

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: 07/09/2025 to 30/11/2025

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	Defintion	Format
Overall Call Volume	The total number of calls made to the NHS 24 Service. As well as answered and abandoned calls the figure includes ringback requests.	Number
Overall Connected	Calls which are picked up by NHS 24 skillsets, includes successful ringback attempts from the Virtual Queue.	Number
Median Time to Answer	The time in which 50% of patients are answered by 111 service.	hh:mm:ss
Time to Answer 90% of Calls	The time in which 90% of patients are answered by 111 service.	hh:mm:ss
Caller Discontinued	Percentage of callers where source number abandons at least twice after 5 minute threshold with no call answered within a calendar day.	Percentage
Overall Avg Patient Journey	Mean Time of when calls enter queue for advisor (when phone starts ringing for an advisor) - to when the final endpoint is entered indicating that the triage from NHS 24 is complete or when call is abandoned.	hh:mm:ss
Triaged at First Contact	Based on Contact Records (episode of care) - this percentage monitors the number of records which are triaged on the initial inbound call without need for calling patient back.	Percentage
Health Board	The Health Board where the patient / endpoint data is sent.	Text
Primary Care (PCARE)	This measure reports the proportion of 111 calls where the outcome is a direct referral to Out of Hours service, such as GP Telephone Advice or attending Urgent Care Centre to see a GP. This also includes advice to Contact Own GP with no onward referral to rest of system.	Number
Secondary Care (SCARE)	This measure will report the proportion of 111 calls where the outcome is direct referral to Emergency Departments/Minor Injury Unit, referral into Flow Navigation Centre (FNC) for further virtual consultation, or 999 referral to Scottish Ambulance Service.	Number
Self Care/No Partner Action (SLFC_NPA)	This measure will report the proportion of 111 calls where the outcome is direct self-care by NHS 24 or where the outcomes is advice to contact another health care professional, including pharmacist, optometrist, dentist and midwife.	Number

Calendar day	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	24/11/2025	25/11/2025	26/11/2025	27/11/2025	28/11/2025	29/11/2025	30/11/2025
Overall Call Volume	3661	3494	3198	3308	3424	6882	6791	3515	3336	3254	3071	3021	6889	6718	3482	3052	3042	3090	3311	7551	7527	3895	3545	3494	3488	3459	7492	7542
Overall Calls Connected	3096	2952	2727	2782	2782	5190	5711	2953	2818	2775	2649	2496	6006	5934	2970	2766	2561	2625	2520	6010	6074	3097	2867	2774	2662	2594	5778	5955
Caller Discontinued	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%	0.46%	0.43%	0.46%	0.19%	0.58%	0.85%	0.73%
Overall Avg Patient Journey Time	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	00:43:29	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	00:40:50	00:43:53	00:42:46	00:42:07	00:47:21	01:14:48	01:08:25
Triaged at First Contact %	96.00%	97.00%	96.00%	97.00%	94.00%	93.00%	94.00%	97.00%	97.00%	96.00%	96.00%	94.00%	92.00%	94.00%	96.00%	97.00%	97.00%	97.00%	95.00%	92.00%	94.00%	97.00%	97.00%	97.00%	97.00%	96.00%	93.00%	95.00%
Median Time to Answer	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	00:19:06	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	00:15:09	00:12:26	00:19:01	00:20:45	00:15:13	01:01:30	00:53:38
95th Percentile Time to Answer	00:49:58	00:38:16	00:24:24	00:45:45	00:54:55	02:59:32	00:56:46	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	00:49:20	00:57:08	00:49:13	00:49:53	01:21:32	01:27:49	01:34:12

Week Ending Date	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	30/11/2025
Overall Call Volume	30144	29976	30860	30675	31618	30752	29505	30154	31127	30758	29804	31055	32915
Overall Calls Connected	25363	25062	24072	25292	27268	25231	25289	24808	25340	25240	25631	25526	25727
Caller Discontinued	0.22%	0.20%	0.48%	0.25%	0.18%	0.27%	0.12%	0.26% *	0.27%	0.52%	0.20%	0.35%	0.56%
Overall Avg Patient Journey Time	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	00:56:34
Triaged at First Contact %	94.49%	95.30%	94.42%	94.62%	94.29%	95.62%	95.64%	93.00% *	94.00%	95.00%	94.00%	95.00%	95.00%
Median Time to Answer	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	00:33:25
90th Percentile Time to Answer	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	01:21:07

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

Health Board	Care Group	Endpoint	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	30/11/2025
NHS Ayrshire & Arran	Not assigned	Not assigned	2	2						0	2				
NHS Ayrshire & Arran	Not assigned	(blank)				0									
NHS Ayrshire & Arran	Primary Care	Contact GP Practice within 4 Hours (ASAP													
NHS Ayrshire & Arran	Primary Care	CPN (Dr) to phone patient within 1 Hr	12	14	12	13	15	14	12	11	7	9	10	2	14
NHS Ayrshire & Arran	Primary Care	CPN (Dr) to phone patient within 2 Hrs	17	14	13	18	16	22	14	25	17	16	12	7	15
NHS Ayrshire & Arran	Primary Care	DN (Dr) phone patient within 1 Hr	1		1	3		1	2	1	2	1	2	1	
NHS Ayrshire & Arran	Primary Care	DN (Dr) phone patient within 2 Hrs	2		2	3	2	2	5	4	2	4		3	5
NHS Ayrshire & Arran	Primary Care	DN (Dr) phone patient within 4 Hrs	8	4	7	6	4	2	4	5	6	5	6	3	4
NHS Ayrshire & Arran	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)	1	1	1			1	2						
NHS Ayrshire & Arran	Primary Care	Dr to phone patient within 2 Hrs (Disputed Outcome)				1	1								
NHS Ayrshire & Arran	Primary Care	Dr to phone patient within 4 Hrs (Disputed Outcome)			1	1			1						
NHS Ayrshire & Arran	Primary Care	Home Visit within 1 Hr	7	9	13	8	14	8	13	8	8	8	8	11	9
NHS Ayrshire & Arran	Primary Care	Home Visit within 2 Hrs	28	33	31	39	36	37	38	32	27	24	30	35	36
NHS Ayrshire & Arran	Primary Care	Home Visit within 4 Hrs	44	39	58	49	43	45	42	36	40	42	45	50	45
NHS Ayrshire & Arran	Primary Care	Partner to Triage								1					1
NHS Ayrshire & Arran	Primary Care	PCEC within 1 Hr	29	43	29	40	42	40	21	45	30	45	54	41	45
NHS Ayrshire & Arran	Primary Care	PCEC within 2 Hrs	132	128	161	150	139	165	134	115	111	139	160	156	148
NHS Ayrshire & Arran	Primary Care	PCEC within 4 Hrs	292	317	457	455	271	290	329	292	284	263	341	343	363
NHS Ayrshire & Arran	Primary Care	Pt advised to contact practice - For Information Only	2	8	10	4	6	9	7	7	2	3	4	7	6
NHS Ayrshire & Arran	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only	1	3	2	1		1	7	3	1	5	1	2	5
NHS Ayrshire & Arran	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only	1	2		3	5		2	1					
NHS Ayrshire & Arran	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only	37	19	18	31	43	33	41	47	74	75	67	68	63
NHS Ayrshire & Arran	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	13	12	14	15	14	15	22	23					
NHS Ayrshire & Arran	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only	28	28	19	13	34	33	26	12	11	20	12	15	20
NHS Ayrshire & Arran	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	2	8	6	8	7	9	3	3					
NHS Ayrshire & Arran	Primary Care	Speak to clinician within 1 Hr	12	29	19	21	9	15	9	20	13	14	10	14	13
NHS Ayrshire & Arran	Primary Care	Speak to clinician within 2 Hrs	26	25	38	35	21	18	27	13	15	18	26	13	20
NHS Ayrshire & Arran	Primary Care	Speak to clinician within 4 Hrs	43	51	131	86	42	41	41	40	48	42	43	35	43
NHS Ayrshire & Arran	Primary Care	Contact Primary Care within 1 Hour (imme								0					
NHS Ayrshire & Arran	Secondary Care	999 - Ambulance (ASAP)												1	1
NHS Ayrshire & Arran	Secondary Care	999 contacted - For information only	31	19	25	54	25	23	95	33	1	1			
NHS Ayrshire & Arran	Secondary Care	999 contacted. For information only	186	194	187	167	196	220	84	134	148	152	140	184	156
NHS Ayrshire & Arran	Secondary Care	Accident & Emergency / MIU within 4 Hour		0											
NHS Ayrshire & Arran	Secondary Care	patient advised to attend A & E within 1 hour - for information only								4		1	3	6	2
NHS Ayrshire & Arran	Secondary Care	Patient advised to go to A&E	25	17	16	43	12	24	88	22					
NHS Ayrshire & Arran	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr	1	2	1	2	1	5	9	4					
NHS Ayrshire & Arran	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only	27	20	16	21	31	20	18	15	14	15	18	12	13
NHS Ayrshire & Arran	Secondary Care	Patient suitable for MIU 4Hr - Flow Hub to arrange	114	90	98	105	82	74	90	81	75	83	74	75	71
NHS Ayrshire & Arran	Secondary Care	Pt advised to go to A&E	212	234	190	172	247	224	108	144	187	168	179	181	140
NHS Ayrshire & Arran	Secondary Care	Speak to clinician 2 Hrs	24	20	30	24	16	23	23	20	11	15	9	10	20
NHS Ayrshire & Arran	Secondary Care	Speak to clinician 4 Hrs	48	41	47	33	54	54	22	40	39	36	35	39	35
NHS Ayrshire & Arran	Secondary Care	Speak to clinician within 4 Hrs	3	2	3	6	3	5	12	6					
NHS Ayrshire & Arran	Self Care/No Partner Action	Contact Breathing Space		1											
NHS Ayrshire & Arran	Self Care/No Partner Action	Contact Family Planning Clinic	1	1			1	1							
NHS Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1												1	
NHS Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1 hour	2	1											
NHS Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24							0	75	76	64	76	64	63
NHS Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 hours	169	134	182	170	82	94	82	6					
NHS Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appointment over 24 hour	1	1	1	2	1		2						
NHS Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Not Triaged/Assessed	17	1	3	3	4	1	3	14	3	8	3		2
NHS Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent						1		0	1		1		1
NHS Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dentist	4	2	1	1	2								
NHS Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Self Care		2	3	1	2	1	1	1					
NHS Ayrshire & Arran	Self Care/No Partner Action	Distress Brief Intervention	4	5	5	14	6	2	5	8	11	4	4	8	5
NHS Ayrshire & Arran	Self Care/No Partner Action	For Information Only	27	51	41	51	42	47	35	38	24	40	39	33	20
NHS Ayrshire & Arran	Self Care/No Partner Action	Patient advised to contact CPN Team - For Info Only	1	1				2	1						
NHS Ayrshire & Arran	Self Care/No Partner Action	Patient given self care advice - For Information Only	41	51	58	66	61	63	79	22					
NHS Ayrshire & Arran	Self Care/No Partner Action	Patient given self care dental advice - For Information Only								2	1	4	5	1	
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only			1		3	2		2					
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only													1
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	3	5	4	6	3	1	3	5	4		3	6	3
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	1	5	5	2	4	5		5	3	2	3	3	1
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only									1				

