	283	276	240	337	300	297	65
NHS LANARKSHIRE	SCARE	Patient sent to A&E via Ambulance within 1 Hr	15	16	21	24	18	16	14	17	19	20	23	17	3
NHS LANARKSHIRE	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only	0	0	0	0	0	0	0	0	0	0	1	1	0
NHS LANARKSHIRE	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only	0	0	0	0	0	0	1	0	0	0	0	0	0
NHS LANARKSHIRE	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	137	134	165	170	153	169	161	129	141	138	137	113	140
NHS LANARKSHIRE	SCARE	Speak to clinician 2 Hrs	38	31	30	44	28	42	37	40	24	21	43	19	31
NHS LANARKSHIRE	SCARE	Speak to clinician within 4 Hrs	58	60	57	56	59	54	64	47	56	84	51	51	11
NHS LANARKSHIRE	SLFC_NPA	Contact Breathing Space	0	0	0	0	1	0	0	1	0	0	0	0	0
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	2	0	0	4	3	4	0	0	2	0	1	1	0
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	215	255	212	265	243	249	235	229	274	227	125	124	21
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1	2	2	0	3	2	2	0	0	0	0	0	0
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	8	4	6	5	7	17	6	8	6	13	4	4	14
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	2	3	0	5	0	2	2	2	2	1	1	1	0
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Self Care	3	1	2	1	1	2	2	5	7	3	3	2	0
NHS LANARKSHIRE	SLFC_NPA	Distress Brief Intervention	12	14	15	11	10	17	12	4	6	6	6	12	8
NHS LANARKSHIRE	SLFC_NPA	For Information Only	67	56	83	53	54	61	73	53	67	94	60	50	65
NHS LANARKSHIRE	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	1	1	0	0	0	0	0	1	0	0	0	0	0
NHS LANARKSHIRE	SLFC_NPA	Patient given self care advice - For Information Only	147	160	171	167	165	194	166	156	174	185	164	182	23
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Dentist - For Information Only	0	2	4	1	2	0	0	0	0	0	1	2	1
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only	2	0	0	1	0	0	1	0	0	0	0	1	0
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Midwife - For Information Only	3	9	3	10	7	5	5	9	3	8	6	5	10
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Optician - For Information Only	5	3	8	6	8	3	8	6	7	5	12	3	5
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only	1	0	0	0	0	0	0	0	0	0	0	0	1
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	36	31	41	42	29	32	23	31	36	59	32	24	37
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Police - For Information Only	13	4	7	7	9	11	9	4	6	11	10	4	6
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information	0	0	1	0	0	0	0	0	0	0	0	0	0
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact appropriate service - For Info Only	0	0	0	0	1	0	0	1	0	0	0	1	0
NHS LANARKSHIRE	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	5	9	17	4	5	11	5	5	12	14	9	7	1
NHS LANARKSHIRE	SLFC_NPA	Untriaged call - OOH Service clinician to phone patient	0	0	0	0	0	0	0	0	0	0	1	0	0
NHS LANARKSHIRE	Not assigned	Not assigned	1	0	0	1	0	2	0	0	0	0	0	0	0
NHS Lanarkshire	PCARE	Contact GP Practice within 36 Hours (Nex	0	0	0	0	0	1	0	0	0	0	0	0	0
NHS Lanarkshire	PCARE	Pt advised to contact practice within 12 Hrs - For Information Only	0	0	0	0	0	0	0	0	0	0	0	0	1
NHS Lanarkshire	PCARE	Pt advised to contact practice within 36 Hrs - For Information Only	0	0	0	0	0	0	0	1	1	0	0	1	73
NHS Lanarkshire	PCARE	Pt advised to contact Practice within 4 Hrs - For Information Only	1	0	0	0	0	1	0	0	0	0	0	0	22
NHS Lanarkshire	SCARE	999 contacted. For information only	1	1	0	1	0	1	1	1	0	1	0	0	202
NHS Lanarkshire	SCARE	patient advised to attend A & E within 1 hour - for information only	0	0	0	0	0	0	0	0	0	0	0	0	4

NHS Lanarkshire	SCARE	Patient sent to A&E via Ambulance within 1 Hr - For Information Only	0	0	0	0	0	0	0	0	0	0	0	0	18
NHS Lanarkshire	SCARE	Pt advised to go to A&E	2	1	1	2	1	0	1	1	0	2	0	0	243
NHS Lanarkshire	SCARE	Speak to clinician 4 Hrs	0	0	1	1	0	1	1	0	0	1	0	0	52
NHS Lanarkshire	SLFC_NPA	Dental Nurse - Contact Dentist within 24	0	0	0	0	0	0	0	0	0	0	0	0	101
NHS Lanarkshire	SLFC_NPA	Dental Nurse - Routine Contact with Dent	0	0	0	0	0	0	0	0	0	0	0	0	4
NHS Lanarkshire	SLFC_NPA	Not Assessed / Triage Refused	0	0	1	0	1	0	0	0	1	0	0	0	0
NHS Lanarkshire	SLFC_NPA	patient given self care dental advice - for information only	0	0	0	0	0	0	0	0	0	0	0	0	3
NHS Lanarkshire	SLFC_NPA	Pt given self care advice - For Information Only	1	0	0	0	0	0	1	1	0	0	1	1	149
NHS Lanarkshire	SLFC_NPA	Triage refused Pt terminated call - For Information Only	0	0	0	0	0	0	0	0	0	0	0	0	0
NHS Lothian	PCARE	CPN (Dr) to phone patient within 1 Hr	23	12	15	17	22	17	21	20	18	17	9	20	21
NHS Lothian	PCARE	CPN (Dr) to phone patient within 2 Hrs	23	37	24	34	32	19	26	35	21	23	38	28	29
