

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

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### Source:

Publication only contains information from the SAP Hana Data Warehouse upto week ending 26th October and contains information from Azure Data Warehouse from 21st October.

This publication includes data for week ending: 28/09/2025 to 21/12/2025

### 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	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	08/12/2025	09/12/2025	10/12/2025	11/12/2025	12/12/2025	13/12/2025	14/12/2025	15/12/2025	16/12/2025	17/12/2025	18/12/2025	19/12/2025	20/12/2025	21/12/2025	
Overall Call Volume	3895	3545	3494	3488	3459	7452	3910	3709	3514	3559	3562	7965	7820	4122	3631	3444	3252	3475	7700	7450	3888	3409	3571	3356	3513	7867	7458		
Overall Calls Connected	3097	2867	2774	2662	2594	5778	5955	2970	2800	2638	2694	2773	6098	5953	3158	2815	2604	2567	2570	6655	6017	3234	2933	2564	2936	6321	6363		
Caller Disconnected	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%	0.73%	0.54%	0.64%	0.52%	0.84%	0.73%	0.45%	0.10%	0.14%	0.29%	0.52%	0.16%	0.45%	0.22%	
Overall Avg Patient Journey Time	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	00:43:44	00:44:33	00:49:38	00:44:05	00:54:44	00:53:38	00:59:07	00:36:12	00:32:38	00:31:53	00:35:11	00:30:29	00:39:27	00:32:17	
Triaged at First Contact %	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%	97.00%	97.00%	97.00%	97.00%	95.00%	92.00%	94.00%	94.00%	96.00%	98.00%	96.00%	95.00%	93.00%	92.00%	94.00%
Median Time to Answer	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	00:34:14	00:12:40	00:41:17	00:52:20	00:24:11	00:27:16	00:33:29	00:27:32	00:33:08	00:29:17	00:32:54	00:09:04	00:04:22	00:04:23	00:09:32	00:06:38	00:17:29	00:08:52	
90th Percentile Time to Answer	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	01:02:28	00:50:53	00:56:29	00:45:18	01:31:50	01:16:44	01:06:14	00:43:27	00:29:30	00:33:27	00:50:16	00:27:39	00:31:16	00:22:17	

Week Endng Date	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	14/12/2025	21/12/2025
<b>Overall Call Volume</b>	30675	31618	30752	29505	30154	31127	30758	29804	31055	32915	34039	33074	33062
<b>Overall Calls Connected</b>	25292	27268	25231	25289	24808	25340	25240	25631	25526	25727	25826	25786	27284
<b>Caller Discontinued</b>	0.25%	0.18%	0.27%	0.12%	0.26% *	0.27%	0.52%	0.20%	0.35%	0.56%	0.83%	0.63%	0.29%
<b>Overall Avg Patient Journey Time</b>	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	00:51:35	00:34:35
<b>Triaged at First Contact %</b>	94.62%	94.29%	95.62%	95.64%	93.00% *	94.00%	95.00%	94.00%	95.00%	95.00%	95.00%	95.00%	94.00%
<b>Median Time to Answer</b>	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	00:29:26	00:08:56
<b>90th Percentile Time to Answer</b>	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	01:04:21	00:29:56

