

# NHS 24



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

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

| Calendar day                     | 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       | 6862       | 6791       | 3515       | 3336       | 3254       | 3071       | 3021       | 6869       | 6718       | 3482       | 3052       | 3042       | 3090       | 3311       | 7551       | 7527       | 3895       | 3545       | 3494       | 3468       | 3459       | 7492       | 7542       |
| Overall Calls Connected          | 3096       | 2952       | 2727       | 2782       | 2782       | 5190       | 5711       | 2953       | 2818       | 2775       | 2649       | 2496       | 6006       | 5834       | 2970       | 2766       | 2561       | 2625       | 2520       | 6010       | 6074       | 3097       | 2867       | 2774       | 2662       | 2594       | 5778       | 5955       |
| Caller Disconnected              | 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   | 00:36:54   | 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   | 00:42:48   | 00:42:07   | 00:47:21   | 01:14:48   | 01:09:25   |
| Triaged at First Contact %       | 96.00%     | 97.00%     | 98.00%     | 97.00%     | 94.00%     | 93.00%     | 94.00%     | 97.00%     | 97.00%     | 98.00%     | 96.00%     | 94.00%     | 92.00%     | 94.00%     | 96.00%     | 97.00%     | 96.00%     | 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   | 00:18:39   | 00:09:13   | 00:13:34   | 00:18:58   | 01:44:49   | 00:30:44   | 00:21:43   | 00:09:19   | 00:10:05   | 00:06:27   | 00:19:08   | 00:15:37   | 00:15:51   | 00:15:01   | 00:02:05   | 00:07:08   | 00:04:07   | 00:20:21   | 00:24:14   | 00:36:59   | 00:15:09   | 00:12:26   | 00:19:01   | 00:20:45   | 00:15:13   | 01:01:30   | 00:53:38   |
| 90th Percentile Time to Answer   | 00:49:58   | 00:38:18   | 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 Endng 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 |
|---|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| <b>Overall Call Volume</b>              | 30144      | 29976      | 30860      | 30675      | 31618      | 30752      | 29505      | 30154      | 31127      | 30758      | 29804      | 31055      | 32915      |
| <b>Overall Calls Connected</b>          | 25363      | 25062      | 24072      | 25292      | 27268      | 25231      | 25289      | 24808      | 25340      | 25240      | 25631      | 25526      | 25727      |
| <b>Caller Discontinued</b>              | 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%      |
| <b>Overall Avg Patient Journey Time</b> | 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   |
| <b>Triaged at First Contact %</b>       | 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%     |
| <b>Median Time to Answer</b>            | 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   |
| <b>90th Percentile Time to Answer</b>   | 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   | 00:02:57   | 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)  |            |            |            |            |            |            |            |            |            |            |            |            |            |
| NHS Ayrshire & Arran | Primary Care                | Contact GP Practice within 4 Hours (ASAP)                            |            |            | 0          |            |            |            |            |            |            |            |            |            |            |
| 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          |            |            |            |            |            |            |            |            |            |
| 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 - For Information Only | 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 Triage/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         |            |            | 2          | 1          | 1          |
| NHS Ayrshire & Arran | Self Care/No Partner Action | Patient give 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  |    |    |    |    |     |     |     |
| 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 | 14 | 7   | 12  | 16  |
| 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  | 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 | 24 | 11 | 17 | 19 | 19 | 18 | 4  |    | 19 | 30  | 17  | 30  |
| NHS Borders          | Primary Care                | Pt advised to contact practice within 36 Hrs - Info Only                                    |    |    |    |    |    |    |    |    | 3  | 9  | 9   | 6   | 3   |
| NHS Borders          | Primary Care                | Pt advised to contact Practice within 4 Hrs - For Information Only                          | 12 | 11 | 7  | 9  | 10 | 8  | 6  | 1  |    |    |     |     |     |
| NHS Borders          | Primary Care                | Pt advised to contact Practice within 4 Hrs - Info Only                                     | 4  | 1  | 2  | 3  | 4  | 7  | 3  | 3  | 5  | 2  | 5   | 3   | 3   |
| NHS Borders          | Primary Care                | Speak to clinician within 1 Hr  | 11 | 5  | 3  | 5  | 5  | 5  | 9  | 3  | 7  | 1  | 5   | 5   | 9   |
| NHS Borders          | Primary Care                | Speak to clinician within 2 Hrs   | 12 | 8  | 16 | 8  | 11 | 9  | 13 | 10 | 10 | 9  | 9   | 12  | 7   |
| NHS Borders          | Primary Care                | Speak to clinician within 4 Hrs   | 60 | 39 | 39 | 55 | 60 | 40 | 47 | 9  |    | 37 | 46  | 55  | 49  |
| NHS Borders          | Secondary Care              | 999 contacted - For information only  |    |    |    |    |    |    |    |    | 37 | 46 | 55  | 49  | 46  |
| NHS Borders          | Secondary Care              | 999 contacted. For information only   |    |    |    |    |    |    |    |    | 1  | 2  | 2   |     | 53  |
| NHS Borders          | Secondary Care              | patient advised to attend A & E within 1 hour - for information only                        |    |    |    |    |    |    |    |    |    |    |     |     | 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  |    | 3  | 6  | 3   | 3   | 8   |
| NHS Borders          | Secondary Care              | Patient sent to A&E via Ambulance within 1 Hr - For Information Only                        |    |    |    |    |    |    |    |    | 3  | 6  | 3   | 3   | 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  | 12 | 16 | 19 | 14 | 10 | 12 | 9  | 2  |    | 14 | 15  | 14  | 11  |
| NHS Borders          | Secondary Care              | Speak to clinician within 4 Hrs   |    |    |    |    |    |    |    |    |    | 1  |     |     | 19  |
| 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  |    |    |    |    |    |    |    |    |    |    |     |     |     |
| 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 give 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  |    |    |    |    |    | 2  |    |    | 25 | 41 | 24  | 38  | 35  |
| NHS Borders          | Self Care/No Partner Action | Triage refused - Pt terminated call - For Information Only                                  | 1  | 1  | 2  | 4  |    | 2  |    |    | 3  |    | 3   | 1   | 2   |
| NHS Borders          | Self Care/No Partner Action | Triage refused. Pt terminated call - For Information Only                                   |    |    |    |    |    |    |    |    | 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   |     | 4   | 3   | 7   | 1   | 6   | 5   |
| NHS Fife         | Self Care/No Partner Action | Triage refused - Pt terminated call - For Information Only           |     |     |     |     |     |     |     |     |     |     |     |     |     |     |
| 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   | 6   |     |
| 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  | 11  |     |
| NHS Forth Valley | Primary Care                | DN (Dr) phone patient within 1 Hr                                    | 5   | 5   | 6   | 7   | 2   | 4   | 5   | 6   | 3   |     | 1   | 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   | 5   |     |
| NHS Forth Valley | Primary Care                | DN (Dr) phone patient within 4 Hrs                                   | 24  | 33  | 22  | 16  | 31  | 35  | 30  | 15  | 18  | 26  | 22  | 26  | 25  |     |
| NHS Forth Valley | Primary Care                | Dr to phone patient within 1 Hr (Disputed Outcome)                   | 5   | 4   | 1   |     | 2   | 1   | 2   |     |     |     |     |     |     |     |