NHS Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	19	11	31	29	13	17	9	16	13	16	17	11	22
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	4	3	5	4	3	3	7	9	5		5	7	2
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt given self care advice - For Information Only	38	49	53	48	37	50	40	89	99	81	104	126	117
NHS Ayrshire & Arran	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only	3	3	4	6	4	7	3						
NHS Ayrshire & Arran	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only	5		7	3	1	1	2	8	2	5	4	5	6
NHS Borders	Primary Care	CPN (Dr) to phone patient within 1 Hr	3	1	7	2	1	6	6	2	4	4	4	6	4
NHS Borders	Primary Care	CPN (Dr) to phone patient within 2 Hrs	4	2	6	8	7	13	8	2	3	7	9	10	4
NHS Borders	Primary Care	DN (Dr) phone patient within 1 Hr	2		2	2	3	3	2	1	3	1	2		1
NHS Borders	Primary Care	DN (Dr) phone patient within 2 Hrs	3	7	2	6	5	7	10	2	2	6	3	2	
NHS Borders	Primary Care	DN (Dr) phone patient within 4 Hrs	7	13	12	9	16	11	20	19	10	9	16	20	16
NHS Borders	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)	1	1	1		1								
NHS Borders	Primary Care	Dr to phone patient within 2 Hrs (Disputed Outcome)	1	1		1			1						
NHS Borders	Primary Care	Home Visit within 1 Hr		1		2	5	7		1	4	2		1	6
NHS Borders	Primary Care	Home Visit within 2 Hrs	10	8	16	15	9	12	7	10	8	11	4	3	9
NHS Borders	Primary Care	Home Visit within 4 Hrs	11	13	12	12	14	12	22	14	14	7	12	16	10
NHS Borders	Primary Care	PCEC within 1 Hr	9	6	7	3	13	8	7	12	4	12	7	12	5
NHS Borders	Primary Care	PCEC within 2 Hrs	27	28	21	27	13	21	27	25	37	21	38	30	34
NHS Borders	Primary Care	PCEC within 4 Hrs	53	55	56	70	59	62	70	65	58	44	67	86	54
NHS Borders	Primary Care	Pt advised to contact practice - For Information Only	4	1		2	2	1	2	2	3			1	1
NHS Borders	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only									2	3	2		
NHS Borders	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only		3	2	2	5	1	2						
NHS Borders	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only								19	30	17	30	23	15
NHS Borders	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	19	24	11	17	19	19	18	4					
NHS Borders	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only								3	9	9	6	3	8
NHS Borders	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	12	11	7	9	10	8	6	1					
NHS Borders	Primary Care	Speak to clinician within 1 Hr	4	1	2	3	4	7	3	3	5	2	5	3	3
NHS Borders	Primary Care	Speak to clinician within 2 Hrs	11	5	3	5	5	5	9	3	7	1	5	5	9
NHS Borders	Primary Care	Speak to clinician within 4 Hrs	12	8	16	8	11	9	13	10	10	9	9	12	7
NHS Borders	Secondary Care	999 contacted - For information only	60	39	39	55	60	40	47	9					1
NHS Borders	Secondary Care	999 contacted. For information only								37	46	55	49	46	53
NHS Borders	Secondary Care	patient advised to attend A & E within 1 hour - for information only								1	2	2		1	
NHS Borders	Secondary Care	Patient advised to go to A&E	53	42	45	49	42	45	44	6					
NHS Borders	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr	10	5	7	6	6	3	1						
NHS Borders	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only								3	6	3	3	8	6
NHS Borders	Secondary Care	Patient suitable for MIU 4Hr - Flow Hub to arrange	37	59	53	51	45	41	44	53	42	36	43	29	33
NHS Borders	Secondary Care	Pt advised to go to A&E								36	57	51	57	49	43
NHS Borders	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub				1									
NHS Borders	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services										1			
NHS Borders	Secondary Care	Speak to clinician 2 Hrs	8	9	14	14	18	15	6	9	16	10	12	9	5
NHS Borders	Secondary Care	Speak to clinician 4 Hrs								14	15	14	11	12	19
NHS Borders	Secondary Care	Speak to clinician within 4 Hrs	12	16	19	14	10	12	9	2					
NHS Borders	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1 hour						1							
NHS Borders	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24								14	16	13	23	20	13
NHS Borders	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 hours	24	26	31	26	18	19	13	1					
NHS Borders	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo									1				
NHS Borders	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appointment over 24 hour		2	2		1								
NHS Borders	Self Care/No Partner Action	Dental Nurse - Not Triaged/Assessed				2	1			1	2			1	
NHS Borders	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dentist	1												
NHS Borders	Self Care/No Partner Action	Dental Nurse - Self Care		1				1	1						
NHS Borders	Self Care/No Partner Action	Distress Brief Intervention		2	4	3	1	1	3	1	2	1	4		1
NHS Borders	Self Care/No Partner Action	For Information Only	6	7	9	14	15	22	11	18	9	16	12	11	9
NHS Borders	Self Care/No Partner Action	Patient advised to contact CPN Team - For Info Only		1					1						
NHS Borders	Self Care/No Partner Action	Patient given self care advice - For Information Only	41	26	28	40	39	29	35	6					
NHS Borders	Self Care/No Partner Action	Patient given self care dental advice - For Information Only										2		2	
NHS Borders	Self Care/No Partner Action	Pt advised to contact CPN Team - For Information Only									1		1	1	
NHS Borders	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only		1											
NHS Borders	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	1		1	3	1	2	2		2	1	1	1	
NHS Borders	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	3	4	2		1	3	1	2		3	1	1	3
NHS Borders	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only				1									
NHS Borders	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	4	4	1	1	4	5	4	4	3	2	2	5	6
NHS Borders	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	2	1	1	1	2	2	2		4				
NHS Borders	Self Care/No Partner Action	Pt given self care advice - For Information Only								25	41	24	38	35	31
NHS Borders	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only	1	1	2	4		2							
NHS Borders	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only									3		3	1	2

NHS Dumfries & Galloway	Primary Care	CPN (Dr) to phone patient within 1 Hr	3	2	1	5	1	6	1	4	1	8	3	2	8
NHS Dumfries & Galloway	Primary Care	CPN (Dr) to phone patient within 2 Hrs	10	2	5	6	7	5	4	9	9	3	5	9	7
NHS Dumfries & Galloway	Primary Care	DN (Dr) phone patient within 1 Hr	3	2	2	2	2	1	5	1	2	2	2	4	4
NHS Dumfries & Galloway	Primary Care	DN (Dr) phone patient within 2 Hrs	10	7	5	4	11	12	10	4	6	4	6	4	3
NHS Dumfries & Galloway	Primary Care	DN (Dr) phone patient within 4 Hrs	17	26	10	23	19	30	31	23	15	16	22	22	16
NHS Dumfries & Galloway	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)			1	1									
NHS Dumfries & Galloway	Primary Care	Dr to phone patient within 2 Hrs (Disputed Outcome)					1								
NHS Dumfries & Galloway	Primary Care	Dr to phone patient within 4 Hrs (Disputed Outcome)		1											
NHS Dumfries & Galloway	Primary Care	Home Visit within 1 Hr	5		2	4	2	2	2	2	3	3	1	9	3
NHS Dumfries & Galloway	Primary Care	Home Visit within 2 Hrs	10	13	15	12	15	14	13	10	9	10	12	13	12
NHS Dumfries & Galloway	Primary Care	Home Visit within 4 Hrs	19	11	11	17	19	18	11	19	12	13	9	13	21
NHS Dumfries & Galloway	Primary Care	PCEC within 1 Hr	13	12	9	8	6	14	16	10	11	10	10	15	8
NHS Dumfries & Galloway	Primary Care	PCEC within 2 Hrs	34	39	31	38	42	38	47	37	35	42	56	29	44
NHS Dumfries & Galloway	Primary Care	PCEC within 4 Hrs	83	86	84	77	76	69	122	92	80	75	83	89	92
NHS Dumfries & Galloway	Primary Care	Pt advised to contact practice - For Information Only	1	1		2	3		2		3	1		2	
NHS Dumfries & Galloway	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only								1	1			4	2
NHS Dumfries & Galloway	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only				1	1	1							
NHS Dumfries & Galloway	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only								10	18	15	27	15	17
NHS Dumfries & Galloway	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	14	12	10	9	18	22	15	10					
NHS Dumfries & Galloway	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only								1	9	9	5	3	4
NHS Dumfries & Galloway	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	8	12	13	7	7	7	4	2					
NHS Dumfries & Galloway	Primary Care	Speak to clinician within 1 Hr	1	4	6	4	3	1	4	5	3	3	4	5	6
NHS Dumfries & Galloway	Primary Care	Speak to clinician within 2 Hrs	8	13	9	6	8	12	12	9	4	8	4	9	8
NHS Dumfries & Galloway	Primary Care	Speak to clinician within 4 Hrs	13	13	21	22	18	23	24	13	17	21	8	11	15
NHS Dumfries & Galloway	Primary Care	Transport to PCEC within 2 Hrs				1									
NHS Dumfries & Galloway	Primary Care	Transport to PCEC within 4 hrs	1	1		1	1								
NHS Dumfries & Galloway	Secondary Care	999 contacted - For information only	47	62	45	44	50	41	51	10					
NHS Dumfries & Galloway	Secondary Care	999 contacted. For information only								30	70	61	56	49	46
NHS Dumfries & Galloway	Secondary Care	patient advised to attend A & E within 1 hour - for information only								2	1			0	
NHS Dumfries & Galloway	Secondary Care	Patient advised to go to A&E	45	47	41	46	46	38	46	12					
NHS Dumfries & Galloway	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr	3	4	5	5	5	5	2						
NHS Dumfries & Galloway	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only								5	7	2	2	2	3
NHS Dumfries & Galloway	Secondary Care	Patient suitable for MIU 4Hr - Flow Hub to arrange	18	21	10	9	9	11	14	13	16	8	12	8	9
NHS Dumfries & Galloway	Secondary Care	Pt advised to go to A&E								31	61	56	55	47	42
NHS Dumfries & Galloway	Secondary Care	Speak to clinician 2 Hrs	3	5	3	7	3	3	3		3	2	2	4	3
NHS Dumfries & Galloway	Secondary Care	Speak to clinician 4 Hrs								3	9	14	10	10	12
NHS Dumfries & Galloway	Secondary Care	Speak to clinician within 4 Hrs	8	5	9	11	9	8	13	2					
NHS Dumfries & Galloway	Self Care/No Partner Action	Contact Family Planning Clinic									1				
NHS Dumfries & Galloway	Self Care/No Partner Action	Contact Public Health Nurse										1			
NHS Dumfries & Galloway	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24								29	36	23	33	28	25
NHS Dumfries & Galloway	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 hours	61	67	84	81	36	41	46	1					
NHS Dumfries & Galloway	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appointment over 24 hour				1									
NHS Dumfries & Galloway	Self Care/No Partner Action	Dental Nurse - Not Triaged/Assessed	1	1	1	3	2		1	2		1	3	1	2
NHS Dumfries & Galloway	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent													1
NHS Dumfries & Galloway	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dentist			1			1							
NHS Dumfries & Galloway	Self Care/No Partner Action	Dental Nurse - Self Care	1			1		1	1						
NHS Dumfries & Galloway	Self Care/No Partner Action	Distress Brief Intervention	5	2	2	1	6	3	1	2	5	3	2	4	1
NHS Dumfries & Galloway	Self Care/No Partner Action	For Information Only	10	12	14	15	12	6	7	10	9	11	12	11	7
NHS Dumfries & Galloway	Self Care/No Partner Action	Patient given self care advice - For Information Only	44	38	36	35	33	34	24	2					
NHS Dumfries & Galloway	Self Care/No Partner Action	Patient given self care dental advice - For Information Only									1				
NHS Dumfries & Galloway	Self Care/No Partner Action	Pt advised to contact appropriate service - For Info Only								1					
NHS Dumfries & Galloway	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only		1					1						
NHS Dumfries & Galloway	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only											1		
NHS Dumfries & Galloway	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only		2		1	2				2				
NHS Dumfries & Galloway	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only		1		1	3			2		1	1	5	1
NHS Dumfries & Galloway	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only	1								1				
NHS Dumfries & Galloway	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	6	5	4	2	3	6	6	4	4	5	4	7	8
NHS Dumfries & Galloway	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	1	1	2		2		1	1	3			1	1
NHS Dumfries & Galloway	Self Care/No Partner Action	Pt given self care advice - For Information Only								28	23	28	29	47	39
NHS Dumfries & Galloway	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only	1	1	1	1	2	4	1						
NHS Dumfries & Galloway	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only									2	2	1	1	1
NHS Dumfries & Galloway	Self Care/No Partner Action	Untriaged call - OOH Service clinician to phone patient					1								
NHS Fife	Not assigned	Not assigned		1											
NHS Fife	Not assigned	(blank)										2			

