

# NHS 24

## Unscheduled Care Operational Statistics Official Statistics in Development Weekly Statistics



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

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### Source:

Publication only contains information from the SAP Hana Data Warehouse 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	Definition	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	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	27/10/2025	28/10/2025	29/10/2025	30/10/2025	31/10/2025	01/11/2025	02/11/2025
Overall Call Volume	6870	6693	4407	3298	3147	3031	3127	7187	6555	3808	2867	2846	2694	3357	7160	6773	3533	3249	2987	2955	3225	7205	6990	3458	3270	3110	3089	3245	7800	7155
Overall Calls Connected	5821	5709	3484	2670	2660	2482	2491	5891	5553	3190	2437	2431	2386	2823	6096	5926	2998	2705	2584	2390	2506	5836	5789	3004	2691	2462	2593	2549	5980	6061
Caller Disconnected	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% *	0.25%	0.21%	0.34%	0.19%	0.47%	0.40%	0.11%
Overall Avg Patient Journey Time	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 *	00:30:59	00:40:40	00:37:44	00:31:38	00:36:45	00:51:45	00:35:56
Triage at First Contact %	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% *	97.00%	96.00%	97.00%	96.00%	94.00%	90.00%	92.00%
Median Time to Answer	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	00:05:38	00:13:18	00:17:56	00:08:53	00:08:30	00:33:37	00:11:39	
90th Percentile Time to Answer	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	00:26:10	00:47:34	00:50:39	00:29:50	00:54:32	00:53:40	00:30:17

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

Week Ending Date	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	02/11/2025
<b>Overall Call Volume</b>	28492	29752	29381	29294	30144	29976	30860	30675	31618	30752	29505	30154	31127
<b>Overall Calls Connected</b>	23986	24769	25160	24138	25363	25062	24072	25292	27268	25231	25289	24808	25340
<b>Caller Discontinued</b>	0.20%	0.24%	0.17%	0.34%	0.22%	0.20%	0.48%	0.25%	0.18%	0.27%	0.12%	0.26% *	0.27%
<b>Overall Avg Patient Journey Time</b>	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 *	0.02755787
<b>Triaged at First Contact %</b>	94.96%	95.87%	95.65%	94.42%	94.49%	95.30%	94.42%	94.62%	94.29%	95.62%	95.64%	93.00% *	94.00%
<b>Median Time to Answer</b>	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	0.010451389
<b>90th Percentile Time to Answer</b>	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	0.0290625	0.031238426

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

Health Board	Care Group	Endpoint	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	02/11/2025	
Ayrshire & Arran	Not assigned	Not assigned					2	2								
Ayrshire & Arran	Primary Care	Contact GP Practice within 4 Hours (ASAP)												1		
Ayrshire & Arran	Primary Care	CPN (Dr) to phone patient within 1 Hr	17	9	10	10	13	14	12	13	15	14	12	12	7	
Ayrshire & Arran	Primary Care	CPN (Dr) to phone patient within 2 Hrs	12	10	9	13	17	14	13	18	16	22	14	24	16	
Ayrshire & Arran	Primary Care	DN (Dr) phone patient within 1 Hr	3	2	3	1	1		1	3		1	2	1	2	
Ayrshire & Arran	Primary Care	DN (Dr) phone patient within 2 Hrs	2	1	1	2	2		2	3	2	2	4	4	2	
Ayrshire & Arran	Primary Care	DN (Dr) phone patient within 4 Hrs	7		3	7	6	4	7	6	4	2	4	4	6	
Ayrshire & Arran	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)				1	1	1	1				1	2		
Ayrshire & Arran	Primary Care	Dr to phone patient within 2 Hrs (Disputed Outcome)		1						1	1					
Ayrshire & Arran	Primary Care	Home Visit within 1 Hr	10	18	13	9	7	9	13	8	13	8	13	8	8	
Ayrshire & Arran	Primary Care	Home Visit within 2 Hrs	23	39	37	28	28	33	30	37	33	36	38	30	24	
Ayrshire & Arran	Primary Care	Home Visit within 4 Hrs	35	53	42	42	42	39	55	48	43	44	41	35	38	
Ayrshire & Arran	Primary Care	PCEC within 1 Hr	24	30	32	21	29	42	29	38	40	39	20	45	27	
Ayrshire & Arran	Primary Care	PCEC within 2 Hrs	103	124	135	118	125	124	152	149	134	158	132	111	101	
Ayrshire & Arran	Primary Care	PCEC within 4 Hrs	238	284	273	297	278	312	440	443	260	283	326	293	277	
Ayrshire & Arran	Primary Care	Pt advised to contact practice - For Information Only	6	3	5	7	2	8	10	4	6	9	7	7	2	
Ayrshire & Arran	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only	3		4	2	1	3	2	1		1	7	3	1	
Ayrshire & Arran	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only		1	3	3	1	2		3	5		2	1		
Ayrshire & Arran	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only	11	17	18	14	35	19	17	30	41	31	38	44	68	
Ayrshire & Arran	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	14	11	8	12	13	12	14	15	14	15	22	23		
Ayrshire & Arran	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only	47	51	43	36	27	28	19	13	33	31	26	13	11	
Ayrshire & Arran	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	3	8	13	9	2	8	6	8	7	9	3	3		
Ayrshire & Arran	Primary Care	Speak to clinician within 1 Hr	16	15	17	9	12	29	18	20	9	15	9	17	13	
Ayrshire & Arran	Primary Care	Speak to clinician within 2 Hrs	18	15	21	24	25	25	37	35	21	17	27	13	13	
Ayrshire & Arran	Primary Care	Speak to clinician within 4 Hrs	52	67	41	60	42	49	128	86	42	41	38	48		
Ayrshire & Arran	Secondary Care	999 contacted - for information only	27	27	29	22	31	19	25	54	25	23	95	33	1	
Ayrshire & Arran	Secondary Care	999 contacted. For information only	131	195	145	180	178	186	178	165	191	213	79	132	132	
Ayrshire & Arran	Secondary Care	patient advised to attend A & E within 1 hour - for information only											4			
Ayrshire & Arran	Secondary Care	Patient advised to go to A&E	18	23	16	27	25	17	16	43	12	24	88	22		
Ayrshire & Arran	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr	1	2	1	1	1	2	1	2	1	5	9	4		
Ayrshire & Arran	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only	13	17	20	26	23	19	16	21	30	20	17	15	13	
Ayrshire & Arran	Secondary Care	Patient Suitable for MIU 4Hr - Flow Hub to Arrange	86	106	97	93	104	87	91	103	76	73	84	74	74	
Ayrshire & Arran	Secondary Care	Pt advised to go to A&E	179	196	228	214	201	225	182	166	238	216	98	138	177	
Ayrshire & Arran	Secondary Care	Speak to clinician 2 Hrs	15	19	32	30	24	20	30	23	15	22	21	20	10	
Ayrshire & Arran	Secondary Care	Speak to clinician 4 Hrs	42	43	41	43	42	38	47	31	51	53	19	37	38	
Ayrshire & Arran	Secondary Care	Speak to clinician within 4 Hrs	2	3	6	3	3	2	3	6	3	5	12	6		
Ayrshire & Arran	Self Care/No Partner Action	Contact Breathing Space					1									
Ayrshire & Arran	Self Care/No Partner Action	Contact Family Planning Clinic					1	1			1	1				
Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1	1													
Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1 hour	2	1	2	1	2	1								
Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24											66	69		
Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 hours	161	136	157	137	169	134	182	170	82	94	82	6		
Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appointment over 24 hour			2		1	1	1				2			
Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Not Triaged/Assessed	2	3	3	2	17	1	3	3	4	1	3	14	2	
Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent					1	4	2	1	1	2		1		
Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dentist					1	4	2	1	1	2				
Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Self Care	2	1	1	1		2	3	1	2	1	1	1		
Ayrshire & Arran	Self Care/No Partner Action	Distress Brief Intervention	7	6	8	9	4	5	5	14	6	2	5	8	11	
Ayrshire & Arran	Self Care/No Partner Action	For information only	48	53	44	42	26	51	41	51	39	47	35	38	25	
Ayrshire & Arran	Self Care/No Partner Action	hub to arrange appointment within 24 hours											1			
Ayrshire & Arran	Self Care/No Partner Action	Not Assessed / Triage Refused			1	1										
Ayrshire & Arran	Self Care/No Partner Action	Patient advised to contact CPN Team - For Info Only	2		2		1	1			2	1				
Ayrshire & Arran	Self Care/No Partner Action	Patient given self care advice - For Information Only	63	74	53	46	41	51	58	66	61	63	79	22		
Ayrshire & Arran	Self Care/No Partner Action	patient given self care dental advice - for information only											2	1		
Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact CPN Team - For Information Only			1											
Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only			1	1			1		3	2		2		
Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only	1													
Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	3	1	1	4	3	4	4	5	3	1	2	3	4	
Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	3	2	4	3	1	4	4	2	4	5	5	4		
Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only	1										1			
Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	10	29	20	19	18	10	29	28	13	16	8	17	11	
Ayrshire & Arran	Self Care/No Partner Action</															