| NHS Forth Valley | Primary Care                | Dr to phone patient within 2 Hrs (Disputed Outcome)                  |     |     |     |     |     |     |     |     |     |     |     |     |     |     |
| 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   | 1   |     |
| NHS Forth Valley | Primary Care                | Home Visit within 2 Hrs  | 29  | 29  | 19  | 28  | 22  | 27  | 26  | 25  | 19  | 13  | 26  | 17  | 26  |     |
| NHS Forth Valley | Primary Care                | Home Visit within 4 Hrs  | 20  | 42  | 36  | 27  | 28  | 29  | 38  | 21  | 29  | 31  | 29  | 16  | 31  |     |
| 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  | 36  |     |
| NHS Forth Valley | Primary Care                | PCEC within 2 Hrs  | 117 | 120 | 117 | 108 | 118 | 94  | 145 | 116 | 106 | 101 | 122 | 120 | 116 |     |
| NHS Forth Valley | Primary Care                | PCEC within 4 Hrs  | 287 | 419 | 262 | 301 | 287 | 328 | 422 | 236 | 249 | 224 | 248 | 266 | 289 |     |
| 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   | 3   |     |
| NHS Forth Valley | Primary Care                | Pt advised to contact practice within 12 Hrs - For Information Only  |     |     |     |     |     |     |     |     |     | 2   | 6   | 7   | 2   | 4   |
| NHS Forth Valley | Primary Care                | Pt advised to contact practice within 12 Hrs - Info Only             | 6   | 3   | 3   | 5   | 1   | 5   | 3   |     |     | 57  | 69  | 104 | 85  | 92  |
| NHS Forth Valley | Primary Care                | Pt advised to contact practice within 36 Hrs - For Information Only  |     |     |     |     |     |     |     |     |     |     |     |     |     | 95  |
| 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   | 4   |     |
| NHS Forth Valley | Primary Care                | Speak to clinician within 2 Hrs                                      | 18  | 28  | 9   | 22  | 22  | 21  | 21  | 12  | 17  | 11  | 10  | 22  | 16  |     |
| NHS Forth Valley | Primary Care                | Speak to clinician within 4 Hrs                                      | 44  | 41  | 48  | 32  | 30  | 39  | 70  | 36  | 39  | 22  | 36  | 26  | 24  |     |
| 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   | 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  | 14  |
| 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 | 185 |     |
| NHS Forth Valley | Secondary Care              | Pt advised to go to A&E  |     |     |     |     |     |     |     |     | 157 | 198 | 181 | 221 | 238 | 224 |
| 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  | 34  |     |
| NHS Forth Valley | Secondary Care              | Speak to clinician 4 Hrs   |     |     |     |     |     |     |     |     | 39  | 68  | 54  | 50  | 54  | 76  |
| 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                              |     |     |     |     |     |     |     |     |     |     |     |     |     |     |
| 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                             |     |     |     |     |     |     |     |     |     |     |     |     |     |     |
| NHS Forth Valley | Self Care/No Partner Action | Dental Nurse - Contact Dentist within 24 hours                       | 127 | 124 | 101 | 124 | 68  | 59  | 70  | 12  |     |     |     |     |     |     |
| 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         |     |     |     |     |     |     |     |     |     |     |     |     |     |     |
| NHS Forth Valley | Self Care/No Partner Action | Dental Nurse - Not Triage/Assessed                                   | 8   | 5   | 8   | 3   | 8   | 1   | 4   | 13  | 6   | 7   | 3   | 3   | 2   |     |
| 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  | 8   |     |
| NHS Forth Valley | Self Care/No Partner Action | For Information Only   | 55  | 75  | 48  | 64  | 66  | 57  | 55  | 66  | 67  | 60  | 44  | 42  | 44  |     |
| 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 give self care advice - For Information Only                 | 124 | 115 | 108 | 109 | 108 | 102 | 109 | 22  |     | 2   | 4   | 2   | 3   | 4   |
| NHS Forth Valley | Self Care/No Partner Action | Patient given self care dental advice - For Information Only         |     |     |     |     |     |     |     |     |     |     |     | 6   |     |     |
| 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   |     |     |
| NHS Forth Valley | Self Care/No Partner Action | Pt advised to contact Dentist - For Information Only                 | 1   |     |     |     |     |     |     |     |     |     |     | 1   |     |     |
| NHS Forth Valley | Self Care/No Partner Action | Pt advised to contact GUM Clinic - For Information Only              |     |     |     |     |     |     | 1   |     |     |     |     | 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   |
| NHS Forth Valley | Self Care/No Partner Action | Pt advised to contact Orthodontist - For Information Only            |     |     | 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  |
| 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   |
| 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   |     |     |     |     |     |     |     |     |     |     |     |     |
| NHS Grampian     | Not assigned                | (blank)  | 1   |     |     |     |     |     |     |     |     |     |     | 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  |
| NHS Grampian     | Primary Care                | CPN (Dr) to phone patient within 2 Hrs                               | 21  | 16  | 24  | 47  | 29  | 18  | 24  | 24  | 26  | 19  | 20  | 20  |
| NHS Grampian     | Primary Care                | DN (Dr) phone patient within 1 Hr                                    | 4   | 4   | 6   | 4   | 4   | 5   | 1   | 2   | 3   | 8   | 1   | 3   |
| NHS Grampian     | Primary Care                | DN (Dr) phone patient within 2 Hrs                                   | 12  | 11  | 3   | 14  | 8   | 12  | 14  | 10  | 12  | 7   | 8   | 5   |
| NHS Grampian     | Primary Care                | DN (Dr) phone patient within 4 Hrs                                   | 31  | 32  | 23  | 33  | 24  | 31  | 22  | 28  | 27  | 22  | 25  | 25  |
| 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   |     |     |     |     |     |     |     |
| 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   |
| NHS Grampian     | Primary Care                | Home Visit within 12 Hrs   |     |     | 1   |     |     |     |     |     |     |     |     | 12  |
| NHS Grampian     | Primary Care                | Home Visit within 2 Hrs  | 70  | 63  | 44  | 66  | 70  | 50  | 49  | 46  | 45  | 58  | 43  | 47  |
| NHS Grampian     | Primary Care                | Home Visit within 4 Hrs  | 48  | 74  | 69  | 81  | 63  | 65  | 61  | 53  | 60  | 51  | 49  | 47  |
| NHS Grampian     | Primary Care                | PCEC within 1 Hr   | 54  | 49  | 54  | 50  | 58  | 59  | 41  | 49  | 45  | 43  | 74  | 65  |
| NHS Grampian     | Primary Care                | PCEC within 2 Hrs  | 174 | 182 | 157 | 198 | 161 | 166 | 176 | 150 | 152 | 165 | 195 | 201 |
| NHS Grampian     | Primary Care                | PCEC within 4 Hrs  | 419 | 380 | 392 | 535 | 414 | 475 | 368 | 406 | 437 | 364 | 460 | 429 |
| NHS Grampian     | Primary Care                | Pt advised to contact practice - For Information Only                | 5   | 8   | 10  | 9   | 9   | 7   | 6   | 5   | 9   | 9   | 3   | 6   |
| NHS Grampian     | Primary Care                | Pt advised to contact practice within 12 Hrs - For Information Only  | 10  | 8   | 12  | 6   | 7   | 10  | 3   | 3   |     |     | 4   | 1   |
| NHS Grampian     | Primary Care                | Pt advised to contact practice within 12 Hrs - Info Only             | 107 | 89  | 77  | 96  | 98  | 94  | 107 | 21  |     |     |     |     |
| NHS Grampian     | Primary Care                | Pt advised to contact practice within 36 Hrs - For Information Only  | 38  | 42  | 38  | 39  | 47  | 46  | 40  |     |     |     |     |     |
| NHS Grampian     | Primary Care                | Pt advised to contact practice within 36 Hrs - Info Only             | 21  | 19  | 19  | 22  | 23  | 23  | 20  | 12  | 17  | 19  | 18  | 18  |
| NHS Grampian     | Primary Care                | Speak to clinician within 1 Hr                                       | 40  | 38  | 29  | 44  | 50  | 36  | 33  | 25  | 40  | 24  | 37  | 43  |
| NHS Grampian     | Primary Care                | Speak to clinician within 2 Hrs                                      | 54  | 74  | 71  | 101 | 71  | 86  | 63  | 69  | 63  | 56  | 64  | 66  |
