

NHS 24



Unscheduled Care Operational Statistics Official Statistics in Development Weekly Statistics

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

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Source:

Publication only contains information from the SAP Hana Data Warehouse upto week ending 26th October and contains information from Azure Data Warehouse from 21st October.
This publication includes data for week ending: 14/09/2025 to 07/12/2025

Notes:

- 1) This document is Official Statistics in Development.
- 2) The statistics in this weekly update cover NHS 24 activity only, and include new data for the previous 4 weeks. Data for the most recent 3 weeks should be treated as provisional.

Please note Phase 1 of Digital Transformation went live at 10:30am on Tuesday 22nd July for Ayrshire and Arran, from this date until Tuesday 21st October Tables 1 and 2 reports will not contain records from Ayrshire and Arran patients who called 111 service on either unwell or A&E pathways. The data from the new telephony and CRM systems will be retrospectively reported on when the new Data Warehouse is available for production data.

Definitions

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

Calendar day	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	01/12/2025	02/12/2025	03/12/2025	04/12/2025	05/12/2025	06/12/2025	07/12/2025
Overall Call Volume	3515	3336	3254	3071	3021	6889	6718	3482	3052	3042	3090	3311	7551	7527	3895	3545	3494	3488	3459	7492	7542	3910	3709	3514	3559	3562	7965	7820
Overall Calls Connected	2953	2818	2775	2649	2496	6006	5934	2970	2766	2561	2625	2520	6010	6074	3097	2867	2774	2662	2594	5778	5955	2970	2800	2638	2594	2773	6098	5953
Caller Discontinued	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%	1.01%	0.60%	0.81%	0.79%	0.50%	0.89%	1.04%
Overall Avg Patient Journey Time	00:40:53	00:33:45	00:35:41	00:36:03	00:43:29	00:44:50	00:40:10	00:41:57	00:30:10	00:32:09	00:32:52	00:48:24	00:47:53	00:57:37	00:40:50	00:43:53	00:42:46	00:42:07	00:47:21	01:14:48	01:08:25	00:56:11	00:47:21	00:52:27	00:52:27	00:45:20	01:09:12	01:14:22
Triaged at First Contact %	97.00%	97.00%	96.00%	96.00%	94.00%	92.00%	94.00%	96.00%	97.00%	97.00%	97.00%	95.00%	92.00%	94.00%	97.00%	97.00%	97.00%	97.00%	96.00%	93.00%	95.00%	97.00%	97.00%	98.00%	98.00%	95.00%	93.00%	94.00%
Median Time to Answer	00:21:43	00:09:19	00:10:05	00:06:27	00:19:06	00:15:37	00:15:51	00:15:01	00:02:05	00:07:08	00:04:07	00:20:21	00:24:14	00:36:59	00:15:09	00:12:26	00:19:01	00:20:45	00:15:13	01:01:30	00:53:38	00:38:17	00:26:34	00:34:14	00:34:14	00:12:40	00:41:17	00:52:20
95th Percentile Time to Answer	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	01:17:36	01:20:29	01:22:27	01:22:27	01:14:24	01:45:02	01:49:00

Week Ending Date	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	07/12/2025
Overall Call Volume	29976	30860	30675	31618	30752	29505	30154	31127	30758	29804	31055	32915	34039
Overall Calls Connected	25062	24072	25292	27268	25231	25289	24808	25340	25240	25631	25526	25727	25826
Caller Discontinued	0.20%	0.48%	0.25%	0.18%	0.27%	0.12%	0.26% *	0.27%	0.52%	0.20%	0.35%	0.56%	0.83%
Overall Avg Patient Journey Time	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	00:59:59
Triaged at First Contact %	95.30%	94.42%	94.62%	94.29%	95.62%	95.64%	93.00% *	94.00%	95.00%	94.00%	95.00%	95.00%	95.00%
Median Time to Answer	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	00:36:00
90th Percentile Time to Answer	00:25:13	00:39:26	00:35:32	00:34:48	00:41:08	00:26:22	00:41:51	00:44:59	02:02:57	00:37:27	00:52:27	01:21:07	01:32:09