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

Health Board	Care Group	Endpoint	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	14/12/2025	21/12/2025
NHS Ayrshire & Ayr	Not assigned	(blank)	0	0	0	0	0	0	0	0	0	0	0	0	0
NHS Ayrshire & Ayr	Primary Care	Contact GP Practice within 4 Hours (ASAP)	13	15	14	12	11	7	9	10	2	14	12	13	9
NHS Ayrshire & Ayr	Primary Care	Contact Primary Care within 1 Hour (imme	18	16	22	14	25	17	16	12	7	15	22	12	24
NHS Ayrshire & Ayr	Primary Care	CPN (Dr) to phone patient within 1 Hr	3	1	2	2	2	2	2	1	1	1	2	1	2
NHS Ayrshire & Ayr	Primary Care	DN (Dr) to phone patient within 2 Hrs	3	2	2	5	4	2	4	3	5	2	2	4	4
NHS Ayrshire & Ayr	Primary Care	DN (Dr) phone patient within 4 Hrs	6	4	2	4	5	6	5	6	3	4	4	5	2
NHS Ayrshire & Ayr	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)			1	2									
NHS Ayrshire & Ayr	Primary Care	Dr to phone patient within 2 Hrs (Disputed Outcome)			1	1									
NHS Ayrshire & Ayr	Primary Care	Dr to phone patient within 4 Hrs (Disputed Outcome)			1	1									
NHS Ayrshire & Ayr	Primary Care	Home Visit within 1 Hr	8	14	8	13	8	8	8	11	9	9	19	12	
NHS Ayrshire & Ayr	Primary Care	Home Visit within 2 Hrs	39	36	37	38	32	27	24	30	35	36	41	24	32
NHS Ayrshire & Ayr	Primary Care	Home Visit within 4 Hrs	49	43	45	42	36	40	42	45	50	45	39	44	54
NHS Ayrshire & Ayr	Primary Care	Partner to Triage					1				1				
NHS Ayrshire & Ayr	Primary Care	PCEC within 1 Hr	40	42	40	21	45	30	45	54	41	45	33	39	39
NHS Ayrshire & Ayr	Primary Care	PCEC within 2 Hrs	150	139	165	134	115	111	139	160	156	148	166	137	146
NHS Ayrshire & Ayr	Primary Care	PCEC within 4 Hrs	455	271	290	239	292	284	263	341	343	363	319	337	346
NHS Ayrshire & Ayr	Primary Care	Pt advised to contact practice - For Information Only	4	6	9	7	2	5	4	7	6	7	4	3	
NHS Ayrshire & Ayr	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only	1	1	7	3	1	5	1	2	5	8	2	3	
NHS Ayrshire & Ayr	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only	3	5	2	1									
NHS Ayrshire & Ayr	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	31	43	33	41	47	74	75	67	68	63	94	90	73
NHS Ayrshire & Ayr	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only	15	14	15	22	23								
NHS Ayrshire & Ayr	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only	13	34	33	26	12	11	20	12	15	20	13	18	8
NHS Ayrshire & Ayr	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	5	7	9	5									
NHS Ayrshire & Ayr	Primary Care	Speak to clinician within 1 Hr	21	9	15	9	20	13	14	10	14	13	8	7	9
NHS Ayrshire & Ayr	Primary Care	Speak to clinician within 2 Hrs	35	21	18	27	13	15	18	26	13	20	19	19	19
NHS Ayrshire & Ayr	Primary Care	Speak to clinician within 4 Hrs	86	42	41	41	40	48	42	43	35	43	56	48	47
NHS Ayrshire & Ayr	Secondary Care	999 - Ambulance (ASAP)								1	1				
NHS Ayrshire & Ayr	Secondary Care	999 contacted - for information only	54	25	23	95	33	1	1			1			
NHS Ayrshire & Ayr	Secondary Care	999 contacted - For information only	167	196	220	84	134	148	152	140	184	156	158	150	156
NHS Ayrshire & Ayr	Secondary Care	Patient advised to go to A&E within 1 hour - for information only				4				6	2	3	4	7	
NHS Ayrshire & Ayr	Secondary Care	Patient advised to go to A&E	43	12	24	88	22								
NHS Ayrshire & Ayr	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only	2	1	5	9	4								
NHS Ayrshire & Ayr	Secondary Care	Patient Suitable for MU4 4hr - Flow Hub to Arrange	21	31	20	18	15	14	15	18	12	13	15	16	11
NHS Ayrshire & Ayr	Secondary Care	Pt advised to go to A&E	105	82	74	90	81	75	83	74	75	71	74	66	90
NHS Ayrshire & Ayr	Secondary Care	Speak to clinician within 1 Hr	172	247	224	108	144	187	168	179	181	140	143	163	172
NHS Ayrshire & Ayr	Secondary Care	Speak to clinician within 2 Hrs	24	16	23	23	20	11	15	9	10	20	17	17	14
NHS Ayrshire & Ayr	Secondary Care	Speak to clinician within 4 Hrs	33	54	54	22	40	39	36	35	39	35	40	28	43
NHS Ayrshire & Ayr	Self Care/No Partner Action	Contact Family Planning Clinic	6	3	5	12	6								
NHS Ayrshire & Ayr	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1			1	1									
NHS Ayrshire & Ayr	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24													
NHS Ayrshire & Ayr	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 hours	170	82	94	82	6								
NHS Ayrshire & Ayr	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appointment over 24 hour	2	1	2										
NHS Ayrshire & Ayr	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo	3	4	1	3	14	3	8	3		2	8	5	3
NHS Ayrshire & Ayr	Self Care/No Partner Action	Dental Nurse - Not Triage/Assessed					1								
NHS Ayrshire & Ayr	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent													
