

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	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	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	3396	3254	3071	3021	6869	6718	3482	3052	3090	3311	7551	7527	3895	3545	3494	3488	3459	7492	7542	3910	3709	3514	3559	3562	7965	7520	
Overall Calls Connected	2953	2818	2775	2649	2496	6006	5934	2970	2768	2561	2625	2520	6010	6074	3097	2867	2774	2662	2594	5778	5655	2970	2800	2638	2594	2773	6068	5953
Caller Disconnected	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	00:45:53	00:42:46	00:42:07	00:47:21	01:14:48	01:08:25	00:56:11	00:47:21	00:52:27	00:45:20	01:09:12	01:14:22	
Triage at First Contact %	97.00%	97.00%	98.00%	96.00%	94.00%	92.00%	94.00%	96.00%	97.00%	97.00%	95.00%	92.00%	94.00%	97.00%	97.00%	97.00%	97.00%	97.00%	97.00%	96.00%	93.00%	95.00%	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	00:19:08	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	00:38:17	00:26:24	00:34:14	00:12:40	00:41:17	00:52:20	
90th Percentile Time to Answer	00:40:58	00:33:51	00:35:36	00:31:30	00:48:33	00:36:15	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	01:14:24	01:45:02	01:49:00	

Week Endng 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	21/09/2025	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													1
NHS Ayrshire & Arran	Not assigned	(blank)			0					0						
NHS Ayrshire & Arran	Primary Care	Contact GP Practice within 4 Hours (ASAP)														
NHS Ayrshire & Arran	Primary Care	Contact GP Practice within 1 Hour - Info Only														
NHS Ayrshire & Arran	Primary Care	CPN (Dr) to phone patient within 1 Hr														
NHS Ayrshire & Arran	Primary Care	CPN (Dr) to phone patient within 2 Hrs														
NHS Ayrshire & Arran	Primary Care	DN (Dr) phone patient within 1 Hr														
NHS Ayrshire & Arran	Primary Care	DN (Dr) phone patient within 2 Hrs														
NHS Ayrshire & Arran	Primary Care	DN (Dr) phone patient within 4 Hrs														
NHS Ayrshire & Arran	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)														
NHS Ayrshire & Arran	Primary Care	Dr to phone patient within 2 Hrs (Disputed Outcome)														
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	8	14	8	13	8	8	8	8	11	9	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 1st Triage														1
NHS Ayrshire & Arran	Primary Care	PCED within 1 Hr	43	29	40	42	40	21	45	30	45	54	41	45	33	
NHS Ayrshire & Arran	Primary Care	PCED within 2 Hrs	128	161	150	159	165	134	115	111	139	160	156	148	165	
NHS Ayrshire & Arran	Primary Care	PCED within 4 Hrs	317	457	455	271	290	239	292	284	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	3	2	1		1	7	3	1	5	1	2	5	8	
NHS Ayrshire & Arran	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only	2		3	5		2	1							
NHS Ayrshire & Arran	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only	19	16	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	16	15	22	22	22	22	22	22	20	13	
NHS Ayrshire & Arran	Primary Care	Pt advised to contact practice within 4 Hrs - For Information Only	28	19	13	34	33	26	12	11	20	12	15	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	56	
NHS Ayrshire & Arran	Secondary Care	Patient advised to attend A&E within 1 hour - for information only	17	16	43	12	24	88	22	4	1	3	6	2	3	
NHS Ayrshire & Arran	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr	2	1	2	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 MU4 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	187	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	52	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	Patient advised to go to A&E	1		1											
NHS Ayrshire & Arran	Self Care/No Partner Action	Contact Family Planning Clinic	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	134	182	170	82	94	82	6							77
NHS Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 hours														
NHS Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo	1	1	2	1		2								1
NHS Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo	1	3	3	4	1	3	14	3	8	3	2	8		
NHS Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Not Triage/Assessed	51	41	51	42	47	35	38	24	40	39	33	20	30	