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

Health Board	Care Group	Endpoint	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	07/12/2025
NHS Ayrshire & Arran	Not assigned	Not assigned	2												
NHS Ayrshire & Arran	Not assigned	(blank)													
NHS Ayrshire & Arran	Primary Care	Contact GP Practice within 4 Hours (ASAP)			0			0	2						1
NHS Ayrshire & Arran	Primary Care	Contact Primary Care within 1 Hour (Imme													
NHS Ayrshire & Arran	Primary Care	CPN (Dr) to phone patient within 1 Hr	14	12	13	15	14	12	11	7	9	10	2	14	12
NHS Ayrshire & Arran	Primary Care	CPN (Dr) to phone patient within 2 Hrs	14	13	18	16	22	14	26	17	16	12	7	15	22
NHS Ayrshire & Arran	Primary Care	DN (Dr) phone patient within 1 Hr		1	3		1	2	1	2	1	2	1		
NHS Ayrshire & Arran	Primary Care	DN (Dr) phone patient within 2 Hrs		2	3	2	2	5	4	2	4		3	5	2
NHS Ayrshire & Arran	Primary Care	DN (Dr) phone patient within 4 Hrs	4	7	6	4	2	4	5	6	5	6	3	4	4
NHS Ayrshire & Arran	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)		1				1	2						
NHS Ayrshire & Arran	Primary Care	Dr to phone patient within 2 Hrs (Disputed Outcome)				1	1								
NHS Ayrshire & Arran	Primary Care	Dr to phone patient within 4 Hrs (Disputed Outcome)													
NHS Ayrshire & Arran	Primary Care	Home Visit within 1 Hr	9	13		14	8	13	8	6	8	8	11	9	9
NHS Ayrshire & Arran	Primary Care	Home Visit within 2 Hrs	33	31	39	36	37	38	32	27	24	30	35	36	41
NHS Ayrshire & Arran	Primary Care	Home Visit within 4 Hrs	39	58	49	43	45	42	36	40	42	45	50	45	39
NHS Ayrshire & Arran	Primary Care	Partner to Triage												1	
NHS Ayrshire & Arran	Primary Care	PCEC within 1 Hr	43	29	40	42	40	21	45	30	45	54	41	45	33
NHS Ayrshire & Arran	Primary Care	PCEC within 2 Hrs	128	161	150	139	165	134	115	111	139	160	156	148	166
NHS Ayrshire & Arran	Primary Care	PCEC within 4 Hrs	317	457	455	271	290	329	292	264	263	341	343	363	319
NHS Ayrshire & Arran	Primary Care	Pt advised to contact practice - For Information Only	8	10	4	6	9	7	7	2	3	4	7	6	7
NHS Ayrshire & Arran	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only	2	2			1	7	3	1	5	1	2	5	8
NHS Ayrshire & Arran	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only			3	5		2	1						
NHS Ayrshire & Arran	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only	19	18	31	43	33	41	47	74	75	67	68	63	94
NHS Ayrshire & Arran	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	12	14	15	14	15	22	23						
NHS Ayrshire & Arran	Primary Care	Pt advised to contact practice within 4 Hrs - For Information Only	20	30	24	16	23	23	20	11	15	9	10	20	13
NHS Ayrshire & Arran	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	8	6	8	7	9	3	3						
NHS Ayrshire & Arran	Primary Care	Speak to clinician within 1 Hr	29	19	21	9	15	9	20	13	14	10	14	13	8
NHS Ayrshire & Arran	Primary Care	Speak to clinician within 2 Hrs	25	38	35	21	18	27	13	15	18	26	13	20	19
NHS Ayrshire & Arran	Primary Care	Speak to clinician within 4 Hrs	51	131	86	42	41	41	40	48	42	43	35	43	66
NHS Ayrshire & Arran	Secondary Care	999 - Ambulance (ASAP)												1	
NHS Ayrshire & Arran	Secondary Care	999 contacted - For information only	19	25	54	25	23	95	33	1					1
NHS Ayrshire & Arran	Secondary Care	999 contacted - For information only	184	187	167	196	220	84	134	148	152	140	184	156	158
NHS Ayrshire & Arran	Secondary Care	Accident & Emergency / MUJ within 4 Hour													
NHS Ayrshire & Arran	Secondary Care	patient advised to attend A & E within 1 hour - for information only									1	3	6	2	3
NHS Ayrshire & Arran	Secondary Care	Patient advised to go to A&E	17	16	43	12	24	88	22						
NHS Ayrshire & Arran	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr	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	20	16	21	31	20	18	15	14	15	18	12	13	15
NHS Ayrshire & Arran	Secondary Care	Patient suitable for MUJ 4hr - Flow Hub to arrange	90	98	105	82	74	90	81	75	83	74	75	71	74
NHS Ayrshire & Arran	Secondary Care	Pt advised to go to A&E	234	190	172	247	224	108	144	167	168	179	181	140	143
NHS Ayrshire & Arran	Secondary Care	Speak to clinician 2 Hrs	20	30	24	16	23	23	20	11	15	9	10	20	17
NHS Ayrshire & Arran	Secondary Care	Speak to clinician 4 Hrs	41	47	33	54	54	22	40	39	36	35	39	35	40
NHS Ayrshire & Arran	Secondary Care	Speak to clinician within 4 Hrs	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							
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	1												
NHS Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24													
NHS Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 hours	134	182	170	82	94	82	6	75	76	64	76	64	77
NHS Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo													1
NHS Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appointment over 24 hour	1	1	2	1		2							
NHS Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Not Triaged/Assessed	1	3	3	4	1	3	14	3	8	3		2	8
NHS Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent								0	1		1		
NHS Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dentist	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			5	14	6	2	5	8	11	4	4	8	5
NHS Ayrshire & Arran	Self Care/No Partner Action	For Information Only	51	41	51	42	47	35	38	24	40	39	33	20	30
NHS Ayrshire & Arran	Self Care/No Partner Action	Patient advised to contact CPN Team - For Info Only					2	1							
NHS Ayrshire & Arran	Self Care/No Partner Action	Patient given self care advice - For Information Only	51	58	66	61	63	79	22						
NHS Ayrshire & Arran	Self Care/No Partner Action	Patient given self care dental advice - For Information Only													
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only				3	2			2	1	4	5	1	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	5	4	6	3	1	3	5	4		3	6	3	3
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	5	5	2	4	5	5	5	1		2	3	3	1
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only													
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	11	31	29	13	17	9	16	13	16	17	11	22	17
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	3	5	4	3	3	7	9	5		5	7	2	4
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt given self care advice - For Information Only	28	21	27	13	37	60	40	89	99	81	104	126	117
NHS Ayrshire & Arran	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only	3	4	6	4	7	3							121
NHS Ayrshire & Arran	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only		7	3	1	1	2	8	2	5	4	5	6	8
NHS Borders	Primary Care	CPN (Dr) to phone patient within 1 Hr	1	7	2	1	6	6	2	4	4	4	6	4	6
NHS Borders	Primary Care	CPN (Dr) to phone patient within 2 Hrs	2	6	8	7	13	6	2	3	7	9	10	4	2
NHS Borders	Primary Care	DN (Dr) phone patient within 1 Hr		2	2	3	3	2	1	3	1	2	1	1	1
NHS Borders	Primary Care	DN (Dr) phone patient within 2 Hrs	7	2	6	5	7	10	2	2	6	3	2	10	4
NHS Borders	Primary Care	DN (Dr) phone patient within 4 Hrs	13	12	9	16	11	20	19	10	9	16	20	16	8
NHS Borders	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)													
NHS Borders	Primary Care	Dr to phone patient within 2 Hrs (Disputed Outcome)			1	1		1	1						
NHS Borders	Primary Care	Dr to phone patient within 4 Hrs (Disputed Outcome)													
NHS Borders	Primary Care	Home Visit within 1 Hr	1		2	5	7		1	4	2		1	6	4
NHS Borders	Primary Care	Home Visit within 2 Hrs	8	16	15	9	12	7	10	8	11	4	3	9	14
NHS Borders	Primary Care	Home Visit within 4 Hrs	13	12	12	14	12	22	14	14	7	12	16	10	7
NHS Borders	Primary Care	PCEC within 1 Hr	6	7	3	13	8	7	12	4	12	7	12	5	5
NHS Borders	Primary Care	PCEC within 2 Hrs	26	21	27	13	27	26	13	21	38	24	34	35	29
NHS Borders	Primary Care	PCEC within 4 Hrs	55	56	70	59	62	70	65	58	44	67	86	64	59
NHS Borders	Primary Care	Pt advised to contact practice - For Information Only	1		2	2	1	2	2	3			1	1	
NHS Borders	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only								2	3	2			2
NHS Borders	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only	3	2	2	5	1	2							
NHS Borders	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only							19	30	17	30	23	15	24
NHS Borders	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	24	11	17	19	19	18	4						
NHS Borders	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only													
NHS Borders	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	11	7	9	10	8	6	1						
NHS Borders	Primary Care	Speak to clinician within 1 Hr	1	2	3	4	7	3	3	5	2	5	3	3	2
NHS Borders	Primary Care	Speak to clinician within 2 Hrs	5	3	5	5	5	9	3	7	1	5	5	9	1
NHS Borders	Primary Care	Speak to clinician within 4 Hrs	8	16	8	11	9	13	10	10	9	9	12	7	12
NHS Borders	Secondary Care	999 contacted - For information only	39	38	55	60	40	47	9						
NHS Borders	Secondary Care	999 contacted - For information only							37	46	55	49	46	53	29
NHS Borders	Secondary Care	patient advised to attend A & E within 1 hour - for information only							1	2	2		1		
NHS Borders	Secondary Care	Patient advised to go to A&E	42	45	49	42	45	44	6						
NHS Borders	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr	5	7	6	6	3	1							
NHS Borders	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only													
NHS Borders	Secondary Care	Patient suitable for MUJ 4hr - Flow Hub to arrange	59	53	51	45	41	44	53	42	36	43	29	33	39
NHS Borders	Secondary Care	Pt advised to go to A&E							36	57	51	57	49	43	34
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													
NHS Borders	Secondary Care	Speak to clinician 2 Hrs	9	14	14	18	15	6	9	16	10	12	9	5	5
NHS Borders	Secondary Care	Speak to clinician 4 Hrs							14	15	14	11	12	19	13
NHS Borders	Secondary Care	Speak to clinician within 4 Hrs	16	19	14	10	12	9	2						
NHS Borders	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1 hour													
NHS Borders	Self Care/No Partner Action</														