NHS Lothian	PCARE	DN (Dr) phone patient within 1 Hr	5	12	5	14	4	5	8	7	4	8	5	2	5
NHS Lothian	PCARE	DN (Dr) phone patient within 2 Hrs	17	29	11	16	20	19	14	23	12	16	15	11	17
NHS Lothian	PCARE	DN (Dr) phone patient within 4 Hrs	49	25	49	41	31	40	40	61	33	40	33	42	34
NHS Lothian	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	4	10	2	7	6	7	8	11	11	12	7	7	1
NHS Lothian	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	0	3	0	3	1	0	3	3	0	2	0	2	0
NHS Lothian	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	2	2	3	6	4	1	4	12	4	2	2	1	1
NHS Lothian	PCARE	Home Visit within 1 Hr	22	21	33	20	34	28	31	34	28	24	23	26	35
NHS Lothian	PCARE	Home Visit within 2 Hrs	87	79	75	66	82	73	79	92	82	83	69	86	70
NHS Lothian	PCARE	Home Visit within 4 Hrs	95	110	110	95	93	83	90	119	82	81	92	110	83
NHS Lothian	PCARE	PCEC within 1 Hr	57	85	70	81	69	84	78	90	72	90	79	77	71
NHS Lothian	PCARE	PCEC within 2 Hrs	241	257	252	274	278	289	312	353	331	282	301	273	255
NHS Lothian	PCARE	PCEC within 4 Hrs	795	736	809	785	806	757	835	1057	790	775	802	846	697
NHS Lothian	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	204	132	195	193	200	84	88	90	84	82	81	80	29
NHS Lothian	PCARE	Pt advised to contact practice - For Information Only	22	22	21	20	15	20	16	24	18	20	20	18	10
NHS Lothian	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	12	13	11	15	15	16	12	15	13	19	15	13	5
NHS Lothian	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	88	125	115	105	128	211	198	202	171	213	222	212	53
NHS Lothian	PCARE	Speak to clinician within 1 Hr	25	40	29	33	37	34	34	42	25	51	40	32	43
NHS Lothian	PCARE	Speak to clinician within 2 Hrs	57	62	62	68	61	48	78	78	66	47	60	47	50
NHS Lothian	PCARE	Speak to clinician within 4 Hrs	122	119	139	119	141	118	128	184	121	140	128	99	87
NHS Lothian	PCARE	Transport to PCEC within 2 Hrs	0	0	3	1	2	1	2	2	6	0	0	0	0
NHS Lothian	PCARE	Transport to PCEC within 4 hrs	1	1	0	2	2	2	4	1	4	0	0	1	0
NHS Lothian	PCARE	Triage refused therefore Dr requested to phone patient	0	0	0	0	0	0	0	0	0	0	1	0	0
NHS Lothian	SCARE	999 contacted - For information only	314	322	355	387	294	362	348	389	324	342	349	345	75
NHS Lothian	SCARE	Patient advised to go to A&E	430	479	465	494	550	519	563	466	489	564	502	512	92
NHS Lothian	SCARE	Patient sent to A&E via Ambulance within 1 Hr	30	28	30	20	28	29	26	24	31	25	15	32	4
NHS Lothian	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only	0	0	0	0	0	0	0	0	1	0	0	0	0
NHS Lothian	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only	0	0	0	0	0	0	0	1	0	0	0	0	0
NHS Lothian	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	439	442	528	529	477	469	518	453	451	406	456	445	418
NHS Lothian	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	0	0	0	0	1	0	0	0	0	0	0	0	0
NHS Lothian	SCARE	Speak to clinician 2 Hrs	71	62	77	83	87	73	85	84	82	62	77	68	58
NHS Lothian	SCARE	Speak to clinician within 4 Hrs	104	119	137	137	124	138	128	115	125	148	149	126	19
NHS Lothian	SLFC_NPA	Contact Breathing Space	0	0	2	0	0	0	0	0	1	0	0	0	0
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	2	2	4	1	5	0	7	4	0	0	4	1	2
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	354	407	374	416	338	384	460	363	392	233	189	209	29

Board	Service	Description													
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	6	0	4	3	2	6	1	5	5	3	9	0	2
NHS Lothian	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	5	14	7	6	15	37	9	10	10	25	9	12	19
NHS Lothian	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	3	4	0	5	6	4	6	5	3	4	3	4	0
NHS Lothian	SLFC_NPA	Dental Nurse - Self Care	6	7	2	5	6	5	10	5	8	8	6	4	2
NHS Lothian	SLFC_NPA	Distress Brief Intervention	20	17	17	18	15	19	28	19	21	16	19	15	19
NHS Lothian	SLFC_NPA	For Information Only	121	96	114	101	117	124	116	112	95	111	102	122	109
NHS Lothian	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	0	1	0	2	1	0	1	0	0	0	0	0	0
NHS Lothian	SLFC_NPA	Patient given self care advice - For Information Only	316	324	377	295	317	342	303	340	327	357	317	253	50
NHS Lothian	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1	2	3	2	1	1	2	3	2	3	1	1	1
NHS Lothian	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only	3	1	0	2	0	1	1	0	1	0	1	2	1
NHS Lothian	SLFC_NPA	Pt advised to contact Midwife - For Information Only	19	11	18	12	11	16	10	16	18	13	22	14	10
NHS Lothian	SLFC_NPA	Pt advised to contact Optician - For Information Only	17	15	24	19	21	19	12	24	9	13	20	17	17
NHS Lothian	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only	0	0	1	0	0	0	1	0	1	0	1	0	0