| NHS Grampian     | Primary Care                | Speak to clinician within 4 Hrs                                      |     |     | 1   |     |     |     |     |     |     |     |     |     |
| NHS Grampian     | Primary Care                | Triage refused therefore Dr requested to phone patient               | 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              | 999 contacted. For information only                                  |     |     |     |     |     |     | 2   | 6   | 2   | 4   | 3   | 5   |
| NHS Grampian     | Secondary Care              | patient advised to attend A & E within 1 hour - for information only |     |     |     |     |     |     |     |     |     |     |     |     |
| 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           | 276 | 234 | 230 | 244 | 219 | 221 | 221 | 220 | 208 | 214 | 215 | 199 |
| NHS Grampian     | Secondary Care              | Patient suitable for MIU 4Hr - Flow Hub to arrange                   |     |     |     |     |     |     | 215 | 302 | 263 | 269 | 281 | 264 |
| NHS Grampian     | Secondary Care              | Pt advised to go to A&E  | 65  | 50  | 50  | 60  | 32  | 55  | 35  | 36  | 40  | 41  | 32  | 21  |
| NHS Grampian     | Secondary Care              | Speak to clinician 2 Hrs   |     |     |     |     |     |     | 66  | 70  | 50  | 68  | 66  | 59  |
| NHS Grampian     | Secondary Care              | Speak to clinician 4 Hrs   | 71  | 56  | 52  | 63  | 62  | 57  | 56  | 11  |     |     |     |     |
| NHS Grampian     | Secondary Care              | Speak to clinician within 4 Hrs                                      |     |     |     |     |     |     |     |     |     |     | 1   |     |
| NHS Grampian     | Self Care/No Partner Action | Contact Breathing Space  |     |     |     |     |     |     |     |     |     |     |     |     |
| NHS Grampian     | Self Care/No Partner Action | Dental Nurse - Contact Dentist within 1                              |     |     |     |     |     |     |     |     |     |     |     |     |
| NHS Grampian     | Self Care/No Partner Action | Dental Nurse - Contact Dentist within 1 hour                         |     |     |     |     |     |     |     |     |     |     |     |     |
| NHS Grampian     | Self Care/No Partner Action | Dental Nurse - Contact Dentist within 24                             |     |     |     |     |     |     |     |     |     |     |     |     |
| 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   | 3   |     | 2   | 2   |     | 1   | 2   |     |     |
| NHS Grampian     | Self Care/No Partner Action | Dental Nurse - Contact Next Routine Appointment over 24 hour         |     |     |     |     |     |     |     |     |     |     |     |     |
| NHS Grampian     | Self Care/No Partner Action | Dental Nurse - Not Triage/Assessed                                   | 11  | 7   | 7   | 3   | 17  |     | 6   | 9   | 4   | 3   | 5   | 6   |
| NHS Grampian     | Self Care/No Partner Action | Dental Nurse - Routine Contact with Dent                             |     |     | 3   | 1   | 1   | 2   | 1   | 1   |     |     | 1   |     |
| NHS Grampian     | Self Care/No Partner Action | Dental Nurse - Routine Contact with Dentist                          |     |     | 4   | 5   | 5   | 2   | 3   |     |     |     |     |     |
| NHS Grampian     | Self Care/No Partner Action | Dental Nurse - Self Care   |     |     | 13  | 10  | 8   | 11  | 5   | 4   | 9   | 9   | 10  | 14  |
| NHS Grampian     | Self Care/No Partner Action | Distress Brief Intervention  |     |     |     |     |     |     | 5   | 2   |     |     |     | 3   |
| NHS Grampian     | Self Care/No Partner Action | For Information Only   | 107 | 78  | 85  | 93  | 117 | 85  | 89  | 65  | 53  | 63  | 62  | 52  |

|                             |                             |   |      |      |     |      |      |      |      |     |     |     |      |      |      |     |
|-----------------------------|-----------------------------|---|------|------|-----|------|------|------|------|-----|-----|-----|------|------|------|-----|
| 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  | 2   | 1   | 1    | 4    | 5    | 1   |
| NHS Grampian                | Self Care/No Partner Action | Patient given self care dental advice - For Information Only                                |      |      |     | 1    |      |      |      |     |     |     | 2    |      |      |     |
| NHS Grampian                | Self Care/No Partner Action | Pt advised to contact appropriate service - For Info Only                                   |      |      |     |      |      |      |      |     |     |     |      |      |      |     |
| NHS Grampian                | Self Care/No Partner Action | Pt advised to contact CPN Team - For Information Only                                       |      |      |     |      |      |      |      |     |     |     |      |      |      |     |
| 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   |      |      |      |     |
| 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    | 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   |     | 4   | 6    | 13   | 10   | 2   |
| NHS Grampian                | Self Care/No Partner Action | Triage refused. Pt terminated call - For Information Only                                   | 1    | 3    |     |      |      |      |      |     | 1   |     | 2    | 2    | 8    | 5   |
| NHS Greater Glasgow & Clyde | Not assigned                | Not assigned  |      |      |     |      |      |      |      |     |     |     |      |      |      |     |
| NHS Greater Glasgow & Clyde | Not assigned                | (blank)   |      |      |     |      |      |      |      |     |     |     |      |      |      |     |
| 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    |     |     |     |      |      |      |     |
| 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   | 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                         | 242  | 248  | 201 | 196  | 279  | 279  | 255  | 71  |     |     |      |      |      |     |
| NHS Greater Glasgow & Clyde | Primary Care                | Pt advised to contact practice within 36 Hrs - Info Only                                    |      |      |     |      |      |      | 38   | 76  | 86  | 70  | 67   | 91   |      |     |
| NHS Greater Glasgow & Clyde | Primary Care                | Pt advised to contact Practice within 4 Hrs - For Information Only                          | 99   | 143  | 113 | 98   | 92   | 100  | 92   | 24  |     |     |      |      |      |     |
| NHS Greater Glasgow & Clyde | Primary Care                | Pt advised to contact Practice within 4 Hrs - Info Only                                     | 50   | 37   | 34  | 40   | 55   | 47   | 55   | 38  | 43  | 43  | 45   | 34   | 28   |     |
| NHS Greater Glasgow & Clyde | Primary Care                | Speak to clinician within 1 Hr  | 82   | 75   | 63  | 79   | 112  | 64   | 74   | 69  | 77  | 60  | 69   | 71   | 69   |     |
| NHS Greater Glasgow & Clyde | Primary Care                | Speak to clinician within 2 Hrs   | 164  | 171  | 153 | 192  | 227  | 172  | 172  | 141 | 146 | 112 | 139  | 128  | 113  |     |
| NHS Greater Glasgow & Clyde | Primary Care                | Speak to clinician within 4 Hrs   | 6    | 8    | 4   | 2    | 4    | 2    | 3    | 1   |     |     |      |      |      |     |
| NHS Greater Glasgow & Clyde | Primary Care                | Transport to PCEC within 4 hrs  | 1    |      |     |      |      |      |      |     |     |     |      |      |      |     |
| NHS Greater Glasgow & Clyde | Primary Care                | Triage refused therefore Dr requested to phone patient                                      | 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              | 999 contacted. For information only   |      |      |     |      |      |      | 8    | 8   | 11  | 9   | 4    | 9    |      |     |
| NHS Greater Glasgow & Clyde | Secondary Care              | patient advised to attend A&E within 1 hour - for information only                          |      |      |     |      |      |      |      |     |     |     |      |      |      |     |
| NHS Greater Glasgow & Clyde | Secondary Care              | Patient advised to go to A&E  |      |      |     |      |      |      |      |     |     |     |      |      |      |     |
| NHS Greater Glasgow & Clyde | Secondary Care              | Patient sent to A&E via Ambulance within 1 Hr   | 600  | 614  | 488 | 593  | 697  | 578  | 572  | 102 |     |     |      |      |      |     |
