

NHS 24



Unscheduled Care Operational Statistics Official Statistics in Development Weekly Statistics

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

Contents:

[Definitions](#) Definitions Information

[Table 1](#) Daily Data - breakdown of some key KPI measures focussing primarily on accessing service (previous 4 weeks)

[Table 2](#) Weekly Data - breakdown of some key KPI measures focussing primarily on accessing service (previous 13 weeks)

[Table 3](#) Weekly split of endpoints, grouped by Primary Care, Secondary Care and Self Care/No Partner Action -
broken down by Health Board (13 weeks)

[Table 4](#) Weekly endpoint data grouped by Primary Care, Secondary Care and Self Care/No Partner Action (13 weeks)

[Table 5](#) Daily Data - breakdown of some Mental Health Hub key KPI measures focussing primarily on accessing service (previous 4 weeks)

[Table 6](#) Weekly Data - breakdown of some Mental Health Hub key KPI measures focussing primarily on accessing service (previous 13 weeks)

[Graphs](#) Trend data provided in visualisations

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: 31/08/2025 to 23/11/2025

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	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	03/11/2025	04/11/2025	05/11/2025	06/11/2025	07/11/2025	08/11/2025	09/11/2025	10/11/2025	11/11/2025	12/11/2025	13/11/2025	14/11/2025	15/11/2025	16/11/2025	17/11/2025	18/11/2025	19/11/2025	20/11/2025	21/11/2025	22/11/2025	23/11/2025
Overall Call Volume	7205	6990	3458	3270	3110	3089	3245	7800	7155	3661	3494	3198	3308	3424	6882	6791	3515	3336	3254	3071	3021	6889	6718	3482	3042	3090	3311	7551	7527	
Overall Calls Connected	5836	5789	3004	2691	2462	2593	2549	5980	6061	3096	2952	2727	2782	5190	5711	2953	2818	2775	2649	2496	6006	5934	2970	2766	2561	2625	2520	6010	6074	
Caller Disconnected	0.1% *	0.37% *	0.25%	0.21%	0.34%	0.19%	0.47%	0.40%	0.11%	0.18%	0.28%	0.04%	0.27%	0.48%	1.65%	0.38%	0.28%	0.17%	0.31%	0.36%	0.26%	0.07%	0.12%	0.23%	0.00%	0.20%	0.25%	0.42%	0.49%	0.53%
Overall Avg Patient Journey Time	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	00:40:32	00:38:38	00:32:13	00:38:54	00:43:41	01:50:16	01:00:27	00:40:53	00:33:45	00:35:41	00:36:03	00:44:50	00:40:10	00:41:57	00:30:10	00:32:09	00:32:52	00:48:24	00:47:53	00:57:37	
Triage at First Contact %	89.0% *	92.0% *	97.00%	96.00%	97.00%	98.00%	94.00%	90.00%	92.00%	96.00%	96.00%	97.00%	94.00%	94.00%	93.00%	94.00%	97.00%	97.00%	96.00%	94.00%	94.00%	96.00%	97.00%	97.00%	95.00%	92.00%	92.00%	94.00%		
Median Time to Answer	00:20:52	00:20:52	00:05:38	00:13:18	00:17:58	00:08:53	00:08:30	00:33:37	00:11:39	00:15:12	00:16:39	00:09:13	00:13:34	00:18:58	01:44:49	00:30:44	00:21:43	00:09:19	00:10:05	00:06:27	00:19:08	00:15:37	00:15:51	00:15:01	00:02:05	00:07:08	00:04:07	00:20:21	00:24:14	00:36:59
90th Percentile Time to Answer	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	00:49:58	00:38:16	00:24:24	00:45:45	00:54:55	00:58:46	00:40:58	00:33:51	00:35:36	00:31:30	00:48:33	00:38:15	00:35:04	00:53:48	00:17:59	00:25:15	00:38:19	01:22:23	00:44:58	01:17:39	

Week Endng Date	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	09/11/2025	16/11/2025	23/11/2025
Overall Call Volume	29294	30144	29976	30860	30675	31618	30752	29505	30154	31127	30758	29804	31055
Overall Calls Connected	24138	25363	25062	24072	25292	27268	25231	25289	24808	25340	25240	25631	25526
Caller Discontinued	0.34%	0.22%	0.20%	0.48%	0.25%	0.18%	0.27%	0.12%	0.26% *	0.27%	0.52%	0.20%	0.35%
Overall Avg Patient Journey Time	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 *	00:39:41	01:00:12	00:40:03	00:44:57
Triaged at First Contact %	94.42%	94.49%	95.30%	94.42%	94.62%	94.29%	95.62%	95.64%	93.00% *	94.00%	95.00%	94.00%	95.00%
Median Time to Answer	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	00:15:03	00:23:12	00:13:48	00:19:02
90th Percentile Time to Answer	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	00:44:59	02:02:57	00:37:27	00:52:27