NHS Dumfries & Galloway	Secondary Care	Speak to clinician 2 Hrs	5	3	7	3	3	3	3	3	2	2	4	3	2
NHS Dumfries & Galloway	Secondary Care	Speak to clinician 4 Hrs								3	9	14	10	10	4
NHS Dumfries & Galloway	Self Care/No Partner Action	Contact Family Planning Clinic	5	9	11	9	8	13	2	1				12	4
NHS Dumfries & Galloway	Self Care/No Partner Action	Contact Public Health Nurse									1				
NHS Dumfries & Galloway	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1 hour													
NHS Dumfries & Galloway	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 hours								29	36	23	33	28	33
NHS Dumfries & Galloway	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 hours	67	84	81	36	41	46	1						
NHS Dumfries & Galloway	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appointment over 24 hour			1										
NHS Dumfries & Galloway	Self Care/No Partner Action	Dental Nurse - Contact Pharmacist													
NHS Dumfries & Galloway	Self Care/No Partner Action	Dental Nurse - Not Triaged/Assessed	1	1	3	2		1	2		1	3	1	2	1
NHS Dumfries & Galloway	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent												1	
NHS Dumfries & Galloway	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dentist			1			1							
NHS Dumfries & Galloway	Self Care/No Partner Action	Dental Nurse - Self Care			1	1		1							
NHS Dumfries & Galloway	Self Care/No Partner Action	Distress Brief Intervention	2	2	1	6	3	1	2	5	3	2	4	1	
NHS Dumfries & Galloway	Self Care/No Partner Action	For Information Only	12	14	15	12	6	7	10	9	11	12	11	7	9
NHS Dumfries & Galloway	Self Care/No Partner Action	Patient given self care advice - For Information Only	38	36	35	33	34	24	2						
NHS Dumfries & Galloway	Self Care/No Partner Action	Patient given self care dental advice - For Information Only								1					
NHS Dumfries & Galloway	Self Care/No Partner Action	Pt advised to contact appropriate services - For Info Only								1					
NHS Dumfries & Galloway	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only	1						1						
NHS Dumfries & Galloway	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only										1			
NHS Dumfries & Galloway	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	2		1	2				2					
NHS Dumfries & Galloway	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	1		3				2		1	1	5	1	
NHS Dumfries & Galloway	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only													
NHS Dumfries & Galloway	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	5	4	2	3	6	6	4	4	5	4	7	8	9
NHS Dumfries & Galloway	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	1	2				1		3				1	2
NHS Dumfries & Galloway	Self Care/No Partner Action	Pt given self care advice - For Information Only							28	23	28	29	47	39	28
NHS Dumfries & Galloway	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only	1	1	1	2	4	1							
NHS Dumfries & Galloway	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only								2	2	1	1	1	
NHS Dumfries & Galloway	Self Care/No Partner Action	Unstaffed call - OOH Service clinician to phone patient				1									
NHS File	Not assigned	Not assigned													
NHS File	Not assigned	(blank)													
NHS File	Primary Care	Contact GP Practice within 36 Hours Nex									2				1
NHS File	Primary Care	Contact GP Practice within 4 Hours (ASAP			1										
NHS File	Primary Care	CPN (Dr) to phone patient within 1 Hr	13	18	13	10	16	19	10	10	16	16	10	11	16
NHS File	Primary Care	CPN (Dr) to phone patient within 2 Hrs	16	11	26	16	17	15	25	17	18	20	24	23	18
NHS File	Primary Care	DN (Dr) phone patient within 1 Hr	7	4	6	3	5	3	5	6	3	5	6	2	
NHS File	Primary Care	DN (Dr) phone patient within 2 Hrs	13	17	12	8	17	19	12	6	12	7	10	8	
NHS File	Primary Care	DN (Dr) phone patient within 4 Hrs	41	33	49	38	50	43	34	36	35	42	32	43	49
NHS File	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)	1	4	3	3	3	3							
NHS File	Primary Care	Dr to phone patient within 2 Hrs (Disputed Outcome)	1	2											
NHS File	Primary Care	Dr to phone patient within 4 Hrs (Disputed Outcome)			2	1	1								
NHS File	Primary Care	Home Visit within 1 Hr	9	14	9	12	14	6	10	11	8	8	4	1	7
NHS File	Primary Care	Home Visit within 2 Hrs	37	43	41	31	48	29	28	36	22	28	24	25	28
NHS File	Primary Care	Home Visit within 4 Hrs	32	38	35	50	57	55	43	29	30	38	43	35	44
NHS File	Primary Care	PCEC within 1 Hr	38	43	39	42	38	31	35	39	39	41	49	46	36
NHS File	Primary Care	PCEC within 2 Hrs	156	124	138	139	168	109	103	125	121	124	150	130	164
NHS File	Primary Care	PCEC within 4 Hrs	342	323	307	325	518	296	257	235	250	284	306	342	342
NHS File	Primary Care	Pt advised to contact practice - For Information Only	6	6	9	10	6	5	4	6	6	6	6	6	11
NHS File	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only								1	3	8	6	2	3
NHS File	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only	9	6	7	5	6	5	1						
NHS File	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only								38					
NHS File	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	63	60	60	78	101	67	23	61	75	73	98	84	97
NHS File	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only								15	31	25	20	19	16
NHS File	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	47	40	38	25	21	35	11						
NHS File	Primary Care	Speak to clinician within 1 Hr	11	14	9	7	12	5	12	14	11	11	12	7	8