| NHS Greater Glasgow & Clyde | Secondary Care              | Patient sent to A&E via Ambulance within 1 Hr - For Information Only                        | 47   | 46   | 36  | 44   | 39   | 43   | 45   | 3   |     |     |      |      |      |     |
| NHS Greater Glasgow & Clyde | Secondary Care              | Patient sent to A&E via Ambulance within 4 Hrs - Info Only                                  |      |      |     |      |      |      | 27   | 54  | 37  | 40  | 39   | 35   |      |     |
| 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 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  | 36  | 16  |    |    |    |  |
| NHS Lothian | Primary Care                | Speak to clinician within 2 Hrs   | 48  | 78  | 78  | 66  | 47  | 60  | 47  | 56  | 62  | 52  | 54  | 50  | 46  |    |    |    |  |
| NHS Lothian | Primary Care                | Speak to clinician within 4 Hrs   | 118 | 127 | 184 | 121 | 140 | 128 | 99  | 100 | 95  | 82  | 103 | 87  | 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                                      |     |     |     |     |     |     |     |     |     |     |     |     |     |    |    |    |  |
| 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 | 348 | 335 |    |    |    |  |
| NHS Lothian | Secondary Care              | patient advised to attend A&E within 1 hour - for information only                          |     |     |     |     |     |     |     | 5   | 7   | 11  | 13  | 6   | 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  | 27  | 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 | 380 | 339 |    |    |    |  |
| NHS Lothian | Secondary Care              | Pt advised to go to A&E   |     |     |     |     |     |     |     | 382 | 499 | 499 | 552 | 476 | 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  | 65  | 63  |    |    |    |  |
| NHS Lothian | Secondary Care              | Speak to clinician 4 Hrs  |     |     |     |     |     |     |     | 100 | 126 | 125 | 117 | 112 | 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   |     |    |    |    |  |
| NHS Lothian | Self Care/No Partner Action | Contact Family Planning Clinic  |     |     |     |     |     |     |     |     |     |     |     | 1   |     |    |    |    |  |
| NHS Lothian | Self Care/No Partner Action | Dental Nurse - Contact Dentist within 1   |     |     |     |     |     |     |     |     |     |     |     | 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 | 190 | 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   |     |    |    |    |  |
| 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 Triage/Assessed  | 37  | 9   | 10  | 10  | 25  | 9   | 12  | 21  | 8   | 11  | 10  | 9   | 9   |    |    |    |  |
| NHS Lothian | Self Care/No Partner Action | Dental Nurse - Routine Contact with Dent  |     |     |     |     |     |     |     | 7   | 5   | 3   | 2   | 1   | 1   |    |    |    |  |
| NHS Lothian | Self Care/No Partner Action | Dental Nurse - Routine Contact with Dentist   |     |     | 4   | 6   | 5   | 3   | 4   | 3   | 4   |     |     |     |     |    |    |    |  |
| 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  | 22  | 18  |    |    |    |  |
| NHS Lothian | Self Care/No Partner Action | For Information Only  | 124 | 116 | 112 | 95  | 111 | 102 | 122 | 115 | 102 | 115 | 113 | 94  | 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 give 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   | 14  | 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   | 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  | 10  | 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  | 16  | 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  | 53  | 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   | 10  | 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 | 357 | 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  |     | 9   | 16  | 3   | 10  | 7   | 14 |    |    |  |
| NHS Lothian | Self Care/No Partner Action | Triage refused. Pt terminated call - For Information Only                                   |     |     |     |     |     |     |     |     |     |     |     | 1   | 2   |    |    |    |  |
| NHS Orkney  | Primary Care                | CPN (Dr) to phone patient within 1 Hr   | 1   |     |     |     |     |     |     | 1   |     |     |     |     |     |    |    |    |  |
| NHS Orkney  | Primary Care                | CPN (Dr) to phone patient within 2 Hrs  | 1   | 1   | 1   |     |     | 2   | 1   |     |     |     | 1   | 2   | 1   | 1  |    |    |  |
| NHS Orkney  | Primary Care                | DN (Dr) phone patient within 1 Hr   |     |     |     |     |     |     |     |     |     |     |     |     |     |    |    |    |  |
| 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   |     |     |     |    |    |    |  |
| 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  | 4  | 1  | 1  | 5  | 2  | 4  | 1  | 1  | 3  | 2  | 1  |
| NHS Orkney   | Primary Care                | PCEC within 2 Hrs   | 7  | 6  | 1  | 3  | 10 | 1  | 5  | 4  | 4  | 3  | 3  |
| NHS Orkney   | Primary Care                | PCEC within 4 Hrs   |    |    | 7  | 12 | 11 | 7  | 9  | 8  | 7  | 13 | 5  |
| NHS Orkney   | Primary Care                | Pt advised to contact practice - For Information Only                                       |    |    |    | 1  |    |    |    |    |    |    | 4  |
| 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                         | 1  |    |    |    |    |    |    |    |    |    |    |
| NHS Orkney   | Primary Care                | Pt advised to contact practice within 36 Hrs - Info Only                                    |    |    |    |    |    |    |    |    |    |    | 4  |
| NHS Orkney   | Primary Care                | Pt advised to contact Practice within 4 Hrs - For Information Only                          |    |    |    |    |    |    |    |    |    |    |    |
| NHS Orkney   | Primary Care                | Pt advised to contact Practice within 4 Hrs - Info Only                                     |    |    |    |    |    |    |    |    |    |    |    |
| NHS Orkney   | Primary Care                | Speak to clinician within 1 Hr  | 1  |    |    |    |    |    |    |    |    |    |    |
| NHS Orkney   | Primary Care                | Speak to clinician within 2 Hrs   |    |    |    |    |    |    |    |    |    |    |    |
| NHS Orkney   | Primary Care                | Speak to clinician within 4 Hrs   |    |    |    |    |    |    |    |    |    |    |    |
| NHS Orkney   | Secondary Care              | 999 contacted - For information only  |    |    |    |    |    |    |    |    |    |    |    |
| NHS Orkney   | Secondary Care              | 999 contacted - For information only  |    |    |    |    |    |    |    |    |    |    |    |
| NHS Orkney   | Secondary Care              | Patient advised to go to A&E  |    |    |    |    |    |    |    |    |    |    |    |
| NHS Orkney   | Secondary Care              | Patient sent to A&E via Ambulance within 1 Hr   |    |    |    |    |    |    |    |    |    |    |    |
| NHS Orkney   | Secondary Care              | Patient sent to A&E via Ambulance within 1 Hr - For Information Only                        |    |    |    |    |    |    |    |    |    |    |    |
| NHS Orkney   | Secondary Care              | Patient suitable for MU 4hr - Flow Hub to arrange   |    |    |    |    |    |    |    |    |    |    |    |
| NHS Orkney   | Secondary Care              | Pt advised to go to A&E   |    |    |    |    |    |    |    |    |    |    |    |
| NHS Orkney   | Secondary Care              | Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services |    |    |    |    |    |    |    |    |    |    |    |
| NHS Orkney   | Secondary Care              | Speak to clinician 2 Hrs  |    |    |    |    |    |    |    |    |    |    |    |
| NHS Orkney   | Secondary Care              | Speak to clinician 4 Hrs  |    |    |    |    |    |    |    |    |    |    |    |
| NHS Orkney   | Secondary Care              | Speak to clinician within 4 Hrs   |    |    |    |    |    |    |    |    |    |    |    |
| NHS Orkney   | Self Care/No Partner Action | Dental Nurse - Contact Dentist within 24  |    |    |    |    |    |    |    |    |    |    |    |
| NHS Orkney   | Self Care/No Partner Action | Dental Nurse - Not Triaged/Assessed   |    |    |    |    |    |    |    |    |    |    |    |
| NHS Orkney   | Self Care/No Partner Action | Distress Brief Intervention   |    |    |    |    |    |    |    |    |    |    |    |