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

Health Board	Care Group	Endpoint	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	09/11/2025	16/11/2025	23/11/2025	
Ayrshire & Arran	Not assigned	Not assigned			2	2					0	2				
Ayrshire & Arran	Not assigned	(blank)						0		1						
Ayrshire & Arran	Primary Care	Contact GP Practice within 4 Hours (ASAP)														
Ayrshire & Arran	Primary Care	CPN (Dr) to phone patient within 1 Hr	11	15	15	13	13	15	15	13	22	14	17	10	2	
Ayrshire & Arran	Primary Care	CPN (Dr) to phone patient within 2 Hrs	14	17	15	14	18	16	23	15	44	33	31	11	7	
Ayrshire & Arran	Primary Care	DN (Dr) phone patient within 1 Hr	2	2		2	6		2	3	1	4	2	2	1	
Ayrshire & Arran	Primary Care	DN (Dr) phone patient within 2 Hrs	3	4		4	4	4	4	6	8	4	8	3		
Ayrshire & Arran	Primary Care	DN (Dr) phone patient within 4 Hrs	16	13	8	14	11	8	3	5	9	12	10	6	3	
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							
Ayrshire & Arran	Primary Care	Dr to phone patient within 4 Hrs (Disputed Outcome)							1	1						
Ayrshire & Arran	Primary Care	Home Visit within 1 Hr	16	14	17	24	12	25	15	18	16	16	15	8	11	
Ayrshire & Arran	Primary Care	Home Visit within 2 Hrs	50	55	63	57	63	68	66	48	59	51	46	30	35	
Ayrshire & Arran	Primary Care	Home Visit within 4 Hrs	79	79	71	109	81	81	53	69	79	82	45	50		
Ayrshire & Arran	Primary Care	Partner to Triage								1						
Ayrshire & Arran	Primary Care	PCEC within 1 Hr	42	55	82	54	66	79	77	26	84	60	94	54	40	
Ayrshire & Arran	Primary Care	PCEC within 2 Hrs	229	244	245	303	255	255	309	190	216	217	270	160	156	
Ayrshire & Arran	Primary Care	PCEC within 4 Hrs	578	544	602	851	711	512	539	429	563	567	515	337	342	
Ayrshire & Arran	Primary Care	Pt advised to contact practice - For Information Only	14	3	14	13	6	10	15	10	12	4	6	4	7	
Ayrshire & Arran	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only	4	2	6	4	2		2	14	6	2	10	1	2	
Ayrshire & Arran	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only	3	1	2		3	5		2	1					
Ayrshire & Arran	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only	30	72	38	35	61	84	64	79	91	143	144	67	68	
Ayrshire & Arran	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	12	13	12	14	15	14	15	22	23					
Ayrshire & Arran	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only	73	55	56	38	26	67	64	52	25	22	39	12	15	
Ayrshire & Arran	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	9	2	8	6	8	7	9	3	3					
Ayrshire & Arran	Primary Care	Speak to clinician within 1 Hr	15	17	47	29	29	11	21	13	36	27	23	10	14	
Ayrshire & Arran	Primary Care	Speak to clinician within 2 Hrs	41	36	35	60	50	39	31	30	26	28	33	24	13	
Ayrshire & Arran	Primary Care	Speak to clinician within 4 Hrs	105	66	82	191	126	66	65	51	76	96	81	43	35	
Ayrshire & Arran	Primary Care	Contact Primary Care within 1 Hour (imme								0						
Ayrshire & Arran	Secondary Care	999 - Ambulance (ASAP)													2	
Ayrshire & Arran	Secondary Care	999 contacted - for information only	22	31	19	25	54	25	23	95	33	2	2			
Ayrshire & Arran	Secondary Care	999 contacted - For information only	364	364	380	365	332	387	433	163	266	290	298	139	181	
Ayrshire & Arran	Secondary Care	patient advised to attend A & E within 1 hour - for information only								8		2	3	6		
Ayrshire & Arran	Secondary Care	Patient advised to go to A&E	27	25	17	16	43	12	24	88	22					
Ayrshire & Arran	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr	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	53	50	39	32	42	61	40	35	30	28	28	18	12	
Ayrshire & Arran	Secondary Care	Patient Suitable for MIU 4Hr - Flow Hub to Arrange	181	208	168	184	182	153	142	142	142	150	169	74	75	
Ayrshire & Arran	Secondary Care	Pt advised to go to A&E	437	413	459	372	338	486	440	207	281	372	333	177	181	
Ayrshire & Arran	Secondary Care	Speak to clinician 2 Hrs	60	47	39	59	43	30	43	40	37	21	27	9	10	
Ayrshire & Arran	Secondary Care	Speak to clinician 4 Hrs	87	90	79	94	64	105	107	41	77	71	35	39		
Ayrshire & Arran	Secondary Care	Speak to clinician within 4 Hrs	3	3	2	3	6	3	5	12	6					
Ayrshire & Arran	Secondary Care	Accident & Emergency / MIU within 4 Hour					0									
Ayrshire & Arran	Self Care/No Partner Action	Contact Breathing Space					1									
Ayrshire & Arran	Self Care/No Partner Action	Contact Family Planning Clinic			2	2			2	2						
Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1	2												1	
Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1 hour	1	2	1											
Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24								0	141	145	125	76	63	
Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 4 hours	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			1	1	1	2	1		2					
Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Not Triage/Assessed	2	17	1	3	3	4	1	3	27	6	12	3		
Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent							1		0	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	1		2	3	1	2	1	1	1					
Ayrshire & Arran	Self Care/No Partner Action	Distress Brief Intervention	9	4	5	5	14	6	2	5	15	22	8	4	8	
Ayrshire & Arran	Self Care/No Partner Action	For information only	68	40	77	61	68	63	72	52	72	49	78	39	32	
Ayrshire & Arran	Self Care/No Partner Action	hub to arrange appointment within 24 hours								1		1				
Ayrshire & Arran	Self Care/No Partner Action	Patient advised to contact CPN Team - For Info Only			1	1			2	1						
Ayrshire & Arran	Self Care/No Partner Action	Patient give self care advice - For Information Only	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								4	2	8	5	1		
Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only					1		3	2		3				
Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	8	6	9	8	11	6	2	4	6	7	3	6		
Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	7	2	9	9	3	7	10		9	7	4	3	3	
Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only									2					

Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	34	32	18	51	42	23	28	10	32	24	29	16	11
Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	3	4	3	5	4	3	3	8	15	9		4	7
Ayrshire & Arran	Self Care/No Partner Action	Pt given self care advice - For Information Only	124	74	94	103	95	72	98	74	179	188	157	103	124
Ayrshire & Arran	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only	3	3	3	4	6	4	7	3					
Ayrshire & Arran	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only	4	10		14	6	2	2	4	15	4	9	4	5
Borders	Primary Care	CPN (Dr) to phone patient within 1 Hr	4	3	1	7	2	1	6	6	4	7	8	4	6
Borders	Primary Care	CPN (Dr) to phone patient within 2 Hrs	4	4	2	6	8	7	13	8	4	6	12	8	9
Borders	Primary Care	DN (Dr) phone patient within 1 Hr		2		2	2	3	3	2	2	6	2	2	
Borders	Primary Care	DN (Dr) phone patient within 2 Hrs	12	3	7	2	6	5	7	10	2	4	12	3	2
Borders	Primary Care	DN (Dr) phone patient within 4 Hrs	9	7	13	12	9	16	11	20	35	20	18	16	20
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	Home Visit within 1 Hr			1		2	5	7		2	8	4		1
Borders	Primary Care	Home Visit within 2 Hrs	12	10	8	16	15	9	12	7	19	16	22	4	3
Borders	Primary Care	Home Visit within 4 Hrs	8	11	13	12	12	14	12	22	27	28	14	12	16
Borders	Primary Care	PCEC within 1 Hr	4	9	6	7	3	13	8	7	20	8	22	7	12
Borders	Primary Care	PCEC within 2 Hrs	21	27	28	21	27	13	21	27	43	70	42	37	30
Borders	Primary Care	PCEC within 4 Hrs	73	53	55	56	70	59	62	70	129	114	89	67	86
Borders	Primary Care	Pt advised to contact practice - For Information Only	1	4	1		2	2	1	2	4	5			1
Borders	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only									3	6	2		
Borders	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only	1		3	2	2	5	1	2		40	59	34	30
Borders	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only		6	19	24	11	17	19	19	18	4			
Borders	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only									5	16	19	6	3
Borders	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only													
Borders	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	19	12	11	7	9	10	8	6	1				
Borders	Primary Care	Speak to clinician within 1 Hr	1	4	1	2	3	4	7	3	6	9	4	5	3
Borders	Primary Care	Speak to clinician within 2 Hrs	5	11	5	3	5	5	5	9	7	12	2	5	5
Borders	Primary Care	Speak to clinician within 4 Hrs	13	12	8	16	8	11	9	13	17	20	18	9	12
Borders	Secondary Care	999 contacted - for information only	31	60	39	39	55	60	40	47	9		71	91	107
Borders	Secondary Care	999 contacted. For information only										2	3	4	46
Borders	Secondary Care	patient advised to attend A & E within 1 hour - for information only													
Borders	Secondary Care	Patient advised to go to A&E	54	53	42	45	49	42	45	44	6				
Borders	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr	8	10	5	7	6	6	3	1		5	12	5	8
Borders	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only													
Borders	Secondary Care	Patient Suitable for MIU 4hr - Flow Hub to Arrange	52	37	59	53	51	45	41	44	92	81	70	43	29
Borders	Secondary Care	Pt advised to go to A&E										72	111	96	57
Borders	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub						1							
Borders	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services											2		
Borders	Secondary Care	Speak to clinician 2 Hrs	10	8	9	14	14	18	15	6	17	31	19	12	9
Borders	Secondary Care	Speak to clinician 4 Hrs	10	12	16	19	14	10	12	9	2		27	28	27
Borders	Secondary Care	Speak to clinician within 4 Hrs													
Borders	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1 hour							1						
Borders	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24									27	33	26	22	20
Borders	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 hours	32	24	26	31	26	18	19	13	1				
Borders	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo										2			
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	2					2	1			2	4		1
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	1					
Borders	Self Care/No Partner Action	Distress Brief Intervention	3		2	4	3	1	1	3	2	4	2	4	
Borders	Self Care/No Partner Action	For information only	18	6	7	9	14	15	22	11	31	18	31	12	11
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 give self care advice - For Information Only	41	41	26	28	40	39	29	35	6		4		2
Borders	Self Care/No Partner Action	patient given self care dental advice - for information only													
Borders	Self Care/No Partner Action	Pt advised to contact CPN Team - For Information Only										2		1	1
Borders	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only	2		1										
Borders	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	2	1		1	3	1	2	2		4	2	1	1
Borders	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	3	4	2		1	3	1	3		5	1	1	
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	8	4	4	1	1	4	5	4	8	7	4	2	5
Borders	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	4	2	1	1	1	2	2	2		8			
Borders	Self Care/No Partner Action	Pt given self care advice - For Information Only								1	46	77	45	38	35
Borders	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only	4	1	1	2	4		2						