NHS Ayrshire & Ayr	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dentist	1	2											
NHS Ayrshire & Ayr	Self Care/No Partner Action	Distress Brief Intervention	1	2	1	1	1								
NHS Ayrshire & Ayr	Self Care/No Partner Action	Distress Brief Intervention	14	6	2	5	8	11	4	4	8	5	8	3	9
NHS Ayrshire & Ayr	Self Care/No Partner Action	Patient advised to contact CPN Team - For Information Only	51	42	47	35	38	24	40	39	33	20	30	25	30
NHS Ayrshire & Ayr	Self Care/No Partner Action	Patient advised to contact Dentist - For Information Only	66	61	63	79	22								
NHS Ayrshire & Ayr	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only			2	1	4	5	1		2	3	6		
NHS Ayrshire & Ayr	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only			3	2	2								
NHS Ayrshire & Ayr	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	6	3	1	3	5	4		3	6	3	3	4	
NHS Ayrshire & Ayr	Self Care/No Partner Action	Pt advised to contact Next Routine Appointment over 24 hour	2	4	5		5	3	2	3	3	1	1	3	
NHS Ayrshire & Ayr	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only					1								
NHS Ayrshire & Ayr	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	29	13	17	9	16	13	16	17	11	22	17	15	12
NHS Ayrshire & Ayr	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	4	3	3	7	9	5		5	7	2	4	1	3
NHS Ayrshire & Ayr	Self Care/No Partner Action	Pt given self care advice - For Information Only	48	37	50	40	89	99	101	104	126	117	122	123	112
NHS Ayrshire & Ayr	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only	6	4	7	3									
NHS Borders	Primary Care	CPN (Dr) to phone patient within 1 Hr	3	1	2	8	2	5	4	5	6	8	3	6	
NHS Borders	Primary Care	CPN (Dr) to phone patient within 2 Hrs	2	1	6	6	2	4	4	4	6	6	5	3	
NHS Borders	Primary Care	CPN (Dr) to phone patient within 1 Hr	8	7	13	8	2	3	7	9	10	4	2	2	8
NHS Borders	Primary Care	CPN (Dr) phone patient within 2 Hrs	2	3	3	2	1	3	1	2	1	1	1	2	
NHS Borders	Primary Care	CPN (Dr) phone patient within 4 Hrs	6	5	7	10	2	2	6	3	2	4	2	3	
NHS Borders	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)	9	16	11	20	19	10	9	16	20	16	8	12	13
NHS Borders	Primary Care	Home Visit within 1 Hr	1	5	7										
NHS Borders	Primary Care	Home Visit within 2 Hrs	2	5	7										
NHS Borders	Primary Care	Home Visit within 4 Hrs	15	9	12	7	10	8	11	4	3	9	14	6	6
NHS Borders	Primary Care	PCEC within 1 Hr	12	14	12	22	14	14	7	12	16	10	7	6	12
NHS Borders	Primary Care	PCEC within 2 Hrs	3	13	8	7	12	4	12	7	12	5	5	6	7
NHS Borders	Primary Care	PCEC within 4 Hrs	27	13	21	27	25	37	21	38	30	34	35	36	33
NHS Borders	Primary Care	Pt advised to attend A&E - For Information Only	70	59	62	70	65	58	44	67	86	54	56	62	77
NHS Borders	Primary Care	Pt advised to contact practice - For Information Only	2	2	1	2	2	3	2		1	1	1	1	
NHS Borders	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only	2	5	1	2									
NHS Borders	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only	17	19	19	18	4								
NHS Borders	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only	2	5	1	2									
NHS Borders	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	17	19	19	18	4								
NHS Borders	Primary Care	Pt advised to contact practice within 4 Hrs - For Information Only	9	10	8	6	1								
NHS Borders	Primary Care	Pt advised to contact practice within 4 Hrs - Info Only	3	4	7	3	5								
NHS Borders	Primary Care	Pt advised to contact practice within 4 Hrs - Info Only	5	5	5	9	3	7	1	5	5	9	1	7	12
NHS Borders	Primary Care	Pt advised to contact practice within 4 Hrs - Info Only	8	11	9	13	10	10	9	9	12	7	12	6	10
NHS Borders	Secondary Care	999 contacted - for information only	55	60	40	47	9				1		1	1	
NHS Borders	Secondary Care	999 contacted. For information only					37	46	55	49	46	53	29	32	58
NHS Borders	Secondary Care	patient advised to attend A & E within 1 hour - for information only					1	2	2	1			2	4	
NHS Borders	Secondary Care	Patient Sent to A&E													
NHS Borders	Secondary Care	Patient Sent to A&E via Ambulance within 1 Hr - For Information Only	49	42	45	44	6								
NHS Borders	Secondary Care	Patient Sent to A&E via Ambulance within 1 Hr - For Information Only	6	6	3	1									
NHS Borders	Secondary Care	Patient Suitable for MU4 4hr - Flow Hub to Arrange	51	45	41	44		3	6	3	8	2	3	3	
NHS Borders	Secondary Care	Pt advised to go to A&E					36	57	51	57	49	43	34	44	49
NHS Borders	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub	1												
NHS Borders	Secondary Care	Speak to clinician within 1 Hr	14	18	15	6	9	16	10	12	9	5	5	11	8
NHS Borders	Secondary Care	Speak to clinician within 2 Hrs	14	10	12	9	2	15	14	11	12	19	13	11	17
NHS Borders	Secondary Care	Speak to clinician within 4 Hrs	26	18	19	13	1		14						