NHS Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dentist	2	1	1	2	1									
NHS Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Self Care	2	3	1	2	1									
NHS Ayrshire & Arran	Self Care/No Partner Action	Distress Brief Intervention	5	5	14	6	2	5	8	11	4	4	8	5	8	
NHS Ayrshire & Arran	Self Care/No Partner Action	Patient advised to contact CPN Team - For Info Only	51	41	51	42	47	35	38	24	40	39	33	20	30	
NHS Ayrshire & Arran	Self Care/No Partner Action	Patient given self care advice - For Information Only	51	58	66	61	63	79								
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only	1		1											2
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	6	4	6	3	1	3	5	4	2	3	3	3	3	
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only	5	5	2	4	5	5	5	1						
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	7	9	5	5	5	7	2	4		
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt given self care advice - For Information Only	49	53	48	37	50	40	89	99	81	104	126	117	121	
NHS Ayrshire & Arran	Self Care/No Partner Action	Self Care/No Partner Action	3	4	6	4	7	3								
NHS Ayrshire & Arran	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only	7	5	1	2	8	2	2	5	4	5	6	8		
NHS Borders	Primary Care	CPN (Dr) to phone patient within 1 Hr	1	7	2	1	1	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	8	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 4 Hrs	7	2	6	5	7	10	2	2	6	3	2	2	4	
NHS Borders	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)	1	1	1											
NHS Borders	Primary Care	Dr to phone patient within 2 Hrs (Disputed Outcome)														
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	PCED within 1 Hr	6	7	3	15	8	7	12	4	12	7	12	5	5	
NHS Borders	Primary Care	PCED within 2 Hrs	29	21	27	19	21	27	25	37	37	21	38	30	34	
NHS Borders	Primary Care	PCED within 4 Hrs	55	56	70	59	62	70	65	58	44	67	66	54	56	
NHS Borders	Primary Care	Pt advised to contact practice - For Information Only	1		2	5	7									
NHS Borders	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only	24	11	17	19	19	18	18	17	17	30	23	23	15	
NHS Borders	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only	3	1	1	3	1	3	3	9	9	6	3	8	2	
NHS Borders	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only	49	53	48	37	40	35	37	35	35	42	56	29	44	
NHS Borders	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	1	2	4	5	4	4	3	2	2	5	6	6	6	
NHS Borders	Primary Care	Pt advised to contact practice within 4 Hrs - For Information Only	25	41	49	42	46	41	24	38	35	31	27	31	27	
NHS Dumfries & Galloway	Primary Care	CPN (Dr) to phone patient within 1 Hr	2	1	5	1	6	1	4	1	8	3	2	8	3	
NHS Dumfries & Galloway	Primary Care	CPN (Dr) to phone patient within 2 Hrs	2	5	6	7	5	4	9	9	3	5	9	7	4	
NHS Dumfries & Galloway	Primary Care	DN (Dr) phone patient within 1 Hr	2	2	2	2	2	1	5	1	2	2	4	4	2	
NHS Dumfries & Galloway	Primary Care	DN (Dr) phone patient within 2 Hrs	7	5	4	11	12	10	4	6	4	6	4	3	5	
NHS Dumfries & Galloway	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)	26	10	23	19	30	31	23	15	16	22	22	16	14	
NHS Dumfries & Galloway	Primary Care	Dr to phone patient within 2 Hrs (Disputed Outcome)	1		1											
NHS Dumfries & Galloway	Primary Care	Dr to phone patient within 4 Hrs (Disputed Outcome)	1	2	4	2	2	2	3	3	1	2	2	1	1	
NHS Dumfries & Galloway	Primary Care	Home Visit within 1 Hr	1	2	4	2	2	2	3	3	1	2	2	1	1	
NHS Dumfries & Galloway	Primary Care	Home Visit within 2 Hrs	15	15	22	14	13	13	9	10	12	13	12	10	10	
NHS Dumfries & Galloway	Primary Care	Home Visit within 4 Hrs	11	11	17	19	18	11	19	12	13	9	13	21	8	
NHS Dumfries & Galloway	Primary Care	PCED within 1 Hr	12	9	8	6	14	16	10	11	10	10	15	8	8	
NHS Dumfries & Galloway	Primary Care	PCED within 2 Hrs	39	31	38</td											

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		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	Triage refused - Pt terminated call - For Information Only														
NHS Forth Valley	Self Care/No Partner Action	Triage refused, Pt terminated call - For Information Only	13	13	8	9	23	16	4							
NHS Forth Valley	Self Care/No Partner Action	Untriaged call - OOH Service clinician to phone patient							15	13	14	6	10	16	11	
NHS Grampian	Not assigned	Not assigned														