Ayrshire & Arran	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only	6	4	3	3	3	3	4	6	4	7	3		
Ayrshire & Arran	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only	1	3		2	5		7	3	1	1	2	7	2
Borders	Primary Care	CPN (Dr) to phone patient within 1 Hr	4	4	3	4	3	1	7	2	1	6	6	2	3
Borders	Primary Care	CPN (Dr) to phone patient within 2 Hrs	8	4	5	4	4	2	6	8	7	13	8	2	3
Borders	Primary Care	DN (Dr) phone patient within 1 Hr	2		3		2		2	2	3	3	2	1	3
Borders	Primary Care	DN (Dr) phone patient within 2 Hrs	5	2	4	12	3	7	2	6	5	7	10	2	2
Borders	Primary Care	DN (Dr) phone patient within 4 Hrs	12	10	16	9	7	13	12	9	16	11	20	18	10
Borders	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)			1		1	1	1						
Borders	Primary Care	Dr to phone patient within 2 Hrs (Disputed Outcome)				1	1	1		1				1	
Borders	Primary Care	Dr to phone patient within 4 Hrs (Disputed Outcome)													
Borders	Primary Care	Home Visit within 1 Hr	3	3	6			1		2	5		1	4	
Borders	Primary Care	Home Visit within 2 Hrs	11	11	15	12	10	8	16	15	9	12	7	10	8
Borders	Primary Care	Home Visit within 4 Hrs	10	17	14	8	11	13	12	12	14	12	22	14	14
Borders	Primary Care	PCEC within 1 Hr	6	11	4	4	9	6	7	3	13	8	7	10	4
Borders	Primary Care	PCEC within 2 Hrs	25	23	24	21	27	28	21	27	13	21	27	23	32
Borders	Primary Care	PCEC within 4 Hrs	74	66	69	73	53	55	56	70	59	62	70	65	53
Borders	Primary Care	Pt advised to contact practice - For Information Only			4	3	1	4	1		2	2	1	2	2
Borders	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only													1
Borders	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only			1	2	1		3	2	2	5	1	2	
Borders	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only												21	29
Borders	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	9	8	10	6	19	24	11	17	19	19	18	4	
Borders	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only												2	7
Borders	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	23	14	19	19	12	11	7	9	10	8	6	1	
Borders	Primary Care	Speak to clinician within 1 Hr	3	5	5	1	4	1	2	3	4	7	3	3	4
Borders	Primary Care	Speak to clinician within 2 Hrs	6	7	3	5	11	5	3	5	5	5	9	4	4
Borders	Primary Care	Speak to clinician within 4 Hrs	18	6	11	13	12	8	16	8	11	9	13	10	10
Borders	Secondary Care	999 contacted - for information only	53	48	39	31	60	39	39	55	60	40	47	9	
Borders	Secondary Care	999 contacted. For information only												34	45
Borders	Secondary Care	patient advised to attend A & E within 1 hour - for information only												1	1
Borders	Secondary Care	Patient advised to go to A&E	37	44	55	54	53	42	45	49	42	45	44	6	
Borders	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr	9	5	2	8	10	5	7	6	6	3	1		
Borders	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only												2	5
Borders	Secondary Care	Patient Suitable for MIU 4Hr - Flow Hub to Arrange	49	45	41	52	37	59	53	51	45	41	44	54	38
Borders	Secondary Care	Pt advised to go to A&E												36	53
Borders	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub													
Borders	Secondary Care	Speak to clinician 2 Hrs	8	12	12	10	8	9	14	14	18	15	6	9	14
Borders	Secondary Care	Speak to clinician 4 Hrs	9	15	13	10	12	16	19	14	10	12	9	2	
Borders	Secondary Care	Speak to clinician within 4 Hrs													
Borders	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1 hour													
Borders	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24												13	17
Borders	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 hours	37	31	57	32	24	26	31	26	18	19	13	1	
Borders	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo													1
Borders	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appointment over 24 hour						2	2		1				
Borders	Self Care/No Partner Action	Dental Nurse - Not Triaged/Assessed	1	1		2				2	1			1	2
Borders	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dentist					1								
Borders	Self Care/No Partner Action	Dental Nurse - Self Care				1								1	1
Borders	Self Care/No Partner Action	Distress Brief Intervention	3	2		3		2	4	3	1	1	3	1	2
Borders	Self Care/No Partner Action	For information only	13	8	9	18	6	7	9	14	15	22	11	17	9
Borders	Self Care/No Partner Action	hub to arrange appointment within 24 hours													1
Borders	Self Care/No Partner Action	Patient advised to contact CPN Team - For Info Only					1								1
Borders	Self Care/No Partner Action	Patient given self care advice - For Information Only	34	31	32	41	41	26	28	40	39	29	35	6	
Borders	Self Care/No Partner Action	Pt advised to contact CPN Team - For Information Only													1
Borders	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only	1		1	2		1							
Borders	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only					2	1		1	3	1	2		2
Borders	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	1	5	2		3	4	2		1	3	1	2	
Borders	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only								1					
Borders	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	4	5	4	8	4	4	1	1	4	5	4	4	4
Borders	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	2	2	5	4	2	1	1	1	2	2		4	
Borders	Self Care/No Partner Action	Pt given self care advice - For Information Only												1	21
Borders	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only	3			4	1	1	2	4		2			33
Borders	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only													3
Dumfries & Galloway	Primary Care	CPN (Dr) to phone patient within 1 Hr	2	3	3	2	3	2	1	5	1	6	1	4	1
Dumfries & Galloway	Primary Care	CPN (Dr) to phone patient within 2 Hrs	10	8	6	7	10	2	5	6	7	5	4	9	9
Dumfries & Galloway	Primary Care	DN (Dr) phone patient within 1 Hr	2	6	1	4	3	2	2	2	2	1	5	1	2
Dumfries & Galloway	Primary Care	DN (Dr) phone patient within 2 Hrs	4	8	5	6	10	7	5	4	11	12	10	4	6