NHS File	Primary Care	Speak to clinician within 2 Hrs	20	21	29	31	33	19	13	23	24	20	23	12	21
NHS File	Primary Care	Speak to clinician within 4 Hrs	36	47	49	48	74	39	47	36	31	33	39	39	40
NHS File	Primary Care	Triage refused therefore Dr requested to phone patient						1							
NHS File	Secondary Care	999 contacted - For information only	170	169	143	194	165	173	26		1	4			
NHS File	Secondary Care	999 contacted - For information only							122	150	142	168	155	126	123
NHS File	Secondary Care	patient advised to attend A & E within 1 hour - for information only							2	5	4	4	3	5	4
NHS File	Secondary Care	Patient advised to go to A&E	172	153	145	153	195	179	26						
NHS File	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr	20	15	10	15	8	15	2						
NHS File	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only							9	15	14	14	14	17	12
NHS File	Secondary Care	Patient sent to A&E via Ambulance within 4 Hrs - Info Only	1												
NHS File	Secondary Care	Patient suitable for MU 4Hr - Flow Hub to arrange	137	95	134	131	127	129	113	107	127	105	114	116	109
NHS File	Secondary Care	Pt advised to go to A&E	3						1	141	186	184	213	189	184
NHS File	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub													
NHS File	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services													1
NHS File	Secondary Care	Speak to clinician 2 Hrs	27	30	24	27	21	19	26	23	26	16	23	17	19
NHS File	Secondary Care	Speak to clinician 4 Hrs							52	58	46	32	58	45	
NHS File	Secondary Care	Speak to clinician within 4 Hrs	37	33	33	31	47	37							
NHS File	Self Care/No Partner Action	Contact Breathing Space									2				
NHS File	Self Care/No Partner Action	Contact Family Planning Clinic								1					
NHS File	Self Care/No Partner Action	Contact Public Health Nurse													
NHS File	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1								1	1	1	2		
NHS File	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1 hour													
NHS File	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 hours								85	101	73	97	99	69
NHS File	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 hours	202	199	182	112	101	118	14						
NHS File	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo							1	1	1	1			
NHS File	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appointment over 24 hour	1	2		2		2							
NHS File	Self Care/No Partner Action	Dental Nurse - Not Triaged/Assessed	4	3	2	11	5	5	4	5	11	5	4	3	
NHS File	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent							1	2			2		2
NHS File	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dentist	5	2	4	2	1	3							
NHS File	Self Care/No Partner Action	Dental Nurse - Self Care	3	2	1	6	4	1							
NHS File	Self Care/No Partner Action	Distress Brief Intervention	4	3		5	12	7	11	7	9	11	11	6	6
NHS File	Self Care/No Partner Action	For Information Only	54	48	39	56	57	48	35	47	41	54	38	42	50
NHS File	Self Care/No Partner Action	Patient advised to contact CPN Team - For Info Only													
NHS File	Self Care/No Partner Action	Patient given self care advice - For Information Only	143	135	115	127	159	145	21						
NHS File	Self Care/No Partner Action	Patient given self care dental advice - For Information Only								2	3	6	1	1	6
NHS File	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only	2	2			1		2					1	
NHS File	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only			1	1									
NHS File	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	4	4	3	2	3	4	4	7	3	3	1	1	2
NHS File	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	4	7	5	7	11	8	3	4	4	4	5	2	3
NHS File	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only													
NHS File	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	30	22	23	23	34	18	21	13	10	17	15	21	24
NHS File	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	9	5	3	2	2	2	6				3	3	4
NHS File	Self Care/No Partner Action	Pt given self care advice - For Information Only							85	124	122	120	136	149	139
NHS File	Self Care/No Partner Action	Remote Prescribing													
NHS File	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only	7	4	7	3	3	2							
NHS File	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only							4	3	7	1	6	5	7
NHS Forth Valley	Not assigned	(blank)										1	1		
NHS Forth Valley	Primary Care	CPN (Dr) to phone patient within 1 Hr	3	1	7	8	5	11	1	2	11	5	4	6	3
NHS Forth Valley	Primary Care	CPN (Dr) to phone patient within 2 Hrs	12	5	13	11	18	11	17	8	18	10	13	11	4
NHS Forth Valley	Primary Care	DN (Dr) phone patient within 1 Hr	5	6	7	4	5	6	3						
NHS Forth Valley	Primary Care	DN (Dr) phone patient within 2 Hrs	10	7	10	8	10	10	5	7	4	7	8	5	7
NHS Forth Valley	Primary Care	DN (Dr) phone patient within 4 Hrs	33	22	16	31	35	30	15	18	26	22	26	25	28
NHS Forth Valley	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)	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	3	6							
NHS Forth Valley	Primary Care	Home Visit within 1 Hr	10	4	7	6	12	7	6	4	6	2	3	1	6
NHS Forth Valley	Primary Care	Home Visit within 2 Hrs	29	19	28	22	27	26	25	19	13	26	17	26	20
NHS Forth Valley	Primary Care	Home Visit within 4 Hrs	42	36	27	28	29	38	21	29	31	29	16	31	30
NHS Forth Valley	Primary Care	Partner to Triage													
NHS Forth Valley	Primary Care	PCEC within 1 Hr	29	31	37	33	28	18	34	30	24	30	47</		

