

NHS 24



Unscheduled Care Operational Statistics Official Statistics in Development Weekly Statistics

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

Contents:

Definitions	Definitions Information
Table 1	Daily Data - breakdown of some key KPI measures focussing primarily on accessing service (previous 4 weeks)
Table 2	Weekly Data - breakdown of some key KPI measures focussing primarily on accessing service (previous 13 weeks)
Table 3	Weekly split of endpoints, grouped by Primary Care, Secondary Care and Self Care/No Partner Action - broken down by Health Board (13 weeks)
Table 4	Weekly endpoint data grouped by Primary Care, Secondary Care and Self Care/No Partner Action (13 weeks)
Table 5	Daily Data - breakdown of some Mental Health Hub key KPI measures focussing primarily on accessing service (previous 4 weeks)
Table 6	Weekly Data - breakdown of some Mental Health Hub key KPI measures focussing primarily on accessing service (previous 13 weeks)
Graphs	Trend data provided in visualisations

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

Calendar day	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	3888	3409	3571	3356	3513	7867	7458	3648	3265	2852	4725	9299	9935	8330
Overall Calls Connected	2970	2800	2638	2594	2773	6098	5953	3158	2815	2604	2567	2570	6055	6017	3234	2933	2933	2564	2936	6321	6363	3054	2654	2281	4053	8385	9331	7702
Caller Discontinued	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%	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	00:55:44	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
Triaged 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%	95.00%	93.00%	92.00%	94.00%	96.00%	95.00%	95.00%	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	00:06:36	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
95th 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 Ending 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 & Arran	Primary Care	Not assigned (blank)				0	2					1			0
NHS Ayrshire & Arran	Primary Care	Contact Primary Care within 1 Hour (Imme				0									
NHS Ayrshire & Arran	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 & Arran	Primary Care	CPN (Dr) to phone patient within 2 Hrs	16	22	38	32	17	12	7	15	22	12	24	27	25
NHS Ayrshire & Arran	Primary Care	DN (Dr) phone patient within 1 Hr		1	2	1	2	1	2						2
NHS Ayrshire & Arran	Primary Care	DN (Dr) phone patient within 2 Hrs	2	2	5	4	2	4		3	5	2	2	4	2
NHS Ayrshire & Arran	Primary Care	DN (Dr) phone patient within 4 Hrs	4	2	4	5	6	5	6	3	4	4	5	2	3
NHS Ayrshire & Arran	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)	1	1	2										
NHS Ayrshire & Arran	Primary Care	Dr to phone patient within 2 Hrs (Disputed Outcome)													
NHS Ayrshire & Arran	Primary Care	Dr to phone patient within 4 Hrs (Disputed Outcome)													
NHS Ayrshire & Arran	Primary Care	Home Visit within 1 Hr	14	8	13	8	8	8	11	9	9	9	19	12	15
NHS Ayrshire & Arran	Primary Care	Home Visit within 2 Hrs	32	32	38	32	27	24	30	35	48	41	24	47	67
NHS Ayrshire & Arran	Primary Care	Home Visit within 4 Hrs	43	45	42	36	40	42	45	50	45	39	44	54	95
NHS Ayrshire & Arran	Primary Care	Partner to Triage			1										
NHS Ayrshire & Arran	Primary Care	PCEd within 1 Hr	42	40	21	45	30	45	54	41	45	33	39	39	43
NHS Ayrshire & Arran	Primary Care	PCEd within 2 Hrs	139	165	324	111	111	139	160	156	148	166	137	146	234
NHS Ayrshire & Arran	Primary Care	PCEd within 4 Hrs	271	290	339	292	284	263	341	343	363	319	337	346	625
NHS Ayrshire & Arran	Primary Care	Pt advised to contact practice - For Information Only	6	9	7	7	2	3	4	7	6	7	4	3	9
NHS Ayrshire & Arran	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only	5	1	7	3	1	5	1	2	5	8	2	3	
NHS Ayrshire & Arran	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only													
NHS Ayrshire & Arran	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 & Arran	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	14	15	22	23									
NHS Ayrshire & Arran	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 & Arran	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only													
NHS Ayrshire & Arran	Primary Care	Speak to clinician within 1 Hr	9	15	9	20	13	14	10	14	13	8	7	9	8
NHS Ayrshire & Arran	Primary Care	Speak to clinician within 2 Hrs	21	18	27	13	15	18	26	13	20	19	19	19	31
NHS Ayrshire & Arran	Primary Care	Speak to clinician within 4 Hrs	42	41	41	40	48	42	43	35	43	56	48	47	86
NHS Ayrshire & Arran	Secondary Care	999 - Ambulance (ASAP)													
NHS Ayrshire & Arran	Secondary Care	999 contacted - For information only	25	23	95	33	1	1							
NHS Ayrshire & Arran	Secondary Care	999 contacted, For information only	196	220	84	134	148	152	151	140	156	158	150	156	202
NHS Ayrshire & Arran	Secondary Care	patient advised to attend A & E within 1 hour - for information only													
NHS Ayrshire & Arran	Secondary Care	Patient advised to go to A&E	12	24	88	44	1	3	6	2	3	4	7	8	
NHS Ayrshire & Arran	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr	1	5	9	4									
NHS Ayrshire & Arran	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only													
NHS Ayrshire & Arran	Secondary Care	Patient Suitable for MU 4hr - Flow Hub To Arrange	31	20	18	15	14	15	18	12	13	15	16	11	24
NHS Ayrshire & Arran	Secondary Care	Pt advised to go to A&E	62	67	224	98	144	168	179	161	140	143	163	172	198
NHS Ayrshire & Arran	Secondary Care	Speak to clinician 2 Hrs	16	23	23	20	11	15	9	10	20	17	17	14	5
NHS Ayrshire & Arran	Secondary Care	Speak to clinician 4 Hrs	54	54	22	40	39	36	35	39	35	40	28	43	27
NHS Ayrshire & Arran	Secondary Care	Speak to clinician within 4 Hrs	3	5	12	6									
NHS Ayrshire & Arran	Self Care/No Partner Action	Contact Family Planning Clinic	1	1											
NHS Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1									1			1	
NHS Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24				0	75	76	64	76	64	63	77	69	103
NHS Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 hours	82	94	82	6									137
NHS Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo													
NHS Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appointment over 24 hour	1		2										
NHS Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Not Triaged/Assessed	4	1	3	14	3	8	3		2	8	5	4	22
NHS Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent	2	1		0	1		1		1				2
NHS Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dentist	2												
NHS Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Self Care	2	1	1	1									
NHS Ayrshire & Arran	Self Care/No Partner Action	Distress Brief Intervention	6	2	5	8	11	4	4	8	5	8	3	9	3
NHS Ayrshire & Arran	Self Care/No Partner Action	For information only	42	47	35	38	24	40	39	33	20	30	25	30	47
NHS Ayrshire & Arran	Self Care/No Partner Action	Patient advised to contact CPN Team - For Info Only		2	1										
NHS Ayrshire & Arran	Self Care/No Partner Action	Patient given self care advice - For Information Only	61	63	79	22									
NHS Ayrshire & Arran	Self Care/No Partner Action	patient given self care detail advice - for information only			2	1	4	5	1		2	3	6	5	
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only	3	2											
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only										1			1
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	3	1	3	5	4		3	6	3	3	3	4	5
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	4	5		5	3	2	3	3	1	1	1	3	2
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact Optometrist - For Information Only													
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	13	17	9	16	13	16	17	11	22	17	15	12	34
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	3	3	7	9			5	5	7	2	4	1	3
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt given self care advice - For Information Only	37	50	40	89	99	81	104	126	117	122	123	112	137
NHS Ayrshire & Arran	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only	4	7	3										
NHS Ayrshire & Arran	Self Care/No Partner Action	Triage refused, Pt terminated call - For Information Only	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	6	4	6	5	3	6