Borders	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only											6		3	1
Dumfries & Galloway	Primary Care	Contact GP Practice within 4 Hours (ASAP)													1	
Dumfries & Galloway	Primary Care	CPN (Dr) to phone patient within 1 Hr	2	3	2	1	5	1	6	1	6	2	16	3	2	
Dumfries & Galloway	Primary Care	CPN (Dr) to phone patient within 2 Hrs	7	10	2	5	6	7	5	4	17	19	5	5	9	
Dumfries & Galloway	Primary Care	DN (Dr) phone patient within 1 Hr	4	3	2	2	2	2	1	5	2	4	4	2	4	
Dumfries & Galloway	Primary Care	DN (Dr) phone patient within 2 Hrs	6	10	7	5	4	11	12	10	6	12	8	6	4	
Dumfries & Galloway	Primary Care	DN (Dr) phone patient within 4 Hrs	17	17	26	10	23	19	30	31	40	30	32	22	22	
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)			2			1								
Dumfries & Galloway	Primary Care	Dr to phone patient within 4 Hrs (Disputed Outcome)														
Dumfries & Galloway	Primary Care	Home Visit within 1 Hr	2	5		2	4	2	2	2	4	6	6	1	9	
Dumfries & Galloway	Primary Care	Home Visit within 2 Hrs	13	10	13	15	12	15	14	13	18	17	19	12	13	
Dumfries & Galloway	Primary Care	Home Visit within 4 Hrs	18	19	11	11	17	19	18	11	37	24	25	9	13	
Dumfries & Galloway	Primary Care	PCEC within 1 Hr	8	13	12	9	8	6	14	16	20	20	18	10	15	
Dumfries & Galloway	Primary Care	PCEC within 2 Hrs	35	34	39	31	38	42	38	47	75	67	86	56	29	
Dumfries & Galloway	Primary Care	PCEC within 4 Hrs	117	83	86	84	77	76	69	122	167	155	143	83	89	
Dumfries & Galloway	Primary Care	Pt advised to contact practice - For Information Only	1	1	1		2	3		2	6		2		2	
Dumfries & Galloway	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only													4	
Dumfries & Galloway	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only			2			1	1	1						
Dumfries & Galloway	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only			1						20	33	26	27	15	
Dumfries & Galloway	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only			13	14	12	10	9	18	22	15	10			
Dumfries & Galloway	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only			9	8	12	13	7	7	7	4	2			
Dumfries & Galloway	Primary Care	Speak to clinician within 1 Hr	7	1	4	6	4	3	1	4	11	6	5	4	5	
Dumfries & Galloway	Primary Care	Speak to clinician within 2 Hrs	13	8	13	9	6	8	12	12	17	7	16	4	9	
Dumfries & Galloway	Primary Care	Speak to clinician within 4 Hrs	28	14	13	21	22	18	23	24	26	31	41	8	9	
Dumfries & Galloway	Primary Care	Transport to PCEC within 2 Hrs					1									
Dumfries & Galloway	Primary Care	Transport to PCEC within 4 hrs			1	1		1	1							
Dumfries & Galloway	Secondary Care	999 contacted - for information only	49	47	62	45	44	50	41	51	10					
Dumfries & Galloway	Secondary Care	999 contacted. For information only	1				1				60	136	118	56	49	
Dumfries & Galloway	Secondary Care	patient advised to attend A & E within 1 hour - for information only									4	2			1	
Dumfries & Galloway	Secondary Care	Patient advised to go to A&E	43	45	47	41	46	46	38	46	12					
Dumfries & Galloway	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr	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									10	13	4	2	2	
Dumfries & Galloway	Secondary Care	Patient Suitable for MIU 4Hr - Flow Hub to Arrange	20	18	21	10	9	9	11	14	20	31	17	12	8	
Dumfries & Galloway	Secondary Care	Pt advised to go to A&E	1		2				1		63	120	109	55	47	
Dumfries & Galloway	Secondary Care	Speak to clinician 2 Hrs	7	3	5	3	7	3	3	3	5	4	2	4		
Dumfries & Galloway	Secondary Care	Speak to clinician 4 Hrs									7	17	29	10	9	
Dumfries & Galloway	Secondary Care	Speak to clinician within 4 Hrs	8	8	5	9	11	9	8	13	2					
Dumfries & Galloway	Self Care/No Partner Action	Contact Family Planning Clinic										2				
Dumfries & Galloway	Self Care/No Partner Action	Contact Public Health Nurse										2				
Dumfries & Galloway	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24									52	69	46	33	28	
Dumfries & Galloway	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 hours	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									
Dumfries & Galloway	Self Care/No Partner Action	Dental Nurse - Not Triaged/Assessed	4	1	1	1	3	2		1	4		3	3	1	
Dumfries & Galloway	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dentist				1			1							
Dumfries & Galloway	Self Care/No Partner Action	Dental Nurse - Self Care			1		1		1	1						
Dumfries & Galloway	Self Care/No Partner Action	Distress Brief Intervention	3	5	2	2	1	6	3	1	4	10	6	2	4	
Dumfries & Galloway	Self Care/No Partner Action	For information only	14	10	12	14	15	12	6	7	18	18	18	12	11	
Dumfries & Galloway	Self Care/No Partner Action	Patient given self care advice - For Information Only	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									2					
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 GUM Clinic - For Information Only											1			
Dumfries & Galloway	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	2		2		1	2				4				
Dumfries & Galloway	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	6		1		1	3			3	1	2	1	5	
Dumfries & Galloway	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only			1							2				
Dumfries & Galloway	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	5	6	5	4	2	3	6	6	9	11	11	4	7	
Dumfries & Galloway	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	1	1	1	2		2		1	2	5			1	
Dumfries & Galloway	Self Care/No Partner Action	Pt given self care advice - For Information Only	1							1	52	45	52	29	47	
Dumfries & Galloway	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only	1	1	1	1	1	2	4	1						
Dumfries & Galloway	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only									1	4	4	1	1	
Dumfries & Galloway	Self Care/No Partner Action	Untriaged call - OOH Service clinician to phone patient							1							
Fife	Not assigned	Not assigned					1									