Dumfries & Galloway	Primary Care	DN (Dr) phone patient within 4 Hrs	24	16	24	17	17	26	10	23	19	30	31	20	14
Dumfries & Galloway	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)				1			1	1					
Dumfries & Galloway	Primary Care	Dr to phone patient within 2 Hrs (Disputed Outcome)	1								1				
Dumfries & Galloway	Primary Care	Dr to phone patient within 4 Hrs (Disputed Outcome)	1			2		1							
Dumfries & Galloway	Primary Care	Home Visit within 1 Hr	6	3	2	2	5		2	4	2	2	2	2	3
Dumfries & Galloway	Primary Care	Home Visit within 2 Hrs	13	10	10	13	10	13	15	12	15	14	13	10	6
Dumfries & Galloway	Primary Care	Home Visit within 4 Hrs	11	17	18	18	19	11	11	17	19	18	11	19	12
Dumfries & Galloway	Primary Care	PCEC within 1 Hr	7	13	13	8	13	12	9	8	6	14	16	10	8
Dumfries & Galloway	Primary Care	PCEC within 2 Hrs	36	30	39	35	34	39	31	38	42	38	47	39	31
Dumfries & Galloway	Primary Care	PCEC within 4 Hrs	84	106	119	117	83	86	84	77	76	69	122	83	75
Dumfries & Galloway	Primary Care	Pt advised to contact practice - For Information Only	2	3	3	1	1	1		2	3		2	3	
Dumfries & Galloway	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only											1	1	
Dumfries & Galloway	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only	2		1	2				1	1	1			
Dumfries & Galloway	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only					1						10	14	
Dumfries & Galloway	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	13	15	7	13	14	12	10	9	18	22	15	10	
Dumfries & Galloway	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only	1											9	
Dumfries & Galloway	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	18	18	14	9	8	12	13	7	7	7	4	2	
Dumfries & Galloway	Primary Care	Speak to clinician within 1 Hr	4	6	8	7	1	4	6	4	3	1	4	6	2
Dumfries & Galloway	Primary Care	Speak to clinician within 2 Hrs	5	10	8	13	8	13	9	6	8	12	12	10	3
Dumfries & Galloway	Primary Care	Speak to clinician within 4 Hrs	19	14	20	28	14	13	21	22	18	23	24	13	14
Dumfries & Galloway	Primary Care	Transport to PCEC within 2 Hrs	1						1						
Dumfries & Galloway	Primary Care	Transport to PCEC within 4 hrs					1	1		1	1				
Dumfries & Galloway	Secondary Care	999 contacted - for information only	62	49	47	49	47	62	45	44	50	41	51	10	
Dumfries & Galloway	Secondary Care	999 contacted. For information only		1						1				30	62
Dumfries & Galloway	Secondary Care	patient advised to attend A & E within 1 hour - for information only											2	1	
Dumfries & Galloway	Secondary Care	Patient advised to go to A&E	38	44	47	43	45	47	41	46	46	38	46	12	
Dumfries & Galloway	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr	4	6	6	2	3	4	5	5	5	5	2		
Dumfries & Galloway	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only											5	6	
Dumfries & Galloway	Secondary Care	Patient Suitable for MIU 4Hr - Flow Hub to Arrange	12	21	16	20	18	21	10	9	9	11	14	11	15
Dumfries & Galloway	Secondary Care	Pt advised to go to A&E				1		2				1		32	57
Dumfries & Galloway	Secondary Care	Speak to clinician 2 Hrs	3	5	2	7	3	5	3	7	3	3	3		2
Dumfries & Galloway	Secondary Care	Speak to clinician 4 Hrs			1								4	7	
Dumfries & Galloway	Secondary Care	Speak to clinician within 4 Hrs	6	7	7	8	8	5	9	11	9	8	13	2	
Dumfries & Galloway	Self Care/No Partner Action	Contact Family Planning Clinic												1	
Dumfries & Galloway	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1 hour			2										
Dumfries & Galloway	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24											23	33	
Dumfries & Galloway	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 hours	66	71	62	54	61	67	84	81	36	41	46	1	
Dumfries & Galloway	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appointment over 24 hour	1							1					
Dumfries & Galloway	Self Care/No Partner Action	Dental Nurse - Contact Pharmacist													
Dumfries & Galloway	Self Care/No Partner Action	Dental Nurse - Not Triaged/Assessed	3		2	4	1	1	1	3	2		1	2	
Dumfries & Galloway	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dentist	1						1				1		
Dumfries & Galloway	Self Care/No Partner Action	Dental Nurse - Self Care			1	1		1		1		1	1		
Dumfries & Galloway	Self Care/No Partner Action	Distress Brief Intervention	3	2	5	3	5	2	2	1	6	3	1	2	5
Dumfries & Galloway	Self Care/No Partner Action	For information only	8	11	17	14	10	12	14	15	12	6	7	9	9
Dumfries & Galloway	Self Care/No Partner Action	Patient given self care advice - For Information Only	25	37	39	32	44	38	36	35	33	34	24	2	
Dumfries & Galloway	Self Care/No Partner Action	patient given self care dental advice - for information only											1		
Dumfries & Galloway	Self Care/No Partner Action	Pt advised to contact appropriate service - For Info Only											1		
Dumfries & Galloway	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only							1				1		
Dumfries & Galloway	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	1	1	2	2		2		1	2			2	
Dumfries & Galloway	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	1		2	6		1		1	3			1	1
Dumfries & Galloway	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only			1		1							1	
Dumfries & Galloway	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	7	8	8	5	6	5	4	2	3	6	6	5	7
Dumfries & Galloway	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	3		1	1	1	1	2		2		1	1	2
Dumfries & Galloway	Self Care/No Partner Action	Pt given self care advice - For Information Only				1							1	24	21
Dumfries & Galloway	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only	1	1	1	1	1	1	1	1	2	4	1		
Dumfries & Galloway	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only											1	2	
Dumfries & Galloway	Self Care/No Partner Action	Untriaged call - OOH Service clinician to phone patient								1					
Fife	Not assigned	Not assigned							1						
Fife	Primary Care	Contact GP Practice within 36 Hours (Nex							1						
Fife	Primary Care	Contact GP Practice within 4 Hours (ASAP							1						
Fife	Primary Care	CPN (Dr) to phone patient within 1 Hr	13	13	8	15	14	13	18	13	10	16	19	9	10
Fife	Primary Care	CPN (Dr) to phone patient within 2 Hrs	20	18	22	14	19	16	11	26	16	17	15	23	16
Fife	Primary Care	DN (Dr) phone patient within 1 Hr	5	6	4	5	5	6	7	4	6	3	5	3	5
Fife	Primary Care	DN (Dr) phone patient within 2 Hrs	26	10	14	12	19	13	17	12	8	17	19	12	6
Fife	Primary Care	DN (Dr) phone patient within 4 Hrs	38	40	39	35	39	41	33	49	38	50	43	31	36

