

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: 05/10/2025 to 28/12/2025

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	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	22/12/2025	23/12/2025	24/12/2025	25/12/2025	26/12/2025	27/12/2025	28/12/2025
Overall Call Volume	3910	3709	3514	3559	3562	7965	7820	4122	3631	3444	3252	3475	7700	7450	3688	3409	3571	3356	3513	7867	7458	3648	3265	2852	4725	9259	9935	8330
Overall Calls Connected	2970	2800	2638	2594	2773	6098	5953	3158	2815	2604	2567	2570	6055	6017	3234	2933	2933	2954	2936	6321	6363	3054	2854	2281	4053	6385	9331	7702
Caller Disconnected	1.01%	0.80%	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%	0.38%	0.45%	0.32%	0.24%	0.12%	0.01%	0.10%
Overall Avg Patient Journey Time	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	00:50:44	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	00:30:39	00:30:07	00:32:24	00:29:48	00:49:14	00:45:10	00:37:09
Triage at First Contact %	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%	96.00%	96.00%	96.00%	95.00%	93.00%	92.00%	94.00%	96.00%	96.00%	95.00%	93.00%	93.00%	93.00%	95.00%
Median Time to Answer	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	00:00:17	00:07:55	00:07:08	00:00:09	00:00:58	00:00:09	00:00:09
90th Percentile Time to Answer	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	00:41:07	00:26:54	00:38:14	00:23:33	00:19:40	00:15:15	00:20:04

Week Endng Date	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	28/12/2025
Overall Call Volume	31618	30752	29505	30154	31127	30758	29804	31055	32915	34039	33074	33062	42014
Overall Calls Connected	27268	25231	25289	24808	25340	25240	25631	25526	25727	25826	25786	27284	37460
Caller Discontinued	0.18%	0.27%	0.12%	0.26% *	0.27%	0.52%	0.20%	0.35%	0.56%	0.83%	0.63%	0.29%	0.17%
Overall Avg Patient Journey Time	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	00:39:23
Triaged at First Contact %	94.29%	95.62%	95.64%	93.00% *	94.00%	95.00%	94.00%	95.00%	95.00%	95.00%	95.00%	94.00%	94.00%
Median Time to Answer	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	00:00:09
90th Percentile Time to Answer	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	00:21:23

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

Health Board	Care Group	Endpoint	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	28/12/2025	
NHS Ayrshire & Ayr	Not assigned	(blank)		0	2						1				0	
NHS Ayrshire & Ayr	Primary Care	Contact Primary Care within 1 Hour (imme			0											
NHS Ayrshire & Ayr	Primary Care	CPN (Dr) to phone patient within 1 Hr	15	14	12	11	7	9	10	2	14	12	13	9	15	
NHS Ayrshire & Ayr	Primary Care	CPN (Dr) to phone patient within 2 Hrs	16	22	14	25	17	16	12	7	15	22	12	24	25	
NHS Ayrshire & Ayr	Primary Care	DN (Dr) phone patient within 1 Hr	1	1	2	1	2	1	2	1				2	2	
NHS Ayrshire & Ayr	Primary Care	DN (Dr) phone patient within 2 Hrs	2	2	5	4	2	4	3	5	2	2	4	2		
NHS Ayrshire & Ayr	Primary Care	DN (Dr) phone patient within 4 Hrs	4	2	4	5	6	5	6	3	4	4	5	2	3	
NHS Ayrshire & Ayr	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)	1	1	2											
NHS Ayrshire & Ayr	Primary Care	Dr to phone patient within 2 Hrs (Disputed Outcome)														
NHS Ayrshire & Ayr	Primary Care	Dr to phone patient within 4 Hrs (Disputed Outcome)	1													
NHS Ayrshire & Ayr	Primary Care	Home Visit within 1 Hr	14	8	13	8	8	8	8	11	9	9	19	12	15	
NHS Ayrshire & Ayr	Primary Care	Home Visit within 2 Hrs	36	37	38	32	27	24	30	35	36	41	24	32	67	
NHS Ayrshire & Ayr	Primary Care	Home Visit within 4 Hrs	43	45	42	36	40	42	45	50	45	39	44	54	95	
NHS Ayrshire & Ayr	Primary Care	Partner to Triage			1											
NHS Ayrshire & Ayr	Primary Care	PCEC within 1 Hr	42	40	21	45	30	45	54	41	45	33	39	39	43	
NHS Ayrshire & Ayr	Primary Care	PCEC within 2 Hrs	139	165	134	115	111	139	160	156	148	166	137	146	234	
NHS Ayrshire & Ayr	Primary Care	Pt advised to contact practice - For Information Only	271	290	329	292	284	263	341	343	363	319	337	346	625	
NHS Ayrshire & Ayr	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only	6	9	7	7	2	3	4	7	6	7	4	3	9	
NHS Ayrshire & Ayr	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only	5	1	2	1	1	5	1	2	5	8	2	3		
NHS Ayrshire & Ayr	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only	43	33	41	47	74	75	67	68	63	94	90	73	78	
NHS Ayrshire & Ayr	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	14	15	22	23										
NHS Ayrshire & Ayr	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only	34	33	26	12	11	20	12	15	20	13	18	8	9	
NHS Ayrshire & Ayr	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	7	9	3	3										
NHS Ayrshire & Ayr	Primary Care	Speak to clinician within 1 Hr	9	15	9	20	13	14	10	14	15	8	7	8		
NHS Ayrshire & Ayr	Primary Care	Speak to clinician within 2 Hrs	21	18	27	13	15	18	26	13	20	19	19	19	31	
NHS Ayrshire & Ayr	Primary Care	Speak to clinician within 4 Hrs	42	41	41	40	48	42	43	35	43	56	48	47	86	
NHS Ayrshire & Ayr	Secondary Care	999 - Ambulance (ASAP)									1	1				
NHS Ayrshire & Ayr	Secondary Care	999 contacted - for information only	25	23	95	33	1	1			1					
NHS Ayrshire & Ayr	Secondary Care	999 contacted. For information only	196	220	84	134	148	152	140	184	156	158	150	156	202	
NHS Ayrshire & Ayr	Secondary Care	patient advised to attend & E within 1 hour - for information only			4		1	3	6	2	3	4	7	6		
NHS Ayrshire & Ayr	Secondary Care	Patient sent to A&E	12	24	88	22										
NHS Ayrshire & Ayr	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr	1	5	9	4										
NHS Ayrshire & Ayr	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only	31	20	18	15	14	15	18	12	13	15	16	11	24	
NHS Ayrshire & Ayr	Secondary Care	Patient Suitable for MUI 4hr - Flow Hub to Arrange	82	74	90	81	75	83	74	75	71	74	66	90	76	