| NHS Orkney   | Self Care/No Partner Action | For Information Only  |    |    |    |    |    |    |    |    |    |    |    |
| NHS Orkney   | Self Care/No Partner Action | Hub to arrange appointment within 24 hours  |    |    |    |    |    |    |    |    |    |    |    |
| NHS Orkney   | Self Care/No Partner Action | Patient advised to contact registered GDP - Info Only                                       |    |    |    |    |    |    |    |    |    |    |    |
| NHS Orkney   | Self Care/No Partner Action | Patient given self care advice - For Information Only                                       |    |    |    |    |    |    |    |    |    |    |    |
| NHS Orkney   | Self Care/No Partner Action | Patient given self care advice - For Information Only                                       |    |    |    |    |    |    |    |    |    |    |    |
| NHS Orkney   | Self Care/No Partner Action | Patient given self care dental advice - For Information Only                                |    |    |    |    |    |    |    |    |    |    |    |
| NHS Orkney   | Self Care/No Partner Action | Pt advised to contact Dentist - For Information Only  |    |    |    |    |    |    |    |    |    |    |    |
| NHS Orkney   | Self Care/No Partner Action | Pt advised to contact Midwife - For Information Only  |    |    |    |    |    |    |    |    |    |    |    |
| NHS Orkney   | Self Care/No Partner Action | Pt advised to contact Optician - For Information Only                                       |    |    |    |    |    |    |    |    |    |    |    |
| NHS Orkney   | Self Care/No Partner Action | Pt advised to contact Pharmacist - For Information Only                                     |    |    |    |    |    |    |    |    |    |    |    |
| NHS Orkney   | Self Care/No Partner Action | Pt advised to contact Police - For Information Only   |    |    |    |    |    |    |    |    |    |    |    |
| NHS Orkney   | Self Care/No Partner Action | Pt given self care advice - For Information Only  |    |    |    |    |    |    |    |    |    |    |    |
| NHS Orkney   | Self Care/No Partner Action | Triage refused - For Information Only   |    |    |    |    |    |    |    |    |    |    |    |
| NHS Orkney   | Self Care/No Partner Action | Triage refused - Pt terminated call - For Information Only                                  |    |    |    |    |    |    |    |    |    |    |    |
| NHS Shetland | Primary Care                | Contact GP Practice within 4 Hours (ASAP)   |    |    |    |    |    |    |    |    |    |    |    |
| NHS Shetland | Primary Care                | CPN (Dr) phone patient within 1 Hr  |    |    |    |    |    |    |    |    |    |    |    |
| NHS Shetland | Primary Care                | CPN (Dr) phone patient within 2 Hrs   |    |    |    |    |    |    |    |    |    |    |    |
| NHS Shetland | Primary Care                | DN (Dr) phone patient within 1 Hr   |    |    |    |    |    |    |    |    |    |    |    |
| NHS Shetland | Primary Care                | DN (Dr) phone patient within 2 Hrs  |    |    |    |    |    |    |    |    |    |    |    |
| NHS Shetland | Primary Care                | DN (Dr) phone patient within 4 Hrs  |    |    |    |    |    |    |    |    |    |    |    |
| NHS Shetland | Primary Care                | Home Visit within 1 Hr  |    |    |    |    |    |    |    |    |    |    |    |
| NHS Shetland | Primary Care                | Home Visit within 2 Hrs   |    |    |    |    |    |    |    |    |    |    |    |
| NHS Shetland | Primary Care                | Home Visit within 4 Hrs   |    |    |    |    |    |    |    |    |    |    |    |
| NHS Shetland | Primary Care                | PCEC within 1 Hr  |    |    |    |    |    |    |    |    |    |    |    |
| NHS Shetland | Primary Care                | PCEC within 2 Hrs   |    |    |    |    |    |    |    |    |    |    |    |
| NHS Shetland | Primary Care                | PCEC within 4 Hrs   |    |    |    |    |    |    |    |    |    |    |    |
| NHS Shetland | Primary Care                | Pt advised to contact practice within 12 Hrs - For Information Only                         |    |    |    |    |    |    |    |    |    |    |    |
| NHS Shetland | Primary Care                | Pt advised to contact practice within 12 Hrs - Info Only                                    |    |    |    |    |    |    |    |    |    |    |    |
| NHS Shetland | Primary Care                | Pt advised to contact practice within 36 Hrs - For Information Only                         |    |    |    |    |    |    |    |    |    |    |    |
| NHS Shetland | Primary Care                | Pt advised to contact practice within 36 Hrs - Info Only                                    |    |    |    |    |    |    |    |    |    |    |    |
| NHS Shetland | Primary Care                | Pt advised to contact Practice within 4 Hrs - For Information Only                          |    |    |    |    |    |    |    |    |    |    |    |
| NHS Shetland | Primary Care                | Pt advised to contact Practice within 4 Hrs - Info Only                                     |    |    |    |    |    |    |    |    |    |    |    |
| NHS Shetland | Primary Care                | Speak to clinician within 1 Hr  |    |    |    |    |    |    |    |    |    |    |    |
| NHS Shetland | Primary Care                | Speak to clinician within 2 Hrs   |    |    |    |    |    |    |    |    |    |    |    |
| NHS Shetland | Primary Care                | Speak to clinician within 4 Hrs   |    |    |    |    |    |    |    |    |    |    |    |
| NHS Shetland | Secondary Care              | 999 contacted - For information only  |    |    |    |    |    |    |    |    |    |    |    |
| NHS Shetland | Secondary Care              | 999 contacted - For information only  |    |    |    |    |    |    |    |    |    |    |    |
| NHS Shetland | Secondary Care              | Patient advised to go to A&E  |    |    |    |    |    |    |    |    |    |    |    |
| NHS Shetland | Secondary Care              | Patient suitable for MU 4hr - Flow Hub to arrange   |    |    |    |    |    |    |    |    |    |    |    |
| NHS Shetland | Secondary Care              | Pt advised to go to A&E   |    |    |    |    |    |    |    |    |    |    |    |
| NHS Shetland | Secondary Care              | Remote & Rural A&E and Minor Injuries -Refer to Hub   |    |    |    |    |    |    |    |    |    |    |    |
| NHS Shetland | Secondary Care              | Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services |    |    |    |    |    |    |    |    |    |    |    |
| NHS Shetland | Secondary Care              | Speak to clinician 2 Hrs  |    |    |    |    |    |    |    |    |    |    |    |
| NHS Shetland | Secondary Care              | Speak to clinician 4 Hrs  |    |    |    |    |    |    |    |    |    |    |    |
| NHS Shetland | Secondary Care              | Speak to clinician within 4 Hrs   |    |    |    |    |    |    |    |    |    |    |    |
| NHS Shetland | Self Care/No Partner Action | Dental Nurse - Contact Dentist within 24  |    |    |    |    |    |    |    |    |    |    |    |
| NHS Shetland | Self Care/No Partner Action | Dental Nurse - Not Triaged/Assessed   |    |    |    |    |    |    |    |    |    |    |    |
| NHS Shetland | Self Care/No Partner Action | Distress Brief Intervention   |    |    |    |    |    |    |    |    |    |    |    |
| NHS Shetland | Self Care/No Partner Action | For Information Only  |    |    |    |    |    |    |    |    |    |    |    |
| NHS Shetland | Self Care/No Partner Action | Hub to arrange appointment within 24 hours  |    |    |    |    |    |    |    |    |    |    |    |
| NHS Shetland | Self Care/No Partner Action | Hub to arrange contact with Clinician within 1 hour   |    |    |    |    |    |    |    |    |    |    |    |
| NHS Shetland | Self Care/No Partner Action | Patient advised to contact registered GDP - Info Only                                       |    |    |    |    |    |    |    |    |    |    |    |
| NHS Shetland | Self Care/No Partner Action | Patient given self care advice - For Information Only                                       |    |    |    |    |    |    |    |    |    |    |    |
| NHS Shetland | Self Care/No Partner Action | Pt advised to contact Midwife - For Information Only  |    |    |    |    |    |    |    |    |    |    |    |
| NHS Shetland | Self Care/No Partner Action | Pt advised to contact Optician - For Information Only                                       |    |    |    |    |    |    |    |    |    |    |    |