Fife	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)	3	3	2	2	3	1	4	3	3	3	3			
Fife	Primary Care	Dr to phone patient within 2 Hrs (Disputed Outcome)			2		1	1	2	1						
Fife	Primary Care	Dr to phone patient within 4 Hrs (Disputed Outcome)		3			1	1		2	1	1				
Fife	Primary Care	Home Visit within 1 Hr	9	7	11	8	7	9	14	9	12	14	6	10	11	
Fife	Primary Care	Home Visit within 2 Hrs	26	25	19	31	30	37	43	41	31	48	29	28	34	
Fife	Primary Care	Home Visit within 4 Hrs	30	41	53	30	31	32	38	35	50	57	55	42	29	
Fife	Primary Care	In-Hours Action: Patient to Own GP withi		1												
Fife	Primary Care	PCEC within 1 Hr	34	38	35	33	42	38	43	39	42	38	31	34	33	
Fife	Primary Care	PCEC within 12 Hrs												1		
Fife	Primary Care	PCEC within 2 Hrs	117	113	97	143	127	156	124	138	139	168	109	103	120	
Fife	Primary Care	PCEC within 4 Hrs	313	299	334	302	307	342	323	307	326	518	296	244	224	
Fife	Primary Care	Pt advised to contact practice - For Information Only	9	5	11	7	10	6	6	9	10	6	5	4	3	
Fife	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only												1	2	
Fife	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only	9	7	9	9	8	9	6	7	5	6	5	1		
Fife	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only												53	69	
Fife	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	44	47	43	55	72	63	60	60	78	101	67	23		
Fife	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only												16	30	
Fife	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	52	73	65	85	25	47	40	38	25	21	35	11		
Fife	Primary Care	Speak to clinician within 1 Hr	15	17	10	13	19	11	14	9	7	12	5	11	13	
Fife	Primary Care	Speak to clinician within 2 Hrs	26	31	31	28	29	20	21	29	31	33	19	16	20	
Fife	Primary Care	Speak to clinician within 4 Hrs	52	43	52	36	29	37	47	49	48	74	39	43	33	
Fife	Primary Care	Triage refused therefore Dr requested to phone patient	1										1			
Fife	Secondary Care	999 contacted - for information only	165	168	140	162	164	170	169	143	194	165	173	26		
Fife	Secondary Care	999 contacted. For information only						1					1	118	131	
Fife	Secondary Care	patient advised to attend A & E within 1 hour - for information only											2	4		
Fife	Secondary Care	Patient advised to go to A&E	203	139	154	157	181	172	153	145	153	195	179	26		
Fife	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr	13	15	13	9	16	20	15	10	15	8	15	2		
Fife	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only											8	14		
Fife	Secondary Care	Patient sent to A&E via Ambulance within 4 Hrs - Info Only							1							
Fife	Secondary Care	Patient Suitable for MIU 4Hr - Flow Hub to Arrange	125	132	141	135	103	137	95	134	131	127	129	109	111	
Fife	Secondary Care	Pt advised to go to A&E						1						131	170	
Fife	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub							3							
Fife	Secondary Care	Speak to clinician 2 Hrs	24	23	18	14	33	27	30	24	27	21	19	24	19	
Fife	Secondary Care	Speak to clinician 4 Hrs	32	47	42	36	43	37	33	33	31	47	37	35	50	
Fife	Secondary Care	Speak to clinician within 4 Hrs											7			
Fife	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1												1		
Fife	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1 hour	3			2	2									
Fife	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24												74	94	
Fife	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 hours	203	179	183	198	155	202	199	182	112	101	118	14		
Fife	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo												1	1	
Fife	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appointment over 24 hour				1	1		1				2			
Fife	Self Care/No Partner Action	Dental Nurse - Not Triaige/Assessed	1	4	3	7	15	4	3	2	11	5	5	3	6	
Fife	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent												2	3	
Fife	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dentist	4	2	1	2	2	5	2	4	2	1	3			
Fife	Self Care/No Partner Action	Dental Nurse - Self Care	4		5	1	1	3	2	1	6	4	1			
Fife	Self Care/No Partner Action	Distress Brief Intervention	6	6	12	9	7	4	3	5	5	12	7	10	5	
Fife	Self Care/No Partner Action	For information only	56	43	51	57	58	54	48	39	56	57	48	34	44	
Fife	Self Care/No Partner Action	Patient advised to contact CPN Team - For Info Only	1													
Fife	Self Care/No Partner Action	Patient given self care advice - For Information Only	127	157	149	132	145	143	135	115	127	159	145	21		
Fife	Self Care/No Partner Action	patient given self care dental advice - for information only												1	2	
Fife	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only				2	1		2	2			1	1		
Fife	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only														
Fife	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	4	1	4	2	6	4	4	3	2	3	4	4	5	
Fife	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	8	2	2	7	6	4	7	5	7	11	8	3	2	
Fife	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only	2											1		
Fife	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	22	18	21	29	26	30	22	23	23	34	18	18	14	
Fife	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	4	5	6	5	2	9	5	3	2	2	5	4		
Fife	Self Care/No Partner Action	Pt given self care advice - For Information Only												80	118	
Fife	Self Care/No Partner Action	Remote Prescribing			2											
Fife	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only	4	10	10	7	5	7	4	7	3	3	2			
Fife	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only												3	1	
Forth Valley	Primary Care	CPN (Dr) to phone patient within 1 Hr	4	7	4	4	7	3	1	7	8	5	11	1	3	
Forth Valley	Primary Care	CPN (Dr) to phone patient within 2 Hrs	7	13	10	8	12	12	5	13	11	18	11	17	6	
Forth Valley	Primary Care	DN (Dr) phone patient within 1 Hr	8	7	3	2	5	5	6	7	2	4	5	6	3	
Forth Valley	Primary Care	DN (Dr) phone patient within 2 Hrs	14	12	9	8	12	10	7	10	8	10	10	5	7	

Forth Valley	Primary Care	DN (Dr) phone patient within 4 Hrs	24	22	22	27	24	33	22	16	31	35	30	15	16
Forth Valley	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)	2	4	2	6	5	4	1		2	1	2		
Forth Valley	Primary Care	Dr to phone patient within 2 Hrs (Disputed Outcome)		1									2		
Forth Valley	Primary Care	Dr to phone patient within 4 Hrs (Disputed Outcome)	1		1	1	1	1	1	1	1	3	6		
Forth Valley	Primary Care	Home Visit within 1 Hr	8	7	4	3	8	10	4	7	6	12	7	6	4
Forth Valley	Primary Care	Home Visit within 2 Hrs	20	30	21	21	29	29	19	28	22	27	26	24	17
Forth Valley	Primary Care	Home Visit within 4 Hrs	32	36	26	29	20	42	36	27	28	29	38	21	28
Forth Valley	Primary Care	PCEC within 1 Hr	23	21	24	25	39	29	31	37	33	28	18	29	26
Forth Valley	Primary Care	PCEC within 2 Hrs	104	101	121	96	117	120	118	108	118	94	145	113	97
Forth Valley	Primary Care	PCEC within 4 Hrs	258	276	296	250	287	419	263	301	287	328	423	228	235
Forth Valley	Primary Care	Pt advised to contact practice - For Information Only	6	8	8	9	8	9	6	2	3	6	7	7	9
Forth Valley	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only											2	5	
Forth Valley	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only	7	5	7	12	6	3	3	5	1	5	3		
Forth Valley	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only											59	72	
Forth Valley	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	44	40	54	47	76	68	60	70	83	72	77	27	
Forth Valley	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only				1								9	22
Forth Valley	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	48	70	76	85	31	38	41	36	38	28	18	12	
Forth Valley	Primary Care	Speak to clinician within 1 Hr	18	8	9	6	9	14	7	12	11	6	15	11	11
Forth Valley	Primary Care	Speak to clinician within 2 Hrs	19	24	20	17	18	28	9	22	22	21	21	11	15
Forth Valley	Primary Care	Speak to clinician within 4 Hrs	37	46	40	30	44	41	48	32	30	39	70	33	35
Forth Valley	Secondary Care	999 contacted - for information only	137	115	119	111	132	141	136	131	160	118	134	19	
Forth Valley	Secondary Care	999 contacted. For information only				1							108	122	
Forth Valley	Secondary Care	patient advised to attend A & E within 1 hour - for information only				1								4	
Forth Valley	Secondary Care	Patient advised to go to A&E	170	198	191	204	210	216	200	200	205	180	174	42	
Forth Valley	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr	11	19	9	7	14	10	5	4	11	13	15	1	
Forth Valley	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only											1	10	13
Forth Valley	Secondary Care	Patient sent to A&E via Ambulance within 4 Hrs - Info Only													
Forth Valley	Secondary Care	Patient Suitable for MIU 4Hr - Flow Hub to Arrange	228	285	313	282	253	257	248	272	253	238	178	208	241
Forth Valley	Secondary Care	Pt advised to go to A&E	1	1									1	149	195
Forth Valley	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub											1		
Forth Valley	Secondary Care	Speak to clinician 2 Hrs	47	61	77	62	65	67	55	65	42	72	37	45	58
Forth Valley	Secondary Care	Speak to clinician 4 Hrs											1	37	69
Forth Valley	Secondary Care	Speak to clinician within 4 Hrs	56	63	69	66	55	55	59	49	62	54	51	13	
Forth Valley	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1												1	
Forth Valley	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1 hour												47	63
Forth Valley	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24													
Forth Valley	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 hours	102	115	106	118	127	124	101	124	68	59	70	12	
Forth Valley	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appointment over 24 hour													
Forth Valley	Self Care/No Partner Action	Dental Nurse - Not Triage/Assessed	3	6	4	2	8	5	8	3	8	1	4	13	5
Forth Valley	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent												2	
Forth Valley	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dentist	2	1	4		3		3	1	1	1			
Forth Valley	Self Care/No Partner Action	Dental Nurse - Self Care												2	
Forth Valley	Self Care/No Partner Action	Distress Brief Intervention	1		1	2	1	1		2	2				
Forth Valley	Self Care/No Partner Action	For information only	4	3	2	3	8	8	11	7	8	6	8	13	14
Forth Valley	Self Care/No Partner Action	Not Assessed / Triage Refused	42	58	67	64	55	75	48	64	66	57	55	61	61
Forth Valley	Self Care/No Partner Action	Patient advised to contact CPN Team - For Info Only												1	
Forth Valley	Self Care/No Partner Action	Patient given self care advice - For Information Only	1												
Forth Valley	Self Care/No Partner Action	patient given self care dental advice - for information only	95	129	103	116	124	115	108	109	108	102	109	22	
Forth Valley	Self Care/No Partner Action	Pt advised to contact appropriate service - For Info Only				1								2	5
Forth Valley	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only	1	1			1							1	3
Forth Valley	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only												2	
Forth Valley	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	4	3	1	4	3	7	1	3	4		3	5	2
Forth Valley	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	5	9	8	3	5	10	1	3	4	12	8	5	8
Forth Valley	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only				1	1						1		
Forth Valley	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	18	26	19	21	15	24	13	25	20	17	19	13	15
Forth Valley	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	2	3	6	4	6	2	4	2	2	4	3	4	5
Forth Valley	Self Care/No Partner Action	Pt given self care advice - For Information Only		1										81	120
Forth Valley	Self Care/No Partner Action	Remote Prescribing										1			
Forth Valley	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only	17	16	23	10	11	13	13	8	9	23	16	4	
Forth Valley	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only												14	12
Forth Valley	Self Care/No Partner Action	Untriaged call - OOH Service clinician to phone patient					1					1			
Grampian	Not assigned	Not assigned					1								
Grampian	Primary Care	CPN (Dr) to phone patient within 1 Hr	11	15	17	14	17	13	18	13	17	9	16	12	10
Grampian	Primary Care	CPN (Dr) to phone patient within 2 Hrs	14	16	18	24	21	16	24	47	29	18	24	21	25
Grampian	Primary Care	DN (Dr) phone patient within 1 Hr	4	5	4	5	4	4	6	4	4	5	1	2	2