NHS Grampian	Not assigned	(blank)													1	
NHS Grampian	Primary Care	Contact GP Practice within 4 Hours - ASAP	13	18	13	17	9	16	13	11	9	26	17	12	10	
NHS Grampian	Primary Care	CPN (Dr) to phone patient within 1 Hr	16	24	47	29	18	24	24	26	19	20	20	21	12	
NHS Grampian	Primary Care	CPN (Dr) to phone patient within 2 Hrs	4	6	4	4	5	1	2	3	8	1	3	3	1	
NHS Grampian	Primary Care	DN (Dr) phone patient within 1 Hr	11	3	14	8	12	14	10	12	7	8	5	1	6	
NHS Grampian	Primary Care	DN (Dr) phone patient within 2 Hrs	32	23	33	24	31	22	28	27	22	25	25	26	18	
NHS Grampian	Primary Care	DN (Dr) phone patient within 4 Hrs	4	3	10	3	4	1	1							
NHS Grampian	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)	1													
NHS Grampian	Primary Care	Dr to phone patient within 2 Hrs (Disputed Outcome)	4	1	1	2	1									
NHS Grampian	Primary Care	Dr to phone patient within 4 Hrs (Disputed Outcome)	11	11	17	12	13	17	13	12	16	17	8	12	20	
NHS Grampian	Primary Care	Home Visit within 1 Hr														
NHS Grampian	Primary Care	Home Visit within 12 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	50	51	49	47	61	52	
NHS Grampian	Primary Care	PCEC within 1 Hr	49	54	50	55	59	41	49	45	43	74	65	52	62	
NHS Grampian	Primary Care	PCEC within 2 Hrs	182	157	198	161	166	175	150	152	165	195	201	225	217	
NHS Grampian	Primary Care	PCEC within 4 Hrs	380	392	535	414	475	368	406	437	364	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	8	12	6	7	10	3	3							
NHS Grampian	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only	89	77	96	98	94	107	21							
NHS Grampian	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only	50	50	60	32	55	35	36	40	41	32	21	36	28	
NHS Grampian	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only	42	38	39	47	46	40	15							
NHS Grampian	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	19	19	22	23	23	20	12	17	19	18	18	13	17	
NHS Grampian	Primary Care	Speak to clinician within 1 Hr	74	71	101	71	86	63	69	63	56	64	66	44	64	
NHS Grampian	Primary Care	Speak to clinician within 2 Hrs														
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	257	222	262	255	290	248	44			2	6	4	3	
NHS Grampian	Secondary Care	Patient advised to go to A&E	15	17	16	20	16	16	2			66	70	50	68	
NHS Grampian	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr							13	19	11	26	25	29	23	
NHS Grampian	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - Info Only							1							
NHS Grampian	Secondary Care	Patient suitable for MIU 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	50	50	60	32	55	35	36	40	41	32	21	36	28	
NHS Grampian	Secondary Care	Speak to clinician 4 Hrs	56	52	63	62	57	56	11							
NHS Grampian	Secondary Care	Speak to clinician 4 Hrs - Info Only							2	1						
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	2	1	1	2	1									
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24	172	154	164	111	103	97	21						60	
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo							1	2						
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appointm	7	7	3	17		6	9	4	3	5	6	1	5	
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Not Triaged/Assessed						5	2							
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent	3	1	1	2	1									
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Self Care	5	5	2	3	2									
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	53	63	62	52	35	55		
NHS Grampian	Self Care/No Partner Action	Pt advised to contact practice within 24 hours														
NHS Grampian	Self Care/No Partner Action	Pt advised to contact CPM Team - For Info Only	1													
NHS Grampian	Self Care/No Partner Action	Pt given self care advice - For Information Only	137	175	171	155	156	159	28	2	1	1	4	5	1	2
NHS Grampian	Self Care/No Partner Action	Pt given self care dental advice - For Information Only														
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 CPM Team - For Information Only	29	29	31	29	27	28	23	32	24	23	17	24	32	
NHS Grampian	Self Care/No Partner Action	Pt advised to contact GP Clinic - For Information Only	18	13	21	8	12	17	12	17	7	7	7	4	7	
NHS Grampian	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	6	4	5	7	2	3	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														