NHS Ayrshire & Ayr	Secondary Care	Pt advised to go to A&E	247	224	108	144	187	168	179	181	140	143	163	172	199	
NHS Ayrshire & Ayr	Secondary Care	Speak to clinician 2 Hrs	16	23	23	20	11	15	9	10	20	17	17	14	5	
NHS Ayrshire & Ayr	Secondary Care	Speak to clinician 4 Hrs	54	54	22	40	39	36	35	39	35	40	28	43	27	
NHS Ayrshire & Ayr	Secondary Care	Speak to clinician within 4 Hrs	3	5	12	6										
NHS Ayrshire & Ayr	Self Care/No Partner Action	Contact Family Planning Clinic	1	1												
NHS Ayrshire & Ayr	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1														
NHS Ayrshire & Ayr	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24	82	94	82	6										
NHS Ayrshire & Ayr	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 hours	0	75	76	64	76	64	63	77	69	103	137			
NHS Ayrshire & Ayr	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo								1						
NHS Ayrshire & Ayr	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo - For Information Only	1	2												
NHS Ayrshire & Ayr	Self Care/No Partner Action	Dental Nurse - Not Triage/Assessed	4	1	3	14	3	8	3	2	8	5	4	22		
NHS Ayrshire & Ayr	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent	1	1	0	1	1	1	1							
NHS Ayrshire & Ayr	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dentist	2													
NHS Ayrshire & Ayr	Self Care/No Partner Action	Distress Brief Intervention	6	2	5	8	11	4	4	8	5	8	3	9	3	
NHS Ayrshire & Ayr	Self Care/No Partner Action	For information only	42	47	35	38	24	40	39	33	20	30	25	30	47	
NHS Ayrshire & Ayr	Self Care/No Partner Action	Patient advised to contact CPN Team - For Information Only	61	63	79	22										
NHS Ayrshire & Ayr	Self Care/No Partner Action	Patient advised to contact CPN Team - Info Only	3	2	2	2	1	4	5	1	2	3	6	5		
NHS Ayrshire & Ayr	Self Care/No Partner Action	Patient given self care dental advice - For Information Only	4	5	5	4	3	2	3	3	3	3	4	5		
NHS Ayrshire & Ayr	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only	3	1	3	5	4	3	6	3	3	3	4	5		
NHS Ayrshire & Ayr	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only	4	5	5	3	2	3	3	1	1	1	3	2		
NHS Ayrshire & Ayr	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	13	17	9	16	13	16	17	11	22	17	15	12	34	
NHS Ayrshire & Ayr	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	3	3	7	9	5	7	2	4	1	3	1	1		
NHS Ayrshire & Ayr	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	37	50	40	89	99	81	104	126	117	122	123	112	137	
NHS Ayrshire & Ayr	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only	4	7	3											
NHS Ayrshire & Ayr	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only	1	1	2	8	2	5	4	5	6	8	3	6	5	
NHS Borders	Primary Care	CPN (Dr) to phone patient within 1 Hr	1	6	6	2	4	4	4	4	6	4	5	3		
NHS Borders	Primary Care	CPN (Dr) to phone patient within 2 Hrs	7	13	8	2	3	7	9	10	4	2	2	8	3	
NHS Borders	Primary Care	DN (Dr) phone patient within 1 Hr	3	3	2	1	3	1	2	1	1	1	2	4		
NHS Borders	Primary Care	DN (Dr) phone patient within 2 Hrs	5	7	10	2	2	6	3	2	4	2	3	6		
NHS Borders	Primary Care	DN (Dr) phone patient within 4 Hrs	16	11	20	19	10	9	16	20	16	8	12	13		
NHS Borders	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)	1													
NHS Borders	Primary Care	Home Visit within 1 Hr	5	7			1	4	2	1	5	4	6	3	1	
NHS Borders	Primary Care	Home Visit within 2 Hrs	9	12	7	10	8	11	4	3	9	14	6	6	22	
NHS Borders	Primary Care	Home Visit within 4 Hrs	14	12	22	14	14	7	12	16	10	7	6	12	28	
NHS Borders	Primary Care	PCEC within 1 Hr	13	8	7	12	4	12	7	12	5	5	6	7	4	
NHS Borders	Primary Care	PCEC within 2 Hrs	13	21	27	25	37	21	38	30	34	35	36	33	61	
NHS Borders	Primary Care	PCEC within 4 Hrs	59	62	70	65	58	44	67	86	54	56	62	77	160	
NHS Borders	Primary Care	Pt advised to contact practice - For Information Only	2	1	2	2	3		1	1	1	1	1	1	6	
NHS Borders	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only	5	1	2		19	30	17	30	23	15	24	27	20	
NHS Borders	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only	10	8	6	1	4	2	5	3	2	2	2	4		
NHS Borders	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only	19	19	18	4										
NHS Borders	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only	5	1	2											
NHS Borders	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	11	9	13	10	10	9	9	12	7	12	6	10	25	
NHS Borders	Secondary Care	999 contacted - for information only	60	40	47	9										
NHS Borders	Secondary Care	999 contacted. For information only	1													
NHS Borders	Secondary Care	patient advised to attend & E within 1 hour - for information only	1	2	2	2	1	1	1	2	2	2	4			
NHS Borders	Secondary Care	Patient advised to go to A&E	42	45	44	6										
NHS Borders	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr	6	3	1											
NHS Borders	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only	45	41	44	53	42	36	43	29	33	39	41	32	41	
NHS Borders	Secondary Care	Patient Suitable for MUI 4hr - Flow Hub to Arrange	36	57	51	57	49	43	34	44	49	53				
NHS Borders	Secondary Care	Pt advised to go to A&E														
NHS Borders	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services														
NHS Borders	Secondary Care	Speak to clinician 2 Hrs	18	15	6	9	16	10	12	9	5	5	11	8	6	
NHS Borders	Secondary Care	Speak to clinician 4 Hrs	10	12	9	2	14	15	14	11	12	19	13	11	17	
NHS Borders	Secondary Care	Speak to clinician 4 Hrs	1													
NHS Borders	Secondary Care	Speak to clinician 4 Hrs	1													
NHS Borders	Secondary Care	Self Care/No Partner Action	1													
NHS Borders	Secondary Care	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1 hour	1												
NHS Borders	Secondary Care	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24	18	19	13	1					</				