NHS Lothian	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	53	82	82	81	60	72	81	71	62	60	66	58	42
NHS Lothian	SLFC_NPA	Pt advised to contact Police - For Information Only	12	14	5	13	11	13	9	4	9	7	10	10	9
NHS Lothian	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information	0	1	0	0	0	0	0	0	0	0	1	0	0
NHS Lothian	SLFC_NPA	Pt advised to contact appropriate service - For Info Only	0	0	0	0	0	0	1	0	3	0	0	0	0
NHS Lothian	SLFC_NPA	Remote Prescribing	0	1	0	0	0	0	0	1	0	0	0	0	0
NHS Lothian	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	17	10	13	21	11	13	8	12	13	19	11	10	0
NHS Lothian	Not assigned	Not assigned	0	0	3	0	0	0	0	0	0	0	0	0	0
NHS Lothian	PCARE	Contact GP Practice within 36 Hours (Nex	0	0	0	0	0	0	0	0	0	1	0	0	0
NHS Lothian	PCARE	Pt advised to contact practice within 12 Hrs - For Information Only	0	0	0	0	0	0	0	0	0	0	0	0	7
NHS Lothian	PCARE	Pt advised to contact practice within 36 Hrs - For Information Only	0	0	0	0	0	0	0	0	0	1	0	0	157
NHS Lothian	PCARE	Pt advised to contact Practice within 4 Hrs - For Information Only	0	0	0	1	0	0	0	0	0	0	1	0	35
NHS Lothian	SCARE	999 - Ambulance (ASAP)	0	0	0	0	0	0	0	0	0	0	0	0	1
NHS Lothian	SCARE	999 contacted. For information only	0	1	1	0	0	0	1	0	0	0	1	1	259
NHS Lothian	SCARE	patient advised to attend A & E within 1 hour - for information only	0	0	0	0	0	0	0	0	0	0	0	0	3
NHS Lothian	SCARE	Patient sent to A&E via Ambulance within 1 Hr - For Information Only	0	0	0	0	0	0	0	0	0	1	0	0	23
NHS Lothian	SCARE	Pt advised to go to A&E	0	2	2	0	1	0	2	2	0	0	1	0	364
NHS Lothian	SCARE	Speak to clinician 4 Hrs	1	0	0	0	0	0	0	0	0	0	0	0	100
NHS Lothian	SLFC_NPA	Contact Family Planning Clinic	0	0	0	0	0	0	0	0	0	0	0	0	1
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Dentist within 24	0	0	0	0	0	0	0	0	0	0	0	0	148
NHS Lothian	SLFC_NPA	Dental Nurse - Routine Contact with Dent	0	0	0	0	0	0	0	0	0	0	0	0	7
NHS Lothian	SLFC_NPA	Not Assessed / Triage Refused	0	1	0	0	0	0	0	0	3	0	0	0	0
NHS Lothian	SLFC_NPA	patient given self care dental advice - for information only	0	0	0	0	0	0	0	0	0	0	0	0	3
NHS Lothian	SLFC_NPA	Pt given self care advice - For Information Only	0	0	1	0	1	0	0	0	0	0	0	1	171
NHS Lothian	SLFC_NPA	Self Care	0	0	0	0	0	0	0	0	0	0	0	0	1
NHS Lothian	SLFC_NPA	Triage refused Pt terminated call - For Information Only	0	0	0	0	0	0	0	0	0	0	0	0	0
NHS Orkney	PCARE	CPN (Dr) to phone patient within 1 Hr	1	0	0	0	1	1	0	0	0	0	0	1	0
NHS Orkney	PCARE	CPN (Dr) to phone patient within 2 Hrs	2	1	1	2	2	1	1	1	0	0	2	1	0
NHS Orkney	PCARE	DN (Dr) phone patient within 1 Hr	1	0	0	1	1	0	0	0	1	0	0	0	0
NHS Orkney	PCARE	DN (Dr) phone patient within 2 Hrs	0	0	0	0	0	1	1	0	1	0	2	1	2
NHS Orkney	PCARE	DN (Dr) phone patient within 4 Hrs	0	1	0	0	0	2	3	2	3	3	3	0	0
NHS Orkney	PCARE	Home Visit within 1 Hr	1	0	0	0	1	0	2	0	1	2	0	2	0
NHS Orkney	PCARE	Home Visit within 2 Hrs	3	0	2	3	2	2	2	0	0	6	4	2	1
NHS Orkney	PCARE	Home Visit within 4 Hrs	5	5	6	2	4	2	1	3	1	6	1	3	4
NHS Orkney	PCARE	PCEC within 1 Hr	0	0	1	0	1	0	1	0	5	2	4	1	1
NHS Orkney	PCARE	PCEC within 2 Hrs	1	6	1	4	5	4	6	1	3	10	1	5	4
NHS Orkney	PCARE	PCEC within 4 Hrs	11	11	14	10	6	7	6	7	12	11	7	9	8
NHS Orkney	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	1	1	3	1	3	0	0	0	0	1	0	0	0
NHS Orkney	PCARE	Pt advised to contact practice - For Information Only	0	0	1	0	0	0	0	0	1	0	0	0	0
NHS Orkney	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	0	0	0	1	1	0	1	0	0	0	0	0	0

Board	Service	Outcome													
NHS Orkney	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	0	0	0	0	0	1	1	0	2	1	5	0	0
NHS Orkney	PCARE	Speak to clinician within 1 Hr	0	1	1	0	1	0	0	2	0	0	0	0	0
NHS Orkney	PCARE	Speak to clinician within 2 Hrs	1	1	0	2	1	1	1	1	2	2	3	1	0
NHS Orkney	PCARE	Speak to clinician within 4 Hrs	3	0	6	1	1	2	1	6	1	3	4	1	3
NHS Orkney	SCARE	999 contacted - For information only	2	4	4	5	3	3	7	8	1	5	8	8	0
NHS Orkney	SCARE	Patient advised to go to A&E	8	6	1	2	5	3	5	3	3	5	4	6	0
NHS Orkney	SCARE	Patient sent to A&E via Ambulance within 1 Hr	0	0	2	0	0	2	0	3	0	2	0	1	0
NHS Orkney	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	1	2	1	1	3	3	3	3	1	0	1	3	0
NHS Orkney	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	1	0	0	0	0	0	0	0	0	0	0	0	0
NHS Orkney	SCARE	Speak to clinician 2 Hrs	0	0	0	2	0	0	0	1	0	1	0	0	2
NHS Orkney	SCARE	Speak to clinician within 4 Hrs	1	3	0	1	0	0	1	1	1	0	0	1	0
NHS Orkney	SLFC_NPA	Distress Brief Intervention	0	2	0	0	0	1	0	0	0	0	0	0	0
NHS Orkney	SLFC_NPA	For Information Only	1	1	0	1	1	2	3	0	0	0	3	1	3
NHS Orkney	SLFC_NPA	Hub to arrange appointment within 24 hours	2	3	2	6	2	6	4	6	2	2	2	1	0