NHS Grampian	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only	503	470	467	539	450	469	84						3	
NHS Grampian	Self Care/No Partner Action	Triage refused, Pt terminated call - For Information Only	13	15	21	43	23	20	17	12	13	29	11	14	20	
NHS Grampian	Self Care/No Partner Action	Pt advised to contact practice within 12 Hrs - For Information Only	28	20	13	19	16	11	5							
NHS Grampian	Self Care/No Partner Action	Pt advised to contact practice within 36 Hrs - For Information Only	248	201	196	279	279	255	71							
NHS Grampian	Self Care/No Partner Action	Pt advised to contact practice within 4 Hrs - For Information Only							36	76	86	70	67	91	52	
NHS Grampian	Self Care/No Partner Action	Pt advised to contact practice within 4 Hrs - Info Only	143	113	98	92	100	92	92							
NHS Grampian	Self Care/No Partner Action	Pt advised to contact practice within 12 Hrs - Info Only	37	34	40	55	47	55	38	43	43	45	34	28	28	
NHS Grampian	Self Care/No Partner Action	Pt advised to contact practice within 36 Hrs - Info Only	75	63	79	112	64	74	69	77	60	69	71	69	77	
NHS Grampian	Self Care/No Partner Action	Pt advised to contact practice within 4 Hrs - Info Only	171	153	192	227	172	172	141	146	112	139	128	113	134	
NHS Grampian	Self Care/No Partner Action	Pt advised to contact practice within 4 Hrs - Info Only	8	4	2	4	2	3	1							
NHS Grampian	Self Care/No Partner Action	Triage refused therefore Dr requested to phone patient	503	470	467	539	450	469	84							
NHS Grampian	Self Care/No Partner Action	999 contacted - For information only							372	441	402	485	463	464	411	
NHS Grampian	Secondary Care	999 contacted, For information only						8	8	11	9	4	9	7		
NHS Grampian	Secondary Care	patient advised to attend A & E within 1 hour - for information only							7	16	19	10	15	10	22	
NHS Grampian	Secondary Care	Patient advised to go to A&E	614	488	593	697	578	572	102							
NHS Grampian	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only	46	36	44	39	43	45	3							
NHS Grampian	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - Info Only							27	54	37	40	39	35	37	
NHS Grampian	Secondary Care	Patient suitable for MIU 4hr - Flow Hub to arrange	2	2	1	2	1									
NHS Grampian	Secondary Care	Pt advised to go to A&E	382	372	379	371	374	330	355	342	303	350	289	294	331	
NHS Grampian	Secondary Care	Pt advised to go to A&E and Minor Injuries - Refer to Hub-care will be provided by local services	1	0	1				463	602	520	651	652	676	583	
NHS Grampian	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services														
NHS Grampian	Secondary Care	Speak to clinician within 1 Hr	75	66	72	78	57	47	61	64	66	64	50	53	36	
NHS Grampian	Secondary Care	Speak to clinician within 2 Hrs	143	110	126	129	121	125	111	131	118	106	102	123	124	
NHS Grampian	Secondary Care	Speak to clinician within 4 Hrs														
NHS Grampian	Secondary Care	Speak to clinician within 4 Hrs - Info Only	1	2	1	1	3	2	2	2	1	2	3	2	1	
NHS Grampian	Secondary Care	Pt given self care advice - For Information Only	473	417	443	498	459	449	69							
NHS Grampian	Secondary Care	Pt given self care dental advice - For Information Only						3	10	6	11	10	4	7		
NHS Grampian	Secondary Care	Pt advised to contact appropriate service - For Info Only						1	1	0	1	3	2	2	1	
NHS Grampian	Secondary Care	Pt advised to contact CPM Team - For Information Only														
NHS Grampian	Secondary Care	Pt advised to contact GP Team - For Information Only														
NHS Grampian	Secondary Care	Pt advised to contact GP Team - For Information Only	5	2	1	5	4	3	3							
NHS Grampian	Secondary Care	Pt advised to contact GP Team - For Information Only	1	1	2	1		1	1							

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		
									5	5	170	202	257	256	239	264	267
NHS Lothian	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only	198	202	171	213	222	212	53	35	57	59	60	54	71	43	
NHS Lothian	Primary Care	Pt advised to contact practice within 4 Hrs - For Information Only	88	90	84	82	81	80	29	29	43	49	29	33	36	16	15
NHS Lothian	Primary Care	Speak to clinician within 1 Hr	34	42	25	51	40	32	29	29	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	48	56	