NHS Fife	Primary Care	Contact GP Practice within 36 Hours (Nex				1									
NHS Fife	Primary Care	Contact GP Practice within 4 Hours (ASAP					1								
NHS Fife	Primary Care	CPN (Dr) to phone patient within 1 Hr	14	13	18	13	10	16	19	10	10	16	16	10	11
NHS Fife	Primary Care	CPN (Dr) to phone patient within 2 Hrs	19	16	11	26	16	17	15	25	17	18	20	24	23
NHS Fife	Primary Care	DN (Dr) phone patient within 1 Hr	5	6	7	4	6	3	5	3	5	8	3	5	6
NHS Fife	Primary Care	DN (Dr) phone patient within 2 Hrs	19	13	17	12	8	17	19	12	6	12	7	10	8
NHS Fife	Primary Care	DN (Dr) phone patient within 4 Hrs	39	41	33	49	38	50	43	34	36	35	42	32	43
NHS Fife	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)	3	1	4	3	3	3	3						
NHS Fife	Primary Care	Dr to phone patient within 2 Hrs (Disputed Outcome)	1	1	2	1									
NHS Fife	Primary Care	Dr to phone patient within 4 Hrs (Disputed Outcome)	1	1		2	1	1							
NHS Fife	Primary Care	Home Visit within 1 Hr	7	9	14	9	12	14	6	10	11	8	8	4	1
NHS Fife	Primary Care	Home Visit within 2 Hrs	30	37	43	41	31	48	29	28	36	22	28	24	25
NHS Fife	Primary Care	Home Visit within 4 Hrs	31	32	38	35	50	57	55	43	29	30	38	43	35
NHS Fife	Primary Care	PCEC within 1 Hr	42	38	43	39	42	38	31	35	39	39	41	49	46
NHS Fife	Primary Care	PCEC within 2 Hrs	127	156	124	138	139	168	109	103	125	121	124	150	130
NHS Fife	Primary Care	PCEC within 4 Hrs	307	342	323	307	325	518	296	257	235	250	284	306	342
NHS Fife	Primary Care	Pt advised to contact practice - For Information Only	10	6	6	9	10	6	5	4	6	6	6	6	6
NHS Fife	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only								1	3	8	6	2	3
NHS Fife	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only	8	9	6	7	5	6	5	1					
NHS Fife	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only								58	75	73	98	84	84
NHS Fife	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	72	63	60	60	78	101	67	23					
NHS Fife	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only								15	31	25	20	19	16
NHS Fife	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	25	47	40	38	25	21	35	11					
NHS Fife	Primary Care	Speak to clinician within 1 Hr	19	11	14	9	7	12	5	12	14	11	11	12	7
NHS Fife	Primary Care	Speak to clinician within 2 Hrs	28	20	21	29	31	33	19	13	23	24	20	23	12
NHS Fife	Primary Care	Speak to clinician within 4 Hrs	29	36	47	49	48	74	39	47	36	31	33	39	39
NHS Fife	Primary Care	Triage refused therefore Dr requested to phone patient						1							
NHS Fife	Secondary Care	999 contacted - For information only	164	170	169	143	194	165	173	26		1		4	
NHS Fife	Secondary Care	999 contacted. For information only								122	150	142	168	155	126
NHS Fife	Secondary Care	patient advised to attend A & E within 1 hour - for information only								2	5	4	4	3	5
NHS Fife	Secondary Care	Patient advised to go to A&E	181	172	153	145	153	195	179	26					
NHS Fife	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr	16	20	15	10	15	8	15	2					
NHS Fife	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only								9	15	14	14	14	17
NHS Fife	Secondary Care	Patient sent to A&E via Ambulance within 4 Hrs - Info Only			1										
NHS Fife	Secondary Care	Patient suitable for MIU 4Hr - Flow Hub to arrange	102	137	95	134	131	127	129	113	107	127	105	114	116
NHS Fife	Secondary Care	Pt advised to go to A&E								141	186	184	213	189	195
NHS Fife	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub			3										
NHS Fife	Secondary Care	Speak to clinician 2 Hrs	33	27	30	24	27	21	19	26	23	26	16	23	17
NHS Fife	Secondary Care	Speak to clinician 4 Hrs								35	52	58	46	32	58
NHS Fife	Secondary Care	Speak to clinician within 4 Hrs	43	37	33	33	31	47	37	7					
NHS Fife	Self Care/No Partner Action	Contact Breathing Space											2		
NHS Fife	Self Care/No Partner Action	Contact Family Planning Clinic									1				
NHS Fife	Self Care/No Partner Action	Contact Public Health Nurse												1	
NHS Fife	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1									1	1	1	2	
NHS Fife	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1 hour	2												
NHS Fife	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24								85	101	73	97	99	90
NHS Fife	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 hours	155	202	199	182	112	101	118	14					
NHS Fife	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo								1	1	1	1		
NHS Fife	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appointment over 24 hour		1	2		2		2						
NHS Fife	Self Care/No Partner Action	Dental Nurse - Not Triaged/Assessed	15	4	3	2	11	5	5	4	5	11	5	5	4
NHS Fife	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent								1	2	2		2	
NHS Fife	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dentist	2	5	2	4	2	1	3						
NHS Fife	Self Care/No Partner Action	Dental Nurse - Self Care	1	3	2	1	6	4	1						
NHS Fife	Self Care/No Partner Action	Distress Brief Intervention	7	4	3	5	5	12	7	11	7	9	11	11	6
NHS Fife	Self Care/No Partner Action	For Information Only	58	54	48	39	56	57	48	35	47	41	54	38	42
NHS Fife	Self Care/No Partner Action	Patient given self care advice - For Information Only	145	143	135	115	127	159	145	21					
NHS Fife	Self Care/No Partner Action	Patient given self care dental advice - For Information Only								1	2	3	6	1	1
NHS Fife	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only		2	2			1		2					1
NHS Fife	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only				1	1								
NHS Fife	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	6	4	4	3	2	3	4	4	7	3	3	1	1
NHS Fife	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	6	4	7	5	7	11	8	3	4	4	4	5	2
NHS Fife	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only							1						
NHS Fife	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	26	30	22	23	23	34	18	21	13	10	17	15	21
NHS Fife	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	2	9	5	3	2	2	2	6	4	3	4	3	3

NHS Fife	Self Care/No Partner Action	Pt given self care advice - For Information Only							85	124	122	120	136	149
NHS Fife	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only	5	7	4	7	3	3	2					
NHS Fife	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only								4	3	7	1	6
NHS Forth Valley	Not assigned	(blank)									1	1		1
NHS Forth Valley	Primary Care	CPN (Dr) to phone patient within 1 Hr	7	3	1	7	8	5	11	1	2	11	5	4
NHS Forth Valley	Primary Care	CPN (Dr) to phone patient within 2 Hrs	12	12	5	13	11	18	11	17	8	18	10	13
NHS Forth Valley	Primary Care	DN (Dr) phone patient within 1 Hr	5	5	6	7	2	4	5	6	3		1	2
NHS Forth Valley	Primary Care	DN (Dr) phone patient within 2 Hrs	12	10	7	10	8	10	10	5	7	4	7	8
NHS Forth Valley	Primary Care	DN (Dr) phone patient within 4 Hrs	24	33	22	16	31	35	30	15	18	26	22	26
NHS Forth Valley	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)	5	4	1		2	1	2					25
NHS Forth Valley	Primary Care	Dr to phone patient within 2 Hrs (Disputed Outcome)							2					
NHS Forth Valley	Primary Care	Dr to phone patient within 4 Hrs (Disputed Outcome)	1	1	1	1	1	3	6					
NHS Forth Valley	Primary Care	Home Visit within 1 Hr	8	10	4	7	6	12	7	6	4	6	2	3
NHS Forth Valley	Primary Care	Home Visit within 2 Hrs	29	29	19	28	22	27	26	25	19	13	26	17
NHS Forth Valley	Primary Care	Home Visit within 4 Hrs	20	42	36	27	28	29	38	21	29	31	29	16
NHS Forth Valley	Primary Care	Partner to Triage										1		
NHS Forth Valley	Primary Care	PCEC within 1 Hr	39	29	31	37	33	28	18	34	30	24	30	47
NHS Forth Valley	Primary Care	PCEC within 2 Hrs	117	120	117	108	118	94	145	116	106	101	122	120
NHS Forth Valley	Primary Care	PCEC within 4 Hrs	287	419	262	301	287	328	422	236	249	224	248	266
NHS Forth Valley	Primary Care	Pt advised to contact practice - For Information Only	8	9	6	2	3	6	7	7	10	3	5	1
NHS Forth Valley	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only								2	6	7	7	2
NHS Forth Valley	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only	6	3	3	5	1	5	3					
NHS Forth Valley	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only								57	69	104	85	92
NHS Forth Valley	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	76	68	60	70	83	72	77	27				
NHS Forth Valley	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only								7	24	19	25	27
NHS Forth Valley	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	31	38	41	36	38	28	18	12				19
NHS Forth Valley	Primary Care	Speak to clinician within 1 Hr	9	14	7	12	11	6	15	11	12	8	12	7
NHS Forth Valley	Primary Care	Speak to clinician within 2 Hrs	18	28	9	22	22	21	21	12	17	11	10	22
NHS Forth Valley	Primary Care	Speak to clinician within 4 Hrs	44	41	48	32	30	39	70	36	39	22	36	26
NHS Forth Valley	Secondary Care	999 contacted - For information only	132	141	136	131	160	118	134	19				
NHS Forth Valley	Secondary Care	999 contacted. For information only								116	126	110	140	128
NHS Forth Valley	Secondary Care	patient advised to attend A & E within 1 hour - for information only									4	4	1	2
NHS Forth Valley	Secondary Care	Patient advised to go to A&E	210	216	200	200	205	180	174	42				
NHS Forth Valley	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr	14	10	5	4	11	13	15	1				
NHS Forth Valley	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only								11	15	6	8	13
NHS Forth Valley	Secondary Care	Patient suitable for MIU 4Hr - Flow Hub to arrange	252	256	248	272	253	238	178	204	252	240	215	222
NHS Forth Valley	Secondary Care	Pt advised to go to A&E								157	198	181	221	238
NHS Forth Valley	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub							1					
NHS Forth Valley	Secondary Care	Speak to clinician 2 Hrs	65	67	55	65	42	72	37	46	62	32	38	51
NHS Forth Valley	Secondary Care	Speak to clinician 4 Hrs								39	68	54	50	54
NHS Forth Valley	Secondary Care	Speak to clinician within 4 Hrs	55	55	59	49	62	54	51	13				
NHS Forth Valley	Self Care/No Partner Action	Contact Breathing Space												1
NHS Forth Valley	Self Care/No Partner Action	Contact Pharmacist												0
NHS Forth Valley	Self Care/No Partner Action	Contact Public Health Nurse												1
NHS Forth Valley	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1								1				
NHS Forth Valley	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1 hour	2	3					1					
NHS Forth Valley	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24								52	68	56	67	66
NHS Forth Valley	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 hours	127	124	101	124	68	59	70	12				58
NHS Forth Valley	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo												1
NHS Forth Valley	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appointment over 24 hour			1		1							
NHS Forth Valley	Self Care/No Partner Action	Dental Nurse - Not Triaged/Assessed	8	5	8	3	8	1	4	13	6	7	3	3
NHS Forth Valley	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent								2			1	
NHS Forth Valley	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dentist	3		3	1	1	1						
NHS Forth Valley	Self Care/No Partner Action	Dental Nurse - Self Care	1	1		2	2		2					
NHS Forth Valley	Self Care/No Partner Action	Distress Brief Intervention	8	8	11	7	8	6	8	13	16	7	11	12
NHS Forth Valley	Self Care/No Partner Action	For Information Only	55	75	48	64	66	57	55	66	67	60	44	42
NHS Forth Valley	Self Care/No Partner Action	Not Assessed / Triage Refused			1									
NHS Forth Valley	Self Care/No Partner Action	Patient advised to contact CPN Team - For Info Only				1								
NHS Forth Valley	Self Care/No Partner Action	Patient given self care advice - For Information Only	124	115	108	109	108	102	109	22				
NHS Forth Valley	Self Care/No Partner Action	Patient given self care dental advice - For Information Only								2	4	2	3	4
NHS Forth Valley	Self Care/No Partner Action	Pt advised to contact appropriate service - For Info Only	1											
NHS Forth Valley	Self Care/No Partner Action	Pt advised to contact CPN Team - For Information Only											1	1
NHS Forth Valley	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only	1			1		1		1	3			1
NHS Forth Valley	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only				1			2				1	