Fife	Not assigned	(blank)											1	3			
Fife	Primary Care	Contact GP Practice within 36 Hours (Nex						2									
Fife	Primary Care	Contact GP Practice within 4 Hours (ASAP						2									
Fife	Primary Care	CPN (Dr) to phone patient within 1 Hr	15	14	13	18	13	10	16	19	18	20	31	16	10		
Fife	Primary Care	CPN (Dr) to phone patient within 2 Hrs	14	19	16	11	26	16	17	15	46	32	36	20	24		
Fife	Primary Care	DN (Dr) phone patient within 1 Hr	5	5	6	7	4	6	3	5	6	10	14	3	5		
Fife	Primary Care	DN (Dr) phone patient within 2 Hrs	12	19	13	17	12	8	17	19	24	12	24	7	10		
Fife	Primary Care	DN (Dr) phone patient within 4 Hrs	35	39	41	33	49	38	50	43	62	72	70	42	31		
Fife	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)	2	3	1	4	3	3	3	3							
Fife	Primary Care	Dr to phone patient within 2 Hrs (Disputed Outcome)			1	1	2	1									
Fife	Primary Care	Dr to phone patient within 4 Hrs (Disputed Outcome)			1	1		2	1	1							
Fife	Primary Care	Home Visit within 1 Hr	8	7	9	14	9	12	14	6	19	22	16	8	4		
Fife	Primary Care	Home Visit within 2 Hrs	31	30	37	43	41	31	48	29	51	70	43	28	24		
Fife	Primary Care	Home Visit within 4 Hrs	30	31	32	38	35	50	57	55	82	57	54	38	43		
Fife	Primary Care	PCEC within 1 Hr	33	42	38	43	39	42	38	31	64	72	74	41	49		
Fife	Primary Care	PCEC within 12 Hrs											1				
Fife	Primary Care	PCEC within 2 Hrs	143	127	156	124	138	139	168	109	189	247	238	124	150		
Fife	Primary Care	PCEC within 4 Hrs	302	307	342	323	307	326	518	296	479	461	483	283	305		
Fife	Primary Care	Pt advised to contact practice - For Information Only	7	10	6	6	9	10	6	5	7	10	13	6	6		
Fife	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only									2	6	15	6	2		
Fife	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only	9	8	9	6	7	5	6	5	1						
Fife	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only						1			111	145	140	97	84		
Fife	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	55	72	63	60	60	78	101	67	23						
Fife	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only								31	60	49	20	19			
Fife	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	85	25	47	40	38	25	21	35	11						
Fife	Primary Care	Speak to clinician within 1 Hr	13	19	11	14	9	7	12	5	20	28	23	11	12		
Fife	Primary Care	Speak to clinician within 2 Hrs	28	29	20	21	29	31	33	19	27	44	47	19	23		
Fife	Primary Care	Speak to clinician within 4 Hrs	36	29	37	47	49	48	74	39	84	71	59	33	39		
Fife	Primary Care	Triage refused therefore Dr requested to phone patient						1									
Fife	Secondary Care	999 - Ambulance (ASAP)												1			
Fife	Secondary Care	999 contacted - for information only	162	164	170	169	143	194	165	173	26		2		4		
Fife	Secondary Care	999 contacted. For information only					1			1	240	289	280	167	154		
Fife	Secondary Care	patient advised to attend A & E within 1 hour - for information only								4	10	8	4	3			
Fife	Secondary Care	Patient advised to go to A&E	157	181	172	153	145	153	195	179	26						
Fife	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr	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								17	29	27	14	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	135	103	137	95	134	131	127	129	195	219	246	105	114		
Fife	Secondary Care	Pt advised to go to A&E			1			1			272	361	348	212	188		
Fife	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub					3										
Fife	Secondary Care	Speak to clinician 2 Hrs	14	33	27	30	24	27	21	19	45	42	50	16	23		
Fife	Secondary Care	Speak to clinician 4 Hrs								70	104	110	46	32			
Fife	Secondary Care	Speak to clinician within 4 Hrs	36	43	37	33	33	31	47	37	7			2			
Fife	Self Care/No Partner Action	Contact Breathing Space													2		
Fife	Self Care/No Partner Action	Contact Family Planning Clinic											2				
Fife	Self Care/No Partner Action	Contact Public Health Nurse												1			
Fife	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1											2	2	1	2	
Fife	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1 hour	2	2													
Fife	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24									159	198	141	95	97		
Fife	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 hours	198	155	202	199	182	112	101	118	14						
Fife	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo								2	2	2	2	1			
Fife	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appointment over 24 hour	1		1	2		2		2							
Fife	Self Care/No Partner Action	Dental Nurse - Not Triage/Assessed	7	15	4	3	2	11	5	5	7	11	21	5	5		
Fife	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent								3	5	4		2	2		
Fife	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dentist	2	2	5	2	4	2	1	3							
Fife	Self Care/No Partner Action	Dental Nurse - Self Care	1	1	3	2	1	6	4	1							
Fife	Self Care/No Partner Action	Distress Brief Intervention	9	7	4	3	5	5	12	7	19	12	17	11	11		
Fife	Self Care/No Partner Action	For information only	57	58	54	48	39	56	57	48	65	92	81	54	38		
Fife	Self Care/No Partner Action	Patient give self care advice - For Information Only	132	145	143	135	115	127	159	145	21						
Fife	Self Care/No Partner Action	patient given self care dental advice - for information only								2	4	7	6	1			
Fife	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only					2	2		1							
Fife	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only								1							
Fife	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	2	6	4	4	3	2	3	4	8	12	6	3	1		
Fife	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	7	6	4	7	5	7	11	8	6	6	7	4	5		