NHS Lothian	Primary Care	Speak to clinician within 4 Hrs	127	184	121	140	128	99	100	95	82	103	87	94	95	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									
NHS Lothian	Primary Care	Triage refused - Pt requested to phone patient						1									
NHS Lothian	Secondary Care	999 contact - For Information only	348	389	324	342	349	345	75	1	278	337	297	321	348	335	308
NHS Lothian	Secondary Care	999 contacted. For information only						5	7	11	13	6	8	9			
NHS Lothian	Secondary Care	patient advised to attend A & E within 1 hour - for information only						22	39	33	38	27	28	31			
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 4 Hrs - Info Only															
NHS Lothian	Secondary Care	Patient sent to A&E via Ambulance within 4 Hrs - Info Only	1														
NHS Lothian	Secondary Care	Patient suitable for MUI 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															
NHS Lothian	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services															
NHS Lothian	Secondary Care	Speak to clinician 2 Hrs	85	84	82	62	77	68	59	71	60	57	65	63	51	51	
NHS Lothian	Secondary Care	Speak to clinician 4 Hrs	128	115	125	148	149	126	19		100	126	125	117	112	119	118
NHS Lothian	Self Care/No Partner Action	Contact Breathing Space			1												
NHS Lothian	Self Care/No Partner Action	Contact Dentist within 24 Hours															
NHS Lothian	Self Care/No Partner Action	Contact Family Planner within 1 Hr															
NHS Lothian	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1	7	4		4	1		2		2	2	2	1	2	1	
NHS Lothian	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1 hour	460	363	392	233	189	209	29	181	179	146	197	190	151	164	
NHS Lothian	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo															
NHS Lothian	Self Care/No Partner Action	Dental Nurse - Contact Next Routine appointment over 24 hour	1	5	5	3	9		2								
NHS Lothian	Self Care/No Partner Action	Dental Nurse - Not Triggered/Assessed	9	10	10	25	9	12	21	8	11	10	9	9	9	6	
NHS Lothian	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent							7	5	3	2	1	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	102	113	94	103	107	
NHS Lothian	Self Care/No Partner Action	For Information Only - 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		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															
NHS Lothian	Self Care/No Partner Action	Pt advised to contact GP - For Information Only	2	3	2	3	1	1	2	1	3	1	1	1	4		
NHS Lothian	Self Care/No Partner Action	Pt advised to contact GP - For Information Only	1		1		1	2	1	1	4	1	1	2	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	18	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	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	6	7	8	10	3	4			
NHS Lothian	Self Care/No Partner Action	Pt given self care advice - For Information Only			1												
NHS Lothian	Self Care/No Partner Action	Remote Prescribing								186	275	292	298	357	320	329	
NHS Lothian	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only	8	12	13	19	11	10		9	16	3	10	2	14	7	
NHS Orkney	Primary Care	CPN (Dr) to phone patient within 1 Hr	1							1	1	1	1	1	1		
NHS Orkney	Primary Care	CPN (Dr) phone patient within 1 Hr															
NHS Orkney	Primary Care	DN (Dr) phone patient within 2 Hrs	1		1		2	1									
NHS Orkney	Primary Care	DN (Dr) phone patient within 4 Hrs	3	2	3	3	3	2		1	1	1	1	1	2		
NHS Orkney	Primary Care	Home Visit within 1 Hr	2		1	2		2		3	2						
NHS Orkney	Primary Care	Home Visit within 2 Hrs	3	2	3	3	3	2		1	1	1	1	1	2		
NHS Orkney	Primary Care	Home Visit within 4 Hrs	1	3	1	6	4	2	1	1	1	3	4	2	4		
NHS Orkney	Primary Care	PCEC within 1 Hr	1	1	5	2	4	1	1	3	2	1	2	1	1		
NHS Orkney	Primary Care	PCEC within 2 Hrs	6	1	3	10	1	5	4	5	4	3	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			2		2	1		1	1	1	1	1	1		
NHS Orkney	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only	1							2	2	1	2	1	2		
NHS Orkney	Primary Care	Pt advised to contact practice within 4 Hrs - For Information Only	1	2	1	2	1	1		1	1	1	1	1	1		
NHS Orkney	Primary Care	Pt speak to clinician within 1 Hr	2		2	2	1	1		1	1	1	1	1	1		