NHS Forth Valley	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	10	1	3	4	12	8	5	9	5	3	5	6	5
NHS Forth Valley	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only					1					1	1		
NHS Forth Valley	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	24	13	25	20	17	19	12	13	16	20	20	13	27
NHS Forth Valley	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	2	4	2	2	4	3	3	6	3	3	6	7	4
NHS Forth Valley	Self Care/No Partner Action	Pt given self care advice - For Information Only							81	128	111	123	98	101	97
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	13	13	8	9	23	16	4	1					
NHS Forth Valley	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only							15	13	14	6	10	16	11
NHS Forth Valley	Self Care/No Partner Action	Untriaged call - OOH Service clinician to phone patient					1								
NHS Grampian	Not assigned	Not assigned													
NHS Grampian	Not assigned	(blank)												1	
NHS Grampian	Primary Care	Contact GP Practice within 4 Hours (ASAP)										0			
NHS Grampian	Primary Care	CPN (Dr) to phone patient within 1 Hr	13	18	13	17	9	16	13	11	9	26	17	12	10
NHS Grampian	Primary Care	CPN (Dr) to phone patient within 2 Hrs	6	24	47	29	16	24	24	26	19	20	20	21	12
NHS Grampian	Primary Care	DN (Dr) phone patient within 1 Hr	4	6	4	4	5	1	2	3	6	1	3	3	1
NHS Grampian	Primary Care	DN (Dr) phone patient within 2 Hrs	11	3	14	8	12	14	10	12	7	8	5	1	6
NHS Grampian	Primary Care	DN (Dr) phone patient within 4 Hrs	32	23	33	24	31	22	26	27	22	25	25	26	18
NHS Grampian	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)	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)	4	1	2	1									
NHS Grampian	Primary Care	Home Visit within 1 Hr	11	11	17	12	13	17	13	12	16	17	8	12	20
NHS Grampian	Primary Care	Home Visit within 2 Hrs													
NHS Grampian	Primary Care	Home Visit within 2 Hrs	63	44	66	70	50	49	46	45	58	43	47	37	44
NHS Grampian	Primary Care	Home Visit within 4 Hrs	74	69	81	63	65	61	53	60	51	49	47	61	52
NHS Grampian	Primary Care	PCEC within 1 Hr	49	54	50	58	59	41	49	45	43	74	65	62	62
NHS Grampian	Primary Care	PCEC within 2 Hrs	182	157	198	161	166	176	150	152	165	195	201	225	217
NHS Grampian	Primary Care	PCEC within 4 Hrs	380	392	535	414	475	368	406	437	384	460	429	458	465
NHS Grampian	Primary Care	Pt advised to contact practice - For Information Only	8	10	9	9	7	6	5	9	9	3	6	2	7
NHS Grampian	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only								5	7	2	4	4	11
NHS Grampian	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only	8	12	6	7	10	3							
NHS Grampian	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only						82	119	116	107	98	128	126	
NHS Grampian	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	89	77	96	98	94	107	21						
NHS Grampian	Primary Care	Pt advised to contact practice within 4 Hrs - For Information Only							18	33	30	35	34	33	24
NHS Grampian	Primary Care	Pt advised to contact practice within 4 Hrs - Info Only	42	38	39	47	46	40	15						
NHS Grampian	Primary Care	Speak to clinician within 1 Hr	19	19	22	23	23	20	12	17	19	18	18	13	17
NHS Grampian	Primary Care	Speak to clinician within 2 Hrs	38	29	44	50	36	33	25	40	24	37	43	30	32
NHS Grampian	Primary Care	Speak to clinician within 4 Hrs	74	71	101	71	86	63	69	63	56	64	66	44	64
NHS Grampian	Primary Care	Triage refused therefore Dr requested to phone patient	1												
NHS Grampian	Secondary Care	999 contacted - For information only	238	197	278	243	242	251	43			1			1
NHS Grampian	Secondary Care	999 contacted. For information only							199	232	213	240	259	224	231
NHS Grampian	Secondary Care	Patient advised to attend A & E within 1 hour - for information only							2	6	2	4	3	5	2
NHS Grampian	Secondary Care	Patient advised to go to A&E	257	222	262	255	290	248	44						
NHS Grampian	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr	15	17	16	20	16	16	2						
NHS Grampian	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only						1	13	19	11	26	25	29	23
NHS Grampian	Secondary Care	Patient sent to A&E via Ambulance within 4 Hrs - Info Only													
NHS Grampian	Secondary Care	Patient suitable for MU 4Hr - Flow Hub to arrange	234	230	244	219	221	221	220	208	214	215	199	191	176
NHS Grampian	Secondary Care	Pt advised to go to A&E						215	302	263	269	281	264	241	
NHS Grampian	Secondary Care	Speak to clinician 2 Hrs	50	50	60	32	55	35	36	40	41	32	21	36	28
NHS Grampian	Secondary Care	Speak to clinician within 4 Hrs	56	52	63	62	57	56	11	66	70	50	68	59	59
NHS Grampian	Self Care/No Partner Action	Contact Breathing Space										1			
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1 hour									2	1	1		
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1 hour		2		1	1	2							
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24							83	79	71	105	76	74	60
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 hours	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 Triaged/Assessed	7	7	3	17		6	9	4	3	5	6	1	5
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent							5	2			1		
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dentist	3	1	1	2	1	1							