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		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	25
NHS Borders	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)	1												
NHS Borders	Primary Care	Dr to phone patient within 2 Hrs (Disputed Outcome)													
NHS Borders	Primary Care	Home Visit within 1 Hr	5	7	1	1	4	2	4	1	6	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	PCEd within 1 Hr	13			4	4	12	7	12	5	5	6	7	4
NHS Borders	Primary Care	PCEd within 2 Hrs	13	21	27	25	37	21	38	30	34	35	36	33	61
NHS Borders	Primary Care	PCEd 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	6
NHS Borders	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only					2	3	2	1			3		
NHS Borders	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only	5	1	2										
NHS Borders	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only				19	30	17	30	23	15	24	27	27	20
NHS Borders	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	19	19	18	4									
NHS Borders	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only				1	9	9	6	3	8	2	8	4	5
NHS Borders	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	10	8	6	1									
NHS Borders	Primary Care	Speak to clinician within 1 Hr	4	7	3	3	5	2	5	3	3	2	2	6	4
NHS Borders	Primary Care	Speak to clinician within 2 Hrs	5	5	9	3	7	1	5	5	9	1	7	12	10
NHS Borders	Primary Care	Speak to clinician within 4 Hrs	10	10	10	9	9	9	12	7	12	6	10	0	25
NHS Borders	Secondary Care	999 contacted - For information only	60	40	47	9					1				
NHS Borders	Secondary Care	999 contacted, For information only				37	46	55	49	46	53	29	32	58	66
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 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					3	6	3	3	8	6	2	3	9
NHS Borders	Secondary Care	Patient Suitable for MU 4hr - Flow Hub To Arrange	45	41	44	53	42	36	43	29	33	39	41	32	41
NHS Borders	Secondary Care	Pt advised to go to A&E				36	57	1		57	49	43	34	44	53
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				14	15	14	11	12	19	13	11	17	16
NHS Borders	Secondary Care	Speak to clinician within 4 Hrs	10	12	9	2									
NHS Borders	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1 hour		1											
NHS Borders	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24				14	16	13	23	20	13	7	18	21	37
NHS Borders	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 hours	18	19	13	1									
NHS Borders	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo				1	1								
NHS Borders	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appointment over 24 hour	1												
NHS Borders	Self Care/No Partner Action	Dental Nurse - Not Triaged/Assessed				1	2			1		3		3	7
NHS Borders	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent													
NHS Borders	Self Care/No Partner Action	Dental Nurse - Self Care													
NHS Borders	Self Care/No Partner Action	Distress Brief Intervention	1	1	3	1	2	1	4		1		4	2	3

NHS Borders	Self Care/No Partner Action	For information only	15	22	11	18	9	16	12	11	9	10	10	16	22
NHS Borders	Self Care/No Partner Action	Patient advised to contact CPN Team - For Info Only													
NHS Borders	Self Care/No Partner Action	Patient given self care advice - For Information Only	39	29	35	6									
NHS Borders	Self Care/No Partner Action	Patient given self care dental advice - for information only						2		2			1		3
NHS Borders	Self Care/No Partner Action	Pt advised to contact CPN Team - For Information Only					1		1					1	
NHS Borders	Self Care/No Partner Action	Pt advised to contact Dental - For Information Only	1	2	2	2	1	1	1	1		1	1		3
NHS Borders	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only													
NHS Borders	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	1	3	1	2		3	1	1	3	2	1	2	2
NHS Borders	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	4	5	4	4	3	2	2	5	6	6	4	3	9
NHS Borders	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	2	2	2		4						1		
NHS Borders	Self Care/No Partner Action	Pt given self care advice - For Information Only													
NHS Borders	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only		2			25	41	24	38	35	31	27	31	45
NHS Borders	Self Care/No Partner Action	Triage refused, Pt terminated call - For Information Only													
NHS Dumfries & Galloway	Not assigned	(blank)													
NHS Dumfries & Galloway	Primary Care	CPN (Dr) to phone patient within 1 Hr	1	6	1	4	1	8	3	2	8	3	2	5	1
NHS Dumfries & Galloway	Primary Care	CPN (Dr) to phone patient within 2 Hrs	7	5	4	9	9	3	5	9	7	4	2	5	11
NHS Dumfries & Galloway	Primary Care	DN (Dr) phone patient within 1 Hr	2	1	5	1	2	2	2	4	4	2	2	2	1
NHS Dumfries & Galloway	Primary Care	DN (Dr) phone patient within 2 Hrs	11	12	10	4	6	4	6	4	3	5	8	5	12
NHS Dumfries & Galloway	Primary Care	DN (Dr) phone patient within 4 Hrs	19	30	31	23	15	16	22	22	16	14	18	29	29
NHS Dumfries & Galloway	Primary Care	Dr to phone patient within 2 Hrs (Disputed Outcome)	1												
NHS Dumfries & Galloway	Primary Care	Home Visit within 1 Hr	2	2	2	2	3	3	1	9	3	1	2	1	5
NHS Dumfries & Galloway	Primary Care	Home Visit within 2 Hrs	15	14	13	10	9	10	12	13	12	10	12	12	19
NHS Dumfries & Galloway	Primary Care	Home Visit within 4 Hrs	19	18	11	19	12	13	9	13	21	8	12	10	29
NHS Dumfries & Galloway	Primary Care	PCEC within 1 Hr	6	14	16	10	11	10	10	15	8	8	8	15	19
NHS Dumfries & Galloway	Primary Care	PCEC within 2 Hrs	42	38	47	37	35	42	56	29	44	39	35	46	63
NHS Dumfries & Galloway	Primary Care	PCEC within 4 Hrs	76	69	122	92	80	75	83	89	92	86	80	82	200
NHS Dumfries & Galloway	Primary Care	Pt advised to contact practice - For Information Only	3	6	2								1	1	4
NHS Dumfries & Galloway	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only				1	1	1		4	2	2	1		1
NHS Dumfries & Galloway	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only	1	1											
NHS Dumfries & Galloway	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only													
NHS Dumfries & Galloway	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	18	22	15										
NHS Dumfries & Galloway	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only				1	9	9	5	3	4	3	5	2	3
NHS Dumfries & Galloway	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	7	7	4	2									
NHS Dumfries & Galloway	Primary Care	Speak to clinician within 1 Hr	3	1	4		5	3	3	4	5	6	3	4	2
NHS Dumfries & Galloway	Primary Care	Speak to clinician within 2 Hrs	8	12	12	9	4	8	4	9	8	12	8	6	7
NHS Dumfries & Galloway	Primary Care	Speak to clinician within 4 Hrs	18	23	24	13	17	21	8	11	15	11	9	9	37
NHS Dumfries & Galloway	Primary Care	Transport to PCEC within 4 hrs	1												
NHS Dumfries & Galloway	Secondary Care	999 - Ambulance (ASAP)											1		
NHS Dumfries & Galloway	Secondary Care	999 contacted - For information only	50	41	51	10									
NHS Dumfries & Galloway	Secondary Care	999 contacted, For information only				30	70	61	56	49	46	48	46	46	73
NHS Dumfries & Galloway	Secondary Care	patient advised to attend A & E within 1 hour - for information only				2	1			0			1	2	4
NHS Dumfries & Galloway	Secondary Care	Patient advised to go to A&E	46	38	46	12									
NHS Dumfries & Galloway	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr	5	5											
NHS Dumfries & Galloway	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only				5	7	2	2	2	3	5	3	4	4
NHS Dumfries & Galloway	Secondary Care	Patient Suitable for MIU 4hr - Flow Hub to Arrange	9	11	14	13	16	8	12	8	9	15	10	12	8
NHS Dumfries & Galloway	Secondary Care	Pt advised to go to A&E	31	61	56	55	47	42	43	42	43	39	62	74	
NHS Dumfries & Galloway	Secondary Care	Speak to clinician 2 Hrs	3	3	3		3	2	4	3	2	3	2	1	
NHS Dumfries & Galloway	Secondary Care	Speak to clinician 4 Hrs				3	9	14	10	10	12	4	7	6	14
NHS Dumfries & Galloway	Secondary Care	Speak to clinician within 4 Hrs	9	8	13	2									
NHS Dumfries & Galloway	Self Care/No Partner Action	Contact Family Planning Clinic					1								
NHS Dumfries & Galloway	Self Care/No Partner Action	Contact Public Health Nurse						1							
NHS Dumfries & Galloway	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24	29	36	23		33	28	25	33	32	43	70		
NHS Dumfries & Galloway	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 hours	36	41	46	1									