Grampian	Primary Care	DN (Dr) phone patient within 2 Hrs	13	9	9	9	12	11	3	14	8	12	14	10	11
Grampian	Primary Care	DN (Dr) phone patient within 4 Hrs	27	16	24	20	31	32	23	33	24	31	22	27	27
Grampian	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)	2		2	2	7	4	3	10	3	4	1	1	
Grampian	Primary Care	Dr to phone patient within 2 Hrs (Disputed Outcome)	3				1	1			1		1		
Grampian	Primary Care	Dr to phone patient within 4 Hrs (Disputed Outcome)	3		2	2	1	4	1	1	2	1			
Grampian	Primary Care	Home Visit within 1 Hr	11	12	14	9	16	11	11	17	12	13	17	13	11
Grampian	Primary Care	Home Visit within 12 Hrs								1					
Grampian	Primary Care	Home Visit within 2 Hrs	58	41	47	49	70	63	44	66	70	50	49	44	41
Grampian	Primary Care	Home Visit within 4 Hrs	63	58	52	59	48	74	69	81	63	65	61	53	57
Grampian	Primary Care	PCEC within 1 Hr	50	38	50	54	54	49	54	50	58	59	41	46	42
Grampian	Primary Care	PCEC within 2 Hrs	140	165	161	148	174	182	157	198	161	166	176	142	138
Grampian	Primary Care	PCEC within 4 Hrs	395	415	391	390	419	381	392	535	414	476	368	383	395
Grampian	Primary Care	Pt advised to contact practice - For Information Only	11	8	6	14	5	8	10	9	9	7	6	5	9
Grampian	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only											5	8	
Grampian	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only	4	6	6	11	10	8	12	6	7	10	3	3	
Grampian	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only											74	107	
Grampian	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	59	46	45	52	107	89	77	96	98	94	107	21	
Grampian	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only											18	31	
Grampian	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	67	71	75	83	38	42	38	39	47	46	40	15	
Grampian	Primary Care	Speak to clinician within 1 Hr	20	12	21	21	21	19	19	22	23	23	20	13	17
Grampian	Primary Care	Speak to clinician within 2 Hrs	33	26	36	19	40	38	29	44	50	36	33	24	34
Grampian	Primary Care	Speak to clinician within 4 Hrs	78	64	70	75	54	74	71	102	71	86	63	68	58
Grampian	Primary Care	Triage refused therefore Dr requested to phone patient						1							
Grampian	Secondary Care	999 contacted - for information only	228	230	222	240	254	238	197	278	243	242	251	43	
Grampian	Secondary Care	999 contacted. For information only	2					1					192	214	
Grampian	Secondary Care	patient advised to attend A & E within 1 hour - for information only											2	4	
Grampian	Secondary Care	Patient advised to go to A&E	256	238	235	256	272	257	222	262	255	290	248	44	
Grampian	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr	20	17	19	18	26	15	17	16	20	16	16	2	
Grampian	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only											13	18	
Grampian	Secondary Care	Patient sent to A&E via Ambulance within 4 Hrs - Info Only						2					1		
Grampian	Secondary Care	Patient Suitable for MIU 4Hr - Flow Hub to Arrange	236	242	253	248	276	234	230	244	219	221	221	213	195
Grampian	Secondary Care	Pt advised to go to A&E											205	279	
Grampian	Secondary Care	Speak to clinician 2 Hrs	53	44	51	60	65	50	50	60	32	55	35	33	37
Grampian	Secondary Care	Speak to clinician 4 Hrs											61	60	
Grampian	Secondary Care	Speak to clinician within 4 Hrs	59	55	54	66	71	56	52	63	62	57	56	11	
Grampian	Self Care/No Partner Action	Contact Breathing Space	1												
Grampian	Self Care/No Partner Action	Contact Dentist within 24 Hours											1		
Grampian	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1												2	
Grampian	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1 hour	2	3	3	1			2		1	1	2		
Grampian	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24											69	73	
Grampian	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 hours	194	173	175	169	178	172	154	164	111	103	97	21	
Grampian	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo												2	
Grampian	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appointment over 24 hour	2	1	3	1			1	3		2	2		
Grampian	Self Care/No Partner Action	Dental Nurse - Not Triaged/Assessed	3	2	2	4	11	7	7	3	17		6	9	4
Grampian	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent											4	2	
Grampian	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dentist			3	4		3	1	1	2	1	1		
Grampian	Self Care/No Partner Action	Dental Nurse - Self Care	2	1	1	2	4	5	5	2	3	2	3		
Grampian	Self Care/No Partner Action	Distress Brief Intervention	11	6	10	4	13	10	8	8	11	5	5	4	8
Grampian	Self Care/No Partner Action	For information only	89	75	90	93	108	78	85	93	117	85	89	62	45
Grampian	Self Care/No Partner Action	hub to arrange appointment within 24 hours											2	3	
Grampian	Self Care/No Partner Action	Patient advised to contact CPN Team - For Info Only				3	1	1		1					
Grampian	Self Care/No Partner Action	Patient given self care advice - For Information Only	129	175	184	157	151	137	175	171	155	156	159	28	
Grampian	Self Care/No Partner Action	patient given self care dental advice - for information only											2	1	
Grampian	Self Care/No Partner Action	Pt advised to contact appropriate service - For Info Only													
Grampian	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only	1				1	4	1	1	1	1	2	2	
Grampian	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only	1											1	
Grampian	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	1	3		1	3	6	4	5	7	2	4	3	2
Grampian	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	9	10	9	14	4	6	4	7	10	6	4	10	5
Grampian	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only					1				1				1
Grampian	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	33	30	33	28	24	30	29	31	29	27	28	22	25
Grampian	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	17	10	14	16	25	18	13	21	8	12	17	10	15
Grampian	Self Care/No Partner Action	Pt given self care advice - For Information Only											116	128	
Grampian	Self Care/No Partner Action	Remote Prescribing						1							
Grampian	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only	23	11	15	10	16	20	9	24	25	17	20	3	
Grampian	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only											5	5	