NHS Orkney	SLFC_NPA	Patient advised to contact registered GDP - Info Only	1	0	1	1	0	2	1	1	0	1	0	0	0
NHS Orkney	SLFC_NPA	Patient given self care advice - For Information Only	14	5	19	11	12	10	3	3	10	12	2	11	2
NHS Orkney	SLFC_NPA	Patient given self care dental advice - For Information Only	0	0	0	0	0	0	0	0	0	0	1	0	0
NHS Orkney	SLFC_NPA	Pt advised to contact Dentist - For Information Only	0	0	0	1	0	0	0	0	0	1	0	0	0
NHS Orkney	SLFC_NPA	Pt advised to contact Optician - For Information Only	0	0	0	1	0	0	0	0	0	0	0	0	1
NHS Orkney	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	1	3	1	1	0	1	1	2	1	2	1	1	2
NHS Orkney	SLFC_NPA	Triage refused - For Information Only	0	0	0	0	1	0	1	1	0	0	1	0	0
NHS Orkney	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	2	0	0	0	2	0	1	0	0	0	0	0	0
NHS Orkney	SCARE	999 contacted. For information only	0	0	0	0	0	0	0	0	0	0	0	0	3
NHS Orkney	SCARE	Patient sent to A&E via Ambulance within 1 Hr - For Information Only	0	0	0	0	0	0	0	0	0	0	0	0	1
NHS Orkney	SCARE	Pt advised to go to A&E	0	0	0	0	0	0	0	0	0	0	0	0	3
NHS Orkney	SCARE	Speak to clinician 4 Hrs	0	0	0	0	0	0	0	0	0	0	0	0	1
NHS Orkney	SLFC_NPA	Dental Nurse - Contact Dentist within 24	0	0	0	0	0	0	0	0	0	0	0	0	2
NHS Orkney	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	0	0	0	0	0	0	0	0	0	0	0	0	1
NHS Orkney	SLFC_NPA	Pt given self care advice - For Information Only	0	0	0	0	0	0	0	0	0	0	0	0	0
NHS Shetland	PCARE	CPN (Dr) to phone patient within 1 Hr	1	0	0	0	0	0	0	0	1	0	2	0	0
NHS Shetland	PCARE	CPN (Dr) to phone patient within 2 Hrs	3	1	0	0	1	1	0	3	1	1	3	1	0
NHS Shetland	PCARE	DN (Dr) phone patient within 1 Hr	0	0	0	0	0	0	0	0	0	0	0	0	1
NHS Shetland	PCARE	DN (Dr) phone patient within 2 Hrs	1	0	1	1	1	1	1	0	1	0	0	0	0
NHS Shetland	PCARE	DN (Dr) phone patient within 4 Hrs	1	2	2	0	3	2	1	0	1	3	1	2	0
NHS Shetland	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	0	0	0	0	1	0	0	0	0	0	0	0	0
NHS Shetland	PCARE	Home Visit within 1 Hr	0	0	0	0	1	0	1	0	0	0	0	0	0
NHS Shetland	PCARE	Home Visit within 2 Hrs	3	4	1	2	2	2	1	1	5	4	2	2	0
NHS Shetland	PCARE	Home Visit within 4 Hrs	2	3	3	3	3	4	3	0	6	4	1	2	1
NHS Shetland	PCARE	PCEC within 1 Hr	0	1	1	0	0	1	0	2	0	1	2	1	0
NHS Shetland	PCARE	PCEC within 2 Hrs	3	3	0	1	2	3	5	1	1	1	2	3	2
NHS Shetland	PCARE	PCEC within 4 Hrs	8	3	9	7	11	11	1	2	7	4	3	5	8
NHS Shetland	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	1	0	2	2	1	1	2	0	1	0	1	1	0
NHS Shetland	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	0	0	0	0	0	0	0	0	2	0	1	0	0
NHS Shetland	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	0	1	1	0	1	0	0	1	2	1	2	2	1
NHS Shetland	PCARE	Speak to clinician within 1 Hr	0	2	0	0	0	0	0	1	0	0	0	0	0
NHS Shetland	PCARE	Speak to clinician within 2 Hrs	1	2	0	1	1	0	1	1	1	0	0	1	0
NHS Shetland	PCARE	Speak to clinician within 4 Hrs	3	3	2	2	0	1	1	0	1	1	2	2	1
NHS Shetland	SCARE	999 contacted - For information only	3	3	5	7	2	3	7	8	3	5	7	7	0
NHS Shetland	SCARE	Patient advised to go to A&E	2	2	4	2	2	4	4	2	3	10	1	2	1
NHS Shetland	SCARE	Patient sent to A&E via Ambulance within 1 Hr	0	0	2	0	0	0	0	0	0	0	0	0	0
NHS Shetland	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	3	1	2	4	4	0	1	0	2	1	1	4	0
NHS Shetland	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	1	2	1	1	1	1	0	0	0	0	0	0	0
NHS Shetland	SCARE	Speak to clinician 2 Hrs	0	0	0	0	1	0	0	0	0	0	0	0	0
NHS Shetland	SCARE	Speak to clinician within 4 Hrs	1	1	1	2	0	0	2	1	0	2	1	1	0
NHS Shetland	SLFC_NPA	Distress Brief Intervention	0	0	0	1	0	0	0	2	0	0	0	0	0
NHS Shetland	SLFC_NPA	For Information Only	1	5	4	2	2	2	1	3	0	1	0	2	3
NHS Shetland	SLFC_NPA	Hub to arrange appointment within 24 hours	5	5	3	4	3	4	1	0	2	1	2	2	0
NHS Shetland	SLFC_NPA	Hub to arrange contact with Clinician within 1 hour	0	0	0	0	0	1	0	0	0	0	0	0	0
NHS Shetland	SLFC_NPA	Patient advised to contact registered GDP - Info Only	0	1	1	0	1	2	0	0	0	0	0	0	1
NHS Shetland	SLFC_NPA	Patient given self care advice - For Information Only	5	1	5	1	2	2	2	5	1	4	5	3	0
NHS Shetland	SLFC_NPA	Patient given self care dental advice - For Information Only	1	0	0	0	0	0	0	0	0	0	0	0	0
NHS Shetland	SLFC_NPA	Pt advised to contact Midwife - For Information Only	0	0	0	0	0	0	0	0	0	0	0	1	0
NHS Shetland	SLFC_NPA	Pt advised to contact Optician - For Information Only	0	0	0	0	0	0	1	0	0	0	0	0	0
NHS Shetland	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	0	0	0	0	0	1	2	1	0	1	0	0	0
NHS Shetland	SLFC_NPA	Pt advised to contact Police - For Information Only	0	0	1	0	0	0	0	0	0	0	2	0	0
NHS Shetland	SLFC_NPA	Triage refused - For Information Only	0	0	0	1	1	0	0	0	0	0	0	0	0