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Self Care	5	5	2	3	2	3							
NHS Grampian	Self Care/No Partner Action	Distress Brief Intervention	10	8	8	11	5	5	4	9	9	10	14	3	3
NHS Grampian	Self Care/No Partner Action	For Information Only	78	85	93	117	85	89	65	53	63	62	52	35	55
NHS Grampian	Self Care/No Partner Action	Hub to arrange appointment within 24 hours													
NHS Grampian	Self Care/No Partner Action	Patient advised to contact CPN Team - For Info Only	1		1										
NHS Grampian	Self Care/No Partner Action	Patient given self care advice - For Information Only	137	175	171	155	156	159	26		1	4	5	1	2
NHS Grampian	Self Care/No Partner Action	Patient given self care dental advice - For Information Only								2	1	1			
NHS Grampian	Self Care/No Partner Action	Pt advised to contact appropriate service - For Info Only			1										
NHS Grampian	Self Care/No Partner Action	Pt advised to contact CPN Team - For Information Only										2			2
NHS Grampian	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only	4	1	1	1	1	2	2	1		1	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					2	3	3	4	3	3	3	6	
NHS Grampian	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	6	4	7	10	6	4	11	5	3	8	4	3	6
NHS Grampian	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only										1			
NHS Grampian	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	20	29	31	29	27	28	23	32	24	23	17	24	32
NHS Grampian	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	18	13	21	8	12	17	12	17	7	4	7		
NHS Grampian	Self Care/No Partner Action	Pt given self care advice - For Information Only						115	136	140	164	170	165	197	
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	20	9	24	25	17	20	3						
NHS Grampian	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only							4	6	13	10	2	9	9
NHS Grampian	Self Care/No Partner Action	Untriaged call - OOH Service clinician to phone patient													
NHS Greater Glasgow & Clyde	Not assigned	Not assigned	3					1							
NHS Greater Glasgow & Clyde	Not assigned	(blank)							2	2	2	8	5	1	3
NHS Greater Glasgow & Clyde	Primary Care	Contact GP Practice within 12 Hours (Sam					1								
NHS Greater Glasgow & Clyde	Primary Care	Contact GP Practice within 36 Hours (Nex					1	1							
NHS Greater Glasgow & Clyde	Primary Care	CPN (Dr) to phone patient within 1 Hr	34	29	34	46	39	52	43	26	31	30	21	27	32
NHS Greater Glasgow & Clyde	Primary Care	CPN (Dr) to phone patient within 2 Hrs	57	64	91	47	62	52	51	77	50	56	55	73	
NHS Greater Glasgow & Clyde	Primary Care	DN (Dr) phone patient within 1 Hr	2	1	6	1	3	4	7	2	5	2	8	4	
NHS Greater Glasgow & Clyde	Primary Care	DN (Dr) phone patient within 2 Hrs	8	4	12	8	8	12	2	5	9	5	4	6	4
NHS Greater Glasgow & Clyde	Primary Care	DN (Dr) phone patient within 4 Hrs	16	11	13	17	9	9	20	14	12	9	13	14	18
NHS Greater Glasgow & Clyde	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)	5	8	5	13	2	5	2						
NHS Greater Glasgow & Clyde	Primary Care	Dr to phone patient within 2 Hrs (Disputed Outcome)	2	1	3	2	2	2							
NHS Greater Glasgow & Clyde	Primary Care	Dr to phone patient within 4 Hrs (Disputed Outcome)	7	9	5	4	4	5							
NHS Greater Glasgow & Clyde	Primary Care	Home Visit within 1 Hr	28	34	25	42	30	27	27	32	21	36	36	20	45
NHS Greater Glasgow & Clyde	Primary Care	Home Visit within 2 Hrs													
NHS Greater Glasgow & Clyde	Primary Care	Home Visit within 2 Hrs	94	88	95	133	99	91	79	107	69	88	111	90	83
NHS Greater Glasgow & Clyde	Primary Care	Home Visit within 4 Hrs	139	142	114	154	117	113	135	110	96	124	132	133	133
NHS Greater Glasgow & Clyde	Primary Care	Partner to Triage													
NHS Greater Glasgow & Clyde	Primary Care	PCEC within 1 Hr	130	128	116	148	112	125	89	109	118	140	128	133	113
NHS Greater Glasgow & Clyde	Primary Care	PCEC within 12 Hrs													
NHS Greater Glasgow & Clyde	Primary Care	PCEC within 2 Hrs	396	394	451	609	435	415	388	419	416	434	479	489	487
NHS Greater Glasgow & Clyde	Primary Care	PCEC within 4 Hrs	1035	999	1107	1561	1079	1026	588	856	867	1042	1002	1178	1097
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact practice - For Information Only	13	15	21	43	23	20	17	12	13	29	11	14	20
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only							7	16	19	10	15	10	22
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only	28	20	13	19	16	11	5						
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only							262	277	300	284	319	334	
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact Practice within 36 Hrs - Info Only	248	201	196	279	279	255	71						
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only							38	76	86	70	67	91	52
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	143	113	98	92	100	92	24						
NHS Greater Glasgow & Clyde	Primary Care	Speak to clinician within 1 Hr	37	34	40	55	47	55	38	43	43	45	34	28	28
NHS Greater Glasgow & Clyde	Primary Care	Speak to clinician within 2 Hrs	75	63	79	112	64	74	69	77	60	69	71	69	77
NHS Greater Glasgow & Clyde	Primary Care	Speak to clinician within													