Greater Glasgow & Clyde	Self Care/No Partner Action	patient given self care dental advice - for information only																2	9
Greater Glasgow & Clyde	Self Care/No Partner Action	Pt advised to contact appropriate service - For Info Only			1	1							1	1					
Greater Glasgow & Clyde	Self Care/No Partner Action	Pt advised to contact CPN Team - For Information Only																	1
Greater Glasgow & Clyde	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only			2	4	3	5	4	5			2	1	5	4	3	1	
Greater Glasgow & Clyde	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only			2	2	1		3	1	1		2		1			1	
Greater Glasgow & Clyde	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only			14	10	14	4	15	10	11	11	16	12	13	12	12	4	
Greater Glasgow & Clyde	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only			16	20	15	15	14	14	14	19	21	23	20	13	16		
Greater Glasgow & Clyde	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only			2	1	1				2	3			1	1			
Greater Glasgow & Clyde	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only			81	93	95	73	82	63	76	83	146	77	86	64	52		
Greater Glasgow & Clyde	Self Care/No Partner Action	Pt advised to contact Police - For Information Only			11	19	16	16	10	8	12	13	18	14	10	8	8		
Greater Glasgow & Clyde	Self Care/No Partner Action	Pt advised to contact Public Health Nurse - For Information			1		1												
Greater Glasgow & Clyde	Self Care/No Partner Action	Pt given self care advice - For Information Only			1	1		1					1			314	373		
Greater Glasgow & Clyde	Self Care/No Partner Action	Remote Prescribing				1		1											
Greater Glasgow & Clyde	Self Care/No Partner Action	Self Care					1										1		
Greater Glasgow & Clyde	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only			31	26	24	21	21	14	16	19	27	19	28	1			
Greater Glasgow & Clyde	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only						1	1							15	17		
Greater Glasgow & Clyde	Self Care/No Partner Action	Untriaged call - OOH Service clinician to phone patient																	
Highland	Primary Care	Contact GP Practice within 4 Hours (ASAP)																1	
Highland	Primary Care	CPN (Dr) to phone patient within 1 Hr			8	9	11	8	2	9	10	9	4	3	5	5	7		
Highland	Primary Care	CPN (Dr) to phone patient within 2 Hrs			13	18	20	18	19	11	10	4	8	18	17	11	9		
Highland	Primary Care	DN (Dr) phone patient within 1 Hr			1	2	6	2	1	1	5		1	1	3	1	2		
Highland	Primary Care	DN (Dr) phone patient within 2 Hrs			9	9	13	10	2	9	3	5	11	5	4	6	4		
Highland	Primary Care	DN (Dr) phone patient within 4 Hrs			12	17	13	11	10	10	12	5	10	10	17	8	7		
Highland	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)			1		2	1		2	1	2	1		4				
Highland	Primary Care	Dr to phone patient within 2 Hrs (Disputed Outcome)					1	1											
Highland	Primary Care	Dr to phone patient within 4 Hrs (Disputed Outcome)			1	2	2		1	1	1		1	1					
Highland	Primary Care	Home Visit within 1 Hr			8	11	10	5	5	11	6	9	6	9	9	7	12		
Highland	Primary Care	Home Visit within 2 Hrs			32	25	18	22	31	25	21	34	29	32	30	20	19		
Highland	Primary Care	Home Visit within 4 Hrs			36	27	30	23	27	19	24	34	34	39	41	26	31		
Highland	Primary Care	Partner to Triage														1			
Highland	Primary Care	PCEC within 1 Hr			27	20	25	23	25	33	24	17	21	31	28	17	29		
Highland	Primary Care	PCEC within 2 Hrs			87	65	64	68	69	90	71	77	89	62	98	52	56		
Highland	Primary Care	PCEC within 4 Hrs			251	187	239	176	175	182	160	198	185	185	251	159	144		
Highland	Primary Care	Pt advised to contact practice - For Information Only			3	7	5	2	4	3	7	2	4	1	5	3	1		
Highland	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only															4		
Highland	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only			1	4	3	6	3	3	4	5	4	4	2	1			
Highland	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only						1								24	36		
Highland	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only			29	25	25	21	43	35	31	27	44	44	32	11			
Highland	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only			1											7	14		
Highland	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only			45	26	41	42	12	17	22	15	22	8	18	3			
Highland	Primary Care	Speak to clinician within 1 Hr			10	10	15	11	12	14	10	11	11	13	10	2	5		
Highland	Primary Care	Speak to clinician within 2 Hrs			18	13	23	20	29	21	9	17	16	20	10	18	17		
Highland	Primary Care	Speak to clinician within 4 Hrs			36	36	50	25	38	30	35	43	44	36	67	22	27		
Highland	Primary Care	Transport to PCEC within 2 Hrs					1												
Highland	Primary Care	Transport to PCEC within 4 hrs						1											
Highland	Secondary Care	999 contacted - for information only			124	113	113	106	92	97	104	82	89	95	101	19			
Highland	Secondary Care	999 contacted. For information only					1	1								67	101		
Highland	Secondary Care	patient advised to attend A & E within 1 hour - for information only															1		
Highland	Secondary Care	Patient advised to go to A&E			98	93	91	97	84	92	90	88	90	74	85	11			
Highland	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr			11	10	13	12	8	5	6	6	9	7	7				
Highland	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only													6	4			
Highland	Secondary Care	Patient Suitable for MIU 4Hr - Flow Hub to Arrange			83	70	70	60	64	81	68	57	65	55	62	46	43		
Highland	Secondary Care	Pt advised to go to A&E													1	66	73		
Highland	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub			23	36	33	28	27	35	33	22	25	16	42	5			
Highland	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services														10	12		
Highland	Secondary Care	Speak to clinician 2 Hrs			6	23	16	14	13	11	15	10	13	10	14	13	9		
Highland	Secondary Care	Speak to clinician 4 Hrs			24	19	17	19	18	21	27	16	27	14	32	4			
Highland	Self Care/No Partner Action	Consult TOXBASE or Local Poisons Centre															1		
Highland	Self Care/No Partner Action	Contact Breathing Space																	
Highland	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24														1	3		
Highland	Self Care/No Partner Action	Distress Brief Intervention			6	4	8	5	5	6	5	6	4	7	8	4	6		
Highland	Self Care/No Partner Action	For information only			42	34	42	34	37	23	19	29	43	30	43	35	32		
Highland	Self Care/No Partner Action	hub to arrange appointment within 24 hours			69	60	72	61	53	68	75	58	54	60	66	47	34		
Highland	Self Care/No Partner																		