NHS Dumfries & Galloway	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo													
NHS Dumfries & Galloway	Self Care/No Partner Action	Dental Nurse - Not Triaged/Assessed	1	2			1	3	1	2	1	2	4	11	
NHS Dumfries & Galloway	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent								1					
NHS Dumfries & Galloway	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dentist	1												
NHS Dumfries & Galloway	Self Care/No Partner Action	Dental Nurse - Self Care	6	1	1										
NHS Dumfries & Galloway	Self Care/No Partner Action	Distress Brief Intervention	12	6	7	10	9	11	12	11	7	9	10	6	16
NHS Dumfries & Galloway	Self Care/No Partner Action	For information only													
NHS Dumfries & Galloway	Self Care/No Partner Action	Patient given self care advice - For Information Only	33	34	24	2									
NHS Dumfries & Galloway	Self Care/No Partner Action	Patient given self care dental advice - for information only				1	1						2		1
NHS Dumfries & Galloway	Self Care/No Partner Action	Pt advised to contact appropriate service - For Info Only													
NHS Dumfries & Galloway	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only					1							1	
NHS Dumfries & Galloway	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only							1						
NHS Dumfries & Galloway	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	2				2								
NHS Dumfries & Galloway	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	3				2		1	1	5	1		1	2
NHS Dumfries & Galloway	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only					1								
NHS Dumfries & Galloway	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	3	6	6	4	4	5	4	7	8	9	4	2	13
NHS Dumfries & Galloway	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	2		1	1	3			1		2	1	2	
NHS Dumfries & Galloway	Self Care/No Partner Action	Pt given self care advice - For Information Only				28	23	28	29	47	39	28	30	29	50
NHS Dumfries & Galloway	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only	2	4	1										
NHS Dumfries & Galloway	Self Care/No Partner Action	Triage refused, Pt terminated call - For Information Only						2	2	1	1	1		1	5
NHS Dumfries & Galloway	Self Care/No Partner Action	Untriaged call - OOH Service clinician to phone patient	1												
NHS File	Not assigned	(blank)													
NHS File	Primary Care	Contact GP Practice within 4 Hours (ASAP)							2				1		1
NHS File	Primary Care	CPN (Dr) to phone patient within 1 Hr	10	16	19	10	10	16	16	10	11	16	17	11	12
NHS File	Primary Care	CPN (Dr) to phone patient within 2 Hrs	16	17	15	25	17	18	20	24	23	18	18	21	33
NHS File	Primary Care	DN (Dr) phone patient within 1 Hr	6	3	5	3	5	8	3	5	6	2	6	4	7
NHS File	Primary Care	DN (Dr) phone patient within 2 Hrs	8	17	19	12	6	12	7	10	8	9	10	12	21
NHS File	Primary Care	DN (Dr) phone patient within 4 Hrs	38	50	43	34	36	35	42	32	43	49	37	38	73
NHS File	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)	3	3	3										
NHS File	Primary Care	Dr to phone patient within 4 Hrs (Disputed Outcome)	1												
NHS File	Primary Care	Home Visit within 1 Hr	12	14	6	10	11	8	8	4	1	7	4	3	16
NHS File	Primary Care	Home Visit within 2 Hrs	31	48	29	28	36	22	28	24	25	28	37	39	54
NHS File	Primary Care	Home Visit within 4 Hrs	50	67	55	43	29	30	38	43	35	44	42	45	78
NHS File	Primary Care	PCEC within 1 Hr	42	38	31	35	39	39	41	49	46	36	43	35	69
NHS File	Primary Care	PCEC within 2 Hrs	139	168	109	103	125	121	124	150	130	164	154	152	214
NHS File	Primary Care	PCEC within 4 Hrs	325	518	296	257	235	250	284	306	342	342	343	362	635
NHS File	Primary Care	Pt advised to contact practice - For Information Only	10	6	5		1	3	8	6	2	3	5	4	7
NHS File	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only													
NHS File	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only	5	6	5	1									
NHS File	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only													
NHS File	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	78	101	67	23									
NHS File	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only				15	31	25	20	19	16	14	28	7	15
NHS File	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	25	21	35	11									
NHS File	Primary Care	Speak to clinician within 1 Hr	7	12	5	12	14	11	11	12	7	8	10	13	13
NHS File	Primary Care	Speak to clinician within 2 Hrs	31	33	33	23	24	21	32	33	12	21	32	12	48
NHS File	Primary Care	Speak to clinician within 4 Hrs	48	74	39	47	36	31	33	39	39	40	35	53	78
NHS File	Primary Care	Triage refused therefore Dr requested to phone patient	1												
NHS File	Secondary Care	999 contacted - for information only	194	165	173	26		1							
NHS File	Secondary Care	999 contacted, For information only				150	142	168	156		126	123	126	152	211
NHS File	Secondary Care	patient advised to attend A & E within 1 hour - for information only				2	5	4		3	5	4	3	4	4
NHS File	Secondary Care	Patient advised to go to A&E	153	195	179	26									
NHS File	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr	15	8	15	2									
NHS File	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only					15	14	14	14	17	12	16	11	18
NHS File	Secondary Care	Patient Suitable for MIU 4hr - Flow Hub to Arrange	131	127	129	113	107	127	105	114	116	109	102	117	109
NHS File	Secondary Care	Pt advised to go to A&E				141	186	184	213	189	195	184	174	239	237
NHS File	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services										1			

NHS File	Secondary Care	Speak to clinician 2 Hrs	27	21	19	26	23	26	16	23	17	19	20	14	24
NHS File	Secondary Care	Speak to clinician 4 Hrs				35	52	58	46	32	58	45	47	49	52
NHS File	Secondary Care	Speak to clinician within 4 Hrs	31	47	37	7									
NHS File	Self Care/No Partner Action	Contact Breathing Space					1		2						1
NHS File	Self Care/No Partner Action	Contact Family Planning Clinic													
NHS File	Self Care/No Partner Action	Contact Public Health Nurse								1	2				
NHS File	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1 hr					1	1	1	2					1
NHS File	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 2 Hrs				85	101	73	97	99	90	69	88	95	146
NHS File	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 hours	112	101	118	1	1	1	1	1					
NHS File	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo				1	1	1	1						
NHS File	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appointment over 24 hour			2	2									
NHS File	Self Care/No Partner Action	Dental Nurse - Not Triaged/Assessed	2	11	5	5	4	5	11	5	5	4	3	2	5
NHS File	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent				1	2	2	2	2		2		1	3
NHS File	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dentist		2	1	3									
NHS File	Self Care/No Partner Action	Dental Nurse - Self Care	6	4	1										
NHS File	Self Care/No Partner Action	Distress Brief Intervention	5	12	7	11	7	9	11	11	6	6	8	6	7
NHS File	Self Care/No Partner Action	For information only		47	48	35	47	41	54	38	42	50	43	48	72
NHS File	Self Care/No Partner Action	Patient given self care advice - For Information Only	127	159	145	21									
NHS File	Self Care/No Partner Action	patient given self care dental advice - For information only				1	2	3	6	1	1	6	3	10	4
NHS File	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only		1		2					1				2
NHS File	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only											1		
NHS File	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	2	3	4	4	7	3	3	1	1	2	3	4	4
NHS File	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	7	11	8	3	4	4	4	5	2	3	6	8	8
NHS File	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only				1									
NHS File	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	23	34		21	13	10	17	15	21	24	22	25	33
NHS File	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	2	2	2	6	4	3	4	3	3	4	5	7	6
NHS File	Self Care/No Partner Action	Pt given self care advice - For Information Only				85	124	122	120	136	149	139	149	153	208
NHS File	Self Care/No Partner Action	Trilage refused - Pt terminated call - For Information Only	3	3	2	4	3	7	1						
NHS File	Self Care/No Partner Action	Trilage refused- Pt terminated call - For Information Only (blank)								6	5	7	10	9	8