NHS Fife	Secondary Care	Speak to clinician 2 Hrs	27	21	19	26	23	26	16	23	17	19	20	14	24
NHS Fife	Secondary Care	Speak to clinician 4 Hrs			35	52	58	46	32	58	45	47	49	52	
NHS Fife	Secondary Care	Speak to clinician within 4 Hrs													
NHS Fife	Self Care/No Partner Action	Contact Breathing Space													
NHS Fife	Self Care/No Partner Action	Contact Family Planning Clinic	31	47	37	7									
NHS Fife	Self Care/No Partner Action	Contact Public Health Nurse													
NHS Fife	Self Care/No Partner Action	Contact Primary Care Practitioner within 1 Hr													
NHS Fife	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1 Hr													
NHS Fife	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 hours													
NHS Fife	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo													
NHS Fife	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appointment over 24 hour	2		2										
NHS Fife	Self Care/No Partner Action	Dental Nurse - Not Triage/Assessed	11	5	5	4	5	11	5	5	4	3	2	5	11
NHS Fife	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dentist			1	2	2	2		2		1	3		
NHS Fife	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dentist	2	1	3										
NHS Fife	Self Care/No Partner Action	Dental Nurse - Self Care	6	4	1										
NHS Fife	Self Care/No Partner Action	Distress Brief Intervention	5	12	7	11	7	9	11	11	6	6	8	6	7
NHS Fife	Self Care/No Partner Action	For information only	56	57	48	35	47	41	54	38	42	50	43	48	72
NHS Fife	Self Care/No Partner Action	Patient given self care advice - For Information Only	127	159	145	21									
NHS Fife	Self Care/No Partner Action	Patient given self care advice - For Information Only			1	2	3	6	1	1	6	3	10	4	
NHS Fife	Self Care/No Partner Action	Patient given self care advice - For Information Only											2	8	
NHS Fife	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only													
NHS Fife	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only													
NHS Fife	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only													
NHS Fife	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only													
NHS Fife	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only													
NHS Fife	Self Care/No Partner Action	Pt advised to contact Primary Care Practitioner - For Information Only													
NHS Fife	Self Care/No Partner Action	Pt advised to contact Triage - For Information Only													
NHS Fife	Self Care/No Partner Action	Pt advised to contact Triage - Pt terminated call - For Information Only													
NHS Fife	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only													
NHS Fife	Not assigned	(blank)													
NHS Fife	Primary Care	CPN (Dr) to phone patient within 1 Hr	8	5	11	1	2	11	5	4	6	3	9	12	12
NHS Fife	Primary Care	CPN (Dr) to phone patient within 2 Hrs	11	18	11	17	8	18	10	13	11	4	15	13	25
NHS Fife	Primary Care	Dr (Dr) phone patient within 1 Hr	2	4	5	6			3	1	2	1	5	3	
NHS Fife	Primary Care	Dr (Dr) phone patient within 2 Hrs	6	10	10	5	7	4	7	8	5	7	3	7	11
NHS Fife	Primary Care	Dr (Dr) phone patient within 4 Hrs	31	35	30	15	18	26	22	26	25	28	29	51	
NHS Fife	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)	2	1	2										
NHS Fife	Primary Care	Dr to phone patient within 2 Hrs (Disputed Outcome)	1	3	6										
NHS Fife	Primary Care	Home Visit within 1 Hr	6	12	7	6	4	6	2	3	1	6	4	7	7
NHS Fife	Primary Care	Home Visit within 2 Hrs	22	27	26	25	19	13	26	17	26	20	17	24	46
NHS Fife	Primary Care	Home Visit within 4 Hrs	28	29	38	21	29	31	29	16	31	30	35	43	56
NHS Fife	Primary Care	Partner to Triage													
NHS Fife	Primary Care	PCEC within 1 Hr	33	28	18	34	30	24	30	47	36	30	40	33	60
NHS Fife	Primary Care	PCEC within 2 Hrs	118	94	145	116	106	101	122	120	116	108	138	116	197
NHS Fife	Primary Care	PCEC within 4 Hrs	287	328	422	236	249	224	248	266	289	306	303	329	534
NHS Fife	Primary Care	Pt advised to contact practice - For Information Only	3	6	7	7	10	3	5	1	3	7	5	6	3
NHS Fife	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only													
NHS Fife	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only													
NHS Fife	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only	1	5	3										
NHS Fife	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	83	72	77	27									
NHS Fife	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only													
NHS Fife	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	58	28	18	12									
NHS Fife	Primary Care	Speak to clinician 2 Hrs	11	6	15	11	12	8	12	7	4	5	7	8	14
NHS Fife	Primary Care	Speak to clinician within 2 Hrs	22	21	21	12	17	11	10	23	16	15	17	17	32
NHS Fife	Primary Care	Speak to clinician within 4 Hrs	30	39	70	36	39	22	36	26	24	26	29	38	78
NHS Fife	Secondary Care	999 contacted - for information only	160	118	134	19									
NHS Fife	Secondary Care	999 contacted. For information only													
NHS Fife	Secondary Care	patient advised to attend & E within 1 hour - for information only													
NHS Fife	Secondary Care	Patient advised to attend & E	205	180	174	42									
NHS Fife	Secondary Care	Patient advised to attend & E via Ambulance within 1 Hr	11	13	15	1									
NHS Fife	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only													
NHS Fife	Secondary Care	Patient Suitable for MU4 4hr - Flow Hub to Arrange	253	238	178	204	252	240	215	222	185	205	230	202	150
NHS Fife	Secondary Care	Pt advised to go to A&E													
NHS Fife	Secondary Care	Remote & Rural A&E and Minor Injuries-Refer to Hub													
NHS Fife	Secondary Care	Speak to clinician 2 Hrs	42	72	37	46	62	32	38	51	34	25	39	35	29
NHS Fife	Secondary Care	Speak to clinician within 4 Hrs	62	54	51	13									
NHS Fife	Self Care/No Partner Action	Contact Breathing Space													
NHS Fife	Self Care/No Partner Action	Contact Pharmacist													
NHS Fife	Self Care/No Partner Action	Contact Public Health Nurse													
NHS Fife	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1 Hr													
NHS Fife	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 hours	1												
NHS Fife	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo	68	59	70	12									
NHS Fife	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appointment over 24 hour	1												
NHS Fife	Self Care/No Partner Action	Dental Nurse - Not Triage/Assessed	8	1	4	13	6	7	3	3	2	2	5	4	16
NHS Fife	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dentist	1	1			2		1						
NHS Fife	Self Care/No Partner Action	Dental Nurse - Self Care	2	2											
NHS Fife	Self Care/No Partner Action	Distress Brief Intervention	8	6	8	13	16	7	11	12	8	6	7	5	6
NHS Fife	Self Care/No Partner Action	For information only	66	57	55	66	67	60	44	42	44	35	41	49	51
NHS Fife	Self Care/No Partner Action	Patient given self care advice - For Information Only													
NHS Fife	Self Care/No Partner Action	Pt advised to contact CPN Team - For Information Only													
NHS Fife	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only	4	3	5	2	3	4	7	3	2	3	2	10	
NHS Fife	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	4	12	8	5	9	5	3	5	6	5	4	3	6
NHS Fife	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	1		1				1						
NHS Fife	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only	20	17	19	12	13	16	20	20	13	27	18	16	34
NHS Fife	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	2	4	3	6	3	3	6	7	4	3	4	8	
NHS Fife	Self Care/No Partner Action	Pt advised to contact Primary Care - For Information Only	9	23	16	4									
NHS Fife	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only													
NHS Fife	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only	9	23	16	4									
NHS Fife	Self Care/No Partner Action	Untriaged call - OOH Service clinician to phone patient													
NHS Grampian	Not assigned	(blank)													
NHS Grampian	Primary Care	Contact GP Practice within 4 Hours (ASAP)													
NHS Grampian	Primary Care	CPN (Dr) to phone patient within 1 Hr	17	9	16	13	11	9	26	17	12	10	15	13	19
NHS Grampian	Primary Care	CPN (Dr) to phone patient within 2 Hrs	29	18	24	24	26	19	20	20	21	12	19	20	24
NHS Grampian	Primary Care	CPN (Dr) phone patient within 1 Hr	4	5	1	2	3	6		3	1	2	1	3	8
NHS Grampian	Primary Care	DN (Dr) phone patient within 2 Hrs	8	12	14	10	12	7	8	5	1	6	4	6	16
NHS Grampian	Primary Care	DN (Dr) phone patient within 4 Hrs	24	31	22	28	27	22	25	25	26	18	17	25	40
NHS Grampian	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)	1	1	1										
NHS Grampian	Primary Care	Dr to phone patient within 2 Hrs (Disputed Outcome)	1	1	1										
NHS Grampian	Primary Care	Dr to phone patient within 4 Hrs (Disputed Outcome)	2	1											
NHS Grampian	Primary Care	Home Visit within 1 Hr	12	13	17	13	12	16	17	8	12	20	12	14	19
NHS Grampian	Primary Care	Home Visit within 2 Hrs	70	50	49	46	45	58	43	47	37	44	69	57	94
NHS Grampian	Primary Care	Home Visit within 4 Hrs	63	65	61	53	60	51	49	47	61	52	59	61	137