NHS Shetland	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	1	0	0	0	0	0	0	2	0	0	0	0	0

Board	Category	Outcome												
NHS Shetland	PCARE	Contact GP Practice within 4 Hours (ASAP	0	0	0	0	0	0	0	0	0	0	0	0	1
NHS Shetland	SCARE	999 contacted. For information only	0	0	0	0	0	0	0	0	0	0	0	0	1
NHS Shetland	SCARE	Pt advised to go to A&E	0	0	0	0	0	0	0	0	0	0	0	0	3
NHS Shetland	SCARE	Speak to clinician 4 Hrs	0	0	0	0	0	0	0	0	0	0	0	0	1
NHS Shetland	SLFC_NPA	Dental Nurse - Contact Dentist within 24	0	0	0	0	0	0	0	0	0	0	0	0	2
NHS Shetland	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	0	0	0	0	0	0	0	0	0	0	0	0	1
NHS TAYSIDE	PCARE	CPN (Dr) to phone patient within 1 Hr	18	12	22	16	18	17	22	16	18	10	20	11	10
NHS TAYSIDE	PCARE	CPN (Dr) to phone patient within 2 Hrs	39	24	24	20	21	23	20	25	27	25	23	33	22
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 1 Hr	9	2	6	9	3	0	5	4	7	5	3	4	3
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 2 Hrs	10	8	18	18	9	11	17	6	14	16	13	13	15
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 4 Hrs	42	26	41	34	32	40	33	37	38	49	33	26	40
NHS TAYSIDE	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	5	2	4	3	1	0	2	0	2	2	0	0	0
NHS TAYSIDE	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1	0	1	2	1	0	0	0	0	1	0	0	0
NHS TAYSIDE	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	5	1	0	2	4	1	4	2	1	1	2	2	0
NHS TAYSIDE	PCARE	Home Visit within 1 Hr	13	11	6	12	6	13	10	12	8	10	12	5	9
NHS TAYSIDE	PCARE	Home Visit within 2 Hrs	45	31	32	40	32	51	37	36	34	37	43	35	33
NHS TAYSIDE	PCARE	Home Visit within 4 Hrs	69	48	44	37	47	46	48	49	45	50	69	67	37
NHS TAYSIDE	PCARE	PCEC within 1 Hr	59	56	51	68	55	76	57	54	47	50	69	52	49
NHS TAYSIDE	PCARE	PCEC within 2 Hrs	160	130	147	141	120	156	165	135	147	153	167	152	155
NHS TAYSIDE	PCARE	PCEC within 4 Hrs	483	336	330	333	349	343	306	332	303	385	471	344	334
NHS TAYSIDE	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	48	42	60	54	53	37	41	30	36	25	19	31	9
NHS TAYSIDE	PCARE	Pt advised to contact practice - For Information Only	10	6	14	12	10	5	9	7	10	8	8	6	6
NHS TAYSIDE	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	2	10	5	4	8	10	5	7	4	11	6	1	2
NHS TAYSIDE	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	49	48	55	54	43	74	56	52	53	62	83	69	21
NHS TAYSIDE	PCARE	Speak to clinician within 1 Hr	19	15	21	14	15	15	21	11	21	19	20	17	15
NHS TAYSIDE	PCARE	Speak to clinician within 2 Hrs	37	28	34	35	22	26	22	12	27	18	37	36	34
NHS TAYSIDE	PCARE	Speak to clinician within 4 Hrs	104	65	70	50	45	40	67	49	52	58	75	56	45
NHS TAYSIDE	PCARE	Transport to PCEC within 1 Hr	0	0	1	0	0	0	0	0	0	0	0	0	0
NHS TAYSIDE	PCARE	Transport to PCEC within 2 Hrs	2	2	0	1	0	1	2	0	1	0	0	1	0
NHS TAYSIDE	PCARE	Transport to PCEC within 4 hrs	0	2	1	1	1	0	0	0	1	0	0	0	0
NHS TAYSIDE	SCARE	999 contacted - For information only	187	189	191	172	151	165	187	190	150	163	171	172	37
NHS TAYSIDE	SCARE	Patient advised to go to A&E	118	92	89	120	116	125	117	106	104	97	100	111	23
NHS TAYSIDE	SCARE	Patient sent to A&E via Ambulance within 1 Hr	7	11	11	16	14	12	14	8	15	10	5	14	1
NHS TAYSIDE	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only	0	0	0	1	0	0	0	0	0	0	0	0	0
NHS TAYSIDE	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	167	131	129	134	133	143	137	104	116	106	94	95	102
NHS TAYSIDE	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	0	0	1	0	0	0	0	1	0	0	1	1	0
NHS TAYSIDE	SCARE	Speak to clinician 2 Hrs	36	31	27	24	30	29	26	20	42	32	32	16	20
NHS TAYSIDE	SCARE	Speak to clinician within 4 Hrs	55	40	33	43	43	43	42	44	40	50	42	53	7
NHS TAYSIDE	SLFC_NPA	Contact Breathing Space	0	0	0	0	0	0	0	0	0	0	0	1	0
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	2	0	1	2	0	3	2	2	4	1	0	0	0
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	237	248	173	193	233	236	210	222	246	128	114	121	17
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1	0	1	0	2	0	0	3	3	0	2	0	1
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Pharmacist	0	0	0	1	0	0	0	0	0	0	0	0	0
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	8	6	5	6	9	14	6	7	8	14	4	3	15
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1	3	2	2	4	4	3	1	1	2	2	6	0
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Self Care	5	4	4	5	6	1	1	6	4	5	3	2	0
NHS TAYSIDE	SLFC_NPA	Distress Brief Intervention	8	5	4	10	8	8	10	2	11	4	14	6	6
NHS TAYSIDE	SLFC_NPA	For Information Only	56	45	43	38	33	40	30	40	38	34	46	49	31
NHS TAYSIDE	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	0	0	0	0	0	0	0	0	1	0	0	0	0