NHS Forth Valley	Self Care/No Partner Action	Trilage refused- Pt terminated call - For Information Only (blank)								1	1	1	1	1	
NHS Forth Valley	Primary Care	CPN (Dr) to phone patient within 1 Hr	8	5	11	1	2	11	5	4	6	3	9	12	12
NHS Forth Valley	Primary Care	CPN (Dr) to phone patient within 2 Hrs	11	18	11	17	8	18	10	13	11	4	15	13	25
NHS Forth Valley	Primary Care	DN (Dr) phone patient within 1 Hr	2	4	5	6	3	1			2				3
NHS Forth Valley	Primary Care	DN (Dr) phone patient within 2 Hrs	8	10	10	5	7	4	7	8	5	7	3	7	11
NHS Forth Valley	Primary Care	DN (Dr) phone patient within 4 Hrs	31	35	30	15	18	26	22	26	25	28	28	29	51
NHS Forth Valley	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)	2	1	2										
NHS Forth Valley	Primary Care	Dr to phone patient within 2 Hrs (Disputed Outcome)													
NHS Forth Valley	Primary Care	Dr to phone patient within 4 Hrs (Disputed Outcome)	1	3	6										
NHS Forth Valley	Primary Care	Home Visit within 1 Hr	6	12	7	6	4	6	2	3	1	6	4	7	7
NHS Forth Valley	Primary Care	Home Visit within 2 Hrs	22	27	27	26	25	19	13	26	20	17	24	18	46
NHS Forth Valley	Primary Care	Home Visit within 4 Hrs	28	29	38	21	29	31	29	16	31	30	35	43	56
NHS Forth Valley	Primary Care	Partner to Trilage				1									
NHS Forth Valley	Primary Care	PCEC within 1 Hr	33	28	18	34	30	24	30	122	120	137	36	30	40
NHS Forth Valley	Primary Care	PCEC within 2 Hrs	118	94	142	116	108	101	122	120	116	108	138	116	197
NHS Forth Valley	Primary Care	PCEC within 4 Hrs	287	208	422	236	249	224	248	266	299	306	307	329	534
NHS Forth Valley	Primary Care	Pt advised to contact practice - For Information Only	3	6	7	2	6	3	5	1	3	7	5	6	3
NHS Forth Valley	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only				7	10	7	7	2	4	9	4	2	2
NHS Forth Valley	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only	1	5	3										
NHS Forth Valley	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only				57	69	104	85	92	95	83	102	85	87
NHS Forth Valley	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	83	72	77	27									
NHS Forth Valley	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only				7	24	19	25	27	19	19	10	15	10
NHS Forth Valley	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	38	28	18										
NHS Forth Valley	Primary Care	Speak to clinician within 1 Hr	11	6	15	11	12	8	12	7	4	5	7	8	14
NHS Forth Valley	Primary Care	Speak to clinician within 2 Hrs	22	21	21	12	17	11	10	22	16	15	17	17	32
NHS Forth Valley	Primary Care	Speak to clinician within 4 Hrs	30	39	70	36	39	22	36	26	24	26	29	38	78
NHS Forth Valley	Secondary Care	999 contacted - For information only	160	118	134	19									
NHS Forth Valley	Secondary Care	patient advised to attend A & E within 1 hour - for information only				116	126	110	140	128	127	120	117	154	175
NHS Forth Valley	Secondary Care	Patient advised to go to A&E				4	4	1	2	2	1	4	2	1	
NHS Forth Valley	Secondary Care	Patient sent to A&E via ambulance within 1 Hr	205	180	174	42									
NHS Forth Valley	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only	11	13	15		11	15	6	8	13	14	6	11	13
NHS Forth Valley	Secondary Care	Patient Suitable for MIU 4hr - Flow Hub to Arrange				11									
NHS Forth Valley	Secondary Care	Pt advised to go to A&E	253	238	178	204	252	240	215	222	185	205	230	202	150
NHS Forth Valley	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub				157	188	181	221	238	224	184	191	214	221
NHS Forth Valley	Secondary Care	Speak to clinician 2 Hrs	42	72	37	46	62	32	38	51	34	25	39	35	29
NHS Forth Valley	Secondary Care	Speak to clinician 4 Hrs				39	68	54	50	54	76	67	53	50	47
NHS Forth Valley	Secondary Care	Speak to clinician within 4 Hrs	62	54	51	13									
NHS Forth Valley	Self Care/No Partner Action	Contact Breathing Space													
NHS Forth Valley	Self Care/No Partner Action	Contact Pharmacist									1				
NHS Forth Valley	Self Care/No Partner Action	Contact Public Health Nurse									1				
NHS Forth Valley	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1 hr				1	1								1
NHS Forth Valley	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1 hour			1							1			
NHS Forth Valley	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24				52	68	56	67	66	58	38	53	70	103
NHS Forth Valley	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 hours	68	59	70	12									
NHS Forth Valley	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo									1				
NHS Forth Valley	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appointment over 24 hour	1										1		
NHS Forth Valley	Self Care/No Partner Action	Dental Nurse - Not Triaged/Assessed	8	1	4	13	6	7	3	3	2	2	5	4	16
NHS Forth Valley	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent				2				1		1			
NHS Forth Valley	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dentist		1	1										
NHS Forth Valley	Self Care/No Partner Action	Dental Nurse - Self Care	3		2										
NHS Forth Valley	Self Care/No Partner Action	Distress Brief Intervention	8	6	8	13	16	7	11	12	8	6	7	5	6
NHS Forth Valley	Self Care/No Partner Action	For information only	66	57	55	66	67	60	44	42	44	35	41	49	51
NHS Forth Valley	Self Care/No Partner Action	Patient given self care advice - For Information Only	108	102	109	22									
NHS Forth Valley	Self Care/No Partner Action	patient given self care dental advice - For information only				2	4	2	3	4	6	2	5	3	11
NHS Forth Valley	Self Care/No Partner Action	Pt advised to contact CPN Team - For Information Only								1	1				
NHS Forth Valley	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only			1	1	3			1	1		1	1	1
NHS Forth Valley	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only				2						2	1	1	1
NHS Forth Valley	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only				3	5	2	3	1	7	3	2	2	10
NHS Forth Valley	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	4	12	8	5	9	5	3	5	6	5	4	3	6
NHS Forth Valley	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only			1	1				1	1				
NHS Forth Valley	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	20	17	19	12	13	16	20	20	13	27	18	16	34
NHS Forth Valley	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	2	4	3		6	3	3	6	1	4	3	4	8
NHS Forth Valley	Self Care/No Partner Action	Pt given self care advice - For Information Only				81	128	111	123	98	101	97	106	113	159
NHS Forth Valley	Self Care/No Partner Action	Trilage refused - Pt terminated call - For Information Only	9	23	16	4									
NHS Forth Valley	Self Care/No Partner Action	Trilage refused- Pt terminated call - For Information Only				15	13	14	6	10	16	11	3	18	4
NHS Forth Valley	Self Care/No Partner Action	Untriaged call - COH Service clinician to phone patient (blank)		1								1	1	2	1
NHS Grampian	Not assigned														
NHS Grampian	Primary Care	Contact GP Practice within 4 hours (ASAP)							0						
NHS Grampian	Primary Care	CPN (Dr) to phone patient within 1 Hr	17	9	16	13	11	9	26	17	12	10	15	13	19
NHS Grampian	Primary Care	CPN (Dr) to phone patient within 2 Hrs	20	19	24	18	19	20	21	12	19	20	18	20	24
NHS Grampian	Primary Care	DN (Dr) phone patient within 1 Hr	4	5	1	2	3	8	1	3	3	1	2	1	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)	3	4	1	1									
NHS Grampian	Primary Care	Dr to phone patient within 2 Hrs (Disputed Outcome)	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	63	50	74	45	58	70	45	47	37	68	57	54	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	67	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	3	3	6	2	7	6	5	8
NHS Grampian	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only	11	8	6	3	2	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	3									
NHS Grampian	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only				82	119	116	107	98	128	126	183	146	118
NHS Grampian	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	98	94	107	21									
NHS Grampian	Primary Care	Pt advised to contact practice within 4 Hrs - For Information Only				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	11	86	63	69	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	265	290	248	2									