NHS Grampian	Primary Care	PCEC within 1 Hr	58	59	41	49	45	43	74	65	62	62	57	76	87			
NHS Grampian	Primary Care	PCEC within 2 Hrs	161	166	176	150	152	165	195	201	225	217	211	224	366			
NHS Grampian	Primary Care	PCEC within 4 Hrs	414	475	368	406	437	364	460	429	458	466	522	522	933			
NHS Grampian	Primary Care	Pt advised to contact practice - For Information Only	9	7	6	5	9	9	3	6	2	7	6	5	8			
NHS Grampian	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only				5	7	2	4	4	1	11	4	5	6			
NHS Grampian	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only	7	10	3	5												
NHS Grampian	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only			92	92	119	116	107	98	128	126	183	146	118			
NHS Grampian	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only	98	94	107	21			18	33	30	35	34	33	24	17	13	9
NHS Grampian	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	47	46	40	15												
NHS Grampian	Primary Care	Speak to clinician within 1 Hr	23	23	20	12	17	19	18	18	13	17	15	19	29			
NHS Grampian	Primary Care	Speak to clinician within 2 Hrs	50	36	33	25	40	24	37	43	30	32	30	36	67			
NHS Grampian	Primary Care	Speak to clinician within 4 Hrs	71	86	63	59	63	56	64	66	44	64	57	75	135			
NHS Grampian	Secondary Care	999 contacted - for information only	243	242	251	43				1		1		1				
NHS Grampian	Secondary Care	999 contacted. For information only			199	232	213	240	259	224	231	216	261	313				
NHS Grampian	Secondary Care	patient advised to attend A & E within 1 hour - for information only			2	6	2	4	3	5	2	4	2					
NHS Grampian	Secondary Care	Patient advised to go to A&E	255	290	248	44												
NHS Grampian	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only	20	16	16	2												
NHS Grampian	Secondary Care	Patient sent to A&E via Ambulance within 4 Hrs - Info Only			1													
NHS Grampian	Secondary Care	Patient Suitable for M14 4Hr - Flow Hub to Arrange	219	221	220	208	214	215	199	191	176	226	180	160				
NHS Grampian	Secondary Care	Pt advised to go to A&E	32	55	35	36	40	41	32	21	36	28	34	33	26			
NHS Grampian	Secondary Care	Speak to clinician 2 Hrs	62	57	56	11												
NHS Grampian	Secondary Care	Speak to clinician 4 Hrs																
NHS Grampian	Secondary Care	Speak to clinician within 4 Hrs																
NHS Grampian	Self Care/No Partner Action	Self Care/No Partner Action - Contact Dentist within 24 Hours	1															
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1	1															
NHS Grampian	Self Care/No Partner Action	Patient sent to Dental Nurse - Contact Dentist within 1 hour	1															
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24	111	103	97	21												
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 hours			1	2												
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo			2	2												
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo - For Information Only			83	79	71	105	76	74	60	78	85	177				
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo - Not Triggered/Assessed			1	2												
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dentist	17		6	9	4	3	5	6	1	5	10	6	28			
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Self Care	2		1	1												
NHS Grampian	Self Care/No Partner Action	Distress Brief Intervention	11	5	5	4	9	9	10	14	3	3	7	15	9			
NHS Grampian	Self Care/No Partner Action	For information only	117	85	89	65	53	63	62	52	35	55	63	57	96			
NHS Grampian	Self Care/No Partner Action	Pt advised to contact CPN Team - For Information Only	155	156	159	28												
NHS Grampian	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only			2	1	1	4	5	1	2	3	4	10				
NHS Grampian	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only	1	1	2	2												
NHS Grampian	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	7	2	3	3	3	4	3	3	3	6	4	6	3			
NHS Grampian	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	10	6	4	11	5	3	8	4	3	6	5	7	13			
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	29	27	28	23	32	24	23	17	24	32	32	43	57			
NHS Grampian	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	8	12	17	12	17	7	7	4	7	7	8	11				
NHS Grampian	Self Care/No Partner Action	Pt given self care advice - For Information Only			115	136	140	164	170	165	197	184	201	263				
NHS Grampian	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only	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	9				
NHS Greater Glasgow & Clyde	Primary Care	Not assigned			1													
NHS Greater Glasgow & Clyde	Primary Care	Not assigned (will be assigned)			2	2	2	8	5	1	3	3	1	4				
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)																
NHS Greater Glasgow & Clyde	Primary Care	CPN (Dr) to phone patient within 1 Hr	46	39	52	43	26	31	30	21	27	33	36	24	33			
NHS Greater Glasgow & Clyde	Primary Care	CPN (Dr) to phone patient within 2 Hrs	91	47	62	52	51	77	56	55	73	57	57	69				
NHS Greater Glasgow & Clyde	Primary Care	DM (Dr) phone patient within 1 Hr	1	3	4	1	7	2	5	2	8	4	2	5	8			
NHS Greater Glasgow & Clyde	Primary Care	DM (Dr) phone patient within 2 Hrs	8	8	12	2	5	9	5	4	6	4	5	6	6			
NHS Greater Glasgow & Clyde	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)	17	9	9	20	14	12	9	13	14	18	12	19	19			
NHS Greater Glasgow & Clyde	Primary Care	Dr to phone patient within 2 Hrs (Disputed Outcome)	2	2	2	2												
NHS Greater Glasgow & Clyde	Primary Care	Dr to phone patient within 4 Hrs (Disputed Outcome)	4	4	5													
NHS Greater Glasgow & Clyde	Primary Care	Home Visit within 1 Hr	42	30	27	32	21	36	36	20	45	36	39	66				
NHS Greater Glasgow & Clyde	Primary Care	Home Visit within 2 Hrs	133	99	91	79	107	69	68	111	90	83	64	101	177			
NHS Greater Glasgow & Clyde	Primary Care	Home Visit within 4 Hrs	154	117	113	135	110	96	124	132	133	133	135	144	255			
NHS Greater Glasgow & Clyde	Primary Care	Partner to Triage			1													
NHS Greater Glasgow & Clyde	Primary Care	PCEC within 1 Hr	148	112	125	89	109	118	140	128	133	113	107	103	154			
NHS Greater Glasgow & Clyde	Primary Care	PCEC within 12 Hrs			1													
NHS Greater Glasgow & Clyde	Primary Care	PCEC within 2 Hrs	609	435	415	388	419	416	434	479	489	487	454	478	652			
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact practice - For Information Only	1561	1079	1026	946	956	867	1042	1062	1176	1057	966	1086	1818			
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only	43	23	20	17	12	13	29	11	14	20	22	23	20			
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only	19	16	11	5	16	19	10	15	10	22	6	6	10			
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	279	279	255	71	262	277	300	284	319	334	341	386	258			
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only			38	76	86	70	67	91	52	48	31	35				
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only			92	24												
NHS Greater Glasgow & Clyde	Primary Care	Speak to clinician within 1 Hr	55	47	55	38	43	43	45	34	28	34	33	72				
NHS Greater Glasgow & Clyde	Primary Care	Speak to clinician within 2 Hrs	112	64	74	69	77	60	69	71	69	77	61	62	129			
NHS Greater Glasgow & Clyde	Primary Care	Speak to clinician within 4 Hrs	227	172	172	141	146	112	139	128	113	134	133	126	273			
NHS Greater Glasgow & Clyde	Secondary Care	999 contacted - for information only	539	450	469	84	84	1			3	1	1					
NHS Greater Glasgow & Clyde	Secondary Care	999 contacted. For information only			372	441	402	485	463	464	411	406	431	581				
NHS Greater Glasgow & Clyde	Secondary Care	Patient advised to attend A & E within 1 hour - for information only	697	578	572	102	8	11	9	4	9	7	10	8	14			
NHS Greater Glasgow & Clyde	Secondary Care	Patient advised to go to A&E	39	43	45	3												
NHS Greater Glasgow & Clyde	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only			27	54	37	40	39	35	37	40	40	65				
NHS Greater Glasgow & Clyde	Secondary Care	Patient sent to A&E via Ambulance within 4 Hrs - Info Only			1													
NHS Greater Glasgow & Clyde	Secondary Care	Patient Suitable for M14 4Hr - Flow Hub to Arrange	371	374	330	355	342	303	350	289	294	331	343	348	295			
NHS Greater Glasgow & Clyde	Secondary Care	Pt advised to go to A&E	1		453	602	520	651	652	676	583	566	654	717				
NHS Greater Glasgow & Clyde	Secondary Care	Remote & Rely A&E and Minor Injuries -Refer to Hub-care will be provided by local services	78	57	47	61	64	66	64	50	53	36	57	72	42			
NHS Greater Glasgow & Clyde	Secondary Care	Speak to clinician 4 Hrs	129	121	125	29												
NHS Greater Glasgow & Clyde	Secondary Care	Speak to clinician within 4 Hrs			1	1	1											
NHS Greater Glasgow & Clyde	Secondary Care	Transport to PCEC within 4 hrs			2		2	1	2	3	2	1	1	2				
NHS Greater Glasgow & Clyde	Secondary Care	999 contacted - for information only			7													
NHS Greater Glasgow & Clyde	Secondary Care	999 contacted. For information only			4													
NHS Greater Glasgow & Clyde	Secondary Care	Patient advised to attend A & E within 1 hour - for information only			5													
NHS Greater Glasgow & Clyde	Secondary Care	Patient advised to go to A&E			6													
NHS Greater Glasgow & Clyde	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only			8													
NHS Greater Glasgow & Clyde	Secondary Care	Patient sent to A&E via Ambulance within 4 Hrs - Info Only			10													
NHS Greater Glasgow & Clyde	Secondary Care	Patient suitable for MU4 Hr - Flow Hub to Arrange	6	3	2	2												
NHS Greater Glasgow & Clyde	Secondary Care	Pt advised to contact practice within 12 Hrs - For Information Only			1													
NHS Greater Glasgow & Clyde	Secondary Care	Pt advised to contact Practice within 4 Hrs - For Information Only			2													
NHS Greater Glasgow & Clyde	Secondary Care	Pt advised to contact Practice within 4 Hrs - Info Only			3													
NHS Greater Glasgow & Clyde	Secondary Care	Pt advised to contact Next Routine Appointment		</td														