NHS Grampian	Primary Care	DN (Dr) phone patient within 1 Hr	4	4	5	1	2	3	8	1	3	3	1	2	1		
NHS Grampian	Primary Care	DN (Dr) phone patient within 2 Hrs	14	8	12	14	10	12	7	8	5	1	6	4	6		
NHS Grampian	Primary Care	DN (Dr) phone patient within 4 Hrs	33	24	31	22	28	27	22	25	25	26	18	17	25		
NHS Grampian	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)	10	3	4	1	1										
NHS Grampian	Primary Care	Dr to phone patient within 2 Hrs (Disputed Outcome)															
NHS Grampian	Primary Care	Home Visit within 12 Hrs	1	2	1												
NHS Grampian	Primary Care	Home Visit within 2 Hrs	1														
NHS Grampian	Primary Care	Home Visit within 4 Hrs	66	70	50	49	46	45	58	43	47	37	44	69	57		
NHS Grampian	Primary Care	PCEC within 1 Hr	81	63	65	61	53	60	51	49	47	61	52	59	61		
NHS Grampian	Primary Care	PCEC within 2 Hrs	50	58	59	41	49	45	43	74	65	62	62	67	76		
NHS Grampian	Primary Care	PCEC within 4 Hrs	198	161	166	176	150	152	165	195	201	225	217	211	224		
NHS Grampian	Primary Care	Pt advised to contact practice - For Information Only	535	414	475	368	406	437	364	460	429	458	466	522	522		
NHS Grampian	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only	9	9	7	6	5	9	3	6	2	7	6	5			
NHS Grampian	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only	6	7	10	3	5	7	2	4	4	1	11	4	5		
NHS Grampian	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only	96	98	94	107	21		82	119	116	107	98	128	126	183	146
NHS Grampian	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only					18	33	30	35	34	33	24	17	13		
NHS Grampian	Primary Care	Pt advised to contact practice within 4 Hrs - For Information Only	39	47	46	40	15										
NHS Grampian	Primary Care	Speak to clinician within 1 Hr	22	23	23	20	12	17	19	18	18	13	17	15	19		
NHS Grampian	Primary Care	Speak to clinician within 2 Hrs	44	50	36	33	25	40	24	37	43	30	32	30	36		
NHS Grampian	Primary Care	Speak to clinician within 4 Hrs	101	71	86	63	69	63	56	64	66	44	64	57	75		
NHS Grampian	Secondary Care	999 contacted - for information only	278	243	242	251	43			1			1				
NHS Grampian	Secondary Care	999 contacted - for information only					199	232	213	240	259	224	231	216	261		
NHS Grampian	Secondary Care	patient advised to attend A&E within 1 hour - for information only					2	6	2	4	3	5	2	4			
NHS Grampian	Secondary Care	Patient advised to go to A&E	262	255	290	248	44										
NHS Grampian	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr	16	20	16	16	2										
NHS Grampian	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only					13	19	11	26	25	29	23	13	22		
NHS Grampian	Secondary Care	Patient sent to A&E via Ambulance within 4 Hrs - Info Only					1										
NHS Grampian	Secondary Care	Patient Suitable for MUI 4Hr - Flow Hub to Arrange	244	219	221	221	220	208	214	215	199	191	176	226	180		
NHS Grampian	Secondary Care	Pt advised to go to A&E	60	32	55	35	39	40	41	32	21	36	28	34	33		
NHS Grampian	Secondary Care	Speak to clinician 1 Hrs	63	62	57	56	66	70	50	68	66	59	59	73	75		
NHS Grampian	Secondary Care	Speak to clinician within 4 Hrs															
NHS Grampian	Self Care/No Partner Action	Contact Breathing Space															
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1 Hr															
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1 hour	1	1	2												
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 Hrs															
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo	164	111	103	97	21										
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appointment over 24 hour	3	17	2	2											
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Not Triage/Assessed	3	17	6	9	4	3	5	6	1	5	10	6			
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent					5	2									
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dentist	1	2	1												
NHS Grampian	Self Care/No Partner Action	Distress Brief Intervention	2	3	2	3											
NHS Grampian	Self Care/No Partner Action	For information only	8	11	5	5	4	9	9	10	14	3	3	7	15		
NHS Grampian	Self Care/No Partner Action	Patient advised to contact CPN Team - For Info Only	93	117	85	89	65	53	63	62	52	35	55	63	57		
NHS Grampian	Self Care/No Partner Action	Patient given self care advice - For Information Only	171	155	156	159	28										
NHS Grampian	Self Care/No Partner Action	Patient given self care dental advice - for information only					2	1	1	4	5	1	2	3	4		
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															
NHS Grampian	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only	1	1	1	2	2										
NHS Grampian	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	5	7	2	3	3	3	4	3	3	3	6	4	6		
NHS Grampian	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	7	10	6	4	11	5	3	8	4	3	6	5	7		
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	31	29	27	28	23	32	24	23	17	24	32	32	43		
NHS Grampian	Self Care/No Partner Action	Pt given self care advice - For Information Only	21	8	12	17	12	17	7	7	7	4	7	7	8		
NHS Grampian	Self Care/No Partner Action	Triage refused - Pt given self care advice - For Information Only	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	6	4		
NHS Greater Glasgow & Clyde	Not assigned	Not assigned					1										
NHS Greater Glasgow & Clyde	Not assigned	(blank)					1										
NHS Greater Glasgow & Clyde	Primary Care	Contact GP Practice within 12 Hours (Sam)					1										
NHS Greater Glasgow & Clyde	Primary Care	Contact GP Practice within 36 Hours (Nex)					1										
NHS Greater Glasgow & Clyde	Primary Care	Contact GP Practice within 4 Hours (ASAP)					1										
NHS Greater Glasgow & Clyde	Primary Care	CPN (Dr) to phone patient within 1 Hr	34	46	39	52	43	26	31	30	21	27	33	36	24		
NHS Greater Glasgow & Clyde	Primary Care	CPN (Dr) to phone patient within 2 Hrs	64	91	47	62	52	51	77	50	56	55	73	57	57		
NHS Greater Glasgow & Clyde	Primary Care	DN (Dr) phone patient within 1 Hr	6	1	1	3	4	7	2	5	2	8	4	2	5		
NHS Greater Glasgow & Clyde	Primary Care	DN (Dr) phone patient within 2 Hrs	12	8	8	12	2	5	9	5	4	6	4	5	5		
NHS Greater Glasgow & Clyde	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)	13	7	9	6	20	14	12	9	13	14	18	12	19		
NHS Greater Glasgow & Clyde	Primary Care	Dr to phone patient within 2 Hrs (Disputed Outcome)	5	13	2	5	2										
NHS Greater Glasgow & Clyde	Primary Care	Dr to phone patient within 4 Hrs (Disputed Outcome)	3	2	2	2											
NHS Greater Glasgow & Clyde	Primary Care	Home Visit within 1 Hr	25	42	30	27	27	32	21	36	36	20	45	36	39		
NHS Greater Glasgow & Clyde	Primary Care	Home Visit within 2 Hrs	95	133	99	91	79	107	69	88	111	90	83	64	101		
NHS Greater Glasgow & Clyde	Primary Care	Home Visit within 4 Hrs	114	154	117	113	135	110	96	124	132	133	133	135	144		
NHS Greater Glasgow & Clyde	Primary Care	Partner to go to A&E					1										
NHS Greater Glasgow & Clyde	Primary Care	PCEC within 1 Hr	116	148	112	125	89	109	118	140	128	133	113	107	103		
NHS Greater Glasgow & Clyde	Primary Care	PCEC within 12 Hrs															
NHS Greater Glasgow & Clyde	Primary Care	PCEC within 2 Hrs	451	609	435	415	388	419	416	434	479	489	487	454	478		
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact practice - For Information Only	1107	1561	1079	1026	948	956	867	1042	1082	1178	1097	966	1086		
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only	21	43	23	20	17	12	13	29	11	14	20	22	23		
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only					1	16	19	10	15	10	22	6	6		
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	13	19	16	11											
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only	196	279	279	255	71										
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	98	92	100	92	24										
NHS Greater Glasgow & Clyde	Primary Care	Speak to clinician within 1 Hr	40	55	47	55	38	43	43	45	34	28	28	34	33		
NHS Greater Glasgow & Clyde	Primary Care	Speak to clinician within 4 Hrs	79	112	64	74	69	77	60	69	71	69	77	61	62		
NHS Greater Glasgow & Clyde	Primary Care	Transport to PCEC within 4 hrs	192	227	172	141	146	112	139	128	113	134	133	126			
NHS Greater Glasgow & Clyde	Secondary Care	999 contacted - for information only	2	4	2	3	1										
NHS Greater Glasgow & Clyde	Secondary Care	999 contacted - for information only	467	539	450	469	84										
NHS Greater Glasgow & Clyde	Secondary Care	patient advised to attend A & E within 1 hour - for information only					372	441	402	485	463	464	411	406	431		
NHS Greater Glasgow & Clyde	Secondary Care	Patient advised to go to A&E	593	697	578	572	102										
NHS Greater Glasgow & Clyde	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only	44	39	43	45	3										
NHS Greater Glasgow & Clyde	Secondary Care	Patient suitable for MUI 4Hr - Flow Hub to Arrange	379	371	374	330	355	342	303	350	289	294	331	343	348		
NHS Greater Glasgow & Clyde	Secondary Care	Pt advised to go to A&E	1				463	602	520	651	652	676	583	566	654		
NHS Greater Glasgow & Clyde	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services					2										
NHS Greater Glasgow & Clyde	Secondary Care	Speak to clinician 2 Hrs	72	78	57	47	61	64	66	64	50	53	36	57	72		
NHS Greater Glasgow & Clyde	Secondary Care	Speak to clinician 4 Hrs					111	131	118	106	102	123</					