NHS TAYSIDE	SLFC_NPA	Patient given self care advice - For Information Only	165	142	155	157	155	140	148	146	128	135	162	136	18
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Dentist - For Information Only	2	0	0	0	1	0	0	0	1	2	2	1	1
NHS TAYSIDE	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only	1	0	0	2	0	0	1	0	0	0	0	0	0
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Midwife - For Information Only	5	3	0	4	5	3	5	4	2	7	4	5	1
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Optician - For Information Only	8	10	7	5	10	6	4	9	8	7	3	5	4
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only	0	0	0	0	1	1	0	0	0	0	0	0	0
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	33	20	25	32	16	35	23	19	17	25	38	18	13
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Police - For Information Only	8	9	2	6	2	6	3	3	11	1	3	4	3
NHS TAYSIDE	SLFC_NPA	Pt advised to contact appropriate service - For Info Only	1	0	0	0	0	0	0	0	0	0	1	0	0
NHS TAYSIDE	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	11	9	3	12	6	4	8	9	5	4	5	6	0
NHS TAYSIDE	SLFC_NPA	Untriaged call - OOH Service clinician to phone patient	0	0	0	0	0	0	0	0	0	0	1	0	0
NHS TAYSIDE	Not assigned	Not assigned	2	0	1	0	1	0	1	0	0	0	1	0	0
NHS Tayside	PCARE	Pt advised to contact practice within 12 Hrs - For Information Only	0	0	0	0	0	0	0	0	0	0	0	0	3
NHS Tayside	PCARE	Pt advised to contact practice within 36 Hrs - For Information Only	0	0	0	0	0	0	0	0	0	0	0	0	53
NHS Tayside	PCARE	Pt advised to contact Practice within 4 Hrs - For Information Only	0	0	0	0	0	0	0	0	0	1	0	0	18
NHS Tayside	SCARE	999 contacted. For information only	0	0	0	0	0	0	0	0	0	0	1	0	160
NHS Tayside	SCARE	patient advised to attend A & E within 1 hour - for information only	0	0	0	0	0	0	0	0	0	0	0	0	2
NHS Tayside	SCARE	Patient sent to A&E via Ambulance within 1 Hr - For Information Only	0	0	0	0	0	0	0	0	0	0	0	0	7

Board	Service	Outcome													
NHS Tayside	SCARE	Pt advised to go to A&E	0	1	0	0	1	0	0	0	0	0	0	0	75
NHS Tayside	SCARE	Speak to clinician 4 Hrs	0	0	1	0	0	0	0	0	0	0	0	0	36
NHS Tayside	SLFC_NPA	Dental Nurse - Contact Dentist within 1	0	0	0	0	0	0	0	0	0	0	0	0	1
NHS Tayside	SLFC_NPA	Dental Nurse - Contact Dentist within 24	0	0	0	0	0	0	0	0	0	0	0	0	89
NHS Tayside	SLFC_NPA	Dental Nurse - Routine Contact with Dent	0	0	0	0	0	0	0	0	0	0	0	0	1
NHS Tayside	SLFC_NPA	patient given self care dental advice - for information only	0	0	0	0	0	0	0	0	0	0	0	0	3
NHS Tayside	SLFC_NPA	Pt given self care advice - For Information Only	0	0	0	0	0	0	0	0	0	0	0	0	113
NHS Tayside	SLFC_NPA	Triage refused Pt terminated call - For Information Only	0	0	0	0	0	0	0	0	0	0	0	0	0
NHS Western Isles	PCARE	CPN (Dr) to phone patient within 1 Hr	0	0	0	1	0	1	1	0	0	0	0	1	0
NHS Western Isles	PCARE	CPN (Dr) to phone patient within 2 Hrs	0	1	1	0	1	1	0	1	0	1	0	1	1
NHS Western Isles	PCARE	DN (Dr) phone patient within 1 Hr	0	1	0	0	0	0	0	0	0	1	0	0	0
NHS Western Isles	PCARE	DN (Dr) phone patient within 2 Hrs	0	1	0	3	1	0	0	0	0	0	0	0	2
NHS Western Isles	PCARE	DN (Dr) phone patient within 4 Hrs	2	2	1	3	0	1	1	0	2	0	1	1	1
NHS Western Isles	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	1	0	0	0	1	0	1	0	0	0	0	0	0
NHS Western Isles	PCARE	Home Visit within 1 Hr	3	0	0	0	0	0	1	0	0	1	1	1	0
NHS Western Isles	PCARE	Home Visit within 2 Hrs	0	4	2	4	4	1	4	0	2	2	1	3	0
NHS Western Isles	PCARE	Home Visit within 4 Hrs	2	4	3	3	2	1	1	2	3	2	7	3	1
NHS Western Isles	PCARE	PCEC within 1 Hr	1	3	1	2	4	2	0	2	2	0	3	2	1
NHS Western Isles	PCARE	PCEC within 2 Hrs	5	9	9	3	7	7	9	3	11	7	2	2	7
NHS Western Isles	PCARE	PCEC within 4 Hrs	10	16	15	10	12	17	16	13	6	14	10	10	14
NHS Western Isles	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	4	3	3	4	2	2	0	1	2	3	1	0	0
NHS Western Isles	PCARE	Pt advised to contact practice - For Information Only	3	0	0	0	0	1	0	0	0	1	0	0	1
NHS Western Isles	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	0	0	0	0	1	0	0	0	0	0	1	0	0
NHS Western Isles	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	3	1	1	2	0	0	3	0	4	4	3	0	0
NHS Western Isles	PCARE	Speak to clinician within 1 Hr	0	0	1	0	0	0	0	1	1	1	0	0	0
NHS Western Isles	PCARE	Speak to clinician within 2 Hrs	1	1	2	3	2	1	2	0	0	0	2	1	2
NHS Western Isles	PCARE	Speak to clinician within 4 Hrs	3	4	3	3	4	1	1	4	3	1	1	1	3
NHS Western Isles	PCARE	Transport to PCEC within 4 hrs	0	0	0	1	0	0	0	0	0	0	0	0	0
NHS Western Isles	SCARE	999 contacted - For information only	8	4	9	12	7	9	9	6	7	6	9	7	1
NHS Western Isles	SCARE	Patient advised to go to A&E	3	8	8	9	5	7	7	2	8	3	5	5	1
NHS Western Isles	SCARE	Patient sent to A&E via Ambulance within 1 Hr	0	2	1	0	0	1	0	0	0	0	0	0	0