Forth Valley	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only		1			1		1		2	6		1
Forth Valley	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only					1			2			1	
Forth Valley	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	4	3	7	1	3	4	3	10	4	6	4	7
Forth Valley	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	3	5	10	1	3	4	12	8	8	17	13	3
Forth Valley	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only	1			1			1		2		1	1
Forth Valley	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	21	15	24	13	25	20	17	19	23	28	31	20
Forth Valley	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	4	6	2	4	2	2	4	3	5	11	6	3
Forth Valley	Self Care/No Partner Action	Pt given self care advice - For Information Only					1				162	255	219	121
Forth Valley	Self Care/No Partner Action	Remote Prescribing					1							98
Forth Valley	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only	10	11	13	13	8	9	23	16	4			
Forth Valley	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only									29	25	27	6
Forth Valley	Self Care/No Partner Action	Untriaged call - OOH Service clinician to phone patient		1					1					10
Forth Valley	Self Care/No Partner Action	Contact Pharmacist												0
Grampian	Not assigned	Not assigned		1										
Grampian	Primary Care	Contact GP Practice within 4 Hours (ASAP)											0	
Grampian	Primary Care	CPN (Dr) to phone patient within 1 Hr	14	17	13	18	13	17	9	16	24	22	16	25
Grampian	Primary Care	CPN (Dr) to phone patient within 2 Hrs	24	21	16	24	47	29	18	24	41	51	35	19
Grampian	Primary Care	DN (Dr) phone patient within 1 Hr	5	4	4	6	4	4	5	1	4	6	15	1
Grampian	Primary Care	DN (Dr) phone patient within 2 Hrs	9	12	11	3	14	8	12	14	19	24	14	8
Grampian	Primary Care	DN (Dr) phone patient within 4 Hrs	20	31	32	23	33	24	31	22	55	54	44	25
Grampian	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)	2	7	4	3	10	3	4	1	1			
Grampian	Primary Care	Dr to phone patient within 2 Hrs (Disputed Outcome)		1	1			1						
Grampian	Primary Care	Dr to phone patient within 4 Hrs (Disputed Outcome)	2	1	4	1	1	2	1					
Grampian	Primary Care	Home Visit within 1 Hr	9	16	11	11	17	12	13	17	21	23	32	16
Grampian	Primary Care	Home Visit within 12 Hrs					1							8
Grampian	Primary Care	Home Visit within 2 Hrs	49	70	63	44	66	70	50	49	83	86	115	43
Grampian	Primary Care	Home Visit within 4 Hrs	59	48	74	69	81	63	65	61	103	119	97	49
Grampian	Primary Care	PCEC within 1 Hr	54	54	49	54	50	58	59	41	91	92	85	74
Grampian	Primary Care	PCEC within 2 Hrs	148	174	182	157	198	161	166	176	266	295	317	195
Grampian	Primary Care	PCEC within 4 Hrs	390	419	381	392	535	414	476	368	756	846	691	457
Grampian	Primary Care	Pt advised to contact practice - For Information Only	14	5	8	10	9	9	7	6	10	18	17	3
Grampian	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only								10	15	4	4	4
Grampian	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only	11	10	8	12	6	7	10	3	3			
Grampian	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only								156	227	225	107	98
Grampian	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	52	107	89	77	96	98	94	107	21			
Grampian	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only								36	63	58	35	34
Grampian	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	83	38	42	38	39	47	46	40	15			
Grampian	Primary Care	Speak to clinician within 1 Hr	21	21	19	19	22	23	23	20	22	35	38	17
Grampian	Primary Care	Speak to clinician within 2 Hrs	19	40	38	29	44	50	36	33	47	77	41	36
Grampian	Primary Care	Speak to clinician within 4 Hrs	75	54	74	71	102	71	86	63	131	122	107	64
Grampian	Primary Care	Triage refused therefore Dr requested to phone patient			1									66
Grampian	Secondary Care	999 contacted - for information only	240	254	238	197	278	243	242	251	43		1	
Grampian	Secondary Care	999 contacted. For information only		1						391	451	414	240	259
Grampian	Secondary Care	patient advised to attend A & E within 1 hour - for information only							4	11	4	4	3	
Grampian	Secondary Care	Patient advised to go to A&E	256	272	257	222	262	255	290	248	44			
Grampian	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr	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								26	37	22	25	25
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	248	276	234	230	244	219	221	221	369	406	414	215
Grampian	Secondary Care	Pt advised to go to A&E									420	589	508	281
Grampian	Secondary Care	Speak to clinician 2 Hrs	60	65	50	50	60	32	55	35	62	77	80	32
Grampian	Secondary Care	Speak to clinician 4 Hrs								127	131	93	68	66
Grampian	Secondary Care	Speak to clinician within 4 Hrs	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												
Grampian	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1											4	2
Grampian	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1 hour	1			2		1	1	2				
Grampian	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24									152	155	136	104
Grampian	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 hours	169	178	172	154	164	111	103	97	21			74
Grampian	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo									1	4		
Grampian	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appointment over 24 hour	1			1	3		2	2				
Grampian	Self Care/No Partner Action	Dental Nurse - Not Triage/Assessed	4	11	7	7	3	17		6	18	8	5	6
Grampian	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent								9	4			1
Grampian	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dentist					3	1	1	2	1	1		

Health Board	Service	Action	Number of contacts										4	1			
			1	2	3	4	5	6	7	8	9	10					
Greater Glasgow & Clyde	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services											4	1			
Greater Glasgow & Clyde	Secondary Care	Speak to clinician 2 Hrs	62	82	75	66	72	78	58	48	111	129	128	64	50		
Greater Glasgow & Clyde	Secondary Care	Speak to clinician 4 Hrs	1	4	1		1					216	256	224	106	102	
Greater Glasgow & Clyde	Secondary Care	Speak to clinician within 4 Hrs	127	129	143	110	126	129	121	125	29						
Greater Glasgow & Clyde	Self Care/No Partner Action	Contact Breathing Space	1				1			1		2		1			
Greater Glasgow & Clyde	Self Care/No Partner Action	Contact Dentist Next Routine Appointment										2					
Greater Glasgow & Clyde	Self Care/No Partner Action	Contact Family Planning Clinic										2					
Greater Glasgow & Clyde	Self Care/No Partner Action	Contact Police											1				
Greater Glasgow & Clyde	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1									3	4	2	2	3		
Greater Glasgow & Clyde	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1 hour	6	1	12	10	8	7	2	5							
Greater Glasgow & Clyde	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24	424	539	526	505	614	428	253	272	353	486	367	265	226		
Greater Glasgow & Clyde	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 hours									47						
Greater Glasgow & Clyde	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo									2	4	2	1			
Greater Glasgow & Clyde	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appointment over 24 hour															
Greater Glasgow & Clyde	Self Care/No Partner Action	Dental Nurse - Contact Pharmacist	1														
Greater Glasgow & Clyde	Self Care/No Partner Action	Dental Nurse - Not Triage/Assessed	19	30	10	18	20	19	8	7	46	34	44	7	17		
Greater Glasgow & Clyde	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent							1			3	6		4	5	
Greater Glasgow & Clyde	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dentist	7	9	10	9	1	6	3	2							
Greater Glasgow & Clyde	Self Care/No Partner Action	Dental Nurse - Self Care	7	4	9	3	10	5	6	3	2						
Greater Glasgow & Clyde	Self Care/No Partner Action	Distress Brief Intervention	22	18	27	24	20	27	23	30	32	43	52	29	20		
Greater Glasgow & Clyde	Self Care/No Partner Action	For information only	157	158	124	151	127	177	108	141	251	342	355	146	137		
Greater Glasgow & Clyde	Self Care/No Partner Action	hub to arrange appointment within 24 hours										1					
Greater Glasgow & Clyde	Self Care/No Partner Action	Not Assessed / Triage Refused						2			1						
Greater Glasgow & Clyde	Self Care/No Partner Action	Patient advised to contact CPN Team - For Info Only			1	1	2		1	1	3						
Greater Glasgow & Clyde	Self Care/No Partner Action	Patient given self care advice - For Information Only	450	453	473	417	443	498	459	449	69						
Greater Glasgow & Clyde	Self Care/No Partner Action	patient given self care dental advice - for information only								5	19	11	11	10			
Greater Glasgow & Clyde	Self Care/No Partner Action	Pt advised to contact appropriate service - For Info Only	1				1		1								
Greater Glasgow & Clyde	Self Care/No Partner Action	Pt advised to contact CPN Team - For Information Only							0		2	6		2			
Greater Glasgow & Clyde	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only	5	4	5		2	1	5	4	5	4		1			
Greater Glasgow & Clyde	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only		3	1	1	2		1		1	2		3			
Greater Glasgow & Clyde	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	4	15	10	11	11	16	12	13	21	11	19	15	13		
Greater Glasgow & Clyde	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	15	14	14	14	19	21	23	20	26	34	22	19	8		
Greater Glasgow & Clyde	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only					2	3		1	3		2	1	1		
Greater Glasgow & Clyde	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	73	82	63	76	83	146	77	86	123	115	115	56	78		
Greater Glasgow & Clyde	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	16	10	8	12	13	18	14	10	15	17	23	22	10		
Greater Glasgow & Clyde	Self Care/No Partner Action	Pt advised to contact Public Health Nurse - For Information	1														
Greater Glasgow & Clyde	Self Care/No Partner Action	Pt given self care advice - For Information Only	1	1			1				621	785	838	463	464		
Greater Glasgow & Clyde	Self Care/No Partner Action	Remote Prescribing		1													
Greater Glasgow & Clyde	Self Care/No Partner Action	Self Care		2								2					
Greater Glasgow & Clyde	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only	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								28	34	29	16	11			
Greater Glasgow & Clyde	Self Care/No Partner Action	Untriaged call - OOH Service clinician to phone patient	1	1													
Highland	Not assigned	(blank)									4	4		1	0		
Highland	Primary Care	Contact GP Practice within 4 Hours (ASAP)															
Highland	Primary Care	CPN (Dr) to phone patient within 1 Hr	8	2	9	10	9	4	3	5	9	15	2	11	7		
Highland	Primary Care	CPN (Dr) to phone patient within 2 Hrs	18	19	11	10	4	8	18	17	20	18	26	8	12		
Highland	Primary Care	DN (Dr) phone patient within 1 Hr	2	1	1	5		1	1	3	2	3		4			
Highland	Primary Care	DN (Dr) phone patient within 2 Hrs	10	2	9	3	5	11	5	4	11	11	13	4	4		
Highland	Primary Care	DN (Dr) phone patient within 4 Hrs	11	10	10	12	5	10	10	17	17	18	10	14	21		
Highland	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)	1		2	1	2	1		4							
Highland	Primary Care	Dr to phone patient within 2 Hrs (Disputed Outcome)															
Highland	Primary Care	Dr to phone patient within 4 Hrs (Disputed Outcome)	1	1					1	1							
Highland	Primary Care	Home Visit within 1 Hr	5	5	11	6	9	6	9	9	14	25	9	8	6		
Highland	Primary Care	Home Visit within 2 Hrs	22	31	25	21	34	29	32	30	39	39	44	13	22		
Highland	Primary Care	Home Visit within 4 Hrs	23	27	19	24	34	34	39	41	54	62	44	24	30		
Highland	Primary Care	Partner to Triage									1						
Highland	Primary Care	PCEC within 1 Hr	23	25	33	24	17	21	31	28	32	59	49	20	24		
Highland	Primary Care	PCEC within 2 Hrs	68	69	90	71	77	89	62	98	99	125	104	67	78		
Highland	Primary Care	PCEC within 4 Hr	176	175	182	160	198	185	185	251	306	310	299	175	194		
Highland	Primary Care	Pt advised to contact practice - For Information Only	2	4	3	7	2	4	1	5	6	2	4		3		
Highland	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only											8		1	5	
Highland	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only	6	3	3	4	5	4	4	2	1						
Highland	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only			1						51	75	70	32	52		
Highland	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	21	43	35	31	27	44	44	32	11						