NHS Lanarkshire	Primary Care	PCEC within 2 Hrs	225	304	184	203	216	242	245	282	290	338	340	308	296	
NHS Lanarkshire	Primary Care	PCEC within 4 Hrs	497	707	458	527	571	509	483	605	599	715	652	634	637	
NHS Lanarkshire	Primary Care	Pt advised to contact practice - For Information Only	5	10	10	10	9	9	2	13	6	8	8	5	8	
NHS Lanarkshire	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only					1	7	6	5	3	4	11	9	3	
NHS Lanarkshire	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only	5	10	11	9	2									
NHS Lanarkshire	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only					77	119	129	160	135	157	155	191	219	
NHS Lanarkshire	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	106	99	108	104	79	79								
NHS Lanarkshire	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only	45	38	37	45	45	45	46	43	40	39	27	22	20	
NHS Lanarkshire	Primary Care	Speak to clinician within 1 Hr	14	27	15	18	27	20	22	20	19	13	17	16	16	
NHS Lanarkshire	Primary Care	Speak to clinician within 2 Hrs	34	46	38	35	35	40	47	32	30	33	39	41		
NHS Lanarkshire	Primary Care	Speak to clinician within 4 Hrs	91	107	71	83	64	76	54	73	74	58	70	58	79	
NHS Lanarkshire	Primary Care	Transport to PCEC within 2 Hrs					2	1								
NHS Lanarkshire	Primary Care	Transport to PCEC within 4 hrs					2	1								
NHS Lanarkshire	Secondary Care	999 - Ambulance (ASAP)					1									
NHS Lanarkshire	Secondary Care	999 contacted - for information only	219	249	235	226	38	1								
NHS Lanarkshire	Secondary Care	patient advised to attend & E within 1 hour - for information only					202	245	208	235	243	268	244	211	263	
NHS Lanarkshire	Secondary Care	Patient advised to go to A&E	240	337	300	297	4	5	3	5	9	11	8	8	6	
NHS Lanarkshire	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr	19	20	23	17	3									
NHS Lanarkshire	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only					16	21	24	18	17	20	17	21	16	
NHS Lanarkshire	Secondary Care	Patient sent to A&E via Ambulance within 2 Hrs - Info Only	140	138	137	113	143	165	134	139	152	128	154	166	178	
NHS Lanarkshire	Secondary Care	Patient Suitable for MU4hr - Flow Hub to Arrange					246	334	316	346	335	357	314	358	394	
NHS Lanarkshire	Secondary Care	Pt advised to go to A&E	24	21	43	19	26	37	27	37	44	22	41	22	33	
NHS Lanarkshire	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services	56	84	51	51	54	65	56	79	71	67	62	52	69	
NHS Lanarkshire	Secondary Care	Speak to clinician 4 Hrs					1									
NHS Lanarkshire	Secondary Care	Speak to clinician within 4 Hrs					1									
NHS Lanarkshire	Self/No/Partner Action	Contact Breathing Space	2		1											
NHS Lanarkshire	Self/No/Partner Action	Dental Nurse - Contact Dentist within 1					1									
NHS Lanarkshire	Self/No/Partner Action	Dental Nurse - Contact Dentist within 1 hour					1									
NHS Lanarkshire	Self/No/Partner Action	Dental Nurse - Contact Dentist within 24	274	227	125	124	21	107	118	122	141	116	122	116	118	155
NHS Lanarkshire	Self/No/Partner Action	Dental Nurse - Contact Dentist within 4 hours	6	13	4	4	17	7	12	7	5	7	4	4	15	
NHS Lanarkshire	Self/No/Partner Action	Dental Nurse - Contact Next Routine Appo					1									
NHS Lanarkshire	Self/No/Partner Action	Dental Nurse - Not Triage/Assessed					1									
NHS Lanarkshire	Self/No/Partner Action	Dental Nurse - Routine Contact with Dent					1									
NHS Lanarkshire	Self/No/Partner Action	Dental Nurse - Routine Contact with Dentist					1									
NHS Lanarkshire	Self/No/Partner Action	Dental Nurse - Self Care	7	3	3	2										
NHS Lanarkshire	Self/No/Partner Action	Emergency Brief Intervention	6	6	6	6	12	8	7	14	10	11	9	14	11	8
NHS Lanarkshire	Self/No/Partner Action	Emergency Contact/uptake	67	93	60	50	67	67	57	68	65	78	69	56	83	
NHS Lanarkshire	Self/No/Partner Action	Not Assessed / Triage Refused	1													
NHS Lanarkshire	Self/No/Partner Action	Patient given self care advice - For Information Only	174	185	164	182	23	3	3	3	8	4	3	8	6	10
NHS Lanarkshire	Self/No/Partner Action	Patient given self care dental advice - for information only					1									
NHS Lanarkshire	Self/No/Partner Action	Pt advised to contact appropriate service - For Info Only					1									
NHS Lanarkshire	Self/No/Partner Action	Pt advised to contact appropriate service - For Information Only					1									
NHS Lanarkshire	Self/No/Partner Action	Pt advised to contact Dentist - For Information Only					1									
NHS Lanarkshire	Self/No/Partner Action	Pt advised to contact GUM Clinic - For Information Only	3	8	6	5	9	8	4	7	6	3	4	4	8	
NHS Lanarkshire	Self/No/Partner Action	Pt advised to contact Midwife - For Information Only	7	5	12	3	7	9	4	4	3	3	6	2	9	
NHS Lanarkshire	Self/No/Partner Action	Pt advised to contact Optician - For Information Only					1									
NHS Lanarkshire	Self/No/Partner Action	Pt advised to contact Orthodontist - For Information Only					1									
NHS Lanarkshire	Self/No/Partner Action	Pt advised to contact Pharmacist - For Information Only	36	59	32	24	42	22	36	45	31	33	29	19	40	
NHS Lanarkshire	Self/No/Partner Action	Pt advised to contact Police - For Information Only	6	11	10	4	5	11	4	6	8	5	3	10	7	
NHS Lanarkshire	Self/No/Partner Action	Pt advised to contact Police - For Information Only					152	174	171	193	168	197	220	203	211	
NHS Lothian	Not assigned	(blank)					1									
NHS Lothian	Primary Care	Contact GP Practice within 24 Hours (Ex					1									
NHS Lothian	Primary Care	Contact GP Practice within 4 Hours ASAP					0									
NHS Lothian	Primary Care	CPN (Dr) to phone patient within 1 Hr	18	17	9	20	22	21	18	21	16	21	21	18	24	
NHS Lothian	Primary Care	CPN (Dr) to phone patient within 2 Hrs	21	23	38	28	28	27	21	27	22	28	26	27	31	
NHS Lothian	Primary Care	DN (Dr) phone patient within 1 Hr	4	8	5	2	5	6	4	6	4	3	12	7	6	
NHS Lothian	Primary Care	DN (Dr) phone patient within 2 Hrs	12	16	15	11	17	17	8	11	11	11	16	14	13	
NHS Lothian	Primary Care	Dr to phone patient within 4 Hrs (Disputed Outcome)	33	40	33	42	36	32	31	46	43	32	42	41	49	
NHS Lothian	Primary Care	Dr to phone patient within 4 Hrs (Disputed Outcome)	11	12	7	1										
NHS Lothian	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)	2	2	1											
NHS Lothian	Primary Care	Dr to phone patient within 2 Hrs (Disputed Outcome)					1									
NHS Lothian	Primary Care	Home Visit within 1 Hr	28	24	23	26	35	30	23	27	22	21	22	27	32	
NHS Lothian	Primary Care	Home Visit within 2 Hrs	82	83	69	86	70	78	54	63	71	75	81	67	87	
NHS Lothian	Primary Care	Home Visit within 4 Hrs	82	81	92	110	82	94	69	80	88	93	96	95	106	
NHS Lothian	Primary Care	Partner to Triage					1									
NHS Lothian	Primary Care	PCEC within 1 Hr	72	90	79	76	79	89	76	96	99	105	78	93	70	
NHS Lothian	Primary Care	PCEC within 12 Hrs					1									
NHS Lothian	Primary Care	PCEC within 2 Hrs	331	282	301	273	265	311	288	354	356	345	374	368	350	
NHS Lothian	Primary Care	PCEC within 4 Hrs	790	774	802	846	740	773	686	778	848	891	915	884	900	
NHS Lothian	Primary Care	Pt advised to contact practice - For Information Only	18	20	20	18	11	16	11	19	24	12	15	13	12	
NHS Lothian	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only	13	19	15	13	5	7	2	14	9	9	10	29	13	
NHS Lothian	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only					170	202	257	256	239	264	267	295	307	
NHS Lothian	Primary Care	Pt advised to contact Practice within 4 Hrs - For Info Only	171	213	222	212	53	35	57	59	60	54	71	43	53	
NHS Lothian	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only	84	82	81	80	29	49	29	33	36	16	15	22	29	
NHS Lothian	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only	25	51	40	32	43	49	29	33	36	16	15	22	29	
NHS Lothian	Primary Care	Speak to clinician within 1 Hr	66	47	60	47	56	62	52	54	50	46	56	51	57	
NHS Lothian	Primary Care	Speak to clinician within 2 Hrs	121	140	128	99	100	95	82	103	87	94	95	106	116	
NHS Lothian	Primary Care	Speak to clinician within 4 Hrs	6				1									
NHS Lothian	Primary Care	Transport to PCEC within 1 Hr	4		1											
NHS Lothian	Primary Care	Triage refused therefore Dr requested to phone patient			1											
NHS Lothian	Secondary Care	999 - Ambulance (ASAP)														
NHS Lothian	Secondary Care	999 contacted - for information only	324	342	349	345	75	1				1				
NHS Lothian	Secondary Care	999 contacted. For information only					278	337	297	321	348	335	308	317	372	
NHS Lothian	Secondary Care	patient advised to attend & E within 1 hour - for information only					5	7	11	13	6	8	9	10	7	
NHS Lothian	Secondary Care	Patient advised to go to A&E	489	564	502	512	52									
NHS Lothian	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr	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	24	35	
NHS Lothian	Secondary Care	Patient sent to A&E via Ambulance within 2 Hrs - Info Only	1													
NHS Lothian	Secondary Care	Patient Suitable for MU4hr - Flow Hub to Arrange	451	405	456	445	446	414	378	406	380	339	339	362	414	
NHS Lothian	Secondary Care	Pt advised to go to A&E					382	499	499	552	476	491	511	488	527	
NHS Lothian	Secondary Care	Contact Dentist Next Routine Appointment	1													
NHS Lothian	Secondary Care	Contact Dentist within 24 Hours					1									
NHS Lothian	Secondary Care	Contact Dentist for Planned Clinic					1									
NHS Lothian	Secondary Care	Contact Dentist - Contact Dentist within 1					1									
NHS Lothian	Secondary Care	Dental Nurse - Contact Dentist within 1 hour					4	1	2		2	2	1	2	2	