| NHS Shetland | Self Care/No Partner Action | Pt advised to contact Orthodontist - For Information Only                                   |    |    |    |    |    |    |    |    |    |    |    |
| NHS Shetland | Self Care/No Partner Action | Pt advised to contact Pharmacist - For Information Only                                     |    |    |    |    |    |    |    |    |    |    |    |
| NHS Shetland | Self Care/No Partner Action | Pt advised to contact Police - For Information Only   |    |    |    |    |    |    |    |    |    |    |    |
| NHS Shetland | Self Care/No Partner Action | Pt advised to contact Triage - For Information Only   |    |    |    |    |    |    |    |    |    |    |    |
| NHS Shetland | Self Care/No Partner Action | Triage refused - Pt terminated call - For Information Only                                  |    |    |    |    |    |    |    |    |    |    |    |
| NHS Shetland | Self Care/No Partner Action | Triage refused - Pt terminated call - For Information Only                                  |    |    |    |    |    |    |    |    |    |    |    |
| NHS Shetland | Not assigned                | Not assigned  |    |    |    |    |    |    |    |    |    |    |    |
| NHS Tayside  | Primary Care                | (blank)   |    |    |    |    |    |    |    |    |    |    |    |
| NHS Tayside  | Primary Care                | Contact GP Practice within 4 Hours (ASAP)   |    |    |    |    |    |    |    |    |    |    |    |
| NHS Tayside  | Primary Care                | CPN (Dr) phone patient within 1 Hr  | 17 | 22 | 16 | 18 | 10 | 20 | 11 | 11 | 12 | 10 | 6  |
| NHS Tayside  | Primary Care                | CPN (Dr) phone patient within 2 Hrs   | 23 | 20 | 25 | 27 | 25 | 23 | 33 | 22 | 24 | 17 | 19 |
| NHS Tayside  | Primary Care                | DN (Dr) phone patient within 1 Hr   |    | 5  | 4  | 7  | 5  | 3  | 4  | 3  | 2  | 5  | 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                | Home Visit within 1 Hr  | 1   | 4   | 2   | 1   | 1   | 2   | 2   |     |     |     |     |     |     |
| NHS Tayside       | Primary Care                | Home Visit within 2 Hrs   | 13  | 10  | 12  | 8   | 10  | 12  | 5   | 9   | 9   | 12  | 11  | 5   | 11  |
| NHS Tayside       | Primary Care                | Home Visit within 4 Hrs   | 51  | 37  | 36  | 34  | 37  | 43  | 35  | 33  | 37  | 25  | 32  | 37  | 36  |
| NHS Tayside       | Primary Care                | PCEC within 1 Hr  | 46  | 48  | 49  | 45  | 50  | 69  | 67  | 38  | 47  | 27  | 44  | 43  | 35  |
| NHS Tayside       | Primary Care                | PCEC within 2 Hrs   | 76  | 57  | 54  | 47  | 50  | 69  | 52  | 52  | 65  | 64  | 75  | 71  | 80  |
| NHS Tayside       | Primary Care                | PCEC within 4 Hrs   | 156 | 165 | 135 | 147 | 152 | 167 | 152 | 157 | 162 | 146 | 171 | 183 | 224 |
| NHS Tayside       | Primary Care                | Pt advised to contact practice - For Information Only                                       | 341 | 306 | 331 | 303 | 385 | 469 | 344 | 360 | 321 | 268 | 351 | 389 | 407 |
| NHS Tayside       | Primary Care                | Pt advised to contact practice within 12 Hrs - For Information Only                         | 5   | 9   | 7   | 10  | 8   | 8   | 6   | 7   | 8   | 4   | 8   | 8   | 4   |
| 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                         | 74  | 56  | 52  | 53  | 62  | 83  | 69  | 21  |     |     |     |     |     |
| NHS Tayside       | Primary Care                | Pt advised to contact practice within 36 Hrs - Info Only                                    | 37  | 41  | 30  | 36  | 25  | 19  | 31  | 9   |     |     |     |     |     |
| NHS Tayside       | Primary Care                | Pt advised to contact Practice within 4 Hrs - For Information Only                          | 15  | 21  | 11  | 21  | 19  | 20  | 17  | 16  | 20  | 9   | 11  | 10  | 20  |
| NHS Tayside       | Primary Care                | Speak to clinician within 1 Hr  | 26  | 22  | 12  | 27  | 18  | 37  | 36  | 40  | 29  | 18  | 14  | 29  | 27  |
| NHS Tayside       | Primary Care                | Speak to clinician within 2 Hrs   | 40  | 67  | 49  | 52  | 58  | 75  | 56  | 49  | 36  | 30  | 47  | 51  | 33  |
| NHS Tayside       | Primary Care                | Speak to clinician within 4 Hrs   | 1   | 2   | 1   |     |     | 1   |     |     |     |     |     |     |     |
| NHS Tayside       | Secondary Care              | Transport to PCEC within 2 Hrs  |     |     |     |     |     |     |     |     |     |     |     |     |     |
| NHS Tayside       | Secondary Care              | Transport to A&E within 4 Hrs   |     |     |     |     |     |     |     |     |     |     |     |     |     |
| NHS Tayside       | Secondary Care              | 999 contacted - For information only  |     |     |     |     |     |     |     |     |     |     |     |     |     |
| NHS Tayside       | Secondary Care              | 999 contacted - For information only  |     |     |     |     |     |     |     |     |     |     |     |     |     |
| NHS Tayside       | Secondary Care              | Patient advised to attend A & E within 1 hour - for information only                        |     |     |     |     |     |     |     |     |     |     |     |     |     |
| 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                        | 143 | 137 | 104 | 116 | 106 | 94  | 95  | 106 | 112 | 90  | 107 | 106 | 81  |
| NHS Tayside       | Secondary Care              | Patient suitable for MU 4hr - Flow Hub to arrange   |     |     |     |     |     |     |     |     |     |     |     |     |     |
| NHS Tayside       | Secondary Care              | Pt advised to go to A&E   |     |     |     |     |     |     |     |     |     |     |     |     |     |
| NHS Tayside       | Secondary Care              | Remote & Rural A&E and Minor Injuries -Refer to Hub   |     |     |     |     |     |     |     |     |     |     |     |     | 1   |
| NHS Tayside       | Secondary Care              | Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services | 29  | 26  | 20  | 42  | 32  | 32  | 16  | 22  | 19  | 30  | 19  | 20  | 13  |
| NHS Tayside       | Secondary Care              | Speak to clinician 2 Hrs  | 43  | 42  | 44  | 40  | 50  | 42  | 53  | 7   |     |     |     |     | 46  |
| NHS Tayside       | Secondary Care              | Speak to clinician 4 Hrs  | 3   | 2   | 2   | 4   | 1   |     |     |     |     |     |     |     | 1   |
| NHS Tayside       | Self Care/No Partner Action | Speak to clinician within 4 Hrs   | 236 | 210 | 222 | 246 | 128 | 114 | 121 | 17  |     |     |     |     | 98  |
| NHS Tayside       | Self Care/No Partner Action | Contact Breathing Space   |     |     |     |     |     |     |     |     |     |     |     |     |     |
| NHS Tayside       | Self Care/No Partner Action | Dental Nurse - Contact Dentist within 1   | 14  | 6   | 7   | 8   | 14  | 4   | 3   | 1   | 17  | 7   | 17  | 3   | 7   |
| NHS Tayside       | Self Care/No Partner Action | Dental Nurse - Contact Dentist within 1 hour  |     |     |     |     |     |     |     |     |     |     |     |     |     |
| NHS Tayside       | Self Care/No Partner Action | Dental Nurse - Contact Dentist within 24  |     |     |     |     |     |     |     |     |     |     |     |     |     |
| NHS Tayside       | Self Care/No Partner Action | Dental Nurse - Contact Dentist within 24 hours  |     |     |     |     |     |     |     |     |     |     |     |     |     |
| NHS Tayside       | Self Care/No Partner Action | Dental Nurse - Contact Next Routine Appo  |     |     |     |     |     |     |     |     |     |     |     |     |     |
| NHS Tayside       | Self Care/No Partner Action | Dental Nurse - Contact Next Routine Appointment over 24 hour                                |     |     |     |     |     |     |     |     |     |     |     |     |     |
| NHS Tayside       | Self Care/No Partner Action | Dental Nurse - Not Triage/Assessed  | 14  | 3   | 3   | 2   | 2   | 2   | 1   |     |     |     |     |     |     |
| NHS Tayside       | Self Care/No Partner Action | Dental Nurse - Routine Contact with Dent  |     |     |     |     |     |     |     |     |     |     |     |     |     |
| NHS Tayside       | Self Care/No Partner Action | Dental Nurse - Routine Contact with Dentist   | 4   | 3   | 1   | 1   | 2   | 2   | 6   |     |     |     |     |     | 3   |