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NHS Lothian	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only	12	15	13	19	15	13	7	2	14	9	9	10	29
NHS Lothian	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only							5						
NHS Lothian	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only							170						
NHS Lothian	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	198	202	171	213	222	212	53	202	257	256	239	264	267
NHS Lothian	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only							35	57	59	60	54	71	43
NHS Lothian	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	88	80	84	82	81	80	29						
NHS Lothian	Primary Care	Speak to clinician within 1 Hr	34	42	25	61	40	32	43	49	29	33	36	16	15
NHS Lothian	Primary Care	Speak to clinician within 2 Hrs	78	78	66	47	60	47	56	62	52	54	50	46	56
NHS Lothian	Primary Care	Speak to clinician within 4 Hrs	127	184	121	140	128	99	100	95	82	103	87	94	95
NHS Lothian	Primary Care	Transport to PCEC within 2 Hrs	2	2	6										
NHS Lothian	Primary Care	Transport to PCEC within 4 Hrs	4	1	4			1	1						
NHS Lothian	Primary Care	Triage refused therefore Dr requested to phone patient					1								
NHS Lothian	Secondary Care	999 - Ambulance (ASAP)							1						
NHS Lothian	Secondary Care	999 contacted - For information only	348	389	324	342	349	345	75	1				1	
NHS Lothian	Secondary Care	999 contacted - For information only							278	337	297	321	348	335	308
NHS Lothian	Secondary Care	patient advised to attend A & E within 1 hour - for information only							5	7	11	13	6	8	9
NHS Lothian	Secondary Care	Patient advised to go to A&E	563	466	489	564	502	512	92						
NHS Lothian	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr	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	31
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													
NHS Lothian	Secondary Care	Patient suitable for MU 4hr - Flow Hub to arrange	519	453	451	405	456	445	446	414	378	406	380	339	339
NHS Lothian	Secondary Care	Pt advised to go to A&E							382	499	499	552	476	491	511
NHS Lothian	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub												1	
NHS Lothian	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services												63	51
NHS Lothian	Secondary Care	Speak to clinician 2 Hrs	85	84	82	62	77	68	59	71	60	57	65	3	
NHS Lothian	Secondary Care	Speak to clinician 4 Hrs							100	126	125	117	112	119	118
NHS Lothian	Secondary Care	Speak to clinician within 4 Hrs	128	115	125	148	149	126	19						
NHS Lothian	Self Care/No Partner Action	Contact Breathing Space			1							1			
NHS Lothian	Self Care/No Partner Action	Contact Dentist within 24 Hours							1				1		
NHS Lothian	Self Care/No Partner Action	Contact Family Planning Clinic							1				1	2	1
NHS Lothian	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1							2	2		2		2	1
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	164
NHS Lothian	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 hours	460	363	392	233	189	209	29						
NHS Lothian	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo			5	3	9		2	1			2		3
NHS Lothian	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appointment over 24 hour													
NHS Lothian	Self Care/No Partner Action	Dental Nurse - Not Triaged/Assessed	9	10	10	25	9	12	21	8	11	10	9	9	6
NHS Lothian	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent							7	5	3	2	1	1	1
NHS Lothian	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dentist	6	5	3	4	3	4							
NHS Lothian	Self Care/No Partner Action	Dental Nurse - Self Care	10	5	8	8	6	4	2						
NHS Lothian	Self Care/No Partner Action	Distress Brief Intervention	28	19	21	16	19	15	19	19	22	21	22	18	17
NHS Lothian	Self Care/No Partner Action	For Information Only	116	112	95	111	102	122	115	102	115	113	94	103	107
NHS Lothian	Self Care/No Partner Action	Not Assessed / Triage Refused			3										
NHS Lothian	Self Care/No Partner Action	Patient advised to contact CPN Team - For Info Only	1												
NHS Lothian	Self Care/No Partner Action	Patient given self care advice - For Information Only	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	8
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	2	3	2	3	1	1	2	1	3	1			4
NHS Lothian	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only	1		1		1	2	1		1	1	2		
NHS Lothian	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	10	16	18	13	22	14	10	19	8	12	10	13	20
NHS Lothian	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	12	23	9	13	20	17	18	13	16	17	16	12	14
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	81	71	62	60	66	58	52	59	30	62	53	66	78
NHS Lothian	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	9	4	9	7	10	10	10	6	7	8	10	3	4
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	329
NHS Lothian	Self Care/No Partner Action	Remote Prescribing			1										
NHS Lothian	Self Care/No Partner Action	Self Care	8	12	13	19	11	10							
NHS Lothian	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only													
NHS Lothian	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only							9	16	3	10	7	14	7
NHS Orkney	Primary Care	CPN (Dr) to phone patient within 1 Hr						1		1		1	2		
NHS Orkney	Primary Care	CPN (Dr) to phone patient within 2 Hrs	1	1			2	1		1	2	1	1	1	
NHS Orkney	Primary Care	DN (Dr) phone patient within 1 Hr			1										
NHS Orkney	Primary Care	DN (Dr) phone patient within 2 Hrs	1		1		2	1	2				1	1	1
NHS Orkney	Primary Care	DN (Dr) phone patient within 4 Hrs	3	2	3	3	3					1	1		2
NHS Orkney	Primary Care	Home Visit within 1 Hr	2		1	2			3						
NHS Orkney	Primary Care	Home Visit within 2 Hrs	2		6	4	2	1			1	3		2	
NHS Orkney	Primary Care	Home Visit within 4 Hrs	1	3	1	6	1	3	4			1	4	2	4
NHS Orkney	Primary Care	PCEC within 1 Hr	1	1	5	2	4	1	1		3	2	1	2	1
NHS Orkney	Primary Care	PCEC within 2 Hrs	1	4	1	10	1	5	4	5	4	3	3	8	
NHS Orkney	Primary Care	PCEC within 4 Hrs	6	7	12	11	7	9	8	7	13	5	8	4	9
NHS Orkney	Primary Care	Pt advised to contact practice - For Information Only				1									
NHS Orkney	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only												1	
NHS Orkney	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only	1												
NHS Orkney	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only								2	2	1	2	1	
NHS Orkney	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	1		2	1	5								
NHS Orkney	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only				1							4		2
NHS Orkney	Primary Care	Speak to clinician within 1 Hr		2							1	1		1	
NHS Orkney	Primary Care	Speak to clinician within 2 Hrs	1	1	2	2	3	1		3	1	1	1		
NHS Orkney	Primary Care	Speak to clinician within 4 Hrs	1	6	1	3	4	1	3	2	1	4	4	2	2
NHS Orkney	Secondary Care	999 contacted - For information only	7	6	1	5	8	8							
NHS Orkney	Secondary Care	999 contacted - For information only							2	7	4	4	3	4	1
NHS Orkney	Secondary Care	Patient advised to go to A&E	5	3	3	5	4	6							
NHS Orkney	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr	1		3	2	1		1						
NHS Orkney	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only													
NHS Orkney	Secondary Care	Patient suitable for MU 4hr - Flow Hub to arrange	3	3	1		1	3			1	1	2	2	
NHS Orkney	Secondary Care	Pt advised to go to A&E							3	3	1	4	3	3	6
NHS Orkney	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub									1				
NHS Orkney	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services													1
NHS Orkney	Secondary Care	Speak to clinician 2 Hrs		1		1			2				2	2	1
NHS Orkney	Secondary Care	Speak to clinician 4 Hrs							2	1					
NHS Orkney	Secondary Care	Speak to clinician within 4 Hrs	1	1	1			1				3	1	3	2
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							1						1
NHS Orkney	Self Care/No Partner Action	Distress Brief Intervention												1	1
NHS Orkney	Self Care/No Partner Action	For Information Only	3				3	1	3	1	2		1	1	1
NHS Orkney	Self Care/No Partner Action	Hub to arrange appointment within 24 hours	4	6	2	2	2	1							
NHS Orkney	Self Care/No Partner Action	Patient advised to contact registered GGP - Info Only	1	1		1									
NHS Orkney	Self Care/No Partner Action	Patient given self care advice - For Information Only	3	3	10	12	2	11	2						
NHS Orkney	Self Care/No Partner Action	Patient given self care dental advice - For Information Only					1							1	1
NHS Orkney	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only													
NHS Orkney	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only									1				
NHS Orkney	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only													
NHS Orkney	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	1	2	1	2	1	1	3			1	1	1	
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							9	4	6	8	6	5	5
NHS Orkney	Self Care/No Partner Action	Triage refused - For Information Only	1	1			1								
NHS Orkney	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only	1												
NHS Orkney	Self Care/No Partner Action	Contact GP Practice within 4 Hours (ASAP)							1						
NHS Shetland	Primary Care	CPN (Dr) to phone patient within 1 Hr			1		2					1			
NHS Shetland	Primary Care	CPN (Dr) to phone patient within 2 Hrs		3	1	1	3	1						1	1
NHS Shetland	Primary Care	DN (Dr) phone patient within 1 Hr							1						
NHS Shetland	Primary Care	DN (Dr) phone patient within 2 Hrs	1		1								2		
NHS Shetland	Primary Care	DN (Dr) phone patient within 4 Hrs	1		1	3	1	2		1	1	4	1	1	
NHS Shetland	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)													
NHS Shetland	Primary Care	Home Visit within 1 Hr	1											1	
NHS Shetland	Primary Care														