NHS Western Isles	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services				2	1	3	2	1		2
NHS Western Isles	Secondary Care	Speak to clinician 2 Hrs			2		1		1			1
NHS Western Isles	Secondary Care	Speak to clinician 4 Hrs					1	2	1	1		2
NHS Western Isles	Secondary Care	Speak to clinician within 4 Hrs			1		1					
NHS Western Isles	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24				3	1		4	2	5	4
NHS Western Isles	Self Care/No Partner Action	Dental Nurse - Not Triaged/Assessed			1	1	1		1	1	1	1
NHS Western Isles	Self Care/No Partner Action	Self Care - Contact Dentist within 24							1			
NHS Western Isles	Self Care/No Partner Action	For information only			2	3		1	4	1	1	2
NHS Western Isles	Self Care/No Partner Action	hub to arrange appointment within 24 hours			1	1	2	2				1
NHS Western Isles	Self Care/No Partner Action	Patient advised to contact registered GPD - Info Only			3		1					
NHS Western Isles	Self Care/No Partner Action	Patient given self care advice - For Information Only			1	1	7	2				
NHS Western Isles	Self Care/No Partner Action	Patient advised to contact registered GPD - Info Only							1			
NHS Western Isles	Self Care/No Partner Action	Patient given self care advice - For Information Only							1			
NHS Western Isles	Self Care/No Partner Action	Patient given self care dental advice - for information only								1		
NHS Western Isles	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only									1	
NHS Western Isles	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only			1		1					
NHS Western Isles	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only			1	1	3					
NHS Western Isles	Self Care/No Partner Action	Pt advised to contact Police - For Information Only					1		1			3
NHS Western Isles	Self Care/No Partner Action	Pt given self care advice - For Information Only					3	3	1	2	2	2
NHS Western Isles	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only							1	1	1	
Not assigned	Not assessed	Hand										
Not assigned	Primary Care	Contact GP Practice within 35 Hours (Next										
Not assigned	Primary Care	Contact GP Practice within 4 Hours (ASAP					1	1		7	1	2
Not assigned	Primary Care	In-Hours Action: Patient to Own GP with								903	115	1
Not assigned	Primary Care	PCEC within 2 Hrs						1	4			1
Not assigned	Primary Care	PCEC within 4 Hrs							1			
Not assigned	Primary Care	Routine Appointment with GP							1	2	3	
Not assigned	Primary Care	Speak to Doctor within 12 Hours (Same Da										
Not assigned	Primary Care	Speak to Doctor within 4 Hours										
Not assigned	Secondary Care	999 - Ambulance (ASAP)							2		0	
Not assigned	Secondary Care	999 contacted. For information only							1	1	1	
Not assigned	Secondary Care	Accident & Emergency (ASAP)			1			47				
Not assigned	Secondary Care	Accident & Emergency / MU within 4 Hour						79	54		3	1
Not assigned	Self Care/No Partner Action	Contact Dentist within Next Routine Appointment							9			0
Not assigned	Self Care/No Partner Action	Contact Dentist within 24 Hours					1	59	8		1	
Not assigned	Self Care/No Partner Action	Contact Midwife							27	3		
Not assigned	Self Care/No Partner Action	Contact Optician							3	1		
Not assigned	Self Care/No Partner Action	Contact Pharmacist								1		
Not assigned	Self Care/No Partner Action	Contact Police							9	3		
Not assigned	Self Care/No Partner Action	Dental Nurse - Contact Dentist with in 1					12	9	11	7	5	7
Not assigned	Self Care/No Partner Action	Dental Nurse - Contact Dentist with in 24							1			9
Not assigned	Self Care/No Partner Action	Dental Nurse - Not Triaged/Assessed							140	1		
Not assigned	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent								16		
Not assigned	Self Care/No Partner Action	For information only						1	1		1	1
Not assigned	Self Care/No Partner Action	Not Assessed / Triage Refused						2				
Not assigned	Self Care/No Partner Action	patient given self care dental advice - for information only						54	55	116	61	49
Not assigned	Self Care/No Partner Action	Pt given self care advice - For Information Only								4		
Not assigned	Self Care/No Partner Action	Self Care - Contact Dentist within 24 hours									1	
Not assigned	Self Care/No Partner Action	Self Care			1							
(blank)	Not assigned	Not assigned						4	4	87	79	4
(blank)	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 hours			1		10	13	74		3	6
(blank)	Self Care/No Partner Action	Routine Appointment in						1			3	2