NHS Lanarkshire	Primary Care	Speak to clinician within 4 Hrs	107	71	83	64	76	54	73	74	58	70	58	79	132
NHS Lanarkshire	Primary Care	Transport to PCEC within 2 Hrs	2	1	1										
NHS Lanarkshire	Primary Care	Transport to PCEC within 4 hrs													
NHS Lanarkshire	Secondary Care	999 - Ambulance (ASAP)													
NHS Lanarkshire	Secondary Care	999 contacted - for information only	249	235	226	38		1							
NHS Lanarkshire	Secondary Care	999 contacted. For information only					202	245	266	235	243	268	244	211	263
NHS Lanarkshire	Secondary Care	Patient advised to attend A&E within 1 hour - for information only					4	5	3	5	9	11	8	6	9
NHS Lanarkshire	Secondary Care	Patient advised to go to A&E	337	300	297	65									
NHS Lanarkshire	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr	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													
NHS Lanarkshire	Secondary Care	Patient Suitable for MU 4Hr - Flow Hub to Arrange	1	1											
NHS Lanarkshire	Secondary Care	Pt advised to go to A&E	138	137	113	143	165	134	139	152	128	154	166	178	179
NHS Lanarkshire	Secondary Care	Remote & Refer A&E and Minor Injuries -Refer to Hub-care will be provided by local services				246	334	316	346	335	357	314	358	394	431
NHS Lanarkshire	Secondary Care	Speak to clinician 2 Hrs													
NHS Lanarkshire	Secondary Care	Speak to clinician 4 Hrs					54	65	56	79	71	67	62	52	69
NHS Lanarkshire	Secondary Care	Speak to clinician within 4 Hrs	84	51	51	11									
NHS Lanarkshire	Self Care/No Partner Action	Contact Breathing Space					1	1							
NHS Lanarkshire	Self Care/No Partner Action	Contact Family Planning Clinic													
NHS Lanarkshire	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1													
NHS Lanarkshire	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1 hour	1	1											
NHS Lanarkshire	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24					107	118	122	141	116	122	116	118	155
NHS Lanarkshire	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 hours	227	125	124	21									211
NHS Lanarkshire	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo	13	4	4	17		1	1		1	1	1	1	34
NHS Lanarkshire	Self Care/No Partner Action	Dental Nurse - Not Triage/Assessed	1	1	1	3		2	1		1				
NHS Lanarkshire	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dentist	6	6	12	8		7	14	10	11	9	14	11	8
NHS Lanarkshire	Self Care/No Partner Action	Dental Nurse - Self Care	93	60	50	67		67	57	68	65	78	89	56	83
NHS Lanarkshire	Self Care/No Partner Action	Distress Brief Intervention	185	164	182	23		3	3	3	8	4	3	8	6
NHS Lanarkshire	Self Care/No Partner Action	Emergency Contraception					1								
NHS Lanarkshire	Self Care/No Partner Action	For information only													
NHS Lanarkshire	Self Care/No Partner Action	Patient gives self care advice - For Information Only													
NHS Lanarkshire	Self Care/No Partner Action	Patient gives self care advice - For Information Only													
NHS Lanarkshire	Self Care/No Partner Action	Pt advised to contact appropriate service - For Info Only													
NHS Lanarkshire	Self Care/No Partner Action	Pt advised to contact CPN Team - For Information Only													
NHS Lanarkshire	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only													
NHS Lanarkshire	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only													
NHS Lanarkshire	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only													
NHS Lanarkshire	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	8	6	5	9		8	4	7	6	3	4	4	7
NHS Lanarkshire	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	5	12	3	7		9	4	4	3	3	6	2	9
NHS Lanarkshire	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only													
NHS Lanarkshire	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	59	32	24	42		22	38	46	31	33	29	19	40
NHS Lanarkshire	Self Care/No Partner Action	Pt given self care advice - For Information Only	11	10	4	5		11	4	6	8	5	3	10	7
NHS Lanarkshire	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only					152	174	171	193	168	197	220	203	211
NHS Lanarkshire	Self Care/No Partner Action	Triage refused - Pt terminated call - OOH Service clinician to phone patient	14	9	7	1									
NHS Lothian	Self Care/No Partner Action	Not assigned					1								
NHS Lothian	Primary Care	Contact GP Practice within 36 Hours (Ex													
NHS Lothian	Primary Care	Contact GP Practice within 4 Hours (ASAP	1												
NHS Lothian	Primary Care	CPN (Dr) to phone patient within 1 Hr	17	9	20	22		21	18	21	16	21	21	18	24
NHS Lothian	Primary Care	CPN (Dr) to phone patient within 2 Hrs	23	38	28	28		27	21	27	22	28	26	27	31
NHS Lothian	Primary Care	DN (Dr) phone patient within 1 Hr	6	5	2	5		6	4	6	4	3	12	7	8
NHS Lothian	Primary Care	DN (Dr) phone patient within 2 Hrs	18	15	11	17		17	8	11	11	11	16	14	13
NHS Lothian	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)	40	33	42	36		32	31	46	43	32	42	41	49
NHS Lothian	Primary Care	Dr to phone patient within 2 Hrs (Disputed Outcome)	12	7	7	1									
NHS Lothian	Primary Care	Dr to phone patient within 4 Hrs (Disputed Outcome)	2	2	1	1									
NHS Lothian	Primary Care	Home Visit within 1 Hr	24	23	26	35		30	23	27	22	21	22	27	32
NHS Lothian	Primary Care	Home Visit within 2 Hrs	83	69	86	70		78	54	63	71	75	81	67	87
NHS Lothian	Primary Care	Home Visit within 4 Hrs	61	92	110	62		94	69	80	88	93	96	95	106
NHS Lothian	Primary Care	Partner to Triage													
NHS Lothian	Primary Care	PCEC within 1 Hr	90	79	76	79		89	76	96	99	105	78	93	70
NHS Lothian	Primary Care	PCEC within 12 Hrs													
NHS Lothian	Primary Care	PCEC within 2 Hrs	282	301	273	265		311	288	354	356	345	374	368	350
NHS Lothian	Primary Care	PCEC within 4 Hrs	774	802	846	740		773	686	778	848	891	915	884	900
NHS Lothian	Primary Care	Pt advised to contact practice - For information Only	20	20	18	11		16	11	19	24	12	15	13	31
NHS Lothian	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only					7	2	14	9	9	10	29	13	6
NHS Lothian	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	19	15	13	5									
NHS Lothian	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only	213	222	212	53		170	202	257	256	239	264	267	295
NHS Lothian	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	82	81	80	29		35	57	59	60	54	71	43	53
NHS Lothian	Primary Care	Self Care	31	32	43	48		29	33	36	16	15	22	29	46
NHS Lothian	Primary Care	Speak to clinician within 3 Hrs	47	60	47	56		62	52	54	50	46	58	51	57
NHS Lothian	Primary Care	Speak to clinician within 4 Hrs	140	128	99	100		95	82	103	87	94	95	105	116
NHS Lothian	Primary Care	Transport to PCEC within 4 hrs					1								
NHS Lothian	Primary Care	Triage refused therefore Dr requested to phone patient													
NHS Lothian	Secondary Care	999 - Ambulance (ASAP)					1								
NHS Lothian	Secondary Care	999 contacted - for information only	342	349	345	75		1							
NHS Lothian	Secondary Care	999 to attend A&E - For information only				278		337	297	321	348	335	308	317	372
NHS Lothian	Secondary Care	patient advised to attend A&E within 1 hour - for information only				5		7	11	13	6	8	9	10	8
NHS Lothian	Secondary Care	Patient advised to go to A&E	564	502	512	92									
NHS Lothian	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr	25	15	32	4		22	39	33	38	27	28	31	35
NHS Lothian	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only	405	456	445	414		378	406	380	339	339	362	414	333
NHS Lothian	Secondary Care	Pt advised to go to A&E				382		499	499	552	476	491	511	468	565
NHS Lothian	Secondary Care	Remote & Refer A&E and Minor Injuries -Refer to Hub-care will be provided by local services													
NHS Lothian	Secondary Care	Speak to clinician 2 Hrs	62	77	68	59		71	60	57	65	63	51	63	60
NHS Lothian	Secondary Care	Speak to clinician 4 Hrs				100		126	125	117	112	119	118	128	146
NHS Lothian	Secondary Care	Speak to clinician within 4 Hrs	148	149	126	19									
NHS Lothian	Self Care/No Partner Action	Contact Breathing Space						1							
NHS Lothian	Self Care/No Partner Action	Contact Dentist Next Routine Appointment											1		
NHS Lothian	Self Care/No Partner Action	Contact Dentist Next Routine Appointment													
NHS Lothian	Self Care/No Partner Action	Contact Family Planning Clinic													
NHS Lothian	Self Care/No Partner Action	Contact Dentist within 1 hour													
NHS Lothian	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1 hour	4	1	2										
NHS Lothian	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 hours	233	189	209	29									
NHS Lothian	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo	3	9	12	21		8	11	10	9	9	6	8	18
NHS Lothian	Self Care/No Partner Action	Dental Nurse - Not Triage/Assessed				7		5	3	2	1	1	3	3	1
NHS Lothian	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dentist													
NHS Lothian	Self Care/No Partner Action	Dental Nurse - Self Care	4	3	4	2									
NHS Lothian	Self Care/No Partner Action	Distress Brief Intervention				8									
NHS Lothian	Self Care/No Partner Action	For information only	111	102	122	115		102	115	113	94	103	107	89	124
NHS Lothian	Self Care/No Partner Action	patient gives self dental advice - For Information Only	357	317	253	50									
NHS Lothian	Self Care/No Partner Action	patient gives self dental advice - For Information only				3		5	9	8	14	9	8	14	20