NHS Orkney	Primary Care	Pt speak to clinician within 2 Hrs	1	1	1	2	2	1		1	1	1	2	1	1		
NHS Orkney	Primary Care	Pt speak to clinician within 4 Hrs	1	1	1	1	2	2		1	1	1	1	1	1		
NHS Orkney	Secondary Care	999 contact - For Information only	7	8	3	5	7	7									
NHS Orkney	Secondary Care	Patient advised to go to A&E	4	2	3	10	1	2	1	1	6	6	4	2	7	5	
NHS Orkney	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only															
NHS Orkney	Secondary Care	Patient sent to A&E via Ambulance within 4 Hrs - Info Only	2		1	2	2	2									
NHS Orkney	Secondary Care	Pt advised to go to A&E			1		1										
NHS Orkney	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub															
NHS Orkney	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services															
NHS Orkney	Primary Care	Speak to clinician 2 Hrs	1	1	5	4	2	2	2	2	1	1	2	1	1	1	
NHS Orkney	Primary Care	Speak to clinician 4 Hrs	3	1	1	3	1	1		1							
NHS Orkney	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24	1	1	1	2	2	2	1								
NHS Orkney	Self Care/No Partner Action	Patient advised to contact registered GDP - Info Only															
NHS Orkney	Self Care/No Partner Action	Patient advised to contact registered GDP - Info Only	2	5	1	4	5	3		1							
NHS Orkney	Self Care/No Partner Action	Patient given self dental advice - 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	1														
NHS Orkney	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only	2														
NHS Orkney	Self Care/No Partner Action	Pt advised to contact Pharmacie - 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	2														
NHS Orkney	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only	1														
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	Primary Care	Speak to clinician 2 Hrs	5		5	2	2	2	2	2	2	2	2	3	1	4	
NHS Shetland	Primary Care	Speak to clinician 4 Hrs	7		8	3	5	7	7					1	1	3	
NHS Shetland	Secondary Care	999 contact - For Information only															
NHS Shetland	Secondary Care	Patient advised to go to A&E	4	2	3	10	1	2	1	1	6	6	4	2	7	5	
NHS Shetland	Secondary Care	Patient sent to															

NHS Tayside	Primary Care	Contact GP Practice within 4 Hours (ASAP)	22	16	18	10	20	11	11	12	10	12	6	8	13
NHS Tayside	Primary Care	CPN (Dr) to phone patient within 1 Hr	20	25	27	25	23	33	22	24	17	23	19	26	26
NHS Tayside	Primary Care	CPN (Dr) to phone patient within 2 Hrs	5	4	7	5	3	4	3	2	5	5	3	5	3
NHS Tayside	Primary Care	DN (Dr) phone patient within 1 Hr	17	6	14	16	13	13	16	17	10	8	6	8	6
NHS Tayside	Primary Care	DN (Dr) phone patient within 4 Hrs	33	37	38	49	33	26	40	41	29	29	44	29	39
NHS Tayside	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)	2		2										
NHS Tayside	Primary Care	Dr to phone patient within 2 Hrs (Disputed Outcome)	4	2	1	1	2	2							
NHS Tayside	Primary Care	Dr to phone patient within 4 Hrs (Disputed Outcome)	10	12	8	10	12	5	9	9	12	11	5	11	7
NHS Tayside	Primary Care	Home Visit within 1 Hr	37	36	34	37	43	35	33	37	25	32	37	36	36
NHS Tayside	Primary Care	Home Visit within 2 Hrs	48	49	45	50	59	67	36	47	27	44	35	60	60
NHS Tayside	Primary Care	Home Visit within 4 Hrs	57	54	47	50	52	52	65	64	75	71	80	76	
NHS Tayside	Primary Care	PCEC within 1 Hr	165	135	147	152	167	152	157	162	146	171	183	224	203
NHS Tayside	Primary Care	PCEC within 2 Hrs	306	331	303	385	469	344	360	321	268	351	389	407	378
NHS Tayside	Primary Care	PCEC within 4 Hrs	9	7	10	8	8	6	7	8	4	8	8	4	12
NHS Tayside	Primary Care	PT advised to contact practice - For Information Only	5	7	4	11	6	1			5	6	5	2	9
NHS Tayside	Primary Care	PT advised to contact practice within 12 Hrs - For Information Only	5	7	4	11	6	1	2		51	69	81	115	83
NHS Tayside	Primary Care	PT advised to contact practice within 24 Hrs - For Information Only	56	52	53	62	83	69	21		19	26	24	20	14
NHS Tayside	Primary Care	PT advised to contact practice within 36 Hrs - Info Only	56	52	53	62	83	69	21		19	26	24	20	18
NHS Tayside	Primary Care	PT advised to contact Practice within 4 Hrs - For Information Only	41	30	36	25	19	31	9						
NHS Tayside	Primary Care	Speak to clinician within 1 Hr	21	11	21	19	20	17	16	20	9	11	10	20	11
NHS Tayside	Primary Care	Speak to clinician within 2 Hrs	22	12	27	18	37	36	40	29	18	14	29	27	21