NHS Forth Valley	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	3	7	1	3	4		3	5	2	3	4	7	3
NHS Forth Valley	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	5	10	1	3	4	12	8	5	9	5	3	5	6
NHS Forth Valley	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only			1			1		1			1	1	
NHS Forth Valley	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	15	24	13	25	20	17	19	12	13	16	20	20	13
NHS Forth Valley	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	6	2	4	2	2	4	3	3	6	3	3	6	7
NHS Forth Valley	Self Care/No Partner Action	Pt given self care advice - For Information Only								81	128	111	123	98	101
NHS Forth Valley	Self Care/No Partner Action	Remote Prescribing				1									
NHS Forth Valley	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only	11	13	13	8	9	23	16	4					
NHS Forth Valley	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only								15	13	14	6	10	16
NHS Forth Valley	Self Care/No Partner Action	Untriaged call - OOH Service clinician to phone patient	1					1							
NHS Grampian	Not assigned	Not assigned	1												
NHS Grampian	Not assigned	(blank)													1
NHS Grampian	Primary Care	Contact GP Practice within 4 Hours (ASAP											0		
NHS Grampian	Primary Care	CPN (Dr) to phone patient within 1 Hr	17	13	18	13	17	9	16	13	11	9	26	17	12
NHS Grampian	Primary Care	CPN (Dr) to phone patient within 2 Hrs	21	16	24	47	29	18	24	24	26	19	20	20	21
NHS Grampian	Primary Care	DN (Dr) phone patient within 1 Hr	4	4	6	4	4	5	1	2	3	8	1	3	3
NHS Grampian	Primary Care	DN (Dr) phone patient within 2 Hrs	12	11	3	14	8	12	14	10	12	7	8	5	1
NHS Grampian	Primary Care	DN (Dr) phone patient within 4 Hrs	31	32	23	33	24	31	22	28	27	22	25	25	26
NHS Grampian	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)	7	4	3	10	3	4	1	1					
NHS Grampian	Primary Care	Dr to phone patient within 2 Hrs (Disputed Outcome)	1	1			1		1						
NHS Grampian	Primary Care	Dr to phone patient within 4 Hrs (Disputed Outcome)	1	4	1	1	2	1							
NHS Grampian	Primary Care	Home Visit within 1 Hr	16	11	11	17	12	13	17	13	12	16	17	8	12
NHS Grampian	Primary Care	Home Visit within 12 Hrs				1									
NHS Grampian	Primary Care	Home Visit within 2 Hrs	70	63	44	66	70	50	49	46	45	58	43	47	37
NHS Grampian	Primary Care	Home Visit within 4 Hrs	48	74	69	81	63	65	61	53	60	51	49	47	61
NHS Grampian	Primary Care	PCEC within 1 Hr	54	49	54	50	58	59	41	49	45	43	74	65	62
NHS Grampian	Primary Care	PCEC within 2 Hrs	174	182	157	198	161	166	176	150	152	165	195	201	225
NHS Grampian	Primary Care	PCEC within 4 Hrs	419	380	392	535	414	475	368	406	437	364	460	429	458
NHS Grampian	Primary Care	Pt advised to contact practice - For Information Only	5	8	10	9	9	7	6	5	9	9	3	6	2
NHS Grampian	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only								5	7	2	4	4	1
NHS Grampian	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only	10	8	12	6	7	10	3	3					
NHS Grampian	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only								82	119	116	107	98	128
NHS Grampian	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	107	89	77	96	98	94	107	21					
NHS Grampian	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only								18	33	30	35	34	33
NHS Grampian	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	38	42	38	39	47	46	40	15					
NHS Grampian	Primary Care	Speak to clinician within 1 Hr	21	19	19	22	23	23	20	12	17	19	18	18	13
NHS Grampian	Primary Care	Speak to clinician within 2 Hrs	40	38	29	44	50	36	33	25	40	24	37	43	30
NHS Grampian	Primary Care	Speak to clinician within 4 Hrs	54	74	71	101	71	86	63	69	63	56	64	66	44
NHS Grampian	Primary Care	Triage refused therefore Dr requested to phone patient		1											
NHS Grampian	Secondary Care	999 contacted - For information only	254	238	197	278	243	242	251	43			1		
NHS Grampian	Secondary Care	999 contacted. For information only								199	232	213	240	259	224
NHS Grampian	Secondary Care	patient advised to attend A & E within 1 hour - for information only								2	6	2	4	3	5
NHS Grampian	Secondary Care	Patient advised to go to A&E	272	257	222	262	255	290	248	44					
NHS Grampian	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr	26	15	17	16	20	16	16	2					
NHS Grampian	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only								13	19	11	26	25	29
NHS Grampian	Secondary Care	Patient sent to A&E via Ambulance within 4 Hrs - Info Only	2						1						
NHS Grampian	Secondary Care	Patient suitable for MIU 4Hr - Flow Hub to arrange	276	234	230	244	219	221	221	220	208	214	215	199	191
NHS Grampian	Secondary Care	Pt advised to go to A&E								215	302	263	269	281	264
NHS Grampian	Secondary Care	Speak to clinician 2 Hrs	65	50	50	60	32	55	35	36	40	41	32	21	36
NHS Grampian	Secondary Care	Speak to clinician 4 Hrs								66	70	50	68	66	59
NHS Grampian	Secondary Care	Speak to clinician within 4 Hrs	71	56	52	63	62	57	56	11					
NHS Grampian	Self Care/No Partner Action	Contact Breathing Space											1		
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1									2	1	1		
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1 hour			2		1	1	2						
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24								83	79	71	105	76	74
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 hours	178	172	154	164	111	103	97	21					
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo								1	2				
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appointment over 24 hour			1	3		2	2						
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Not Triaged/Assessed	11	7	7	3	17		6	9	4	3	5	6	1
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent								5	2			1	
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dentist		3	1	1	2	1	1						
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Self Care	4	5	5	2	3	2	3						
NHS Grampian	Self Care/No Partner Action	Distress Brief Intervention	13	10	8	8	11	5	5	4	9	9	10	14	3
NHS Grampian	Self Care/No Partner Action	For Information Only	107	78	85	93	117	85	89	65	53	63	62	52	35

NHS Grampian	Self Care/No Partner Action	Patient advised to contact CPN Team - For Info Only	1	1		1											
NHS Grampian	Self Care/No Partner Action	Patient given self care advice - For Information Only	151	137	175	171	155	156	159	28							
NHS Grampian	Self Care/No Partner Action	Patient given self care dental advice - For Information Only								2	1	1	4	5	1		
NHS Grampian	Self Care/No Partner Action	Pt advised to contact appropriate service - For Info Only				1											
NHS Grampian	Self Care/No Partner Action	Pt advised to contact CPN Team - For Information Only										2					
NHS Grampian	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only	1	4	1	1	1	1	2	2		1		1			
NHS Grampian	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only				1	1				1						
NHS Grampian	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	3	6	4	5	7	2	3	3	3	4	3	3	3	3	
NHS Grampian	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	4	6	4	7	10	6	4	11	5	3	8	4	3		
NHS Grampian	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only					1					1					
NHS Grampian	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	24	29	29	31	29	27	28	23	32	24	23	17	24		
NHS Grampian	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	25	18	13	21	8	12	17	12	17	7	7	7	4		
NHS Grampian	Self Care/No Partner Action	Pt given self care advice - For Information Only								115	136	140	164	170	165		
NHS Grampian	Self Care/No Partner Action	Remote Prescribing		1													
NHS Grampian	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only	16	20	9	24	25	17	20	3							
NHS Grampian	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only								4	6	13	10	2	9		
NHS Greater Glasgow & Clyde	Not assigned	Not assigned	1	3					1								
NHS Greater Glasgow & Clyde	Not assigned	(blank)								2	2	2	8	5	1		
NHS Greater Glasgow & Clyde	Primary Care	Contact GP Practice within 12 Hours (Sam						1									
NHS Greater Glasgow & Clyde	Primary Care	Contact GP Practice within 36 Hours (Nex						1	1								
NHS Greater Glasgow & Clyde	Primary Care	CPN (Dr) to phone patient within 1 Hr	32	34	29	34	46	39	52	43	26	31	30	21	27		
NHS Greater Glasgow & Clyde	Primary Care	CPN (Dr) to phone patient within 2 Hrs	75	63	57	64	91	47	62	52	51	77	50	56	55		
NHS Greater Glasgow & Clyde	Primary Care	DN (Dr) phone patient within 1 Hr	2	2	1	6	1	1	3	4	7	2	5	2	8		
NHS Greater Glasgow & Clyde	Primary Care	DN (Dr) phone patient within 2 Hrs	8	8	4	12	8	8	12	2	5	9	5	4	6		
NHS Greater Glasgow & Clyde	Primary Care	DN (Dr) phone patient within 4 Hrs	13	16	11	13	17	9	9	20	14	12	9	13	14		
NHS Greater Glasgow & Clyde	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)	7	5	8	5	13	2	5	2							
NHS Greater Glasgow & Clyde	Primary Care	Dr to phone patient within 2 Hrs (Disputed Outcome)	1	2	1	3	2	2	2								
NHS Greater Glasgow & Clyde	Primary Care	Dr to phone patient within 4 Hrs (Disputed Outcome)	4	7	9	5	4	4	5								
NHS Greater Glasgow & Clyde	Primary Care	Home Visit within 1 Hr	29	28	34	25	42	30	27	27	32	21	36	36	20		
NHS Greater Glasgow & Clyde	Primary Care	Home Visit within 2 Hrs	111	94	88	95	133	99	91	79	107	69	88	111	90		
NHS Greater Glasgow & Clyde	Primary Care	Home Visit within 4 Hrs	110	139	142	114	154	117	113	135	110	96	124	132	133		
NHS Greater Glasgow & Clyde	Primary Care	Partner to Triage								1							
NHS Greater Glasgow & Clyde	Primary Care	PCEC within 1 Hr	134	130	128	116	148	112	125	89	109	118	140	128	133		
NHS Greater Glasgow & Clyde	Primary Care	PCEC within 2 Hrs	412	396	394	451	609	435	415	388	419	416	434	479	489		
NHS Greater Glasgow & Clyde	Primary Care	PCEC within 4 Hrs	1081	1035	999	1107	1561	1079	1026	948	956	867	1042	1082	1178		
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact practice - For Information Only	17	13	15	21	43	23	20	17	12	13	29	11	14		
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only								7	16	19	10	15	10		
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only	24	28	20	13	19	16	11	5							
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only								169	262	277	300	284	319		
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	242	248	201	196	279	279	255	71							
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only								38	76	86	70	67	91		
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	99	143	113	98	92	100	92	24							
NHS Greater Glasgow & Clyde	Primary Care	Speak to clinician within 1 Hr	50	37	34	40	55	47	55	38	43	43	45	34	28		
NHS Greater Glasgow & Clyde	Primary Care	Speak to clinician within 2 Hrs	82	75	63	79	112	64	74	69	77	60	69	71	69		
NHS Greater Glasgow & Clyde	Primary Care	Speak to clinician within 4 Hrs	164	171	153	192	227	172	172	141	146	112	139	128	113		
NHS Greater Glasgow & Clyde	Primary Care	Transport to PCEC within 4 hrs	6	8	4	2	4	2	3	1							
NHS Greater Glasgow & Clyde	Primary Care	Triage refused therefore Dr requested to phone patient	1														
NHS Greater Glasgow & Clyde	Secondary Care	999 contacted - For information only	500	503	470	467	539	450	469	84		1					
NHS Greater Glasgow & Clyde	Secondary Care	999 contacted. For information only								372	441	402	485	463	464		
NHS Greater Glasgow & Clyde	Secondary Care	patient advised to attend A & E within 1 hour - for information only								8	8	11	9	4	9		
NHS Greater Glasgow & Clyde	Secondary Care	Patient advised to go to A&E	600	614	488	593	697	578	572	102							
NHS Greater Glasgow & Clyde	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr	47	46	36	44	39	43	45	3							
NHS Greater Glasgow & Clyde	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only								27	54	37	40	39	35		
NHS Greater Glasgow & Clyde	Secondary Care	Patient sent to A&E via Ambulance within 4 Hrs - Info Only			2				1								
NHS Greater Glasgow & Clyde	Secondary Care	Patient suitable for MIU 4Hr - Flow Hub to arrange	392	382	372	379	371	374	330	355	342	303	350	289	294		
NHS Greater Glasgow & Clyde	Secondary Care	Pt advised to go to A&E		1	0		1			463	602	520	651	652	676		
NHS Greater Glasgow & Clyde	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services								2							
NHS Greater Glasgow & Clyde	Secondary Care	Speak to clinician 2 Hrs	82	75	66	72	78	57	47	61	64	66	64	50	53		
NHS Greater Glasgow & Clyde	Secondary Care	Speak to clinician 4 Hrs	1							111	131	118	106	102	123		
NHS Greater Glasgow & Clyde	Secondary Care	Speak to clinician within 4 Hrs	129	143	110	126	129	121	125	29							
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Contact Breathing Space				1		1			1		1				
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Contact Dentist Next Routine Appointment									2						
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Contact Family Planning Clinic								1							
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1								2	2	1	2	3			

NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1 hour	1	12	10	8	7	2	5						
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24								188	263	195	269	227	215
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 hours	539	526	505	614	428	253	272	47					
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo								1	2	1	1		2
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appointment over 24 hour	4	2	4	6	4	2							
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Dental Nurse - Not Triaged/Assessed	30	10	18	20	19	8	7	24	18	22	7	17	10
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent								2	3		4	5	3
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dentist	9	10	9	1	6	3	2						
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Dental Nurse - Self Care	4	9	3	10	5	6	3	2					
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Distress Brief Intervention	18	27	24	20	27	23	30	18	22	28	30	20	20
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	For Information Only	158	124	151	127	175	108	141	140	178	183	146	137	141
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Not Assessed / Triage Refused				1									
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Patient advised to contact CPN Team - For Info Only	1	1	2		1	1	3						
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Patient given self care advice - For Information Only	453	473	417	443	498	459	449	69					
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Patient given self care dental advice - For Information Only								3	10	6	11	10	4
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Pt advised to contact appropriate service - For Info Only				1		1							
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Pt advised to contact CPN Team - For Information Only							0		1	3		2	2
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only	4	5		2	1	5	4	3	3			1	2
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only	3	1	1	2		1		1	1			3	1
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	15	10	11	10	16	12	13	11	6	10	15	13	8
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	14	13	14	19	21	23	20	15	18	12	19	8	10
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only			2	3			1	2		1	1	1	1
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	82	63	76	82	146	77	86	70	60	57	56	78	72
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	10	8	12	13	18	14	10	9	9	12	24	10	11
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Pt given self care advice - For Information Only								307	405	433	466	464	429
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Self Care	1								1				
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only	21	14	16	19	27	19	28	1					
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only								13	17	15	17	11	15
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Untriaged call - OOH Service clinician to phone patient	1												
NHS Highland	Not assigned	(blank)									4	4		1	2
NHS Highland	Primary Care	Contact GP Practice within 4 Hours (ASAP)										0			
NHS Highland	Primary Care	CPN (Dr) to phone patient within 1 Hr	2	9	10	9	4	3	5	4	8	1	11	7	10
NHS Highland	Primary Care	CPN (Dr) to phone patient within 2 Hrs	19	11	10	4	8	18	17	11	9	12	8	12	9
NHS Highland	Primary Care	DN (Dr) phone patient within 1 Hr	1	1	5		1	1	3	1	1			4	
NHS Highland	Primary Care	DN (Dr) phone patient within 2 Hrs	2	9	3	5	11	5	4	6	6	8	4	4	4
NHS Highland	Primary Care	DN (Dr) phone patient within 4 Hrs	10	10	12	5	10	10	17	9	9	5	14	21	8
NHS Highland	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)		2	1	2	1		4						
NHS Highland	Primary Care	Dr to phone patient within 2 Hrs (Disputed Outcome)	1												
NHS Highland	Primary Care	Dr to phone patient within 4 Hrs (Disputed Outcome)	1	1	1			1	1						
NHS Highland	Primary Care	Home Visit within 1 Hr	5	11	6	9	6	9	9	8	12	5	8	6	5
NHS Highland	Primary Care	Home Visit within 2 Hrs	31	25	21	34	29	32	30	19	20	22	13	22	23
NHS Highland	Primary Care	Home Visit within 4 Hrs	27	19	24	34	34	39	41	29	31	23	24	30	31
NHS Highland	Primary Care	PCEC within 1 Hr	25	33	24	17	21	31	28	17	30	25	20	24	17
NHS Highland	Primary Care	PCEC within 2 Hrs	69	90	70	77	89	61	98	57	66	54	67	78	100
NHS Highland	Primary Care	PCEC within 4 Hrs	174	181	160	198	185	185	251	162	164	153	177	194	184
NHS Highland	Primary Care	Pt advised to contact practice - For Information Only	4	3	7	2	4	1	5	4	1	2		3	
NHS Highland	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only									4		1	5	2
NHS Highland	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only	3	3	4	5	4	4	2	1					
NHS Highland	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only								27	39	38	32	52	47
NHS Highland	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	43	35	31	27	44	44	32	11					
NHS Highland	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only								7	18	21	12	12	8
NHS Highland	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	12	17	22	15	22	8	18	3					
NHS Highland	Primary Care	Speak to clinician within 1 Hr	12	14	10	11	11	13	10	6	5	12	16	12	5
NHS Highland	Primary Care	Speak to clinician within 2 Hrs	29	21	9	17	16	20	10	20	19	16	13	24	11
NHS Highland	Primary Care	Speak to clinician within 4 Hrs	38	30	35	43	44	36	67	28	29	29	24	21	24
NHS Highland	Primary Care	Transport to PCEC within 4 hrs		1			1								
NHS Highland	Secondary Care	999 contacted - For information only	92	97	104	82	89	95	101	19					
NHS Highland	Secondary Care	999 contacted. For information only	1							72	109	93	81	103	76
NHS Highland	Secondary Care	patient advised to attend A & E within 1 hour - for information only									1				
NHS Highland	Secondary Care	Patient advised to go to A&E	84	92	90	88	90	74	85	11					
NHS Highland	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr	8	5	6	6	9	7	7						
NHS Highland	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only								7	5	8	8	6	8
NHS Highland	Secondary Care	Patient suitable for MIU 4Hr - Flow Hub to arrange	64	81	68	57	65	55	61	48	47	42	54	40	38
NHS Highland	Secondary Care	Pt advised to go to A&E								70	76	96	98	84	86

NHS Highland	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub	27	35	33	22	25	16	42	5					
NHS Highland	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services								10	15	23	29	16	17
NHS Highland	Secondary Care	Speak to clinician 2 Hrs	13	11	15	10	13	10	14	14	9	10	12	9	10
NHS Highland	Secondary Care	Speak to clinician 4 Hrs								18	27	15	26	16	25
NHS Highland	Secondary Care	Speak to clinician within 4 Hrs	18	21	27	16	27	14	32	4					
NHS Highland	Self Care/No Partner Action	Consult TOXBASE or Local Poisons Centre									1				
NHS Highland	Self Care/No Partner Action	Distress Brief Intervention	5	6	5	6	4	7	8	6	8	5	7	5	1
NHS Highland	Self Care/No Partner Action	For Information Only	37	23	19	29	43	30	43	37	36	26	36	37	42
NHS Highland	Self Care/No Partner Action	Hub to arrange appointment within 24 hours	53	68	75	58	54	60	66	55	45	40	52	40	41
NHS Highland	Self Care/No Partner Action	hub to arrange contact with appropriate clinician within 1 hour												1	1
NHS Highland	Self Care/No Partner Action	Hub to arrange contact with Clinician within 1 hour						1							
NHS Highland	Self Care/No Partner Action	Patient advised to contact CPN Team - For Info Only			1				1						
NHS Highland	Self Care/No Partner Action	patient advised to contact dental advice line - for information only										1		1	
NHS Highland	Self Care/No Partner Action	Patient advised to contact dental advice line - Info Only	1	3	1										
NHS Highland	Self Care/No Partner Action	patient advised to contact registered GDP - for information only								8	5	12	8	9	10
NHS Highland	Self Care/No Partner Action	Patient advised to contact registered GDP - Info Only	9	10	12	10	10	9	9	2					
NHS Highland	Self Care/No Partner Action	Patient given self care advice - For Information Only	112	98	86	101	78	105	105	15					
NHS Highland	Self Care/No Partner Action	Patient given self care dental advice - For Information Only	2	2	1	1	1	3	3	1	1	1	5	2	
NHS Highland	Self Care/No Partner Action	Pt advised to contact CPN Team - For Information Only									1		1		
NHS Highland	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only		1					1	3					
NHS Highland	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only							1						
NHS Highland	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	1			3	2	1	2				3	1	2
NHS Highland	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	3	5	1	5	5	2	2	3	6	1	3	1	4
NHS Highland	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only			1	1					1			1	
NHS Highland	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	24	14	14	20	14	15	17	14	9	5	8	11	11
NHS Highland	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	5	7	3	2	5	5	3	2	1	2		2	2
NHS Highland	Self Care/No Partner Action	Pt given self care advice - For Information Only								79	85	66	91	95	101
NHS Highland	Self Care/No Partner Action	Triage refused - For Information Only	7	2	2	6	5	3	3	0	0	0	0	3	7
NHS Highland	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only	7	3	6	7	9	8	3						
NHS Highland	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only								7	4	3	5	7	9
NHS Lanarkshire	Not assigned	Not assigned	2												
NHS Lanarkshire	Not assigned	(blank)								1		1	1	2	1
NHS Lanarkshire	Primary Care	Contact GP Practice within 36 Hours (Nex	1												
NHS Lanarkshire	Primary Care	CPN (Dr) to phone patient within 1 Hr	14	23	17	15	24	14	9	15	16	9	16	19	11
NHS Lanarkshire	Primary Care	CPN (Dr) to phone patient within 2 Hrs	22	19	21	30	26	27	25	32	21	32	23	24	27
NHS Lanarkshire	Primary Care	DN (Dr) phone patient within 1 Hr	3	1	2	2	1	1	2	3	1	2	2	3	
NHS Lanarkshire	Primary Care	DN (Dr) phone patient within 2 Hrs	4	4	5	8	5	3	3	3	2	1	4		3
NHS Lanarkshire	Primary Care	DN (Dr) phone patient within 4 Hrs	7	5	6	7	7	6	2	5	3	4	6	9	4
NHS Lanarkshire	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)	6	1	4	6	7	5	2						
NHS Lanarkshire	Primary Care	Dr to phone patient within 2 Hrs (Disputed Outcome)		2					1						
NHS Lanarkshire	Primary Care	Dr to phone patient within 4 Hrs (Disputed Outcome)	2		1	1	1	3							
NHS Lanarkshire	Primary Care	Home Visit within 1 Hr	14	8	10	9	19	12	9	10	10	12	16	14	14
NHS Lanarkshire	Primary Care	Home Visit within 2 Hrs	33	47	39	37	51	36	35	28	42	34	53	42	43
NHS Lanarkshire	Primary Care	Home Visit within 4 Hrs	44	53	39	56	56	43	44	43	54	38	56	60	53
NHS Lanarkshire	Primary Care	PCEC within 1 Hr	54	60	47	41	73	45	84	80	77	66	98	89	99
NHS Lanarkshire	Primary Care	PCEC within 2 Hrs	200	191	213	225	304	184	203	216	242	245	282	290	338
NHS Lanarkshire	Primary Care	PCEC within 4 Hrs	503	501	488	497	707	458	527	571	509	483	605	599	715
NHS Lanarkshire	Primary Care	Pt advised to contact practice - For Information Only	7	6	8	5	10	10	10	9	9	2	13	6	8
NHS Lanarkshire	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only								1	7	6	5	3	4
NHS Lanarkshire	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only	11	8	9	5	10	11	9	2					
NHS Lanarkshire	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only								77	119	129	160	135	157
NHS Lanarkshire	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	122	92	91	106	99	108	104	23					
NHS Lanarkshire	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only								23	45	46	43	40	39
NHS Lanarkshire	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	39	55	50	45	38	37	45	12					
NHS Lanarkshire	Primary Care	Speak to clinician within 1 Hr	27	23	17	14	27	15	18	27	20	22	20	19	13
NHS Lanarkshire	Primary Care	Speak to clinician within 2 Hrs	38	35	28	34	46	38	35	35	35	40	47	32	30
NHS Lanarkshire	Primary Care	Speak to clinician within 4 Hrs	81	76	65	91	107	71	83	64	76	54	73	74	58
NHS Lanarkshire	Primary Care	Transport to PCEC within 2 Hrs	1		1			2	1						
NHS Lanarkshire	Primary Care	Transport to PCEC within 4 hrs			2		2	1	1						
NHS Lanarkshire	Secondary Care	999 - Ambulance (ASAP)											1		
NHS Lanarkshire	Secondary Care	999 contacted - For information only	224	231	225	219	249	235	226	38		1			
NHS Lanarkshire	Secondary Care	999 contacted. For information only								202	245	208	235	243	268
NHS Lanarkshire	Secondary Care	patient advised to attend A & E within 1 hour - for information only								4	5	3	5	9	11
NHS Lanarkshire	Secondary Care	Patient advised to go to A&E	317	283	276	240	337	300	297	65					