Highland	Self Care/No Partner Action	Patient advised to contact CPN Team - For Info Only			2				1						1	
Highland	Self Care/No Partner Action	Patient advised to contact dental advice line - Info Only		1		1	1	3	1						7	5
Highland	Self Care/No Partner Action	patient advised to contact registered GDP - for information only	16	7	10	9	9	10	12	10	10	9	9	2		
Highland	Self Care/No Partner Action	Patient advised to contact registered GDP - Info Only	103	99	100	108	112	98	86	101	78	105	105	15		
Highland	Self Care/No Partner Action	Patient given self care advice - For Information Only		2		2	2	2	1	1	1	3	3	1	1	1
Highland	Self Care/No Partner Action	patient given self care dental advice - for information only	2		1											
Highland	Self Care/No Partner Action	Pt advised to contact appropriate service - For Info Only	2													1
Highland	Self Care/No Partner Action	Pt advised to contact CPN Team - For Information Only	2					1								
Highland	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only	2						1						1	3
Highland	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only													1	
Highland	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	4			1	1					3	2	1	2	
Highland	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	2	2	2			3	5	1	5	5	2	2	2	7
Highland	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only								1	1					1
Highland	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	26	15	19	15	24	14	14	20	14	15	17	12	7	
Highland	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	2	4	2	3	5	7	3	2	5	5	3	3	1	
Highland	Self Care/No Partner Action	Pt given self care advice - For Information Only												77	77	
Highland	Self Care/No Partner Action	Triage refused - For Information Only	2	3	2	3	7	2	2	6	5	3	3			
Highland	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only	6	7	8	7	7	3	6	7	9	8	8	3		
Highland	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only			1										4	
Highland	Self Care/No Partner Action	Untriaged call - OOH Service clinician to phone patient														
Lanarkshire	Not assigned	Not assigned														
Lanarkshire	Primary Care	Contact GP Practice within 36 Hours (Nex														
Lanarkshire	Primary Care	CPN (Dr) to phone patient within 1 Hr	15	14	18	16	14	23	17	15	24	14	9	15	12	
Lanarkshire	Primary Care	CPN (Dr) to phone patient within 2 Hrs	26	24	14	24	22	19	21	30	26	27	25	33	21	
Lanarkshire	Primary Care	DN (Dr) phone patient within 1 Hr		1	1	1	3	1	2	2	1	1	2	3	1	
Lanarkshire	Primary Care	DN (Dr) phone patient within 2 Hrs	2	4	3	2	4	4	5	8	5	3	3	2	2	
Lanarkshire	Primary Care	DN (Dr) phone patient within 4 Hrs	3	8	4	3	7	5	6	7	6	2	6	6	3	
Lanarkshire	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)	2	3	4	5	6	1	4	6	7	5	2			
Lanarkshire	Primary Care	Dr to phone patient within 2 Hrs (Disputed Outcome)				2		2					1			
Lanarkshire	Primary Care	Dr to phone patient within 4 Hrs (Disputed Outcome)	1		2	1	2		1	1	1	3				
Lanarkshire	Primary Care	Home Visit within 1 Hr	10	13	10	11	14	8	10	9	19	12	9	10	10	
Lanarkshire	Primary Care	Home Visit within 2 Hrs	33	49	36	45	33	47	39	37	51	36	35	27	42	
Lanarkshire	Primary Care	Home Visit within 4 Hrs	32	49	34	45	44	53	39	56	56	43	44	41	56	
Lanarkshire	Primary Care	PCEC within 1 Hr	52	56	52	46	54	61	47	43	73	45	84	77	69	
Lanarkshire	Primary Care	PCEC within 2 Hrs	181	161	184	197	200	192	213	226	304	186	204	218	227	
Lanarkshire	Primary Care	PCEC within 4 Hrs	453	495	504	474	503	501	494	499	708	460	528	551	479	
Lanarkshire	Primary Care	Pt advised to contact practice - For Information Only	7	7	18	11	7	6	8	5	10	10	10	9	9	
Lanarkshire	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only												1	7	
Lanarkshire	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only	6	6	11	10	11	8	9	5	10	11	9	2		
Lanarkshire	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only							1	1			1	77	109	
Lanarkshire	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	69	49	71	51	122	92	91	106	99	108	104	23		
Lanarkshire	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only				1								22	45	
Lanarkshire	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	80	104	98	96	39	55	50	45	38	37	45	12		
Lanarkshire	Primary Care	Speak to clinician within 1 Hr	16	20	24	25	27	23	17	14	27	15	18	27	18	
Lanarkshire	Primary Care	Speak to clinician within 2 Hrs	28	28	26	36	38	35	28	34	46	38	35	31		
Lanarkshire	Primary Care	Speak to clinician within 4 Hrs	69	85	73	68	81	76	65	91	107	71	83	65	71	
Lanarkshire	Primary Care	Transport to PCEC within 2 Hrs	3		1	2	1		1			2	1			
Lanarkshire	Primary Care	Transport to PCEC within 4 hrs			1	2	1		2		2	1				
Lanarkshire	Secondary Care	999 contacted - for information only	202	225	208	193	224	231	225	219	249	235	226	38		
Lanarkshire	Secondary Care	999 contacted. For information only	1		1		1	1	1		1			205	236	
Lanarkshire	Secondary Care	patient advised to attend A & E within 1 hour - for information only												4	4	
Lanarkshire	Secondary Care	Patient advised to go to A&E	278	311	343	286	317	283	276	240	337	300	297	65		
Lanarkshire	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr	16	21	24	18	16	14	17	19	20	23	17	3		
Lanarkshire	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only												18	20	
Lanarkshire	Secondary Care	Patient sent to A&E via Ambulance within 2 Hrs - Info Only												1	1	
Lanarkshire	Secondary Care	Patient sent to A&E via Ambulance within 4 Hrs - Info Only					1									
Lanarkshire	Secondary Care	Patient Suitable for MIU 4Hr - Flow Hub to Arrange	134	165	170	153	169	161	129	141	138	137	113	142	165	
Lanarkshire	Secondary Care	Pt advised to go to A&E	1	1	2	1		1	1		2			248	313	
Lanarkshire	Secondary Care	Speak to clinician 2 Hrs	31	30	44	28	42	37	40	24	21	43	19	31	36	
Lanarkshire	Secondary Care	Speak to clinician 4 Hrs			1	1	1	1			1			53	57	
Lanarkshire	Secondary Care	Speak to clinician within 4 Hrs	60	57	56	59	54	64	47	56	84	51	51	11		
Lanarkshire	Self Care/No Partner Action	Contact Breathing Space			1			1							2	
Lanarkshire	Self Care/No Partner Action	Contact Dentist Next Routine Appointment			4	3	4			2		1	1			
Lanarkshire	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1 hour														
Lanarkshire	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24												105	107	

Lanarkshire	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 hours	255	212	265	243	249	235	229	274	227	125	124	21		
Lanarkshire	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo														1
Lanarkshire	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appointment over 24 hour	2	2		3	2	2								
Lanarkshire	Self Care/No Partner Action	Dental Nurse - Not Triaged/Assessed	4	6	5	7	17	6	8	6	13	4	4	14		7
Lanarkshire	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent														4
Lanarkshire	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dentist	3		5		2	2	2	2	1	1	1			
Lanarkshire	Self Care/No Partner Action	Dental Nurse - Self Care	1	2	1	1	2	2	5	7	3	3	2			
Lanarkshire	Self Care/No Partner Action	Distress Brief Intervention	14	15	11	10	17	12	4	6	6	6	12	8		7
Lanarkshire	Self Care/No Partner Action	For information only	56	83	53	54	61	73	53	67	94	60	50	65		65
Lanarkshire	Self Care/No Partner Action	Not Assessed / Triage Refused			1		1			1						
Lanarkshire	Self Care/No Partner Action	Patient advised to contact CPN Team - For Info Only							1							
Lanarkshire	Self Care/No Partner Action	Patient given self care advice - For Information Only	160	171	167	165	194	166	156	174	185	164	182	23		
Lanarkshire	Self Care/No Partner Action	patient given self care dental advice - for information only												3		2
Lanarkshire	Self Care/No Partner Action	Pt advised to contact appropriate service - For Info Only				1			1							1
Lanarkshire	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only	2	4	1	2							1	2		1
Lanarkshire	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only			1			1								1
Lanarkshire	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	9	3	10	7	5	5	9	3	8	6	5	10		8
Lanarkshire	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	3	8	6	8	3	8	6	7	5	12	3	5		9
Lanarkshire	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only														1
Lanarkshire	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	31	41	42	29	32	23	31	36	59	32	24	38		19
Lanarkshire	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	4	7	7	9	11	9	4	6	11	10	4	6		12
Lanarkshire	Self Care/No Partner Action	Pt advised to contact Public Health Nurse - For Information			1											
Lanarkshire	Self Care/No Partner Action	Pt given self care advice - For Information Only							1	1			1	1		151
Lanarkshire	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only	9	17	4	5	11	5	5	12	14	9	7	1		167
Lanarkshire	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only												7		10
Lanarkshire	Self Care/No Partner Action	Untriaged call - OOH Service clinician to phone patient											1			
Lothian	Not assigned	Not assigned			3											
Lothian	Primary Care	Contact GP Practice within 36 Hours (Nex														
Lothian	Primary Care	CPN (Dr) to phone patient within 1 Hr	12	15	17	22	17	21	20	18	17	9	20	21		19
Lothian	Primary Care	CPN (Dr) to phone patient within 2 Hrs	37	24	34	32	19	26	35	21	23	38	28	30		24
Lothian	Primary Care	DN (Dr) phone patient within 1 Hr	12	5	14	4	5	8	7	4	8	5	2	5		4
Lothian	Primary Care	DN (Dr) phone patient within 2 Hrs	29	11	16	20	19	14	23	12	16	15	11	17		15
Lothian	Primary Care	DN (Dr) phone patient within 4 Hrs	25	49	41	31	40	40	61	33	40	33	42	35		31
Lothian	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)	10	2	7	6	7	8	11	11	12	7	7	1		
Lothian	Primary Care	Dr to phone patient within 2 Hrs (Disputed Outcome)	3		3	1		3	3		2					
Lothian	Primary Care	Dr to phone patient within 4 Hrs (Disputed Outcome)	2	3	6	4	1	4	12	4	2	2	1	1		
Lothian	Primary Care	Home Visit within 1 Hr	21	33	20	34	28	31	34	28	24	23	26	35		27
Lothian	Primary Care	Home Visit within 2 Hrs	79	75	66	82	73	79	92	82	83	69	86	70		75
Lothian	Primary Care	Home Visit within 4 Hrs	110	110	95	93	83	90	119	82	81	92	110	83		87
Lothian	Primary Care	PCEC within 1 Hr	85	70	81	69	84	78	90	72	90	79	77	73		86
Lothian	Primary Care	PCEC within 2 Hrs	257	252	274	278	289	312	353	331	282	301	273	263		283
Lothian	Primary Care	PCEC within 4 Hrs	736	809	785	806	757	835	1057	790	775	802	846	714		707
Lothian	Primary Care	Pt advised to contact practice - For Information Only	22	21	20	15	20	16	24	18	20	20	18	11		15
Lothian	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only												7		2
Lothian	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only	13	11	15	15	16	12	15	13	19	15	13	5		
Lothian	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only								1				161		186
Lothian	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	125	115	105	128	211	198	202	171	213	222	212	53		
Lothian	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only			1							1		34		54
Lothian	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	132	195	193	200	84	88	90	84	82	81	80	29		
Lothian	Primary Care	Speak to clinician within 1 Hr	40	29	33	37	34	34	42	25	51	40	32	44		
Lothian	Primary Care	Speak to clinician within 2 Hrs	62	62	68	61	48	78	78	66	47	60	47	50		58
Lothian	Primary Care	Speak to clinician within 4 Hrs	119	139	119	141	118	128	184	121	140	128	99	89		88
Lothian	Primary Care	Transport to PCEC within 2 Hrs			3	1	2	1	2	2	6					
Lothian	Primary Care	Transport to PCEC within 4 hrs	1		2	2	2	4	1	4			1			
Lothian	Primary Care	Triage refused therefore Dr requested to phone patient											1			
Lothian	Secondary Care	999 - Ambulance (ASAP)													1	
Lothian	Secondary Care	999 contacted - for information only	322	355	387	294	362	348	389	324	342	349	345	75		1
Lothian	Secondary Care	999 contacted. For information only	1	1				1				1	1	262		310
Lothian	Secondary Care	patient advised to attend A & E within 1 hour - for information only												3		7
Lothian	Secondary Care	Patient advised to go to A&E	479	465	494	550	519	563	466	489	564	502	512	92		
Lothian	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr	28	30	20	28	29	26	24	31	25	15	32	4		
Lothian	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only								1				23		37
Lothian	Secondary Care	Patient sent to A&E via Ambulance within 2 Hrs - Info Only								1						
Lothian	Secondary Care	Patient sent to A&E via Ambulance within 4 Hrs - Info Only														
Lothian	Secondary Care	Patient Suitable for MIU 4Hr - Flow Hub to Arrange	442	528	529											