NHS Tayside	Primary Care	Speak to clinician within 4 Hrs	67	49	52	58	75	56	49	36	30	47	51	33	45
NHS Tayside	Secondary Care	999 contacted - For information only	187	190	150	163	171	172	37	1	1	1	1	1	
NHS Tayside	Secondary Care	999 contacted - For information only	187	190	150	163	171	172	37	1	1	1	1	1	
NHS Tayside	Secondary Care	patient sent to A&E within 1 hour - For information only	117	106	104	97	100	111	23						
NHS Tayside	Secondary Care	Patient advised to go to A&E	14	8	15	10	5	14							
NHS Tayside	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr	1												
NHS Tayside	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only	1												
NHS Tayside	Secondary Care	Patient sent to A&E via Ambulance within 4 Hrs - Info Only	1												
NHS Tayside	Secondary Care	Patient suitable for MIU 4hr - Flow Hub to arrange	137	104	116	106	94	95	106	112	90	107	106	81	98
NHS Tayside	Secondary Care	PT advised to go to A&E	1												
NHS Tayside	Secondary Care	Remote & Rural A&E and Minor Injuries - Refer to Hub	26	20	42	32	32	16	22	19	30	19	20	13	16
NHS Tayside	Secondary Care	Speak to clinician 2 Hrs	42	44	40	50	42	53	7						
NHS Tayside	Secondary Care	Speak to clinician 4 Hrs	1												
NHS Tayside	Secondary Care	Speak to clinician within 4 Hrs	1												
NHS Tayside	Self Care/No Partner Action	Contact Breathing Space	1												
NHS Tayside	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1	2	2	4	1									
NHS Tayside	Self Care/No Partner Action	Dental Nurse - Contact Pharmacist	210	222	246	128	114	121	17						
NHS Tayside	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo	3	3		2									
NHS Tayside	Self Care/No Partner Action	Dental Nurse - Contact Routine Appointment over 24 hour	6	7	8	14	4	3	17	7	17	3	3	7	4
NHS Tayside	Self Care/No Partner Action	Dental Nurse - Contact Pharmacist	148	146	128	135	162	136	18	3	3	3	4	10	5
NHS Tayside	Self Care/No Partner Action	Patient given self care advice - For Information Only	1												
NHS Tayside	Self Care/No Partner Action	Patient given self care advice - For Information Only	1												
NHS Tayside	Self Care/No Partner Action	Patient given self care advice - For Information Only	1												
NHS Tayside	Self Care/No Partner Action	PT advised to contact appropriate service - For Info Only	1												
NHS Tayside	Self Care/No Partner Action	PT advised to contact CPM Team - For Information Only	1												
NHS Tayside	Self Care/No Partner Action	PT advised to contact Dentist - For Information Only	1												
NHS Tayside	Self Care/No Partner Action	PT advised to contact GUM Clinic - For Information Only	1												
NHS Tayside	Self Care/No Partner Action	PT advised to contact Optician - For Information Only	1												
NHS Tayside	Self Care/No Partner Action	PT advised to contact Orthodontist - For Information Only	1												
NHS Tayside	Self Care/No Partner Action	PT advised to contact Pharmacist - For Information Only	23	19	17	25	38	18	13	23	22	17	24	14	19
NHS Tayside	Self Care/No Partner Action	PT advised to contact Police - For Information Only	3	3	11	1	3	4	3	2	2	2	3	3	3
NHS Tayside	Self Care/No Partner Action	Patient given self care advice - For Information Only	8	9	5	4	5	6		125	127	120	138	154	160
NHS Tayside	Self Care/No Partner Action	Patient given self care advice - For Information Only	1												
NHS Western Isles	Not assigned	Not assigned	Not assigned	1											
NHS Western Isles	Primary Care	(blank)	1												
NHS Western Isles	Primary Care	CPN (Dr) to phone patient within 1 Hr	1		1		1	1	1						
NHS Western Isles	Primary Care	CPN (Dr) to phone patient within 2 Hrs	1		1		1	1	1						
NHS Western Isles	Primary Care	DN (Dr) phone patient within 1 Hr	1		2		2		2						
NHS Western Isles	Primary Care	DN (Dr) phone patient within 2 Hrs	9	3	11	7	2	2	6	3	4	8	5	4	2
NHS Western Isles	Primary Care	DN (Dr) phone patient within 4 Hrs	16	13	6	14	10	10	16	7	13	9	3	15	13
NHS Western Isles	Primary Care	Dr to phone patient within 4 Hrs (Disputed Outcome)	1						1						
NHS Western Isles	Primary Care	Home Visit within 1 Hr	1						1						
NHS Western Isles	Primary Care	Home Visit within 2 Hrs	4		2		1		2						