NHS Lothian	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only	3	1	1	2	1	3	1	1	4	6	4
NHS Lothian	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only	1	2	1		1	1	2	2		2	
NHS Lothian	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	13	22	14	10	19	8	12	10	13	20	8
NHS Lothian	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	13	20	17	18	13	18	17	16	12	14	14
NHS Lothian	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only	1				1	1	1	1			
NHS Lothian	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	60	66	68	62	59	30	62	53	66	78	68
NHS Lothian	Self Care/No Partner Action	Pt advised to contact Public Health Nurse - For Information Only	7	10	10	6	7	7	6	10	3	4	6
NHS Lothian	Self Care/No Partner Action	Pt given self care advice - For Information Only	1									9	8
NHS Lothian	Self Care/No Partner Action	Self Care					186	275	292	298	357	320	329
NHS Lothian	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only										339	347
NHS Lothian	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only	19	11	10		9	16	3	10	7	14	7
NHS Orkney	Primary Care	GP (Dr) to phone patient within 1 Hr					1	1	1	2	1		1
NHS Orkney	Primary Care	CPN (Dr) to phone patient within 1 Hr	2	1				1	2	1	1	1	1
NHS Orkney	Primary Care	DN (Dr) phone patient within 2 Hrs	2	1	2				1	1	1	1	1
NHS Orkney	Primary Care	DN (Dr) phone patient within 4 Hrs					3	3		1	1	2	2
NHS Orkney	Primary Care	Home Visit within 1 Hr	2	2			3	2			1	1	2
NHS Orkney	Primary Care	Home Visit within 2 Hrs	6	4	2	1		1	1	3	2	1	2
NHS Orkney	Primary Care	Home Visit within 4 Hrs	6	1	3	4		1	4	2	4	2	3
NHS Orkney	Primary Care	PCEC within 1 Hr	2	4	1	1		3	2	1	2	1	4
NHS Orkney	Primary Care	PCEC within 2 Hrs	10	1	5	4	5	4	3	3	3	8	7
NHS Orkney	Primary Care	PCEC within 4 Hrs	11	7	9	8	7	13	5	8	4	9	7
NHS Orkney	Primary Care	Pt advised to contact practice - For Information Only	1									7	18
NHS Orkney	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only											
NHS Orkney	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only	1										
NHS Orkney	Primary Care	Pt advised to contact practice within 4 Hrs - Info Only	1	5					2	1	1	1	6
NHS Orkney	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only							4		2	1	
NHS Orkney	Primary Care	Speak to clinician within 1 Hr					1	1					
NHS Orkney	Primary Care	Speak to clinician within 2 Hrs	2	3	1		3	1	1	1	1	1	3
NHS Orkney	Primary Care	Speak to clinician within 4 Hrs	3	4	1	3	2	1	4	4	2	2	1
NHS Orkney	Secondary Care	999 contact - for information only	5	8	8		2	7	4	4	3	4	1
NHS Orkney	Secondary Care	999 contact - for information only	5	4	6		1	1	1	1	1	2	4
NHS Orkney	Secondary Care	Patient advised to go to A&E					1						
NHS Orkney	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr					1						
NHS Orkney	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only					1						
NHS Orkney	Secondary Care	Patient Suitable for MUI 4hr - Flow Hub to Arrange					1						
NHS Orkney	Secondary Care	Pt advised to go to A&E					3	3	1	4	3	3	5
NHS Orkney	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services					1						
NHS Orkney	Secondary Care	Speak to clinician within 1 Hr					2						
NHS Orkney	Secondary Care	Speak to clinician 4 Hrs					1						
NHS Orkney	Secondary Care	Speak to clinician within 4 Hrs					1						
NHS Orkney	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24					3	3	1	3	2	7	6
NHS Orkney	Self Care/No Partner Action	Dental Nurse - Not Triage/Assessed					1						
NHS Orkney	Self Care/No Partner Action	Distress Brief Intervention					1						
NHS Orkney	Self Care/No Partner Action	GP (Dr) to phone patient within 24 hours					2	2	1				
NHS Orkney	Self Care/No Partner Action	hub to arrange appointment within 24 hours					1						
NHS Orkney	Self Care/No Partner Action	Patient advised to contact registered GPD - Info Only					12	2	11	2			
NHS Orkney	Self Care/No Partner Action	Patient given self care advice - For Information Only					1						
NHS Orkney	Self Care/No Partner Action	Patient given self care dental advice - for information only					1						
NHS Orkney	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only					1						
NHS Orkney	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only					2	1	1	3			
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 Police - For Information Only					2	1	3				
NHS Orkney	Self Care/No Partner Action	Pt given self care advice - For Information Only					1						
NHS Orkney	Self Care/No Partner Action	triage refused - for information only					1						
NHS Shetland	Primary Care	Contact GP Practice within 4 Hours (ASAP)					2		1				
NHS Shetland	Primary Care	CPN (Dr) to phone patient within 1 Hr					1	3	1				
NHS Shetland	Primary Care	DN (Dr) to phone patient within 2 Hrs					1						
NHS Shetland	Primary Care	DN (Dr) phone patient within 1 Hr					3	1	2		1		5
NHS Shetland	Primary Care	DN (Dr) phone patient within 2 Hrs					4	2	2		1		4
NHS Shetland	Primary Care	PCEC within 1 Hr					1	2	1		3		2
NHS Shetland	Primary Care	PCEC within 2 Hrs					1	2	3		1		1
NHS Shetland	Primary Care	PCEC within 4 Hrs					4	3	5	8	8	10	12
NHS Shetland	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only					1						
NHS Shetland	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only					1						
NHS Shetland	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only					1	2	1		1		2
NHS Shetland	Primary Care	Pt advised to contact practice within 4 Hrs - Info Only					1	1	2		1		1
NHS Shetland	Primary Care	Pt advised to contact practice within 4 Hrs - Info Only					1						
NHS Shetland	Primary Care	Pt advised to contact practice within 4 Hrs - Info Only					1						
NHS Shetland	Primary Care	Pt advised to contact practice within 4 Hrs - Info Only					1						
NHS Shetland	Primary Care	Pt advised to contact practice within 4 Hrs - Info Only					1						
NHS Shetland	Primary Care	Pt advised to contact practice within 4 Hrs - Info Only					1						
NHS Shetland	Primary Care	Pt advised to contact practice within 4 Hrs - Info Only					1						
NHS Shetland	Primary Care	Pt advised to contact practice within 4 Hrs - Info Only					1						
NHS Shetland	Primary Care	Pt advised to contact practice within 4 Hrs - Info Only					1						
NHS Shetland	Primary Care	Pt advised to contact practice within 4 Hrs - Info Only					1						
NHS Shetland	Primary Care	Pt advised to contact practice within 4 Hrs - Info Only					1						
NHS Shetland	Primary Care	Pt advised to go to A&E					1	1	4	1	1	1	2
NHS Shetland	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services					2	5	7	6	4	3	1
NHS Shetland	Secondary Care	Speak to clinician within 1 Hr					1						
NHS Shetland	Secondary Care	Speak to clinician within 4 Hrs					1						
NHS Shetland	Secondary Care	Speak to clinician within 4 Hrs					5	7	7	1	2	4	1
NHS Shetland	Secondary Care	999 contact - for information only					10	1	2	1	6	4	3
NHS Shetland	Secondary Care	999 contact - for information only					1						
NHS Shetland	Secondary Care	Patient advised to go to A&E					1						
NHS Shetland	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only					1						
NHS Shetland	Secondary Care	Patient Suitable for MUI 4hr - Flow Hub to Arrange					1						
NHS Shetland	Secondary Care	Pt advised to go to A&E					1	1	4	3	5	7	6
NHS Shetland	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services					2	2	1				
NHS Shetland	Secondary Care	Speak to clinician within 1 Hr					1						
NHS Shetland	Secondary Care	Speak to clinician within 4 Hrs					1						
NHS Shetland	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24					5	5	7	6	4	3	4
NHS Shetland	Self Care/No Partner Action	Dental Nurse - Not Triage/Assessed					1						
NHS Shetland	Self Care/No Partner Action	Distress Brief Intervention					1						
NHS Shetland	Self Care/No Partner Action	For information only					1						
NHS Shetland	Self Care/No Partner Action	Pt advised to contact registered GPD - Info Only					1						
NHS Shetland	Self Care/No Partner Action	Patient given self care advice - For Information Only					4	5	3				
NHS Shetland	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only					1						
NHS Shetland	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only					1						
NHS Shetland	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only					1						
NHS Shetland	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only					1						
NHS Shetland	Self Care/No Partner Action	Pt advised to contact Police - For Information Only					2						
NHS Shetland	Self Care/No Partner Action	Pt advised to contact Police - For Information Only					1						
NHS Shetland	Self Care/No Partner Action	Pt given self care advice - For Information Only					2	3	4	1	2	5	4
NHS Shetland	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only					10	20	11	11	12	6	8
NHS Shetland	Primary Care	CPN (Dr) to phone patient within 1 Hr		25	23	33	22	24	17	23	19	26	13
NHS Tayside	Primary Care	DN (Dr) phone patient within 1 Hr		5	3	4	3	2	5	3	5	3	2
NHS Tayside	Primary Care	DN (Dr) phone patient within 2 Hrs		16	13	13	16	17	10	8	6	6	13