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 1 Hr - For Information Only				13	19	11	26	25	29	23	13	22	33
NHS Grampian	Secondary Care	Patient sent to A&E via Ambulance within 4 Hrs - Info Only				1									
NHS Grampian	Secondary Care	Patient Suitable for MJU 4hr - Flow Hub to Arrange	219	221	221	220	208	214	215	199	151	176	226	160	160
NHS Grampian	Secondary Care	Pt advised to go to A&E				215	302	263	269	281	264	241	255	338	349
NHS Grampian	Secondary Care	Speak to clinician 2 Hrs	32	55	35	36	40	41	32	21	36	28	34	33	26
NHS Grampian	Secondary Care	Speak to clinician 4 Hrs				66	70	50	68	66	59	73	75	69	
NHS Grampian	Secondary Care	Speak to clinician within 4 Hrs	62	57	56	11									
NHS Grampian	Self Care/No Partner Action	Contact Breathing Space							1						
NHS Grampian	Self Care/No Partner Action	Contact Dentist within 24 Hours													2
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1 hour					2	1	1				1		
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 hours				83	79	71	105	76	74	60	78	85	177
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 hours	111	103	97	21									
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo				1	2	24						1	
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appointment over 24 hour		2	2										
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Not Triaged/Assessed	17			6	9	4	3	5	6	1	5	10	6
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Not Triaged/Assessed				5	2	3			1			1	2
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent													
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dentist	2	2	1	1									
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Self Care	3	2	3										
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	63	63	62	52	35	55	63	57	96
NHS Grampian	Self Care/No Partner Action	Patient given self care advice - For Information Only	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	10	
NHS Grampian	Self Care/No Partner Action	Pt advised to contact CPN Team - For Information Only				2	2				2	1			
NHS Grampian	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only	1	1	2	2		1	1	1	1	2			8
NHS Grampian	Self Care/No Partner Action	Pt advised to contact OUM Clinic - For Information Only				1									
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 Orthodontist - 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 Optician - For Information Only	1												
NHS Grampian	Self Care/No Partner Action	Pt advised to contact Physio - For Information Only	1	27	28	23	32	24	23	17	24	33	32	43	57
NHS Grampian	Self Care/No Partner Action	Pt advised to contact Physio - For Information Only	28			2		7	7	7	4	7	7	8	11
NHS Grampian	Self Care/No Partner Action	Pt given self care advice - For Information Only	8	12	17	12	17	136	140	164	170	165	197	184	201
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				1	4	6	13	10	2	9	9	6	9
NHS Greater Glasgow & Clyde	Not assigned	Not assigned													
NHS Greater Glasgow & Clyde	Not assigned	(blank)					2	2	2	8	5	1	3	3	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 (Sam				1	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	50	56	55	73	57	57	69
NHS Greater Glasgow & Clyde	Primary Care	DN (Dr) phone patient within 1 Hr	1		1	7	2	5	2	8	4	2	5	6	
NHS Greater Glasgow & Clyde	Primary Care	DN (Dr) phone patient within 2 Hrs	8	8	12	2	5	9	5	4	6	4	5	5	6
NHS Greater Glasgow & Clyde	Primary Care	DN (Dr) phone patient within 4 Hrs	17	9	9	20	14	12	9	13	14	18	12	19	19
NHS Greater Glasgow & Clyde	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)	13	2	5	2									
NHS Greater Glasgow & Clyde	Primary Care	Dr to phone patient within 2 Hrs (Disputed Outcome)	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	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	88	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 1 to Triage													
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													
NHS Greater Glasgow & Clyde	Primary Care	PCEC within 36 Hrs	609	435	451	388	419	416	434	479	489	487	454	478	652
NHS Greater Glasgow & Clyde	Primary Care	PCEC within 4 Hrs	1561	1079	1026	948	956	867	1042	1082	1178	1097	966	1086	1818
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact practice - 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 12 Hrs - For Information Only				7	16	19	10	15	10	22	6	10	
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only	19	16	11										
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only				169	262	277	300	284	319	334	341	386	258
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	279	279	255	71									
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only				38	76	86	70	67	91	52	48	31	35
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	92	100	92	24									
NHS Greater Glasgow & Clyde	Primary Care	Speak to clinician within 1 Hr	55	47	55	38	43	43	45	34	28	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	Primary Care	Transport to PCEC within 4 Hrs	539			4									
NHS Greater Glasgow & Clyde	Secondary Care	999 contacted - For information only	539	450	469	84						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				8	8	11	9	4	9	7	10	8	14
NHS Greater Glasgow & Clyde	Secondary Care	Patient advised to go to A&E	697	578	572	8									
NHS Greater Glasgow & Clyde	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr	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	65	
NHS Greater Glasgow & Clyde	Secondary Care	Patient sent to A&E via Ambulance within 4 Hrs - Info Only													
NHS Greater Glasgow & Clyde	Secondary Care	Patient Suitable for MJU 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 - Flow Hub to Arrange	1			463	602	620	651	652	676	583	566	654	717
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	78	57	47	61	61	64	66	64	50	53	36	57	72
NHS Greater Glasgow & Clyde	Secondary Care	Speak to clinician 4 Hrs				11	131	118	106	102	123	124	121	136	139
NHS Greater Glasgow & Clyde	Secondary Care	Speak to clinician within 4 Hrs	129	121	125	29									
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Contact Breathing Space				1			1						
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Contact Dentist Next Routine Appointment				1	2								
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Contact Family Planning Clinic				2									
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1 hour				2	2	1	2	3		2	1	1	2
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1 hour	7	2	5										
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 hours				188	263	195	269	227	215	218	236	320	366
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo	428	253	272	1	2	1	1	1	2			1	2
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appointment over 24 hour	4	2											
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Dental Nurse - Not Triaged/Assessed	19	8	7	24	18	22	7	17	10	10	9	26	46
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent				2	3		4	5	3	1	3	5	9
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dentist	6	3	2	2									

[illegible]

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										
NHS Lanarkshire	Primary Care	Transport to PCEC within 4 hrs	2	1	1										
NHS Lanarkshire	Secondary Care	999 - Ambulance (ASAP)						1	1						
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	208	235	243	268	244	211	263	312
NHS Lanarkshire	Secondary Care	patient advised to attend A & E within 1 hour - for information only				4	5	3	5	9	11	8	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	31
NHS Lanarkshire	Secondary Care	Patient sent to A&E via Ambulance within 2 Hrs - Info Only		1	1										
NHS Lanarkshire	Secondary Care	Patient Suitable for MIU 4hr - Flow Hub to Arrange	138	137	113	143	165	134	139	152	128	154	166	178	179
NHS Lanarkshire	Secondary Care	Pt advised to go to A&E				246	334	316	346	335	357	314	358	394	431
NHS Lanarkshire	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services							1						
NHS Lanarkshire	Secondary Care	Speak to clinician 2 Hrs	21	43	19	28	37	27	37	44	22	41	22	33	18
NHS Lanarkshire	Secondary Care	Speak to clinician 4 Hrs				54	65	56	79	71	67	62	52	69	78