NHS Western Isles	Primary Care	Home Visit within 4 Hrs	1	2	3	2	7	5	1						
NHS Western Isles	Primary Care	PCEC within 1 Hr	1	2	2	3	2	1	3						
NHS Western Isles	Primary Care	PCEC within 2 Hrs	9	3	11	7	2	2	6	3	4	8	5	4	2
NHS Western Isles	Primary Care	PCEC within 4 Hrs	16	13	6	14	10	10	16	7	13	9	3	15	13
NHS Western Isles	Primary Care	PT advised to contact practice - For Information Only	1						1						
NHS Western Isles	Primary Care	PT advised to contact practice within 12 Hrs - For Information Only	1						1						
NHS Western Isles	Primary Care	PT advised to contact practice within 24 Hrs - For Information Only	3	4	4	4	3	3	2	1	3	3	2	1	1
NHS Western Isles	Primary Care	PT advised to contact practice within 36 Hrs - Info Only	3	4	4	4	3	3	2	1	3	3	2	1	1
NHS Western Isles	Primary Care	PT advised to contact Practice within 4 Hrs - For Information Only	1						1						
NHS Western Isles	Primary Care	Speak to clinician within 1 Hr	1		1		1		1						
NHS Western Isles	Primary Care	Speak to clinician within 2 Hrs	2		2		1		2						
NHS Western Isles	Primary Care	Speak to clinician within 4 Hrs	1		1		1		1						
NHS Western Isles	Primary Care	Transport to PCEC within 4 hrs	1		2		1		2						
NHS Western Isles	Secondary Care	999 contacted - For information only	9	6	7	6	9	7	1						
NHS Western Isles	Secondary Care	patient advised to attend A & E within 1 hour - For information only	1						5	5	7	4	6	10	5
NHS Western Isles	Secondary Care	patient advised to attend A & E within 1 hour - For information only	7	2	8	3	5	5	1						
NHS Western Isles	Secondary Care	patient sent to A&E via Ambulance within 1 Hr - For Information Only	1						1						
NHS Western Isles	Secondary Care	Patient suitable for MIU 4hr - Flow Hub to arrange	1	2	7	5	1	3	2	3	4	1	3	5	4
NHS Western Isles	Secondary Care	PT advised to go to A&E	1						6	8	3	5	8	8	6
NHS Western Isles	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services	1						2	1	3	2	1	1	1
NHS Western Isles	Secondary Care	Speak to clinician 2 Hrs	2		3		1		2	1	3	2	1	1	1
NHS Western Isles	Secondary Care	Speak to clinician 4 Hrs	1		4		3		1	3	3	2	1	1	2
NHS Western Isles	Secondary Care	Transport to PCEC within 4 hrs	1		2		1		2	1	3	2	1	1	1
NHS Western Isles	Secondary Care	999 contacted - For information only	9	6	7	6	9	7	1						
NHS Western Isles	Secondary Care	patient advised to attend A & E within 1 hour - For information only	1						5	5	7	4	6	10	5
NHS Western Isles	Secondary Care	patient advised to attend A & E within 1 hour - For information only	1						1						
NHS Western Isles	Self Care/No Partner Action	Contact GP Practice within 36 Hours (No)	8	9	6	11	9	4	103	121	91	89	126	135	140
NHS Western Isles	Self Care/No Partner Action	Contact GP Practice within 4 Hours (ASAP)	1						1	1	1	1	1	1	
NHS Western Isles	Self Care/No Partner Action	In-Hours Action: Patient to Own GP withi							1	1	1	1	1	1	
NHS Western Isles	Primary Care	PCEC within 2 Hrs							1						
NHS Western Isles	Primary Care	Routine Appointment with GP							1						
NHS Western Isles	Primary Care	Speak to Doctor within 12 Hours (Same Da							1						
NHS Western Isles	Primary Care	Speak to Doctor within 4 Hours							2						
NHS Western Isles	Secondary Care	999 - Ambulance (ASAP)							3						
NHS Western Isles	Secondary Care	999 contacted. For information only							3	3	1	2	2	3	2
NHS Western Isles	Secondary Care	Accident & Emergency (ASAP)							1	1	1	1	1	1	
NHS Western Isles	Secondary Care	Accident & Emergency / MIU within 4 Hour							1	1	1	1	1	1	
NHS Western Isles	Secondary Care	Self Care/No Partner Action: Contact Dentist within 24 Hours							1	1	1	1	1	1	
NHS Western Isles	Secondary Care	Dental Nurse - Not Triage/Assessed													

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	00:00:09	00:02:16	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	
90th 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	00:11:05	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 Endng 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	00:00:06	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09
90th Percentile Time to Answer	00:10:12	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