NHS Tayside	Primary Care	DN (Dr) phone patient within 4 Hrs	49	33	26	40	41	29	29	44	29	39	34	26	56	
NHS Tayside	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)	2													
NHS Tayside	Primary Care	Dr to phone patient within 2 Hrs (Disputed Outcome)	1													
NHS Tayside	Primary Care	Dr to phone patient within 4 Hrs (Disputed Outcome)	1	2	2											
NHS Tayside	Primary Care	Home Visit within 1 Hr	10	12	5	9	9	12	11	5	11	7	9	10	17	
NHS Tayside	Primary Care	Home Visit within 2 Hrs	37	43	35	33	37	25	32	37	36	36	40	40	90	
NHS Tayside	Primary Care	Home Visit within 4 Hrs	50	60	57	55	47	37	44	42	35	53	52	51	102	
NHS Tayside	Primary Care	PCEC within 1 Hr	50	69	52	52	65	64	75	71	80	76	88	80	122	
NHS Tayside	Primary Care	PCEC within 2 Hrs	152	167	152	157	162	146	171	183	224	203	210	182	260	
NHS Tayside	Primary Care	PCEC within 4 Hrs	385	469	344	360	321	268	351	389	407	378	433	400	761	
NHS Tayside	Primary Care	Pt advised to contact practice - For Information Only	8	8	6	7	8	4	8	8	4	12	7	10	10	
NHS Tayside	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only	11	6	1	2			5	6	2	9	5	7	5	
NHS Tayside	Primary Care	Pt advised to contact practice within 24 Hrs - For Information Only	62	83	69	21			51	69	81	115	83	109	123	133
NHS Tayside	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only	19	20	17	16	20	9	11	10	20	11	6	12	15	
NHS Tayside	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	18	37	36	40	29	18	14	29	27	21	27	36	43	
NHS Tayside	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only	58	75	50	49	36	30	47	51	33	45	43	70	111	
NHS Tayside	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	163	171	172	37	1		1			1				
NHS Tayside	Primary Care	Speak to clinician within 1 Hr	25	19	31	9			163	155	152	171	168	159	176	
NHS Tayside	Primary Care	Speak to clinician within 2 Hrs	19	20	17	16	20	9	11	10	20	11	6	12	15	
NHS Tayside	Primary Care	Speak to clinician within 4 Hrs	18	37	36	40	29	18	14	29	27	21	27	36	43	
NHS Tayside	Primary Care	Transport to PCEC within 2 Hrs	58	75	50	49	36	30	47	51	33	45	43	70	111	
NHS Tayside	Secondary Care	999 contacted - for information only	1													
NHS Tayside	Secondary Care	999 contacted. For information only	163	171	172	37	1		1			1				
NHS Tayside	Secondary Care	patient advised to attend A & E within 1 hour - for information only	97	100	111	23			5	8	1	4	3	6	10	
NHS Tayside	Secondary Care	Patient advised to go to A&E	10	5	14	1			5	8	1	4	3	7		
NHS Tayside	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only	106	94	95	106	112	90	107	106	81	98	80	115	100	
NHS Tayside	Secondary Care	Patient Suitable for MUI 4hr - Flow Hub to Arrange	1													
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	32	32	16	22	19	30	19	20	13	16	19	16	12	
NHS Tayside	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services	50	42	53	7			1							
NHS Tayside	Self Care/No Partner Action	Contact Breathing Space	1													
NHS Tayside	Self Care/No Partner Action	Contact Public Health Nurse	1													
NHS Tayside	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1	1						2		2	1	1	1	1	
NHS Tayside	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1 hour	128	114	121	17			104	113	81	96	91	98	107	
NHS Tayside	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24	1						2		1					
NHS Tayside	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 hours	14	4	3	17	7	17	3	3	7	4	7	8	25	
NHS Tayside	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo	2	2	6	1	2	1	4	2	3	1	3	2		
NHS Tayside	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appointment over 24 hour	5	3	2											
NHS Tayside	Self Care/No Partner Action	Dental Nurse - Not Triage/Assessed	34	46	49	36	41	32	33	53	53	36	56	36	31	
NHS Tayside	Self Care/No Partner Action	Patient given self care advice - For Information Only	135	162	138	18			1							
NHS Tayside	Self Care/No Partner Action	Patient given self care advice - For information only	1						3	3	3	4	10	5	3	
NHS Tayside	Self Care/No Partner Action	Pt advised to contact appropriate service - For Info Only	2						1							
NHS Tayside	Self Care/No Partner Action	Pt advised to contact appropriate service - For Information Only	7	4	5	1	1	1	4	6	6	3	3	1	2	
NHS Tayside	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only	7	3	5	4	3	6	4	2	6	10	3	7	8	
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	25	38	18	13	23	22	17	24	14	19	14	17	40	
NHS Tayside	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	1	3	4	3	2	2	3	3	3	1	1	1	3	
NHS Tayside	Self Care/No Partner Action	Pt advised to contact Polyclinic - For Information Only	4	5	6	2	2	2	3	2	2	1	3	1	10	
NHS Tayside	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only	7	2	2	6	3	4	6	5	4	2	7	4	10	
NHS Tayside	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only	14	10	10	16	7	13	9	3	15	13	4	7	50	
NHS Western Isles	Not assigned	(blank)	1													
NHS Western Isles	Primary Care	CPN (Dr) to phone patient within 1 Hr	1						1							
NHS Western Isles	Primary Care	CPN (Dr) to phone patient within 2 Hrs	1	1	1	1	1		1							
NHS Western Isles	Primary Care	DN (Dr) phone patient within 1 Hr	1						2		1					
NHS Western Isles	Primary Care	DN (Dr) phone patient within 2 Hrs	1	1	1	1	1		1							
NHS Western Isles	Primary Care	DN (Dr) phone patient within 4 Hrs	2	1	3	2	5	2	2	5	3	2	1	3		
NHS Western Isles	Primary Care	Home Visit within 1 Hr	2	7	3	1		1	1	2	4	2	1	4	4	
NHS Western Isles	Primary Care	Home Visit within 2 Hrs	3	3	2	1		1	2	4	1	3	1	3		
NHS Western Isles	Primary Care	Home Visit within 4 Hrs	14	10	10	16	7	13	9	3	15	13	4	7	50	
NHS Western Isles	Primary Care	PCEC within 1 Hr	1													
NHS Western Isles	Primary Care	PCEC within 2 Hrs	7	2	2	6	3	4	6	5	4	2	7	4	10	
NHS Western Isles	Primary Care	PCEC within 4 Hrs	14	10	10	16	7	13	9	3	15	13	4	7	50	
NHS Western Isles	Primary Care	Pt advised to contact practice - For Information Only	1													
NHS Western Isles	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only	4	3	1				2	1	3	1	1	2	3	
NHS Western Isles	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only	4	3	1				1							
NHS Western Isles	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only	4	3	1				2	1	3	1	1	2	3	
NHS Western Isles	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only	4	3	1				1							
NHS Western Isles	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only	3	1					1							
NHS Western Isles	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	3	1					1							
NHS Western Isles	Primary Care	Pt advised to contact practice within 1 Hr - For Information Only	1	2	1	2			1	1	1	1	1	1	2	
NHS Western Isles	Primary Care	Pt advised to contact practice within 2 Hrs	1	1	1	3	3		3	2	1	4	2	5		
NHS Western Isles	Primary Care	Pt advised to contact practice within 4 Hrs	6	9	7	1			5	5	7	4	6	10	5	
NHS Western Isles	Primary Care	Pt advised to contact practice within 4 Hrs - Info Only	3	5	5	1			1	1	1	2	1	1	2	
NHS Western Isles	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only	5	1	3	2	3	4	1	3	5	4	2	3	4	
NHS Western Isles	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	1	2	1	2			1	1	2	1	1	2	3	
NHS Western Isles	Primary Care	Pt advised to contact practice within 4 Hrs - Info Only	1	1	1	1			1	1	1	1	1	1	1	
NHS Western Isles	Primary Care	Pt advised to contact practice within 4 Hrs - For Information Only	1	1	1	1			1	1	1	1	1	1	1	
NHS Western Isles	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only	1	1	1	1			1	1	1	1	1	1	1	
NHS Western Isles	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only	1	1	1	1			1	1	1	1	1	1	1	
NHS Western Isles	Primary Care	Pt advised to contact practice within 4 Hrs - For Information Only	1	1	1	1			1	1	1	1	1	1	1	
NHS Western Isles	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only	1	1	1	1			1	1	1	1	1	1	1	
NHS Western Isles	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only	1	1	1	1			1	1	1	1	1	1	1	
NHS Western Isles	Primary Care	Pt advised to contact practice within 4 Hrs - For Information Only	1	1	1	1			1	1	1	1	1	1	1	
NHS Western Isles	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub	1													
NHS Western Isles	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services	1													
NHS Western Isles	Secondary Care	Speak to clinician 2 Hrs	1													
NHS Western Isles	Secondary Care	999 contacted - for information only	6	9	7	1										
NHS Western Isles	Secondary Care	patient advised to attend A & E within 1 hour - for information only	1													
NHS Western Isles	Secondary Care	Patient advised to go to A&E	3	5	5	1										
NHS Western Isles	Secondary Care	Patient advised to go to A&E - For Information Only	14	10	10	16	7	13	9	3	15	13	4	7	50	
NHS Western Isles	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only	1													
NHS Western Isles	Secondary Care	Patient Suitable for MUI 4hr - Flow Hub to Arrange	1													
NHS Western Isles	Secondary Care	Pt advised to go to A&E	1													
NHS Western Isles	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub	1													
NHS Western Isles	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services	1													
NHS Western Isles	Secondary Care	Speak to clinician 2 Hrs	1													
NHS Western Isles	Secondary Care	Speak to clinician 4 Hrs	6	9	7	1										
NHS Western Isles	Secondary Care	Speak to clinician within 4 Hrs	1													
NHS Western Isles	Secondary Care	Speak to clinician within 2 Hrs	1													
NHS Western Isles	Secondary Care	Speak to clinician within 4 Hrs	1													
NHS Western Isles	Secondary Care															