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								1	1				1
NHS Lanarkshire	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1								1	1				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	211
NHS Lanarkshire	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 hours	227	125	124	21									
NHS Lanarkshire	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo				1		1		1	1	1	1		
NHS Lanarkshire	Self Care/No Partner Action	Dental Nurse - Not Triaged/Assessed	13	4	4	17	7	12	7	5	7	4	4	15	34
NHS Lanarkshire	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent				3	2	1	1			1			
NHS Lanarkshire	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dentist	1	1	1										
NHS Lanarkshire	Self Care/No Partner Action	Dental Nurse - Self Care	3	3	2										
NHS Lanarkshire	Self Care/No Partner Action	Distress Brief Intervention	6	6	12	8	7	14	10	11	9	14	11	8	10
NHS Lanarkshire	Self Care/No Partner Action	Emergency Contraception													
NHS Lanarkshire	Self Care/No Partner Action	For information only	93	60	50	67	67	57	68	65	78	89	56	83	85
NHS Lanarkshire	Self Care/No Partner Action	Patient given self care advice - For Information Only	185	164	182	23									
NHS Lanarkshire	Self Care/No Partner Action	patient given self care dental advice - for information only				3	3	3	8	4	3	8	6	10	9
NHS Lanarkshire	Self Care/No Partner Action	Pt advised to contact appropriate service - For Info Only				2									
NHS Lanarkshire	Self Care/No Partner Action	Pt advised to contact CPN Team - For Information Only												1	
NHS Lanarkshire	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only		1	2	1		1	1	3	4		1	1	4
NHS Lanarkshire	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only				1				2			1	1	
NHS Lanarkshire	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	8	6	5	9	8	4	7	6	3	4	4	8	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	8
NHS Lanarkshire	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only				1				1					
NHS Lanarkshire	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	59	32	24	42	22	38	46	31	33	29	19	40	65
NHS Lanarkshire	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	11	10	4		11	4	6	8	5	3	10	7	10
NHS Lanarkshire	Self Care/No Partner Action	Pt given self care advice - For Information Only				152	174	171	193	168	197	220	203	211	310
NHS Lanarkshire	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only	14	9	7	1									2
NHS Lanarkshire	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only				8	8	7	5	10	6	7	5	6	7
NHS Lanarkshire	Self Care/No Partner Action	Untriaged call - OOH Service clinician to phone patient		1											
NHS Lothian	Not assigned	(blank)				1	3	6	4	5	4	3	7	3	1
NHS Lothian	Primary Care	Contact GP Practice within 36 Hours (Nex	1												
NHS Lothian	Primary Care	Contact GP Practice within 4 Hours (ASAP									0				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	20
NHS Lothian	Primary Care	CPN (Dr) to phone patient within 2 Hrs	23	38	28	27	21	27	22	28	26	27	31	36	
NHS Lothian	Primary Care	DN (Dr) phone patient within 1 Hr	8	5	2	5	6	4	6	4	3	12	7	6	8
NHS Lothian	Primary Care	DN (Dr) phone patient within 2 Hrs	16	15	11	17	17	8	11	11	11	16	14	13	19
NHS Lothian	Primary Care	DN (Dr) phone patient within 4 Hrs	40	33	42	36	32	31	46	43	32	42	41	49	82
NHS Lothian	Primary Care	Dr to phone patient within 5 Hr (Disputed Outcome)	12	7	1										
NHS Lothian	Primary Care	Dr to phone patient within 2 Hrs (Disputed Outcome)	2		2										
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	46
NHS Lothian	Primary Care	Home Visit within 2 Hrs	63	69	66	70	76	54	63	71	75	81	67	87	118
NHS Lothian	Primary Care	Home Visit within 4 Hrs	81	92	110	82	94	69	80	88	93	96	95	106	175
NHS Lothian	Primary Care	Partner to Triage									1		1		1
NHS Lothian	Primary Care	PCEC within 1 Hr	90	79	76	79	89	76	96	99	105	78	93	70	121
NHS Lothian	Primary Care	PCEC within 12 Hrs				1									
NHS Lothian	Primary Care	PCEC within 2 Hrs	282	301	273	265	311	288	354	356	345	374	368	350	492
NHS Lothian	Primary Care	PCEC within 4 Hrs	774	802	846	740	773	686	778	848	891	915	884	900	1494
NHS Lothian	Primary Care	Pt advised to contact practice - For Information Only	20	20	18	11	16	11	19	24	12	15	13	12	31
NHS Lothian	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only				7	2	14	9	9	10	29	13	6	8
NHS Lothian	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only	19	15	13	5									
NHS Lothian	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only				170	202	257	256	239	264	267	295	307	192
NHS Lothian	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	213	222	212	53									
NHS Lothian	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only				35	57	59	60	54	71	43	53	38	20
NHS Lothian	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only				80	29								
NHS Lothian	Primary Care	Speak to clinician within 1 Hr	82	81	80	29									
NHS Lothian	Primary Care	Speak to clinician within 1 Hr	51	40	32	43	49	29	33	36	16	15	22	29	46
NHS Lothian	Primary Care	Speak to clinician within 2 Hrs	47	60	47	56	62	52	54	50	46	56	51	57	90
NHS Lothian	Primary Care	Speak to clinician within 4 Hrs	140	128	99	100	95	82	103	87	94	95	106	116	231
NHS Lothian	Primary Care	Transport to PCEC within 4 hrs			1										
NHS Lothian	Primary Care	Triage refused therefore Dr requested to phone patient			1										
NHS Lothian	Secondary Care	999 - Ambulance (ASAP)				1					1				
NHS Lothian	Secondary Care	999 contacted - for information only	342	349	345	75	1								
NHS Lothian	Secondary Care	999 contacted. For information only				278	337	297	321	348	335	308	317	372	433
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	8
NHS Lothian	Secondary Care	Patient advised to go to A&E	564	502	512										
NHS Lothian	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr	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	35
NHS Lothian	Secondary Care	Patient Suitable for MIU 4hr - Flow Hub to Arrange	405	456	445	446	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			2
NHS Lothian	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services								1	1				
NHS Lothian	Secondary Care	Speak to clinician 2 Hrs	62	77	68	59	71	60	57	65	63	51	63	60	51
NHS Lothian	Secondary Care	Speak to clinician 4 Hrs				100	126	125	117	112	119	118	128	146	100
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 within 24 Hours				1				1					
NHS Lothian	Self Care/No Partner Action	Contact Family Planning Clinic								2					
NHS Lothian	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1				1	2		2		2	1	2	2	
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				181	179	146	197	190	151	164	170	222	293
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				2				2		3	3		3
NHS Lothian	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appointment over 24 hour	3	9		2									
NHS Lothian	Self Care/No Partner Action	Dental Nurse - Not Triaged/Assessed	25	9	12	21	8	11	10	9	9	6	8	18	52
NHS Lothian	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent				7	5	3	2	1	1	1	3	3	1
NHS Lothian	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dentist	4	3	4										
NHS Lothian	Self Care/No Partner Action	Dental Nurse - Self Care	8	6	4	2									
NHS Lothian	Self Care/No Partner Action	Distress Brief Intervention	16	19	16	8	19	22	21	22	18	17	21	12	16
NHS Lothian	Self Care/No Partner Action	For information only	111	102	122	115	102	115	113	94	103	107	89	124	132
NHS Lothian	Self Care/No Partner Action	Patient given self care advice - For Information Only	357	317	253	50									
NHS Lothian	Self Care/No Partner Action	patient given self care dental advice - for information only				3	5	9	8	14	9	8	8	14	20
NHS Lothian	Self Care/No Partner Action	Pt advised to contact CPN Team - For Information Only									1				

NHS Lothian	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only	3	1	1	2	1	3	1		1	4	6	2	4
NHS Lothian	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only		1	2			1	1	2	2				
NHS Lothian	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	13	22	14	10	19	8	12	13	20	8	17	6	6