Highland	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only										14	31	42	12	12
Highland	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only										42	12	17	22	15
Highland	Primary Care	Speak to clinician within 1 Hr										11	12	14	10	11
Highland	Primary Care	Speak to clinician within 2 Hrs										20	29	21	9	17
Highland	Primary Care	Speak to clinician within 4 Hrs										25	38	30	35	43
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										106	92	97	104	82
Highland	Secondary Care	999 contacted. For information only										1	2			
Highland	Secondary Care	patient advised to attend A & E within 1 hour - for information only														
Highland	Secondary Care	Patient advised to go to A&E														
Highland	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr														
Highland	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only										97	84	92	90	88
Highland	Secondary Care	Patient Suitable for MIU 4Hr - Flow Hub to Arrange										12	8	5	6	6
Highland	Secondary Care	Pt advised to go to A&E														
Highland	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub														
Highland	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services														
Highland	Secondary Care	Speak to clinician 2 Hrs														
Highland	Secondary Care	Speak to clinician 4 Hrs														
Highland	Secondary Care	Speak to clinician within 4 Hrs														
Highland	Self Care/No Partner Action	Consult TOXBASE or Local Poisons Centre														
Highland	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24														
Highland	Self Care/No Partner Action	Distress Brief Intervention										5	5	6	5	6
Highland	Self Care/No Partner Action	For information only										34	37	23	19	29
Highland	Self Care/No Partner Action	hub to arrange appointment within 24 hours										61	53	68	75	58
Highland	Self Care/No Partner Action	Hub to arrange contact with Clinician within 1 hour														
Highland	Self Care/No Partner Action	Patient advised to contact CPN Team - For Info Only														
Highland	Self Care/No Partner Action	Patient advised to contact dental advice line - for information only														
Highland	Self Care/No Partner Action	Patient advised to contact dental advice line - Info Only										1	1	3	1	
Highland	Self Care/No Partner Action	Patient advised to contact registered GDP - for information only														
Highland	Self Care/No Partner Action	Patient advised to contact registered GDP - Info Only										9	9	10	12	10
Highland	Self Care/No Partner Action	Patient given self care advice - For Information Only										108	112	98	86	101
Highland	Self Care/No Partner Action	Patient given self care advice - for information only										2	2	2	1	1
Highland	Self Care/No Partner Action	Pt advised to contact appropriate service - For Info Only										1				
Highland	Self Care/No Partner Action	Pt advised to contact CPN Team - For Information Only														
Highland	Self Care/No Partner Action	Pt advised to contact Dentalist - For Information Only														
Highland	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only														
Highland	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only														
Highland	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only										1				
Highland	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only														
Highland	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only										1	1	3	1	
Highland	Self Care/No Partner Action	Pt advised to contact Police - For Information Only														
Highland	Self Care/No Partner Action	Pt given self care advice - For Information Only										15	24	14	14	15
Highland	Self Care/No Partner Action	Triage refused - For Information Only										3	5	7	5	2
Highland	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only										108	112	98	86	101
Highland	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only										2	2	2	1	
Highland	Self Care/No Partner Action	hub to arrange contact with appropriate clinician within 1 hour														
Lanarkshire	Not assigned	Not assigned														
Lanarkshire	Not assigned	(blank)														
Lanarkshire	Primary Care	Contact GP Practice within 36 Hours (Next)														
Lanarkshire	Primary Care	CPN (Dr) to phone patient within 1 Hr										16	14	23	17	15
Lanarkshire	Primary Care	CPN (Dr) to phone patient within 2 Hrs										24	22	19	21	30
Lanarkshire	Primary Care	DN (Dr) phone patient within 1 Hr										1	3	1	2	1
Lanarkshire	Primary Care	DN (Dr) phone patient within 2 Hrs										2	4	4	5	8
Lanarkshire	Primary Care	DN (Dr) phone patient within 4 Hrs										3	7	5	6	7
Lanarkshire	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)										5	6	1	4	6
Lanarkshire	Primary Care	Dr to phone patient within 2 Hrs (Disputed Outcome)										2				
Lanarkshire	Primary Care	Dr to phone patient within 4 Hrs (Disputed Outcome)										1	2			1
Lanarkshire	Primary Care	Home Visit within 1 Hr										11	14	8	10	9
Lanarkshire	Primary Care	Home Visit within 2 Hrs										45	33	47	39	37
Lanarkshire	Primary Care	Home Visit within 4 Hrs										45	44	53	39	56
Lanarkshire	Primary Care	PCEC within 1 Hr										46	54	61	47	43
Lanarkshire	Primary Care	PCEC within 2 Hrs										197	200	192	213	226
Lanarkshire	Primary Care	PCEC within 4 Hrs										474	503	501	494	499