Care Group	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	14/12/2025	21/12/2025
PCARE	11868	12937	12082	11751	10486	10318	11044	11729	11783	12232	12316	12281	12664
SCARE	7634	8041	7668	7380	7346	7407	7314	7766	7490	7392	7065	7135	8017
SLFC_NPA	5547	5067	4420	4357	4014	3982	4266	4471	4277	4108	4219	4239	4788
Not assigned	1414	387	11	14	74	0	157	243	208	146	156	149	194
<b>Total</b>	<b>26463</b>	<b>26432</b>	<b>24181</b>	<b>23502</b>	<b>21920</b>	<b>21707</b>	<b>22781</b>	<b>24209</b>	<b>23758</b>	<b>23878</b>	<b>23756</b>	<b>23804</b>	<b>25663</b>

Care Group	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	14/12/2025	21/12/2025
PCARE	44.85%	48.94%	49.96%	50.00%	47.84%	47.53%	48.48%	48.45%	49.60%	51.23%	51.84%	51.59%	49.35%
SCARE	28.85%	30.42%	31.71%	31.40%	33.51%	34.12%	32.11%	32.08%	31.53%	30.96%	29.74%	29.97%	31.24%
SLFC_NPA	20.96%	19.17%	18.28%	18.54%	18.31%	18.34%	18.73%	18.47%	18.00%	17.20%	17.76%	17.81%	18.66%
Not assigned	5.34%	1.46%	0.05%	0.06%	0.34%	0.00%	0.69%	1.00%	0.88%	0.61%	0.66%	0.63%	0.76%