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	18	15
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	58	52	59	30	62	53	66	78	68	81	113
NHS Lothian	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	7	10	10	10	6	7	8	10	3	4	6	9	8
NHS Lothian	Self Care/No Partner Action	Pt advised to contact Public Health Nurse - For Information Only		1											
NHS Lothian	Self Care/No Partner Action	Pt given self care advice - For Information Only			186	275	292	298	357	320	329	339	347	392	
NHS Lothian	Self Care/No Partner Action	Self Care			1										
NHS Lothian	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only	19	11	10										
NHS Lothian	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only			9	16	3	10	7	14	7	11	12	8	
NHS Orkney	Primary Care	CPN (Dr) to phone patient within 1 Hr		1	1	1	2	1	2						
NHS Orkney	Primary Care	CPN (Dr) to phone patient within 2 Hrs		2	1		1	2	1	1	1	1		1	
NHS Orkney	Primary Care	DN (Dr) phone patient within 2 Hrs		3	2	1	2	1	1	1	1	1		1	
NHS Orkney	Primary Care	DN (Dr) phone patient within 4 Hrs	3	3			1	1	1	2	2	2	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	8	
NHS Orkney	Primary Care	Home Visit within 4 Hrs	6	1	3	4	1	4	2	4	2	3	6		
NHS Orkney	Primary Care	PCEC within 1 Hr	2	4	1	1		3	2	1	2	1	4	5	
NHS Orkney	Primary Care	PCEC within 2 Hrs	10	1	5	4	5	4	3	3	8	7	1	4	
NHS Orkney	Primary Care	PCEC within 4 Hrs	11	7	9	8	7	13	5	8	4	9	7	7	18
NHS Orkney	Primary Care	Pt advised to contact practice - For Information Only	1							1					
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				2	2	1	2	1		1	6	5	
NHS Orkney	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	1	5					4		2	1			
NHS Orkney	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only													
NHS Orkney	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only													
NHS Orkney	Primary Care	Speak to clinician within 1 Hr				1	1	1	1				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	4	6
NHS Orkney	Secondary Care	999 contacted - For Information only	5	8	8										
NHS Orkney	Secondary Care	999 contacted. For Information only				2	7	4	4	3	4	1	2	4	9
NHS Orkney	Secondary Care	Patient advised to go to A&E	5	4	6										
NHS Orkney	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr	2		1										
NHS Orkney	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only			1								1		
NHS Orkney	Secondary Care	Patient Suitable for MIU 4hr - Flow Hub to Arrange		1	3			1	1	2	2		3		
NHS Orkney	Secondary Care	Pt advised to go to A&E			3	3	3	1	4	3	3	6	4	5	5
NHS Orkney	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services			2	1						1	1		
NHS Orkney	Secondary Care	Speak to clinician 2 Hrs	1		2										
NHS Orkney	Secondary Care	Speak to clinician 4 Hrs			2	1		2	2		1	3	3	2	
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	2	6	
NHS Orkney	Self Care/No Partner Action	Dental Nurse - Not Triaged/Assessed			1						1				
NHS Orkney	Self Care/No Partner Action	Distress Brief Intervention								1	1	1			
NHS Orkney	Self Care/No Partner Action	For information only		3	1	3	1	2	1	1	1		2	5	
NHS Orkney	Self Care/No Partner Action	hub to arrange appointment within 24 hours	2	2	1										
NHS Orkney	Self Care/No Partner Action	Patient advised to contact registered GDP - Info Only	1												
NHS Orkney	Self Care/No Partner Action	Patient given self care advice - For Information Only	12	2	11	2									
NHS Orkney	Self Care/No Partner Action	patient given self care dental advice - For information only		1						1	1				
NHS Orkney	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only	1							1				1	
NHS Orkney	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only													
NHS Orkney	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only				1									
NHS Orkney	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only				3		1	1			1		2	
NHS Orkney	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	2	1	1	3									
NHS Orkney	Self Care/No Partner Action	Pt given self care advice - For Information Only			9	4	6	8	6	5	5	6	8	14	
NHS Orkney	Self Care/No Partner Action	triage refused - for information only		1											
NHS Shetland	Primary Care	Contact GP Practice within 4 Hours (ASAP				1									
NHS Shetland	Primary Care	CPN (Dr) to phone patient within 1 Hr		2											
NHS Shetland	Primary Care	CPN (Dr) to phone patient within 2 Hrs	1	3	1					1	1	1			4
NHS Shetland	Primary Care	DN (Dr) phone patient within 1 Hr				1									
NHS Shetland	Primary Care	DN (Dr) phone patient within 2 Hrs							2				1	1	
NHS Shetland	Primary Care	DN (Dr) phone patient within 4 Hrs	3	1	2		1	1	4	1	1	2	1	1	5
NHS Shetland	Primary Care	Home Visit within 1 Hr								1		1	2		
NHS Shetland	Primary Care	Home Visit within 2 Hrs	4	2	2		2		1	2	1	1	1	4	
NHS Shetland	Primary Care	Home Visit within 4 Hrs	4	1	2	1				3		4	7	2	
NHS Shetland	Primary Care	PCEC within 1 Hr	1	2	1							1	1	1	
NHS Shetland	Primary Care	PCEC within 2 Hrs	1	2	3	2	2	1	4	1	1	5	4	2	7
NHS Shetland	Primary Care	PCEC within 4 Hrs	4	3	5	8	8	4	10	5	12	8	12	6	22
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 12 Hrs - Info Only		1											
NHS Shetland	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only				1	2	1			3		3	3	
NHS Shetland	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	1	2	2	1		1							
NHS Shetland	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only					1	2			1	1	1		
NHS Shetland	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only		1	1										
NHS Shetland	Primary Care	Speak to clinician within 1 Hr				1				1	1			2	
NHS Shetland	Primary Care	Speak to clinician within 2 Hrs			1	1	1		2	1	1		1	3	
NHS Shetland	Primary Care	Speak to clinician within 4 Hrs	1	2	2	1	2	2	3	1	2	4		1	5
NHS Shetland	Secondary Care	999 contacted - For Information only	5	7	7										
NHS Shetland	Secondary Care	999 contacted. For Information only				1	6	6	4	2	7	5	4	3	6
NHS Shetland	Secondary Care	Patient advised to go to A&E	10	1	2	1			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 MIU 4hr - Flow Hub to Arrange	1	1	4			1	1		1	1			2
NHS Shetland	Secondary Care	Pt advised to go to A&E			3	5	5	7	6	4	3	4	6	2	
NHS Shetland	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services				2			1				3	1	
NHS Shetland	Secondary Care	Speak to clinician 2 Hrs													
NHS Shetland	Secondary Care	Speak to clinician 4 Hrs			2			1	1	1	1	1	2		
NHS Shetland	Secondary Care	Speak to clinician within 4 Hrs	2	1	1										
NHS Shetland	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24				5	5		2	3	1	4	1	4	2
NHS Shetland	Self Care/No Partner Action	Dental Nurse - Not Triaged/Assessed				1									
NHS Shetland	Self Care/No Partner Action	Distress Brief Intervention								1					1
NHS Shetland	Self Care/No Partner Action	For information only	1		2	2		2	2		2	1			
NHS Shetland	Self Care/No Partner Action	hub to arrange appointment within 24 hours	1		2										
NHS Shetland	Self Care/No Partner Action	Patient advised to contact registered GDP - Info Only		2	2	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								1	
NHS Shetland	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only													
NHS Shetland	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	1			1							1	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 given self care advice - For Information Only				3	3	4		1	2	5	4	7	1
NHS Shetland	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only							1						
NHS Tayside	Not assigned	Not assigned	1												
NHS Tayside	Not assigned	(blank)													
NHS Tayside	Primary Care	Contact GP Practice within 4 Hours (ASAP				1			2	1	1	3	1	5	2
NHS Tayside	Primary Care	CPN (Dr) to phone patient within 1 Hr													
NHS Tayside	Primary Care	CPN (Dr) to phone patient within 2 Hrs	10	20	11	11	12	10	12	6	8	13	10	6	8
NHS Tayside	Primary Care	CPN (Dr) to phone patient within 4 Hrs	25	23	33	22	24	17	23	19	26	26	13	14	22
NHS Tayside	Primary Care	DN (Dr) phone patient within 1 Hr	5	3	4	3	2	5	3	5	3	2	2	6	6
NHS Tayside	Primary Care	DN (Dr) phone patient within 2 Hrs	16	13	13	16	17	10	8	6	8	6	13	9	18