Care Group	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	28/12/2025
PCARE	12937	12082	11751	10486	10318	11044	11729	11783	12232	12316	12281	12664	19515
SCARE	8041	7668	7380	7346	7407	7314	7766	7490	7392	7065	7135	8017	8601
SLFC_NPA	5067	4420	4357	4014	3982	4266	4471	4277	4108	4219	4239	4788	6696
Not assigned	387	11	14	74	0	157	243	208	146	156	149	194	432
Total	26432	24181	23502	21920	21707	22781	24209	23758	23878	23756	23804	25663	35244

Care Group	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	28/12/2025
PCARE	48.94%	49.96%	50.00%	47.84%	47.53%	48.48%	48.45%	49.60%	51.23%	51.84%	51.59%	49.35%	55.37%
SCARE	30.42%	31.71%	31.40%	33.51%	34.12%	32.11%	32.08%	31.53%	30.96%	29.74%	29.97%	31.24%	24.40%
SLFC_NPA	19.17%	18.28%	18.54%	18.31%	18.34%	18.73%	18.47%	18.00%	17.20%	17.76%	17.81%	18.66%	19.00%
Not assigned	1.46%	0.05%	0.06%	0.34%	0.00%	0.69%	1.00%	0.88%	0.61%	0.66%	0.63%	0.76%	1.23%

Calendar day	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	22/12/2025	23/12/2025	24/12/2025	25/12/2025	26/12/2025	27/12/2025	28/12/2025
Overall Call Volume	352	406	308	374	383	469	449	377	396	339	310	321	427	464	358	368	341	316	313	456	434	332	326	339	359	475	478	469
Overall Calls Connected	294	339	271	299	293	376	372	338	337	278	297	294	348	383	340	330	309	269	284	425	388	315	296	285	303	451	469	448
Median Time to Answer	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	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	
90th Percentile Time to Answer	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	00:03:35	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	00:02:09	00:07:39	00:14:34	00:09:12	00:03:56	00:00:53	00:00:09

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

Week Endng Date	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	28/12/2025
Overall Call Volume	2913	2979	2840	2778	2783	2893	2734	2673	2736	2741	2636	2606	2778
Overall Calls Connected	2562	2392	2392	2191	2170	2297	2240	2200	2239	2244	2275	2345	2567
Median Time to Answer	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	00:00:09
90th Percentile Time to Answer	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	00:04:33

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