| NHS Tayside       | Self Care/No Partner Action | Dental Nurse - Self Care  | 1   | 1   | 6   | 4   | 5   | 3   | 2   |     |     |     |     |     | 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   |     |     |     |     |     |     |     |     |     |     |     |     |     |
| NHS Tayside       | Self Care/No Partner Action | Patient given self care advice - For Information Only                                       |     |     |     |     |     |     |     |     |     |     |     |     |     |
| NHS Tayside       | Self Care/No Partner Action | Patient given self care dental advice - For Information Only                                |     |     |     |     |     |     |     |     |     |     |     |     |     |
| NHS Tayside       | Self Care/No Partner Action | Pt advised to contact appropriate service - For Info Only                                   |     |     |     |     |     |     |     |     |     |     |     |     |     |
| NHS Tayside       | Self Care/No Partner Action | Pt advised to contact CPN Team - For Information Only                                       |     |     |     |     |     |     |     |     |     |     |     |     |     |
| NHS Tayside       | Self Care/No Partner Action | Pt advised to contact Dental - For Information Only   |     |     |     |     |     |     |     |     |     |     |     |     |     |
| NHS Tayside       | Self Care/No Partner Action | Pt advised to contact GUM Clinic - For Information Only                                     |     |     |     |     |     |     |     |     |     |     |     |     |     |
| 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                                   |     |     |     |     |     |     |     |     |     |     |     |     |     |
| NHS Tayside       | Self Care/No Partner Action | Pt advised to contact Pharmacist - For Information Only                                     |     |     |     |     |     |     |     |     |     |     |     |     |     |
| NHS Tayside       | Self Care/No Partner Action | Pt advised to contact Police - For Information Only   |     |     |     |     |     |     |     |     |     |     |     |     |     |
| NHS Tayside       | Self Care/No Partner Action | Pt given self care advice - For Information Only  |     |     |     |     |     |     |     |     |     |     |     |     |     |
| NHS Tayside       | Self Care/No Partner Action | Triage refused - Pt terminated call - For Information Only                                  |     |     |     |     |     |     |     |     |     |     |     |     |     |
| NHS Tayside       | Self Care/No Partner Action | Triage refused, Pt terminated call - For Information Only                                   |     |     |     |     |     |     |     |     |     |     |     |     |     |
| NHS Tayside       | Self Care/No Partner Action | Unraged call - OOH Service clinician to phone patient                                       |     |     |     |     |     |     |     |     |     |     |     |     |     |
| NHS Western Isles | Not assigned                | Not assigned  |     |     |     |     |     |     |     |     |     |     |     |     |     |
| NHS Western Isles | Primary Care                | CPN (Dr) to phone patient within 1 Hr   | 1   | 1   | 1   |     | 1   | 1   | 1   | 1   | 1   | 1   | 1   | 1   | 1   |
| NHS Western Isles | Primary Care                | CPN (Dr) to phone patient within 4 Hrs  |     |     |     |     |     |     |     |     |     |     |     |     |     |
| NHS Western Isles | Primary Care                | DN (Dr) phone patient within 1 Hr   |     |     |     |     |     |     |     |     |     |     |     |     |     |
| NHS Western Isles | Primary Care                | DN (Dr) phone patient within 2 Hrs  |     |     |     |     |     |     |     |     |     |     |     |     |     |
| NHS Western Isles | Primary Care                | DN (Dr) phone patient within 4 Hrs  |     |     |     |     |     |     |     |     |     |     |     |     |     |
| NHS Western Isles | Primary Care                | Dr to phone patient within 4 Hrs (Disputed Outcome)   |     |     |     |     |     |     |     |     |     |     |     |     |     |
| NHS Western Isles | Primary Care                | Home Visit within 1 Hr  | 1   | 1   | 1   |     | 1   | 1   | 1   | 1   | 1   | 1   | 1   | 1   | 1   |
| NHS Western Isles | Primary Care                | Home Visit within 2 Hrs   |     |     |     |     |     |     |     |     |     |     |     |     |     |
| NHS Western Isles | Primary Care                | Home Visit within 4 Hrs   |     |     |     |     |     |     |     |     |     |     |     |     |     |
| NHS Western Isles | Primary Care                | PCEC within 1 Hr  | 1   | 4   | 2   | 2   | 1   | 3   | 2   | 5   | 2   | 5   | 2   | 2   | 5   |
| NHS Western Isles | Primary Care                | PCEC within 2 Hrs   | 2   | 2   | 2   | 2   | 3   | 2   | 3   | 1   | 1   | 2   | 2   | 4   | 1   |
| NHS Western Isles | Primary Care                | PCEC within 4 Hrs   | 7   | 9   | 3   | 11  | 7   | 2   | 2   | 6   | 3   | 4   | 8   | 5   | 4   |
| NHS Western Isles | Primary Care                | Pt advised to contact practice - For Information Only                                       | 17  | 16  | 13  | 6   | 14  | 10  | 10  | 16  | 7   | 13  | 9   | 3   | 15  |
| NHS Western Isles | Primary Care                | Pt advised to contact practice within 12 Hrs - For Information Only                         |     |     |     |     |     |     |     |     |     |     |     |     |     |
| NHS Western Isles | Primary Care                | Pt advised to contact practice within 12 Hrs - Info Only                                    |     |     |     |     |     |     |     |     |     |     |     |     |     |
| NHS Western Isles | Primary Care                | Pt advised to contact practice within 36 Hrs - For Information Only                         |     |     |     |     |     |     |     |     |     |     |     |     |     |
| NHS Western Isles | Primary Care                | Pt advised to contact practice within 36 Hrs - Info Only                                    | 3   | 4   | 4   | 4   | 3   |     |     |     |     |     |     |     | 2   |
| NHS Western Isles | Primary Care                | Pt advised to contact Practice within 4 Hrs - For Information Only                          | 2   |     | 1   | 2   | 3   | 1   |     |     |     |     |     |     | 1   |
| NHS Western Isles | Primary Care                | Pt advised to contact Practice within 4 Hrs - Info Only                                     |     |     |     |     |     |     |     |     |     |     |     |     |     |
| NHS Western Isles | Primary Care                | Speak to clinician within 1 Hr  |     |     |     |     |     |     |     |     |     |     |     |     |     |
| NHS Western Isles | Primary Care                | Speak to clinician within 2 Hrs   | 1   | 2   |     |     | 1   |     | 2   | 1   | 2   | 1   | 1   | 1   | 1   |
| NHS Western Isles | Primary Care                | Speak to clinician within 4 Hrs   | 1   | 1   | 4   | 3   | 1   | 1   | 3   | 3   | 3   | 3   | 3   | 3   | 2   |
| NHS Western Isles | Secondary Care              | 999 contacted - For information only  | 9   | 9   | 6   | 7   | 6   | 9   | 7   | 1   | 5   | 5   | 7   | 4   | 5   |
| NHS Western Isles | Secondary Care              | 999 contacted. For information only   |     |     |     |     |     |     |     |     |     |     |     |     |     |
| NHS Western Isles | Secondary Care              | Patient advised to attend A&E within 1 hour - for information only                          |     |     |     |     |     |     |     |     |     |     |     |     |     |
| NHS Western Isles | Secondary Care              | Patient sent to A&E via Ambulance within 1 Hr   | 7   | 7   | 2   | 8   | 3   | 5   | 5   | 5   | 1   |     |     |     | 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 MU 4hr - Flow Hub to arrange   | 5   | 1   | 2   | 7   | 5   | 1   | 3   | 2   | 3   | 4   | 1   | 3   | 5   |
| NHS Western Isles | Secondary Care              | Pt advised to go to A&E   | 5   | 1   | 2   | 7   | 5   | 1   | 3   | 2   | 3   | 4   | 1   | 3   | 8   |

|                   |                             |   |  |      |      |      |      |     |    |    |     |     |     |     |
|-------------------|-----------------------------|---|--|------|------|------|------|-----|----|----|-----|-----|-----|-----|
| NHS Western Isles | Secondary Care              | Remote & Rural A&E and Minor Injuries -Refer to Hub   |  | 1    | 1    |      | 2    |     | 1  | 2  | 1   | 3   | 2   | 1   |