Lanarkshire	Primary Care	Pt advised to contact practice - For Information Only	11	7	6	8	5	10	10	10	16	19	3	13	6
Lanarkshire	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only									2	14	13	5	3
Lanarkshire	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only	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	154	228	251	159	135
Lanarkshire	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	51	122	92	91	106	99	108	104	23				
Lanarkshire	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only		1							45	89	90	42	40
Lanarkshire	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	96	39	55	50	45	38	37	45	12				
Lanarkshire	Primary Care	Speak to clinician within 1 Hr	25	27	23	17	14	27	15	18	51	39	42	20	19
Lanarkshire	Primary Care	Speak to clinician within 2 Hrs	36	38	35	28	34	46	38	35	66	66	78	47	32
Lanarkshire	Primary Care	Speak to clinician within 4 Hrs	68	81	76	65	91	107	71	83	125	149	105	73	73
Lanarkshire	Primary Care	Transport to PCEC within 2 Hrs	2	1		1			2	1					
Lanarkshire	Primary Care	Transport to PCEC within 4 hrs	1			2		2	1	1					
Lanarkshire	Secondary Care	999 - Ambulance (ASAP)											1		
Lanarkshire	Secondary Care	999 contacted - for information only	193	224	231	225	219	249	235	226	38		2		
Lanarkshire	Secondary Care	999 contacted. For information only		1	1	1		1			407	489	407	233	241
Lanarkshire	Secondary Care	patient advised to attend A & E within 1 hour - for information only									8	9	4	5	9
Lanarkshire	Secondary Care	Patient advised to go to A&E	286	317	283	276	240	337	300	297	65				
Lanarkshire	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr	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									34	41	48	18	16
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	153	169	161	129	141	138	137	113	247	333	270	139	152
Lanarkshire	Secondary Care	Pt advised to go to A&E	1		1	1		2			494	663	619	346	332
Lanarkshire	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services											1		
Lanarkshire	Secondary Care	Speak to clinician 2 Hrs	28	42	37	40	24	21	43	19	52	74	53	37	44
Lanarkshire	Secondary Care	Speak to clinician 4 Hrs		1	1			1			106	121	110	79	71
Lanarkshire	Secondary Care	Speak to clinician within 4 Hrs	59	54	64	47	56	84	51	51	11				
Lanarkshire	Self Care/No Partner Action	Contact Breathing Space	1			1						2	1		
Lanarkshire	Self Care/No Partner Action	Contact Dentist Next Routine Appointment											1		
Lanarkshire	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1												2	
Lanarkshire	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1 hour	3	4			2		1	1					
Lanarkshire	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24									212	227	236	141	111
Lanarkshire	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 hours	243	249	235	229	274	227	125	124	21				
Lanarkshire	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo									2	1			
Lanarkshire	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appointment over 24 hour	3	2	2										
Lanarkshire	Self Care/No Partner Action	Dental Nurse - Not Triaged/Assessed	7	17	6	8	6	13	4	4	31	14	24	7	5
Lanarkshire	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent								7	2	2	1		
Lanarkshire	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dentist			2	2	2	1	1	1					
Lanarkshire	Self Care/No Partner Action	Dental Nurse - Self Care	1	2	2	5	7	3	3	2					
Lanarkshire	Self Care/No Partner Action	Distress Brief Intervention	10	17	12	4	6	6	6	12	14	14	25	10	11
Lanarkshire	Self Care/No Partner Action	For information only	54	61	73	53	67	94	60	50	125	134	115	68	64
Lanarkshire	Self Care/No Partner Action	Not Assessed / Triage Refused	2			2									
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	165	194	166	156	174	185	164	182	23				
Lanarkshire	Self Care/No Partner Action	patient given self care dental advice - for information only								6	5	5	8	4	
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						1	2	2		1	1	3
Lanarkshire	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only			1				1				2		
Lanarkshire	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	7	5	5	9	3	8	6	5	18	16	8	7	6
Lanarkshire	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	8	3	8	6	7	5	12	3	12	18	8	4	3
Lanarkshire	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only								2		1			
Lanarkshire	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	29	32	23	31	36	59	32	24	72	41	72	46	31
Lanarkshire	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	9	11	9	4	6	11	10	4	8	23	8	6	8
Lanarkshire	Self Care/No Partner Action	Pt given self care advice - For Information Only			1	1			1	1	302	347	338	192	168
Lanarkshire	Self Care/No Partner Action	Self Care				0									
Lanarkshire	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only	5	11	5	5	12	14	9	7	1				
Lanarkshire	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only									15	18	15	5	10
Lanarkshire	Self Care/No Partner Action	Untriaged call - OOH Service clinician to phone patient							1						
Lothian	Not assigned	(blank)									1	2	6	4	5
Lothian	Primary Care	Contact GP Practice within 36 Hours (Nex						2							
Lothian	Primary Care	CPN (Dr) to phone patient within 1 Hr	22	17	21	20	18	17	9	20	42	43	34	20	16
Lothian	Primary Care	CPN (Dr) to phone patient within 2 Hrs	32	19	26	35	21	23	38	28	55	52	41	25	22
Lothian	Primary Care	DN (Dr) phone patient within 1 Hr	4	5	8	7	4	8	5	2	10	10	7	6	4
Lothian	Primary Care	DN (Dr) phone patient within 2 Hrs	20	19	14	23	12	16	15	11	33	33	16	11	11