(blank)	Primary Care	PCEC within 2 Hrs												1	10	50
(blank)	Primary Care	PCEC within 4 Hrs												1	79	121
(blank)	Primary Care	Pt advised to contact practice - For Information Only												1	2	
(blank)	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only												2	1	
(blank)	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only												2	25	46
(blank)	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only													10	
(blank)	Primary Care	Routine Appointment with GP														1
(blank)	Primary Care	Speak to clinician within 1 Hr												6	7	
(blank)	Primary Care	Speak to clinician within 2 Hrs												2	17	
(blank)	Primary Care	Speak to clinician within 4 Hrs												24	18	
(blank)	Secondary Care	999 contacted. For information only												1	18	44
(blank)	Secondary Care	Accident & Emergency / MIU within 4 Hours														
(blank)	Secondary Care	Patient advised to go to A&E														
(blank)	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only												1	3	
(blank)	Secondary Care	Patient Suitable for MIU 4Hr - Flow Hub to Arrange												4	27	57
(blank)	Secondary Care	Pt advised to go to A&E												4	34	64
(blank)	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services													3	
(blank)	Secondary Care	Speak to clinician 2 Hrs												1	7	
(blank)	Secondary Care	Speak to clinician 4 Hrs												2	9	17
(blank)	Self Care/No Partner Action	Contact Police													12	8
(blank)	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24													17	40
(blank)	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 hours														
(blank)	Self Care/No Partner Action	Dental Nurse - Not Triaged/Assessed													2	1
(blank)	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent														1
(blank)	Self Care/No Partner Action	Distress Brief Intervention												1	1	
(blank)	Self Care/No Partner Action	For information only												19	21	
(blank)	Self Care/No Partner Action	GP appointment														
(blank)	Self Care/No Partner Action	hub to arrange appointment within 24 hours												3	3	
(blank)	Self Care/No Partner Action	Not Assessed / Triage Refused												51	55	
(blank)	Self Care/No Partner Action	patient given self care dental advice - for information only												1	1	
(blank)	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only														1
(blank)	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only														3
(blank)	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only												5	3	
(blank)	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only												1	1	
(blank)	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only												1	15	21
(blank)	Self Care/No Partner Action	Pt advised to contact Police - For Information Only												2	2	
(blank)	Self Care/No Partner Action	Pt given self care advice - For Information Only												2	18	54
(blank)	Self Care/No Partner Action	Routine Appointment in												1		
(blank)	Self Care/No Partner Action	Self Care													4	3
(blank)	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only													3	1
(blank)	Self Care/No Partner Action	Triage Refused/Not Assessed														

1

1

1

1

2 3 1

2 1 1 2

1

2 1 2

Care Group	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	02/11/2025
PCARE	10842	11211	11392	11042	11357	11701	11668	11868	12937	12082	11751	10486	10318
SCARE	7467	7925	8108	7782	8115	8122	7435	7634	8041	7668	7380	7346	7407
SLFC_NPA	5469	5484	5616	5291	5626	5432	5276	5547	5067	4420	4357	4014	3982
Not assigned	1248	1057	1132	903	1477	1251	1433	1414	387	11	14	74	0
<b>Total</b>	<b>25026</b>	<b>25677</b>	<b>26248</b>	<b>25018</b>	<b>26575</b>	<b>26506</b>	<b>25812</b>	<b>26463</b>	<b>26432</b>	<b>24181</b>	<b>23502</b>	<b>21920</b>	<b>21707</b>

Care Group	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	02/11/2025
PCARE	43.32%	43.66%	43.40%	44.14%	42.74%	44.14%	45.20%	44.85%	48.94%	49.96%	50.00%	47.84%	47.53%
SCARE	29.84%	30.86%	30.89%	31.11%	30.54%	30.64%	28.80%	28.85%	30.42%	31.71%	31.40%	33.51%	34.12%
SLFC_NPA	21.85%	21.36%	21.40%	21.15%	21.17%	20.49%	20.44%	20.96%	19.17%	18.28%	18.54%	18.31%	18.34%
Not assigned	4.99%	4.12%	4.31%	3.61%	5.56%	4.72%	5.55%	5.34%	1.46%	0.05%	0.06%	0.34%	0.00%

Calendar day	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	27/10/2025	28/10/2025	29/10/2025	30/10/2025	31/10/2025	01/11/2025	02/11/2025
Overall Call Volume	428	441	425	436	412	375	358	482	491	380	379	382	370	364	458	507	405	389	376	352	391	392	473	374	386	361	349	390	507	416
Overall Calls Connected	382	395	384	336	358	310	271	346	387	311	332	328	327	311	359	424	304	327	274	251	268	348	419	332	319	267	286	270	352	344
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	00:00:10	00:00:06	00:00:06	00:00:09	00:00:17	00:00:09	00:04:39	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:00:21	00:01:58	00:00:09	
90th Percentile Time to Answer	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	00:08:17	00:10:42	00:15:50	00:11:31	00:25:49	00:14:51	00:13:15

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

Week Endng Date	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	02/11/2025
Overall Call Volume	2960	2868	2953	2846	2837	2599	2793	2866	2913	2979	2840	2778	2783
Overall Calls Connected	2419	2249	2507	2223	2383	2166	2178	2406	2562	2392	2392	2191	2170
Median Time to Answer	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	00:00:09
90th Percentile Time to Answer	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	00:14:47

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

These graphs are not including any of the Azure data warehouse data and only complete SAP