NHS Western Isles	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	5	4	2	2	4	5	1	2	7	5	1	3	3
NHS Western Isles	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	3	0	0	2	0	1	1	0	2	0	0	1	0
NHS Western Isles	SCARE	Speak to clinician 2 Hrs	1	0	0	0	1	0	0	0	0	2	0	1	1
NHS Western Isles	SCARE	Speak to clinician within 4 Hrs	1	3	0	1	0	2	2	4	1	0	0	1	0
NHS Western Isles	SLFC_NPA	Distress Brief Intervention	0	0	0	0	0	0	1	1	0	0	0	0	0
NHS Western Isles	SLFC_NPA	For Information Only	2	2	5	3	2	0	2	2	0	2	3	0	0
NHS Western Isles	SLFC_NPA	Hub to arrange appointment within 24 hours	2	2	1	6	2	4	5	6	1	1	2	2	0
NHS Western Isles	SLFC_NPA	Patient advised to contact registered GDP - Info Only	0	1	2	0	0	2	0	0	0	3	0	1	0
NHS Western Isles	SLFC_NPA	Patient given self care advice - For Information Only	1	3	2	4	4	4	4	5	0	1	1	7	2
NHS Western Isles	SLFC_NPA	Pt advised to contact Dentist - For Information Only	0	1	0	0	0	0	0	0	0	0	0	0	0
NHS Western Isles	SLFC_NPA	Pt advised to contact Midwife - For Information Only	0	0	0	0	0	0	0	0	0	0	1	0	0
NHS Western Isles	SLFC_NPA	Pt advised to contact Optician - For Information Only	0	0	0	0	0	0	0	0	0	0	0	1	0
NHS Western Isles	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only	0	0	0	0	0	0	0	0	0	1	0	0	0
NHS Western Isles	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	1	0	0	1	0	1	0	2	0	1	1	3	0
NHS Western Isles	SLFC_NPA	Pt advised to contact Police - For Information Only	0	1	0	0	0	0	0	0	0	0	0	1	0
NHS Western Isles	Not assigned	Not assigned	0	0	0	0	0	0	1	0	0	0	0	0	0
NHS Western Isles	PCARE	Pt advised to contact practice within 36 Hrs - For Information Only	0	0	0	0	0	0	0	0	0	0	0	0	1
NHS Western Isles	PCARE	Pt advised to contact Practice within 4 Hrs - For Information Only	0	0	0	0	0	0	0	0	0	0	0	0	1
NHS Western Isles	SCARE	999 contacted. For information only	0	0	0	0	0	1	0	0	0	0	0	0	5
NHS Western Isles	SCARE	Pt advised to go to A&E	0	0	0	0	0	0	0	0	0	0	0	0	6
NHS Western Isles	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provide	0	0	0	0	0	0	0	0	0	0	0	0	1
NHS Western Isles	SLFC_NPA	Dental Nurse - Contact Dentist within 24	0	0	0	0	0	0	0	0	0	0	0	0	3
NHS Western Isles	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	0	0	0	0	0	0	0	0	0	0	0	0	1
NHS Western Isles	SLFC_NPA	Pt given self care advice - For Information Only	0	0	0	0	0	0	0	0	0	0	0	0	0
Not assigned	SCARE	Accident & Emergency / MIU within 4 Hours	0	0	1	0	0	0	0	0	0	0	0	0	0
Not assigned	SCARE	Patient advised to go to A&E	0	0	1	0	0	0	0	0	0	0	0	0	0
Not assigned	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	0	0	0	0	0	0	2	3	1	0	0	0	0
Not assigned	SLFC_NPA	GP appointment	1	0	0	0	0	0	0	0	0	0	0	0	0
Not assigned	SLFC_NPA	Not Assessed / Triage Refused	1	2	5	3	0	2	1	1	2	0	1	0	46
Not assigned	SLFC_NPA	Routine Appointment in	0	0	0	0	0	0	0	0	0	0	1	0	0
Not assigned	SLFC_NPA	Triage Refused/Not Assessed	1	1	0	0	0	0	0	0	0	0	0	0	0
Not assigned	Not assigned	Not assigned	1115	1248	1049	1131	902	1471	1244	1432	1414	387	10	13	74
Not assigned	PCARE	Contact GP Practice within 4 Hours (ASAP	0	0	0	0	0	0	0	0	0	0	0	0	1
Not assigned	PCARE	CPN (Dr) to phone patient within 2 Hrs	0	0	0	0	0	0	0	0	0	0	0	0	4
Not assigned	PCARE	DN (Dr) phone patient within 2 Hrs	0	0	0	0	0	0	0	0	0	0	0	0	2
Not assigned	PCARE	DN (Dr) phone patient within 4 Hrs	0	0	0	0	0	0	0	0	0	0	0	0	4

Not assigned	PCARE	Home Visit within 1 Hr	0	0	0	0	0	0	0	0	0	0	0	0	2
Not assigned	PCARE	Home Visit within 2 Hrs	0	0	0	0	0	0	0	0	0	0	0	0	4
Not assigned	PCARE	Home Visit within 4 Hrs	0	0	0	0	0	0	0	0	0	0	0	0	3
Not assigned	PCARE	PCEC within 1 Hr	0	0	0	0	0	0	0	0	0	0	0	0	20
Not assigned	PCARE	PCEC within 2 Hrs	0	0	0	0	0	0	0	0	0	0	0	1	38
Not assigned	PCARE	PCEC within 4 Hrs	0	0	0	0	0	0	0	0	0	0	0	1	150
Not assigned	PCARE	Pt advised to contact practice - For Information Only	0	0	0	0	0	0	0	0	0	0	0	0	2
Not assigned	PCARE	Pt advised to contact practice within 12 Hrs - For Information Only	0	0	0	0	0	0	0	0	0	0	0	0	2
Not assigned	PCARE	Pt advised to contact practice within 36 Hrs - For Information Only	0	0	0	0	0	0	0	0	0	0	0	2	41
Not assigned	PCARE	Pt advised to contact Practice within 4 Hrs - For Information Only	0	0	0	1	0	0	0	0	0	0	0	0	1
Not assigned	PCARE	Speak to clinician within 1 Hr	0	0	0	0	0	0	0	0	0	0	0	0	7
Not assigned	PCARE	Speak to clinician within 2 Hrs	0	0	0	0	0	0	0	0	0	0	0	0	5
Not assigned	PCARE	Speak to clinician within 4 Hrs	0	0	0	0	0	0	0	0	0	0	0	0	32
Not assigned	SCARE	999 contacted. For information only	0	0	0	0	0	0	0	0	0	1	0	0	37
Not assigned	SCARE	Patient sent to A&E via Ambulance within 1 Hr - For Information Only	0	0	0	0	0	0	0	0	0	0	0	0	2