| NHS Western Isles | Secondary Care              | Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services |  |      |      |      | 2    |     | 1  |    | 1   | 1   | 2   | 1   |
| NHS Western Isles | Secondary Care              | Speak to clinician 2 Hrs  |  |      |      |      |      |     |    |    | 1   | 2   | 1   | 1   |
| NHS Western Isles | Secondary Care              | Speak to clinician 4 Hrs  |  |      |      |      |      |     |    |    | 1   | 1   | 1   | 1   |
| NHS Western Isles | Secondary Care              | Speak to clinician within 4 Hrs   |  |      |      |      |      |     |    |    | 1   | 4   | 2   | 5   |
| NHS Western Isles | Self Care/No Partner Action | Dental Nurse - Contact Dentist within 24  |  | 2    | 2    | 4    | 1    |     | 1  |    | 3   | 1   | 4   | 2   |
| NHS Western Isles | Self Care/No Partner Action | Dental Nurse - Not Triage/Assessed  |  |      |      |      |      |     | 1  | 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   | 4   | 1   | 1   |
| NHS Western Isles | Self Care/No Partner Action | Hub to arrange appointment within 24 hours  |  | 4    | 5    | 6    | 1    | 1   | 2  | 2  |     |     |     |     |
| NHS Western Isles | Self Care/No Partner Action | Patient advised to contact registered GDP - Info Only                                       |  |      |      |      | 3    |     | 1  |    |     |     |     |     |
| NHS Western Isles | Self Care/No Partner Action | Patient given self care advice - For Information Only                                       |  | 2    |      |      |      |     |    |    |     |     |     |     |
| NHS Western Isles | Self Care/No Partner Action | Patient given self care dental advice - For Information Only                                |  | 4    | 4    | 5    |      | 1   | 1  | 7  | 2   |     | 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   | 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                                     |  | 1    |      | 2    |      | 1   | 1  | 3  |     |     |     |     |
| NHS Western Isles | Self Care/No Partner Action | Pt advised to contact Police - For Information Only   |  |      |      |      |      |     | 1  | 3  | 3   | 1   | 2   | 2   |
| NHS Western Isles | Self Care/No Partner Action | Pt given self care advice - For Information Only  |  |      |      |      |      |     | 1  | 1  | 1   | 2   | 2   | 3   |
| NHS Western Isles | Self Care/No Partner Action | Triage refused. Pt terminated call - For Information Only                                   |  |      |      |      |      |     |    |    |     | 1   | 1   | 1   |
| Not assigned      | Not assigned                | (blank)   |  |      |      |      |      |     |    |    |     |     |     | 135 |
| Not assigned      | Primary Care                | Contact GP Practice within 36 Hours (Nex  |  | 12   | 8    | 9    | 6    | 11  | 9  | 4  | 103 | 121 | 91  | 89  |
| Not assigned      | Primary Care                | Contact GP Practice within 4 Hours (ASAP  |  |      |      |      |      |     |    |    | 1   | 7   | 7   | 1   |
| Not assigned      | Primary Care                | In-Hours Action: Patient to Own GP with   |  |      |      |      |      |     |    |    |     | 903 | 115 | 1   |
| Not assigned      | Primary Care                | PCEC within 2 Hrs   |  |      |      |      |      |     |    |    | 1   | 4   |     | 1   |
| Not assigned      | Primary Care                | PCEC within 4 Hrs   |  |      |      |      |      |     |    |    | 1   | 1   |     | 1   |
| Not assigned      | Primary Care                | Routine Appointment with GP   |  |      |      |      |      |     |    |    |     |     | 2   | 3   |
| Not assigned      | Primary Care                | Speak to Doctor within 12 Hours (Same Da  |  |      |      |      |      |     |    |    |     | 1   | 2   | 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)   |  |      |      |      |      |     |    |    |     | 79  | 54  | 3   |
| Not assigned      | Secondary Care              | Accident & Emergency / MIU within 4 Hour  |  |      |      |      |      |     |    |    | 1   | 59  | 8   | 1   |
| Not assigned      | Self Care/No Partner Action | Contact Dentist Next Routine Appointment  |  |      |      |      |      |     |    |    |     | 9   |     |     |
| Not assigned      | Self Care/No Partner Action | Contact Dentist within 24 Hours   |  |      |      |      |      |     |    |    |     | 27  |     |     |
| 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 Orthodontist  |  |      |      |      |      |     |    |    |     | 9   | 3   |     |
| Not assigned      | Self Care/No Partner Action | Contact Police  |  |      |      |      |      |     |    |    |     | 12  | 9   | 7   |
| Not assigned      | Self Care/No Partner Action | Dental Nurse - Contact Dentist within 1   |  |      |      |      |      |     |    |    |     | 1   | 5   | 7   |
| Not assigned      | Self Care/No Partner Action | Dental Nurse - Contact Dentist within 24  |  |      |      |      |      |     |    |    |     | 140 |     | 1   |
| Not assigned      | Self Care/No Partner Action | Dental Nurse - Not Triage/Assessed  |  |      |      |      |      |     |    |    |     | 16  |     |     |
| Not assigned      | Self Care/No Partner Action | Dental Nurse -Routine Contact with Dent   |  |      |      |      |      |     |    |    |     | 2   |     |     |
| Not assigned      | Self Care/No Partner Action | For Information Only  |  |      |      |      |      |     |    |    |     | 1   | 1   | 1   |
| Not assigned      | Self Care/No Partner Action | Not Assessed / Triage Refused   |  | 1    | 2    | 1    | 2    |     | 1  |    | 54  | 55  | 61  | 49  |
| Not assigned      | Self Care/No Partner Action | Patient given self care dental advice - For Information Only                                |  |      |      |      |      |     |    |    |     | 4   |     | 45  |
| Not assigned      | Self Care/No Partner Action | Pt given self care advice - For Information Only  |  |      |      |      |      |     |    |    |     |     | 1   |     |
| Not assigned      | Self Care/No Partner Action | Routine Appointment with Dentist  |  |      |      |      |      |     |    |    |     |     | 1   |     |
| Not assigned      | Self Care/No Partner Action | Self Care   |  |      |      |      |      |     |    |    |     |     | 87  | 79  |
| (blank)           | Not assigned                | Not assigned  |  | 1471 | 1244 | 1432 | 1414 | 387 | 10 | 13 | 74  | 4   | 4   | 4   |
| (blank)           | Self Care/No Partner Action | Dental Nurse - Contact Dentist within 24 hours  |  |      | 2    | 3    | 1    |     |    |    |     |     |     |     |
| (blank)           | Self Care/No Partner Action | Not Assessed / Triage Refused   |  |      |      |      |      |     |    |    |     |     |     |     |
| (blank)           | Self Care/No Partner Action | Routine Appointment in  |  | 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          |
| <b>Total</b> | <b>26575</b> | <b>26506</b> | <b>25812</b> | <b>26463</b> | <b>26432</b> | <b>24181</b> | <b>23502</b> | <b>21920</b> | <b>21707</b> | <b>22781</b> | <b>24209</b> | <b>23758</b> | <b>23878</b> |

| 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        | 356        | 441        | 282        | 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   | 00:01:39   | 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   | 00:01:39   | 00:00:09   |            |
| 98th 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   | 00:06:39   | 00:02:05   | 00:15:48   | 00:27:11   | 00:16:27   | 00:10:43   | 00:10:23   | 00:08:42   | 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 Endng 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 |
|---------------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| <b>Overall Call Volume</b>            | 2837       | 2599       | 2793       | 2866       | 2913       | 2979       | 2840       | 2778       | 2783       | 2893       | 2734       | 2673       | 2736       |
| <b>Overall Calls Connected</b>        | 2383       | 2166       | 2178       | 2406       | 2562       | 2392       | 2392       | 2191       | 2170       | 2297       | 2240       | 2200       | 2239       |
| <b>Median Time to Answer</b>          | 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   |
| <b>90th Percentile Time to Answer</b> | 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**