Lothian	Primary Care	DN (Dr) phone patient within 4 Hrs	31	40	40	61	33	40	33	42	66	64	61	46	43
Lothian	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)	6	7	8	11	11	12	7	7	1				
Lothian	Primary Care	Dr to phone patient within 2 Hrs (Disputed Outcome)	1		3	3		2		2					
Lothian	Primary Care	Dr to phone patient within 4 Hrs (Disputed Outcome)	4	1	4	12	4	2	2	1	1				
Lothian	Primary Care	Home Visit within 1 Hr	34	28	31	34	28	24	23	26	66	58	46	27	22
Lothian	Primary Care	Home Visit within 2 Hrs	82	73	79	92	82	83	69	86	133	156	105	63	71
Lothian	Primary Care	Home Visit within 4 Hrs	93	83	90	119	82	81	92	110	157	185	137	80	87
Lothian	Primary Care	PCEC within 1 Hr	69	84	78	90	72	90	79	77	141	175	148	96	99
Lothian	Primary Care	PCEC within 12 Hrs											1		
Lothian	Primary Care	PCEC within 2 Hrs	278	289	312	353	331	282	301	273	495	602	558	351	354
Lothian	Primary Care	PCEC within 4 Hrs	806	757	835	1057	790	775	802	846	1396	1502	1323	778	844
Lothian	Primary Care	Pt advised to contact practice - For Information Only	15	20	16	24	18	20	20	18	20	31	21	19	24
Lothian	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only									14	4	28	9	9
Lothian	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only	15	16	12	15	13	19	15	13	5				
Lothian	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only						1			331	393	493	256	239
Lothian	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	128	211	198	202	171	213	222	212	53				
Lothian	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only	200	84	88	90	84	82	81	80	29				
Lothian	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	37	34	34	42	25	51	40	32	76	96	55	30	36
Lothian	Primary Care	Speak to clinician within 1 Hr	61	48	78	78	66	47	60	47	97	121	99	53	50
Lothian	Primary Care	Speak to clinician within 2 Hrs	141	118	128	184	121	140	128	99	183	184	152	103	87
Lothian	Primary Care	Speak to clinician within 4 Hrs	2	1	2	2	6			1					
Lothian	Primary Care	Transport to PCEC within 2 Hrs	2	2	4	1	4			1					
Lothian	Primary Care	Transport to PCEC within 4 hrs													
Lothian	Primary Care	Triage refused therefore Dr requested to phone patient							1						
Lothian	Secondary Care	999 - Ambulance (ASAP)							2						
Lothian	Secondary Care	999 contacted - for information only	294	362	348	389	324	342	349	345	75	2			
Lothian	Secondary Care	999 contacted. For information only			1			1	1	540	655	569	318	346	
Lothian	Secondary Care	patient advised to attend A & E within 1 hour - for information only							8	14	21	12	6		
Lothian	Secondary Care	Patient advised to go to A&E	550	519	563	466	489	564	502	512	92				
Lothian	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr	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			45	77	63	37	27
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	477	469	519	453	451	406	456	445	751	801	739	405	378
Lothian	Secondary Care	Pt advised to go to A&E	1		2	2			1		751	971	976	541	476
Lothian	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub			1									1	
Lothian	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services													
Lothian	Secondary Care	Speak to clinician 2 Hrs	87	73	85	84	82	62	77	68	101	139	119	57	65
Lothian	Secondary Care	Speak to clinician 4 Hrs								200	249	242	117	112	
Lothian	Secondary Care	Speak to clinician within 4 Hrs	124	138	128	115	125	148	149	126	19				
Lothian	Self Care/No Partner Action	Contact Breathing Space					1						1		
Lothian	Self Care/No Partner Action	Contact Dentist within 24 Hours											1		
Lothian	Self Care/No Partner Action	Contact Family Planning Clinic										2			
Lothian	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1										3		2	
Lothian	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1 hour	5		7	4			4	1	2				
Lothian	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24								335	342	268	194	185	
Lothian	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 hours	338	384	460	363	392	233	189	209	29			2	2
Lothian	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo													
Lothian	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appointment over 24 hour	2	6	1	5	5	3	9		2				
Lothian	Self Care/No Partner Action	Dental Nurse - Not Triage/Assessed	15	37	9	10	10	25	9	12	38	15	21	10	9
Lothian	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent													
Lothian	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dentist	6	4	6	5	3	4	3	4					
Lothian	Self Care/No Partner Action	Dental Nurse - Self Care	6	5	10	5	8	8	6	4	2				
Lothian	Self Care/No Partner Action	Distress Brief Intervention	15	19	28	19	21	16	19	15	34	38	39	21	22
Lothian	Self Care/No Partner Action	For information only	117	124	116	112	95	111	102	122	202	196	217	113	93
Lothian	Self Care/No Partner Action	Not Assessed / Triage Refused					6								
Lothian	Self Care/No Partner Action	Patient advised to contact CPN Team - For Info Only													
Lothian	Self Care/No Partner Action	Patient given self care advice - For Information Only	317	342	303	340	327	357	317	253	50				
Lothian	Self Care/No Partner Action	patient give self care dental advice - for information only								6	8	18	8	14	
Lothian	Self Care/No Partner Action	Pt advised to contact appropriate service - For Info Only					1								
Lothian	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only	1	1	2	3	2	3	1	1	2	2	5	1	
Lothian	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only			1		1		1	2	2		2	1	2
Lothian	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	11	16	10	16	18	13	22	14	18	37	15	12	10
Lothian	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	21	19	12	24	9	13	20	17	32	25	35	17	16

Not assigned	Secondary Care	Accident & Emergency / MIU within 4 Hour							1		59		8
Not assigned	Secondary Care	Accident & Emergency (ASAP)									78		54
Not assigned	Self Care/No Partner Action	Contact Dentist Next Routine Appointment									9		
Not assigned	Self Care/No Partner Action	Contact Dentist within 24 Hours									27		3
Not assigned	Self Care/No Partner Action	Contact Police									11		5
Not assigned	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1									1		
Not assigned	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24									2		142
Not assigned	Self Care/No Partner Action	Dental Nurse - Not Triage/Assessed									16		
Not assigned	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent									2		
Not assigned	Self Care/No Partner Action	For information only									1		1
Not assigned	Self Care/No Partner Action	Not Assessed / Triage Refused									1		
Not assigned	Self Care/No Partner Action	patient given self care dental advice - for information only									116		61
Not assigned	Self Care/No Partner Action	Pt given self care advice - For Information Only									4		49
Not assigned	Self Care/No Partner Action	Self Care							1		4		1
Not assigned	Self Care/No Partner Action	Contact Pharmacist									5		87
Not assigned	Self Care/No Partner Action	Contact Midwife									9		3
Not assigned	Self Care/No Partner Action	Contact Optician									3		1
Not assigned	Self Care/No Partner Action	Routine Appointment with Dentist									1		1

Care Group	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	09/11/2025	16/11/2025	23/11/2025
PCARE	11042	11357	11701	11668	11868	12937	12082	11751	10486	10318	11044	11729	11783
SCARE	7782	8115	8122	7435	7634	8041	7668	7380	7346	7407	7314	7766	7490
SLFC_NPA	5291	5626	5432	5276	5547	5067	4420	4357	4014	3982	4266	4471	4277
Not assigned	903	1477	1251	1433	1414	387	11	14	74	0	157	243	208
Total	25018	26575	26506	25812	26463	26432	24181	23502	21920	21707	22781	24209	23758

Care Group	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	09/11/2025	16/11/2025	23/11/2025
PCARE	44.14%	42.74%	44.14%	45.20%	44.85%	48.94%	49.96%	50.00%	47.84%	47.53%	48.48%	48.45%	49.60%
SCARE	31.11%	30.54%	30.64%	28.80%	28.85%	30.42%	31.71%	31.40%	33.51%	34.12%	32.11%	32.08%	31.53%
SLFC_NPA	21.15%	21.17%	20.49%	20.44%	20.96%	19.17%	18.28%	18.54%	18.31%	18.34%	18.73%	18.47%	18.00%
Not assigned	3.61%	5.56%	4.72%	5.55%	5.34%	1.46%	0.05%	0.06%	0.34%	0.00%	0.69%	1.00%	0.88%

Calendar day	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	03/11/2025	04/11/2025	05/11/2025	06/11/2025	07/11/2025	08/11/2025	09/11/2025	10/11/2025	11/11/2025	12/11/2025	13/11/2025	14/11/2025	15/11/2025	16/11/2025	17/11/2025	18/11/2025	19/11/2025	20/11/2025	21/11/2025	22/11/2025	23/11/2025
Overall Call Volume	392	473	374	386	361	349	390	507	416	403	391	407	361	404	478	449	376	422	379	377	340	406	434	361	300	330	359	354	452	517
Overall Calls Connected	348	419	332	319	267	286	270	352	344	300	335	357	320	307	339	339	322	316	285	289	280	367	381	312	268	302	272	249	356	441
Median Time to Answer	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:00:21	00:01:58	00:02:09	00:01:42	00:00:09	00:00:09	00:01:21	00:02:22	00:00:09	00:00:09	00:00:11	00:01:39	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:02:16	00:00:09	00:00:09	
90th Percentile Time to Answer	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	00:13:38	00:11:28	00:06:45	00:10:58	00:18:36	00:36:23	00:13:21	00:09:43	00:16:55	00:27:10	00:17:33	00:12:53	00:06:22	00:10:04	00:05:38	00:08:39	00:02:05	00:15:48	00:27:11	00:16:27	00:10:43

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

Week Endng Date	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	09/11/2025	16/11/2025	23/11/2025
Overall Call Volume	2846	2837	2599	2793	2866	2913	2979	2840	2778	2783	2893	2734	2673
Overall Calls Connected	2223	2383	2166	2178	2406	2562	2392	2392	2191	2170	2297	2240	2200
Median Time to Answer	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	00:00:09	00:00:09	00:00:09
90th Percentile Time to Answer	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	00:15:13	00:14:11	00:12:46

Please note the Mental Health Hub figures are a subset.

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