Not assigned	SCARE	Patient Suitable for MIU 4Hr - Flow Hub to Arrange	0	0	0	0	0	0	0	0	0	0	0	4	39
Not assigned	SCARE	Pt advised to go to A&E	0	0	0	0	0	0	0	0	0	0	0	4	64
Not assigned	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provide	0	0	0	0	0	0	0	0	0	0	0	0	1
Not assigned	SCARE	Speak to clinician 2 Hrs	0	0	0	0	0	0	0	0	0	0	0	1	1
Not assigned	SCARE	Speak to clinician 4 Hrs	0	0	0	0	0	0	0	0	0	0	0	2	13
Not assigned	SLFC_NPA	Contact Police	0	0	0	0	0	0	0	0	0	0	0	0	12
Not assigned	SLFC_NPA	Dental Nurse - Contact Dentist within 1	0	0	0	0	0	0	0	0	0	0	0	0	1
Not assigned	SLFC_NPA	Dental Nurse - Contact Dentist within 24	0	0	0	0	0	0	0	0	0	0	0	0	46
Not assigned	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	0	0	0	0	0	0	0	0	0	0	0	0	3
Not assigned	SLFC_NPA	Distress Brief Intervention	0	0	0	0	0	0	0	0	0	0	0	0	1
Not assigned	SLFC_NPA	For information only	0	0	0	0	0	0	0	0	0	0	0	0	23
Not assigned	SLFC_NPA	hub to arrange appointment within 24 hours	0	0	0	0	0	0	0	0	0	0	0	0	4
Not assigned	SLFC_NPA	patient given self care dental advice - for information only	0	0	0	0	0	0	0	0	0	0	0	0	2
Not assigned	SLFC_NPA	Pt advised to contact Dentist - For Information Only	0	0	0	0	0	0	0	0	0	0	0	0	1
Not assigned	SLFC_NPA	Pt advised to contact Midwife - For Information Only	0	0	0	0	0	0	0	0	0	0	0	0	1
Not assigned	SLFC_NPA	Pt advised to contact Optician - For Information Only	0	0	0	0	0	0	0	0	0	0	0	0	6
Not assigned	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only	0	0	0	0	0	0	0	0	0	0	0	0	1
Not assigned	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	0	0	0	0	0	0	0	0	0	0	0	1	21
Not assigned	SLFC_NPA	Pt advised to contact Police - For Information Only	0	0	0	0	0	0	0	0	0	0	0	0	2
Not assigned	SLFC_NPA	Pt given self care advice - For Information Only	0	0	0	0	0	0	0	0	0	0	0	2	40
Not assigned	SLFC_NPA	Self Care	0	0	0	0	0	0	0	0	0	0	0	0	4
Not assigned	SLFC_NPA	Triage refused Pt terminated call - For Information Only	0	0	0	0	0	0	0	0	0	0	0	0	0

Care Group	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	19/10/2025	26/10/2025
PCARE	11337	10842	11211	11392	11042	11357	11701	11668	11868	12937	12082	11751	10486
SCARE	7418	7467	7925	8108	7782	8115	8122	7435	7634	8041	7668	7380	7346
SLFC_NPA	5457	5469	5484	5616	5291	5626	5432	5276	5547	5067	4420	4357	4014
Not assigned	1120	1248	1057	1132	903	1477	1251	1433	1414	387	11	14	74
Total	25332	25026	25677	26248	25018	26575	26506	25812	26463	26432	24181	23502	21920

Care Group	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	19/10/2025	26/10/2025
PCARE	44.75%	43.32%	43.66%	43.40%	44.14%	42.74%	44.14%	45.20%	44.85%	48.94%	49.96%	50.00%	47.84%
SCARE	29.28%	29.84%	30.86%	30.89%	31.11%	30.54%	30.64%	28.80%	28.85%	30.42%	31.71%	31.40%	33.51%
SLFC_NPA	21.54%	21.85%	21.36%	21.40%	21.15%	21.17%	20.49%	20.44%	20.96%	19.17%	18.28%	18.54%	18.31%
Not assigned	4.42%	4.99%	4.12%	4.31%	3.61%	5.56%	4.72%	5.55%	5.34%	1.46%	0.05%	0.06%	0.34%

Calendar day	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	13/10/2025	14/10/2025	15/10/2025	16/10/2025	17/10/2025	18/10/2025	19/10/2025	20/10/2025	21/10/2025	22/10/2025	23/10/2025	24/10/2025	25/10/2025	26/10/2025
Overall Call Volume	433	468	481	391	416	371	385	428	441	425	436	412	375	358	482	491	380	379	382	370	364	458	507	405	389	376	352	391	392	473
Overall Calls Connected	374	404	450	361	348	330	296	382	395	384	336	358	310	271	346	387	311	332	328	327	311	359	424	304	327	274	251	268	348	419
Median Time to Answer	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	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	00:00:08	00:00:06	00:00:06	00:00:10	00:00:06	00:00:06	00:00:09	00:00:17	00:00:09	00:04:39	00:00:09	00:00:09
90th Percentile Time to Answer	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	00:07:40	00:04:11	00:10:31	00:07:57	00:06:40	00:12:21	00:10:30	00:15:47	00:08:14	00:25:09	00:09:29	00:24:38	00:07:50	00:05:18

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

Week Endng Date	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	19/10/2025	26/10/2025
Overall Call Volume	2919	2960	2868	2953	2846	2837	2599	2793	2866	2913	2979	2840	2778
Overall Calls Connected	2356	2419	2249	2507	2223	2383	2166	2178	2406	2562	2392	2392	2191
Median Time to Answer	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:09	00:00:06	00:00:06	00:00:06	00:00:06	00:00:09
90th Percentile Time to Answer	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	00:08:53	00:14:03

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