NHS Lanarkshire	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr	16	14	17	19	20	23	17	3					
NHS Lanarkshire	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only							16	21	24	18	17	20	
NHS Lanarkshire	Secondary Care	Patient sent to A&E via Ambulance within 2 Hrs - Info Only						1	1						
NHS Lanarkshire	Secondary Care	Patient sent to A&E via Ambulance within 4 Hrs - Info Only		1											
NHS Lanarkshire	Secondary Care	Patient suitable for MIU 4Hr - Flow Hub to arrange	169	161	127	140	138	137	113	143	165	134	139	152	128
NHS Lanarkshire	Secondary Care	Pt advised to go to A&E								246	334	316	346	335	357
NHS Lanarkshire	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services											1		1
NHS Lanarkshire	Secondary Care	Speak to clinician 2 Hrs	42	37	40	24	21	43	19	28	37	27	37	44	22
NHS Lanarkshire	Secondary Care	Speak to clinician 4 Hrs								54	65	56	79	71	67
NHS Lanarkshire	Secondary Care	Speak to clinician within 4 Hrs	54	64	47	56	84	51	51	11					
NHS Lanarkshire	Self Care/No Partner Action	Contact Breathing Space			1							1	1		
NHS Lanarkshire	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1												1	1
NHS Lanarkshire	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1 hour	4			2		1	1						
NHS Lanarkshire	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24								107	118	122	141	116	122
NHS Lanarkshire	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 hours	249	235	229	274	227	125	124	21					
NHS Lanarkshire	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo									1		1		1
NHS Lanarkshire	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appointment over 24 hour	2	2											
NHS Lanarkshire	Self Care/No Partner Action	Dental Nurse - Not Triaged/Assessed	17	6	8	6	13	4	4	17	7	12	7	5	7
NHS Lanarkshire	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent								3	2	1	1		
NHS Lanarkshire	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dentist	2	2	2	2	1	1	1						
NHS Lanarkshire	Self Care/No Partner Action	Dental Nurse - Self Care	2	2	5	7	3	3	2						
NHS Lanarkshire	Self Care/No Partner Action	Distress Brief Intervention	17	12	4	6	6	6	12	8	7	14	10	11	9
NHS Lanarkshire	Self Care/No Partner Action	For Information Only	61	73	53	67	93	60	50	67	67	57	68	65	78
NHS Lanarkshire	Self Care/No Partner Action	Not Assessed / Triage Refused				1									
NHS Lanarkshire	Self Care/No Partner Action	Patient advised to contact CPN Team - For Info Only			1										
NHS Lanarkshire	Self Care/No Partner Action	Patient given self care advice - For Information Only	194	166	156	174	185	164	182	23					
NHS Lanarkshire	Self Care/No Partner Action	Patient given self care dental advice - For Information Only								3	3	3	8	4	3
NHS Lanarkshire	Self Care/No Partner Action	Pt advised to contact appropriate service - For Info Only			1				1						
NHS Lanarkshire	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only						1	2	1		1	1	3	4
NHS Lanarkshire	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only		1					1					2	
NHS Lanarkshire	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	5	5	9	3	8	6	5	9	8	4	7	6	3
NHS Lanarkshire	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	3	8	6	7	5	12	3	7	9	4	4	3	3
NHS Lanarkshire	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only								1				1	
NHS Lanarkshire	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	32	23	31	36	59	32	24	42	22	38	46	31	33
NHS Lanarkshire	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	11	9	4	6	11	10	4	5	11	4	6	8	5
NHS Lanarkshire	Self Care/No Partner Action	Pt given self care advice - For Information Only								152	174	171	193	168	197
NHS Lanarkshire	Self Care/No Partner Action	Self Care			0										
NHS Lanarkshire	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only	11	5	5	12	14	9	7	1					
NHS Lanarkshire	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only								8	8	7	5	10	6
NHS Lanarkshire	Self Care/No Partner Action	Untriaged call - OOH Service clinician to phone patient						1							
NHS Lothian	Not assigned	(blank)								1	3	6	4	5	4
NHS Lothian	Primary Care	Contact GP Practice within 36 Hours (Nex					1								
NHS Lothian	Primary Care	Contact GP Practice within 4 Hours (ASAP													0
NHS Lothian	Primary Care	CPN (Dr) to phone patient within 1 Hr	17	21	20	18	17	9	20	22	21	18	21	16	21
NHS Lothian	Primary Care	CPN (Dr) to phone patient within 2 Hrs	19	26	35	21	23	38	28	28	27	21	27	22	28
NHS Lothian	Primary Care	DN (Dr) phone patient within 1 Hr	5	8	7	4	8	5	2	5	6	4	6	4	3
NHS Lothian	Primary Care	DN (Dr) phone patient within 2 Hrs	19	14	23	12	16	15	11	17	17	8	11	11	11
NHS Lothian	Primary Care	DN (Dr) phone patient within 4 Hrs	40	40	61	33	40	33	42	36	32	31	46	43	32
NHS Lothian	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)	7	8	11	11	12	7	7	1					
NHS Lothian	Primary Care	Dr to phone patient within 2 Hrs (Disputed Outcome)		3	3		2		2						
NHS Lothian	Primary Care	Dr to phone patient within 4 Hrs (Disputed Outcome)	1	4	12	4	2	2	1	1					
NHS Lothian	Primary Care	Home Visit within 1 Hr	28	31	34	28	24	23	26	35	30	23	27	22	21
NHS Lothian	Primary Care	Home Visit within 2 Hrs	73	79	92	82	83	69	86	70	78	54	63	71	75
NHS Lothian	Primary Care	Home Visit within 4 Hrs	83	90	119	82	81	92	110	82	94	69	80	88	93
NHS Lothian	Primary Care	Partner to Triage													1
NHS Lothian	Primary Care	PCEC within 1 Hr	84	78	90	72	90	79	76	79	89	76	96	99	105
NHS Lothian	Primary Care	PCEC within 12 Hrs									1				
NHS Lothian	Primary Care	PCEC within 2 Hrs	289	312	352	331	282	301	273	265	311	288	354	356	345
NHS Lothian	Primary Care	PCEC within 4 Hrs	756	835	1057	790	774	802	846	740	773	686	778	848	891
NHS Lothian	Primary Care	Pt advised to contact practice - For Information Only	20	16	24	18	20	20	18	11	16	11	19	24	12
NHS Lothian	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only								7	2	14	9	9	10
NHS Lothian	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only	16	12	15	13	19	15	13	5					
NHS Lothian	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only								170	202	257	256	239	264
NHS Lothian	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	211	198	202	171	213	222	212	53					

NHS Lothian	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only							35	57	59	60	54	71
NHS Lothian	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	84	88	90	84	82	81	80	29				
NHS Lothian	Primary Care	Speak to clinician within 1 Hr	34	34	42	25	51	40	32	43	49	29	33	16
NHS Lothian	Primary Care	Speak to clinician within 2 Hrs	48	78	78	66	47	60	47	56	62	52	54	46
NHS Lothian	Primary Care	Speak to clinician within 4 Hrs	118	127	184	121	140	128	99	100	95	82	103	94
NHS Lothian	Primary Care	Transport to PCEC within 2 Hrs	1	2	2	6								
NHS Lothian	Primary Care	Transport to PCEC within 4 hrs	2	4	1	4			1					
NHS Lothian	Primary Care	Triage refused therefore Dr requested to phone patient						1						
NHS Lothian	Secondary Care	999 - Ambulance (ASAP)								1				
NHS Lothian	Secondary Care	999 contacted - For information only	362	348	389	324	342	349	345	75	1			1
NHS Lothian	Secondary Care	999 contacted. For information only								278	337	297	321	335
NHS Lothian	Secondary Care	patient advised to attend A & E within 1 hour - for information only								5	7	11	13	8
NHS Lothian	Secondary Care	Patient advised to go to A&E	519	563	466	489	564	502	512	92				
NHS Lothian	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr	29	26	24	31	25	15	32	4				
NHS Lothian	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only								22	39	33	38	28
NHS Lothian	Secondary Care	Patient sent to A&E via Ambulance within 2 Hrs - Info Only				1								
NHS Lothian	Secondary Care	Patient sent to A&E via Ambulance within 4 Hrs - Info Only			1									
NHS Lothian	Secondary Care	Patient suitable for MIU 4Hr - Flow Hub to arrange	469	519	453	451	405	456	445	446	414	378	406	339
NHS Lothian	Secondary Care	Pt advised to go to A&E								382	499	499	552	491
NHS Lothian	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services											1	1
NHS Lothian	Secondary Care	Speak to clinician 2 Hrs	73	85	84	82	62	77	68	59	71	60	57	63
NHS Lothian	Secondary Care	Speak to clinician 4 Hrs								100	126	125	117	119
NHS Lothian	Secondary Care	Speak to clinician within 4 Hrs	138	128	115	125	148	149	126	19				
NHS Lothian	Self Care/No Partner Action	Contact Breathing Space				1							1	
NHS Lothian	Self Care/No Partner Action	Contact Dentist within 24 Hours								1			1	
NHS Lothian	Self Care/No Partner Action	Contact Family Planning Clinic								1			1	2
NHS Lothian	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1									2		2	2
NHS Lothian	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1 hour		7	4			4	1	2				
NHS Lothian	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24								181	179	146	197	151
NHS Lothian	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 hours	384	460	363	392	233	189	209	29				
NHS Lothian	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo									1			2
NHS Lothian	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appointment over 24 hour	6	1	5	5	3	9		2				
NHS Lothian	Self Care/No Partner Action	Dental Nurse - Not Triaged/Assessed	37	9	10	10	25	9	12	21	8	11	10	9
NHS Lothian	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent								7	5	3	2	1
NHS Lothian	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dentist	4	6	5	3	4	3	4					1
NHS Lothian	Self Care/No Partner Action	Dental Nurse - Self Care	5	10	5	8	8	6	4	2				
NHS Lothian	Self Care/No Partner Action	Distress Brief Intervention	19	28	19	21	16	19	15	19	19	22	21	18
NHS Lothian	Self Care/No Partner Action	For Information Only	124	116	112	95	111	102	122	115	102	115	113	103
NHS Lothian	Self Care/No Partner Action	Not Assessed / Triage Refused				3								
NHS Lothian	Self Care/No Partner Action	Patient advised to contact CPN Team - For Info Only		1										
NHS Lothian	Self Care/No Partner Action	Patient given self care advice - For Information Only	342	303	340	327	357	317	253	50				
NHS Lothian	Self Care/No Partner Action	Patient given self care dental advice - For Information Only								3	5	9	8	9
NHS Lothian	Self Care/No Partner Action	Pt advised to contact appropriate service - For Info Only		1		3								
NHS Lothian	Self Care/No Partner Action	Pt advised to contact CPN Team - For Information Only												1
NHS Lothian	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only	1	2	3	2	3	1	1	2	1	3	1	
NHS Lothian	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only	1	1		1		1	2	1		1	1	2
NHS Lothian	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	16	10	16	18	13	22	14	10	19	8	12	13
NHS Lothian	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	19	12	23	9	13	20	17	18	13	18	17	12
NHS Lothian	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only		1		1		1				1	1	1
NHS Lothian	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	72	81	71	62	60	66	58	52	59	30	62	66
NHS Lothian	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	13	9	4	9	7	10	10	10	6	7	8	3
NHS Lothian	Self Care/No Partner Action	Pt advised to contact Public Health Nurse - For Information						1						
NHS Lothian	Self Care/No Partner Action	Pt given self care advice - For Information Only								186	275	292	298	320
NHS Lothian	Self Care/No Partner Action	Remote Prescribing			1									
NHS Lothian	Self Care/No Partner Action	Self Care								1				
NHS Lothian	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only	13	8	12	13	19	11	10					
NHS Lothian	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only								9	16	3	10	14
NHS Orkney	Primary Care	CPN (Dr) to phone patient within 1 Hr	1						1		1		1	2
NHS Orkney	Primary Care	CPN (Dr) to phone patient within 2 Hrs	1	1	1			2	1			1	2	1
NHS Orkney	Primary Care	DN (Dr) phone patient within 1 Hr				1								
NHS Orkney	Primary Care	DN (Dr) phone patient within 2 Hrs	1	1		1		2	1	2			1	1
NHS Orkney	Primary Care	DN (Dr) phone patient within 4 Hrs	2	3	2	3	3	3			1		1	
NHS Orkney	Primary Care	Home Visit within 1 Hr		2		1	2		2		3		2	
NHS Orkney	Primary Care	Home Visit within 2 Hrs	2	2			6	4	2	1		1	1	3