[illegible]

Care Group	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	07/12/2025
PCARE	11701	11668	11868	12937	12082	11751	10486	10318	11044	11729	11783	12232	12316
SCARE	8122	7435	7634	8041	7668	7380	7346	7407	7314	7766	7490	7392	7065
SLFC_NPA	5432	5276	5547	5067	4420	4357	4014	3982	4266	4471	4277	4108	4219
Not assigned	1251	1433	1414	387	11	14	74	0	157	243	208	146	156
Total	26506	25812	26463	26432	24181	23502	21920	21707	22781	24209	23758	23878	23756

Care Group	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	07/12/2025
PCARE	44.14%	45.20%	44.85%	48.94%	49.96%	50.00%	47.84%	47.53%	48.48%	48.45%	49.60%	51.23%	51.84%
SCARE	30.64%	28.80%	28.85%	30.42%	31.71%	31.40%	33.51%	34.12%	32.11%	32.08%	31.53%	30.96%	29.74%
SLFC_NPA	20.49%	20.44%	20.96%	19.17%	18.28%	18.54%	18.31%	18.34%	18.73%	18.47%	18.00%	17.20%	17.76%
Not assigned	4.72%	5.55%	5.34%	1.46%	0.05%	0.06%	0.34%	0.00%	0.69%	1.00%	0.88%	0.61%	0.66%

Calendar day	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	01/12/2025	02/12/2025	03/12/2025	04/12/2025	05/12/2025	06/12/2025	07/12/2025
Overall Call Volume	376	422	379	377	340	406	434	361	300	330	359	354	452	517	374	323	376	365	363	473	462	352	406	308	374	383	469	449
Overall Calls Connected	322	316	285	289	280	367	381	312	268	302	272	249	356	441	282	284	325	301	281	387	379	294	339	271	299	293	376	372
Median Time to Answer	00:00:09	00:00:11	00:01:39	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:02:16	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:01:39	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09
95th Percentile Time to Answer	00:09:43	00:16:55	00:27:10	00:17:33	00:12:53	00:06:22	00:10:04	00:05:38	00:08:39	00:02:05	00:15:48	00:27:11	00:16:27	00:10:43	00:10:23	00:06:42	00:06:12	00:15:30	00:19:20	00:13:05	00:08:44	00:17:01	00:11:37	00:09:45	00:17:01	00:12:49	00:14:10	00:12:36

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

Week Ending Date	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	07/12/2025
Overall Call Volume	2599	2793	2866	2913	2979	2840	2778	2783	2893	2734	2673	2736	2741
Overall Calls Connected	2166	2178	2406	2562	2392	2392	2191	2170	2297	2240	2200	2239	2244
Median Time to Answer	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	00:00:09
90th Percentile Time to Answer	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	0:13:33

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