Calendar day	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	08/12/2025	09/12/2025	10/12/2025	11/12/2025	12/12/2025	13/12/2025	14/12/2025	15/12/2025	16/12/2025	17/12/2025	18/12/2025	19/12/2025	20/12/2025	21/12/2025
Overall Call Volume	374	323	376	365	363	473	462	352	406	308	374	363	469	449	377	398	339	310	321	427	464	358	388	341	316	313	456	434
Overall Calls Connected	282	284	325	301	281	387	379	294	339	271	299	293	376	372	338	337	278	297	294	348	383	340	330	309	269	284	425	388
Median Time to Answer	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	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	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09
90th Percentile Time to Answer	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	00:06:45	00:07:21	00:12:58	00:00:09	00:05:35	00:10:05	00:12:02	00:03:24	00:11:21	00:05:36	00:07:42	00:03:55	00:03:29	00:09:37

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

Week Endng Date	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	14/12/2025	21/12/2025
<b>Overall Call Volume</b>	2866	2913	2979	2840	2778	2783	2893	2734	2673	2736	2741	2636	2606
<b>Overall Calls Connected</b>	2406	2562	2392	2392	2191	2170	2297	2240	2200	2239	2244	2275	2345
<b>Median Time to Answer</b>	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	00:00:09	00:00:09
<b>90th Percentile Time to Answer</b>	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	00:09:05	00:06:47

*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**