NHS Orkney	Primary Care	Home Visit within 4 Hrs	2	1	3	1	6	1	3	4		1		4	2
NHS Orkney	Primary Care	PCEC within 1 Hr		1	1	5	2	4	1	1		3	2	1	2
NHS Orkney	Primary Care	PCEC within 2 Hrs	4	6	1	3	10	1	5	4	5	4	3	3	3
NHS Orkney	Primary Care	PCEC within 4 Hrs	7	6	7	12	11	7	9	8	7	13	5	8	4
NHS Orkney	Primary Care	Pt advised to contact practice - For Information Only					1								
NHS Orkney	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only													1
NHS Orkney	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only		1											
NHS Orkney	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only									2	2	1	2	1
NHS Orkney	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	1	1		2	1	5							
NHS Orkney	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only					1							4	
NHS Orkney	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only													
NHS Orkney	Primary Care	Speak to clinician within 1 Hr			2						1	1		1	
NHS Orkney	Primary Care	Speak to clinician within 2 Hrs	1	1	1	2	2	3	1		3	1	1	1	
NHS Orkney	Primary Care	Speak to clinician within 4 Hrs	2	1	6	1	3	4	1	3	2	1	4	4	2
NHS Orkney	Secondary Care	999 contacted - For information only	3	7	8	1	5	8	8						
NHS Orkney	Secondary Care	999 contacted. For information only													
NHS Orkney	Secondary Care	Patient advised to go to A&E	3	5	3	3	5	4	6		2	7	4	4	3
NHS Orkney	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr	2		3		2		1						
NHS Orkney	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only													
NHS Orkney	Secondary Care	Patient suitable for MIU 4Hr - Flow Hub to arrange	3	3		3	1	1	3			1	1	2	2
NHS Orkney	Secondary Care	Pt advised to go to A&E								3	3	1	4	3	3
NHS Orkney	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services									1				
NHS Orkney	Secondary Care	Speak to clinician 2 Hrs			1		1			2					
NHS Orkney	Secondary Care	Speak to clinician 4 Hrs								2	1			2	
NHS Orkney	Secondary Care	Speak to clinician within 4 Hrs		1	1	1			1					3	2
NHS Orkney	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24								3		3	1	3	
NHS Orkney	Self Care/No Partner Action	Dental Nurse - Not Triaged/Assessed								1					
NHS Orkney	Self Care/No Partner Action	Distress Brief Intervention	1												1
NHS Orkney	Self Care/No Partner Action	For Information Only	2	3				3	1	3	1	2		1	
NHS Orkney	Self Care/No Partner Action	Hub to arrange appointment within 24 hours	6	4	6	2	2	2	1						
NHS Orkney	Self Care/No Partner Action	Patient advised to contact registered GDP - Info Only	2	1	1		1								
NHS Orkney	Self Care/No Partner Action	Patient given self care advice - For Information Only	10	3	3	10	12	2	11	2					
NHS Orkney	Self Care/No Partner Action	Patient given self care dental advice - For Information Only						1			1				1
NHS Orkney	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only					1								1
NHS Orkney	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only									1				
NHS Orkney	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only									1				
NHS Orkney	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	1	1	2	1	2	1	1	3		1		1	
NHS Orkney	Self Care/No Partner Action	Pt advised to contact Police - For Information Only													1
NHS Orkney	Self Care/No Partner Action	Pt given self care advice - For Information Only								9	4	6	8	6	5
NHS Orkney	Self Care/No Partner Action	Triage refused - For Information Only		1	1			1							
NHS Orkney	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only		1											
NHS Shetland	Primary Care	Contact GP Practice within 4 Hours (ASAP									1				
NHS Shetland	Primary Care	CPN (Dr) to phone patient within 1 Hr				1		2				1			
NHS Shetland	Primary Care	CPN (Dr) to phone patient within 2 Hrs	1		3	1	1	3	1						1
NHS Shetland	Primary Care	DN (Dr) phone patient within 1 Hr								1					
NHS Shetland	Primary Care	DN (Dr) phone patient within 2 Hrs	1	1		1								2	
NHS Shetland	Primary Care	DN (Dr) phone patient within 4 Hrs	2	1		1	3	1	2		1	1	4	1	1
NHS Shetland	Primary Care	Home Visit within 1 Hr		1											1
NHS Shetland	Primary Care	Home Visit within 2 Hrs	2	1	1	5	4	2	2		2		1	2	1
NHS Shetland	Primary Care	Home Visit within 4 Hrs	4	3		6	4	1	2	1				2	
NHS Shetland	Primary Care	PCEC within 1 Hr	1		2		1	2	1					1	
NHS Shetland	Primary Care	PCEC within 2 Hrs	3	5	1	1	1	2	3	2	2	1	4	1	1
NHS Shetland	Primary Care	PCEC within 4 Hrs	11	1	2	7	4	3	5	8	8	4	10	5	12
NHS Shetland	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only										1			
NHS Shetland	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only					2		1						
NHS Shetland	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only									1	2	1		
NHS Shetland	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only			1	2	1	2	2	1					
NHS Shetland	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only									1	2			
NHS Shetland	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	1	2		1		1	1						
NHS Shetland	Primary Care	Speak to clinician within 1 Hr			1						1				1
NHS Shetland	Primary Care	Speak to clinician within 2 Hrs		1	1	1			1		1	1		2	1
NHS Shetland	Primary Care	Speak to clinician within 4 Hrs	1	1	1	1	1	2	2	1	2	2	3	1	2
NHS Shetland	Secondary Care	999 contacted - For information only	3	7	8	3	5	7							
NHS Shetland	Secondary Care	999 contacted. For information only								1	6	6	4	2	7
NHS Shetland	Secondary Care	Patient advised to go to A&E	4	4	2	3	10	1	2	1					
NHS Shetland	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only												1	
NHS Shetland	Secondary Care	Patient suitable for MIU 4Hr - Flow Hub to arrange		1		2	1	1	4		3	5	1	1	1
NHS Shetland	Secondary Care	Pt advised to go to A&E										5	5	7	6
NHS Shetland	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub	1												4
NHS Shetland	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services									2			1	
NHS Shetland	Secondary Care	Speak to clinician 2 Hrs									1				
NHS Shetland	Secondary Care	Speak to clinician 4 Hrs									2			1	1
NHS Shetland	Secondary Care	Speak to clinician within 4 Hrs		2	1		2	1	1				1	1	1
NHS Shetland	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24									5		2	3	1
NHS Shetland	Self Care/No Partner Action	Dental Nurse - Not Triaged/Assessed													
NHS Shetland	Self Care/No Partner Action	Distress Brief Intervention			2										
NHS Shetland	Self Care/No Partner Action	For Information Only	2	1	3		1		2	2		2	2		1
NHS Shetland	Self Care/No Partner Action	Hub to arrange appointment within 24 hours	4	1		2		2	2						
NHS Shetland	Self Care/No Partner Action	Hub to arrange contact with Clinician within 1 hour	1												
NHS Shetland	Self Care/No Partner Action	Patient advised to contact registered GDP - Info Only	2				1			1					
NHS Shetland	Self Care/No Partner Action	Patient given self care advice - For Information Only	2	2	5	1	4	5	3						
NHS Shetland	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only							1						
NHS Shetland	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only		1											
NHS Shetland	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only									1				
NHS Shetland	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	1	2	1		1			1					
NHS Shetland	Self Care/No Partner Action	Pt advised to contact Police - For Information Only						2							
NHS Shetland	Self Care/No Partner Action	Pt given self care advice - For Information Only									3	3	4	1	2
NHS Shetland	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only			2										
NHS Shetland	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only												1	
NHS Tayside	Not assigned	Not assigned		1				1							
NHS Tayside	Not assigned	(blank)													
NHS Tayside	Primary Care	Contact GP Practice within 4 Hours (ASAP									1		2	1	1
NHS Tayside	Primary Care	CPN (Dr) to phone patient within 1 Hr	17	22	16	18	10	20	11	11	12	10	12	6	8
NHS Tayside	Primary Care	CPN (Dr) to phone patient within 2 Hrs	23	20	25	27	25	23	33	22	24	17	23	19	26
NHS Tayside	Primary Care	DN (Dr) phone patient within 1 Hr		5	4	7	5	3	4	3	2	5	5	3	5

NHS Tayside	Primary Care	DN (Dr) phone patient within 2 Hrs	11	17	6	14	16	13	13	16	17	10	8	6	8
NHS Tayside	Primary Care	DN (Dr) phone patient within 4 Hrs	40	33	37	38	49	33	26	40	41	29	29	44	29
NHS Tayside	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)		2		2	2								
NHS Tayside	Primary Care	Dr to phone patient within 2 Hrs (Disputed Outcome)					1								
NHS Tayside	Primary Care	Dr to phone patient within 4 Hrs (Disputed Outcome)	1	4	2	1	1	2	2						
NHS Tayside	Primary Care	Home Visit within 1 Hr	13	10	12	8	10	12	5	9	9	12	11	5	11
NHS Tayside	Primary Care	Home Visit within 2 Hrs	51	37	36	34	37	43	35	33	37	25	32	37	36
NHS Tayside	Primary Care	Home Visit within 4 Hrs	46	48	49	45	50	69	67	38	47	27	44	43	35
NHS Tayside	Primary Care	PCEC within 1 Hr	76	57	54	47	50	69	52	52	65	64	75	71	80
NHS Tayside	Primary Care	PCEC within 2 Hrs	156	165	135	147	152	167	152	157	162	146	171	183	224
NHS Tayside	Primary Care	PCEC within 4 Hrs	341	306	331	303	385	469	344	360	321	268	351	389	407
NHS Tayside	Primary Care	Pt advised to contact practice - For Information Only	5	9	7	10	8	7	6	7	8	5	8	4	4
NHS Tayside	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only								5	5	2	9	5	
NHS Tayside	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only	10	5	7	4	11	6	1	2					
NHS Tayside	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only								51	69	81	115	83	109
NHS Tayside	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	74	56	52	53	62	83	69	21					
NHS Tayside	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only								19	26	24	20	14	18
NHS Tayside	Primary Care	Pt advised to go to A&E	37	41	30	36	25	19	31	9					
NHS Tayside	Primary Care	Speak to clinician within 1 Hr	15	21	11	21	19	20	17	16	20	9	11	10	20
NHS Tayside	Primary Care	Speak to clinician within 2 Hrs	26	22	12	27	18	37	36	40	29	18	14	29	27
NHS Tayside	Primary Care	Speak to clinician within 4 Hrs	40	67	49	52	58	75	56	49	36	30	47	51	33
NHS Tayside	Primary Care	Transport to PCEC within 2 Hrs	1	2		1			1						
NHS Tayside	Primary Care	Transport to PCEC within 4 hrs				1									
NHS Tayside	Secondary Care	999 contacted - For information only	165	187	190	150	163	171	172	37	1		1		
NHS Tayside	Secondary Care	999 contacted. For information only								163	155	152	171	168	159
NHS Tayside	Secondary Care	patient advised to attend A & E within 1 hour - for information only								5	8	1	4	3	6
NHS Tayside	Secondary Care	Patient advised to go to A&E	125	117	106	104	97	100	111	23					
NHS Tayside	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr	12	14	8	15	10	5	14	1					
NHS Tayside	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only								8	19	7	15	9	10
NHS Tayside	Secondary Care	Patient suitable for MIU 4Hr - Flow Hub to arrange	143	137	104	116	106	94	95	106	112	90	107	106	81
NHS Tayside	Secondary Care	Pt advised to go to A&E								73	120	111	114	91	135
NHS Tayside	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub			1			1	1						
NHS Tayside	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services													1
NHS Tayside	Secondary Care	Speak to clinician 2 Hrs	29	26	20	42	32	32	16	22	19	30	19	20	13
NHS Tayside	Secondary Care	Speak to clinician 4 Hrs								39	44	42	40	34	46
NHS Tayside	Secondary Care	Speak to clinician within 4 Hrs	43	42	44	40	50	42	53	7					
NHS Tayside	Self Care/No Partner Action	Contact Breathing Space							1						
NHS Tayside	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1								2					1
NHS Tayside	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1 hour	3	2	2	4	1								
NHS Tayside	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24								104	113	81	96	91	98
NHS Tayside	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 hours	236	210	222	246	128	114	121	17					
NHS Tayside	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo										2	1		
NHS Tayside	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appointment over 24 hour			3	3		2		1					
NHS Tayside	Self Care/No Partner Action	Dental Nurse - Not Triaged/Assessed	14	6	7	8	14	4	3	17	7	17	3	3	7
NHS Tayside	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent								1	2	1	4	2	3
NHS Tayside	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dentist	4	3	1	1	2	2	6						
NHS Tayside	Self Care/No Partner Action	Dental Nurse - Self Care	1	1	6	4	5	3	2						
NHS Tayside	Self Care/No Partner Action	Distress Brief Intervention	8	10	2	11	4	14	6	7	11	11	8	3	6
NHS Tayside	Self Care/No Partner Action	For Information Only	40	30	40	38	34	46	49	36	41	32	33	53	36
NHS Tayside	Self Care/No Partner Action	Patient advised to contact CPN Team - For Info Only				1									
NHS Tayside	Self Care/No Partner Action	Patient given self care advice - For Information Only	140	148	146	128	135	162	136	18					
NHS Tayside	Self Care/No Partner Action	Patient given self care dental advice - For Information Only								3	3	3	4	10	5
NHS Tayside	Self Care/No Partner Action	Pt advised to contact appropriate service - For Info Only						1							
NHS Tayside	Self Care/No Partner Action	Pt advised to contact CPN Team - For Information Only												1	
NHS Tayside	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only				1	2	2	1	1		3	1	1	
NHS Tayside	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only		1											
NHS Tayside	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	3	5	4	2	7	4	5	1	1	1	4	6	3
NHS Tayside	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	6	4	9	8	7	3	5	4	3	6	4	2	6
NHS Tayside	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only	1									1			
NHS Tayside	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	35	23	19	17	25	38	18	13	23	22	17	24	14
NHS Tayside	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	6	3	3	11	1	3	4	3	2	2	2	3	3
NHS Tayside	Self Care/No Partner Action	Pt given self care advice - For Information Only								125	127	120	138	154	160
NHS Tayside	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only	4	8	9	5	4	5	6						
NHS Tayside	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only								4	1	6	3	7	3
NHS Tayside	Self Care/No Partner Action	Untriaged call - QOH Service clinician to phone patient						1							
NHS Western Isles	Not assigned	Not assigned			1										
NHS Western Isles	Primary Care	CPN (Dr) to phone patient within 1 Hr	1	1				1		1	1	1			
NHS Western Isles	Primary Care	CPN (Dr) to phone patient within 2 Hrs	1		1					1				1	1
NHS Western Isles	Primary Care	DN (Dr) phone patient within 1 Hr					1			2			1		
NHS Western Isles	Primary Care	DN (Dr) phone patient within 2 Hrs													
NHS Western Isles	Primary Care	DN (Dr) phone patient within 4 Hrs	1	1		2		1	1	1	1		1	2	
NHS Western Isles	Primary Care	Dr to phone patient within 4 Hrs (Disputed Outcome)		1											
NHS Western Isles	Primary Care	Home Visit within 1 Hr		1											
NHS Western Isles	Primary Care	Home Visit within 2 Hrs	1	4		2	2	1	1		2	5	2	2	5
NHS Western Isles	Primary Care	Home Visit within 4 Hrs	1	1		3	2	7	3			1		2	4
NHS Western Isles	Primary Care	PCEC within 1 Hr	2		2	2		3	2	1			2	4	1
NHS Western Isles	Primary Care	PCEC within 2 Hrs	7	9	3	11	7	2	2		3	4	8	5	4
NHS Western Isles	Primary Care	PCEC within 4 Hrs	17	16	13	6	14	10	10	16	7	13	9	3	15
NHS Western Isles	Primary Care	Pt advised to contact practice - For Information Only	1				1			1			1		
NHS Western Isles	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only												1	
NHS Western Isles	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only						1							
NHS Western Isles	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only								2	1	3	3	2	2
NHS Western Isles	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only		3		4	4	3							
NHS Western Isles	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only								1				1	1
NHS Western Isles	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	2		1	2	3	1							
NHS Western Isles	Primary Care	Speak to clinician within 1 Hr			1	1	1								
NHS Western Isles	Primary Care	Speak to clinician within 2 Hrs	1	2				2	1	2				1	1
NHS Western Isles	Primary Care	Speak to clinician within 4 Hrs	1	1	4	3	1	1	1	3	3	3		3	2
NHS Western Isles	Secondary Care	999 contacted - For information only	9	9	6	7	6	9	7	1					
NHS Western Isles	Secondary Care	999 contacted. For information only								5	5	7	4	6	10
NHS Western Isles	Secondary Care	patient advised to attend A & E within 1 hour - for information only													
NHS Western Isles	Secondary Care	Patient advised to go to A&E	7	7	2	8	3	5	5	1					
NHS Western Isles	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr	1												
NHS Western Isles	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only											1		1
NHS Western Isles	Secondary Care	Patient suitable for MIU 4Hr - Flow Hub to arrange	5	1	2	7	5	1	3	2	3		1	3	5
NHS Western Isles	Secondary Care	Pt advised to go to A&E								6	8	3	5	8	8

NHS Western Isles	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub	1	1		2		1									
NHS Western Isles	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services															
NHS Western Isles	Secondary Care	Speak to clinician 2 Hrs				2		1	2	1	3	2	1				
NHS Western Isles	Secondary Care	Speak to clinician 4 Hrs								1	1	2		1	1		
NHS Western Isles	Secondary Care	Speak to clinician within 4 Hrs	2	2	4	1		1									
NHS Western Isles	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24							3	1		4	2	5			
NHS Western Isles	Self Care/No Partner Action	Dental Nurse - Not Triaged/Assessed							1	1	1		1				
NHS Western Isles	Self Care/No Partner Action	Distress Brief Intervention		1	1								1				
NHS Western Isles	Self Care/No Partner Action	For Information Only		2	2		2	3								1	
NHS Western Isles	Self Care/No Partner Action	Hub to arrange appointment within 24 hours	4	5	6	1	1	2	2			1	4	1			
NHS Western Isles	Self Care/No Partner Action	Patient advised to contact registered GDP - Info Only	2				3		1								
NHS Western Isles	Self Care/No Partner Action	Patient given self care advice - For Information Only	4	4	5		1	1	7	2							
NHS Western Isles	Self Care/No Partner Action	Patient given self care dental advice - For Information Only										1					
NHS Western Isles	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only						1									
NHS Western Isles	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only							1	1							
NHS Western Isles	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only					1										
NHS Western Isles	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only															
NHS Western Isles	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	1		2		1	1	3						1		
NHS Western Isles	Self Care/No Partner Action	Pt given self care advice - For Information Only						1									
NHS Western Isles	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only							3	3	1		2	2	3		
Not assigned	Not assigned	(blank)	12	8	9	6	11	9	4	103	121	91	89	126	135		
Not assigned	Primary Care	Contact GP Practice within 36 Hours (Nax										7					
Not assigned	Primary Care	Contact GP Practice within 4 Hours (ASAP						1	1		903	7	115		1		
Not assigned	Primary Care	In-Hours Action: Patient to Own GP withi									1	4			1		
Not assigned	Primary Care	PCEC within 2 Hrs								1		1					
Not assigned	Primary Care	PCEC within 4 Hrs										1					
Not assigned	Primary Care	Routine Appointment with GP									1	2	3				
Not assigned	Primary Care	Speak to Doctor within 12 Hours (Same Da										1					
Not assigned	Primary Care	Speak to Doctor within 4 Hours									2						
Not assigned	Secondary Care	999 - Ambulance (ASAP)												2	0		
Not assigned	Secondary Care	999 contacted. For information only										47			1	1	
Not assigned	Secondary Care	Accident & Emergency (ASAP)				1						79	54		3		
Not assigned	Secondary Care	Accident & Emergency / MIU within 4 Hour										59	8		1		
Not assigned	Self Care/No Partner Action	Contact Dentist Next Routine Appointment								1		9					
Not assigned	Self Care/No Partner Action	Contact Dentist within 24 Hours										27	3				
Not assigned	Self Care/No Partner Action	Contact Midwife										3	1				
Not assigned	Self Care/No Partner Action	Contact Optician											1				
Not assigned	Self Care/No Partner Action	Contact Pharmacist										9	3				
Not assigned	Self Care/No Partner Action	Contact Police							12	9	11	7	5	7			
Not assigned	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1										1					

Care Group	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	30/11/2025
PCARE	11357	11701	11668	11868	12937	12082	11751	10486	10318	11044	11729	11783	12232
SCARE	8115	8122	7435	7634	8041	7668	7380	7346	7407	7314	7766	7490	7392
SLFC_NPA	5626	5432	5276	5547	5067	4420	4357	4014	3982	4266	4471	4277	4108
Not assigned	1477	1251	1433	1414	387	11	14	74	0	157	243	208	146
Total	26575	26506	25812	26463	26432	24181	23502	21920	21707	22781	24209	23758	23878

Care Group	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	30/11/2025
PCARE	42.74%	44.14%	45.20%	44.85%	48.94%	49.96%	50.00%	47.84%	47.53%	48.48%	48.45%	49.60%	51.23%
SCARE	30.54%	30.64%	28.80%	28.85%	30.42%	31.71%	31.40%	33.51%	34.12%	32.11%	32.08%	31.53%	30.96%
SLFC_NPA	21.17%	20.49%	20.44%	20.96%	19.17%	18.28%	18.54%	18.31%	18.34%	18.73%	18.47%	18.00%	17.20%
Not assigned	5.56%	4.72%	5.55%	5.34%	1.46%	0.05%	0.06%	0.34%	0.00%	0.69%	1.00%	0.88%	0.61%

Calendar day	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	24/11/2025	25/11/2025	26/11/2025	27/11/2025	28/11/2025	29/11/2025	30/11/2025
Overall Call Volume	403	391	407	361	404	478	449	376	422	379	377	340	406	434	361	300	330	359	354	452	517	374	323	376	365	363	473	462
Overall Calls Connected	300	335	357	320	307	339	339	322	316	285	289	280	367	381	312	268	302	272	249	366	441	262	284	325	301	281	387	379
Median Time to Answer	00:01:42	00:00:09	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	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:01:39	00:00:09
95th Percentile Time to Answer	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	00:10:23	00:06:42	00:06:12	00:15:30	00:19:20	00:13:05	00:08:44

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

Week Ending Date	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	30/11/2025
Overall Call Volume	2837	2599	2793	2866	2913	2979	2840	2778	2783	2893	2734	2673	2736
Overall Calls Connected	2383	2166	2178	2406	2562	2392	2392	2191	2170	2297	2240	2200	2239
Median Time to Answer	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	00:00:09
90th Percentile Time to Answer	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	00:12:07

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

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