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	59	38	47	27	44	43	35	63	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	8	4	8	4	8	4	12	7	10	10
NHS Tayside	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only				5	6	5	2	9	5	7	5	3	5
NHS Tayside	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only	11	6	1	2									
NHS Tayside	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only				51	69	81	115	83	109	109	123	133	98
NHS Tayside	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	62	83	69	21									
NHS Tayside	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only				19	26	24	20	14	18	18	17	12	16
NHS Tayside	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	25	19	31	9									
NHS Tayside	Primary Care	Speak to clinician within 1 Hr	19	20	17	16	20	9	11	10	20	11	6	12	15
NHS Tayside	Primary Care	Speak to clinician within 2 Hrs	16	37	36	40	29	18	14	29	27	21	27	36	43
NHS Tayside	Primary Care	Speak to clinician within 4 Hrs	58	75	56	49	36	30	47	51	33	45	43	70	111
NHS Tayside	Primary Care	Transport to PCEC within 2 Hrs				1									
NHS Tayside	Secondary Care	999 contacted - For Information only	163	171	172	37	1		1			1			
NHS Tayside	Secondary Care	999 contacted - For information only				163	155	152	171	168	159	176	164	164	244
NHS Tayside	Secondary Care	patient advised to attend A & E within 1 hour - for information only				5	8	1	4	3	6	10	4	3	7
NHS Tayside	Secondary Care	Patient advised to go to A&E	97	100	111	23									
NHS Tayside	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr	10	5	14	1									
NHS Tayside	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only					19	7	15	9	10	8	14	16	18
NHS Tayside	Secondary Care	Patient Suitable for MIU 4hr - Flow Hub to Arrange	106	94	95	106	112	90	107	106	81	98	80	115	100
NHS Tayside	Secondary Care	Pt advised to go to A&E				73	120	111	114	91	135	113	92	109	132
NHS Tayside	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub		1	1										
NHS Tayside	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services									1				1
NHS Tayside	Secondary Care	Speak to clinician 2 Hrs	32	32	16	22	19	30	19	20	13	16	19	16	12
NHS Tayside	Secondary Care	Speak to clinician 4 Hrs				39	44	42	40	34	46	35	43	47	46
NHS Tayside	Secondary Care	Speak to clinician within 4 Hrs	50	42	53	7									
NHS Tayside	Self Care/No Partner Action	Contact Breathing Space		1											
NHS Tayside	Self Care/No Partner Action	Contact Dentist Next Routine Appointment										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				2			2		1	1	1		
NHS Tayside	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1 hour	1												
NHS Tayside	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24				104	113	81	96	91	98	107	105	119	170
NHS Tayside	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 hours	128	114	121	17									1
NHS Tayside	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo							2	1					
NHS Tayside	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appointment over 24 hour		2		1									
NHS Tayside	Self Care/No Partner Action	Dental Nurse - Not Triage/Assessed	14	4	3	17	7	17	3	3	7	4	7	8	25
NHS Tayside	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent				1	2	1	4	2	3	1		3	2
NHS Tayside	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dentist	2	2	8										
NHS Tayside	Self Care/No Partner Action	Dental Nurse - Self Care	2		2										
NHS Tayside	Self Care/No Partner Action	Distress Brief Intervention	4	14	6	7	11	11	8	3	6	7	10	11	6
NHS Tayside	Self Care/No Partner Action	For information only	34	46	49	36	41	32	33	53	36	56	36	31	49
NHS Tayside	Self Care/No Partner Action	Patient given self care advice - For Information Only	135	162	136	18									
NHS Tayside	Self Care/No Partner Action	patient given self care dental advice - for information only				3	3	3	4	10	5	3	11	8	20
NHS Tayside	Self Care/No Partner Action	Pt advised to contact appropriate service - For Info Only		1											
NHS Tayside	Self Care/No Partner Action	Pt advised to contact CPN Team - For Information Only											1		1
NHS Tayside	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only	2	2	1	1		3	1	1					2
NHS Tayside	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	7	4	5	1	1		4	6	3	3	1	2	3
NHS Tayside	Self Care/No Partner Action	Pt advised to contact Optician - 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 Orthodontist - For Information Only				13		1				1			1
NHS Tayside	Self Care/No Partner Action	Pt advised to contact Pharmacist - 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 Police - For Information Only	1	3	4	3	2	2	3	3	3	1		1	3
NHS Tayside	Self Care/No Partner Action	Pt given self care advice - For Information Only				125	127	120	138	154	160	155	176	163	214
NHS Tayside	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only	4	5	6										
NHS Tayside	Self Care/No Partner Action	Triage refused, Pt terminated call - For information Only				4	1	6	3	7	3	5	8	3	7
NHS Tayside	Self Care/No Partner Action	Untrained call - OOH Service clinician to phone patient (blank)		1											
NHS Western Isles	Not assigned											1			
NHS Western Isles	Primary Care	CPN (Dr) to phone patient within 1 Hr		1			1	1							
NHS Western Isles	Primary Care	CPN (Dr) to phone patient within 2 Hrs	1			1	1				1		1		
NHS Western Isles	Primary Care	DN (Dr) phone patient within 1 Hr	1				1			1					
NHS Western Isles	Primary Care	DN (Dr) phone patient within 2 Hrs			2				1					1	1
NHS Western Isles	Primary Care	DN (Dr) phone patient within 4 Hrs		1	1	1	1	1	1	2		2		1	2
NHS Western Isles	Primary Care	Home Visit within 1 Hr	1	1	1				1						
NHS Western Isles	Primary Care	Home Visit within 2 Hrs	2	1	3	1	2	5	2	2	5	3	2	1	3
NHS Western Isles	Primary Care	Home Visit within 4 Hrs	2	7	3	1		1		2	4	2	1	4	4
NHS Western Isles	Primary Care	PCEC within 1 Hr		3	2	1			2	4	1	3		3	1
NHS Western Isles	Primary Care	PCEC within 2 Hrs	7	2	2	6	3	4	8	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					1					1	
NHS Western Isles	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only								1					
NHS Western Isles	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only		1											
NHS Western Isles	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only				2	1	3	3	2	2	1	3	2	3
NHS Western Isles	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	4	3		1				1	1				
NHS Western Isles	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only	3	1											
NHS Western Isles	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only													
NHS Western Isles	Primary Care	Speak to clinician within 1 Hr	1				1	1				2	1		2
NHS Western Isles	Primary Care	Speak to clinician within 2 Hrs		2	1	2			1	1	1		1	1	1
NHS Western Isles	Primary Care	Speak to clinician within 4 Hrs		1	1	3	3	3	3	3	2	1	4	2	5
NHS Western Isles	Secondary Care	999 contacted - For information only	6	9	7										
NHS Western Isles	Secondary Care	999 contacted, For information only				5	5	7	4	6	10	5	5	10	10
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					1	2	3	1	
NHS Western Isles	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only						1			1	2	3	1	
NHS Western Isles	Secondary Care	Patient Suitable for MIU 4hr - Flow Hub to Arrange	5	1	3	2	3	4	1	3	5	4	2	3	4
NHS Western Isles	Secondary Care	Pt advised to go to A&E				6	8	3	5	8	6	4	2	8	
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				2	1	3	2	1		2			2
NHS Western Isles	Secondary Care	Speak to clinician 2 Hrs	2				1	2				1			
NHS Western Isles	Secondary Care	Speak to clinician 4 Hrs				1	2	1	1		2				3
NHS Western Isles	Secondary Care	Speak to clinician within 4 Hrs				1									
NHS Western Isles	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24				3	1		4	2	5	4	2	5	6
NHS Western Isles	Self Care/No Partner Action	Dental Nurse - Not Triage/Assessed				1	1	1		1			1	1	4
NHS Western Isles	Self Care/No Partner Action	Distress Brief Intervention													1
NHS Western Isles	Self Care/No Partner Action	For information only	2	3											
NHS Western Isles	Self Care/No Partner Action	hub to arrange appointment within 24 hours		2		2		1	4	1	1	2	1	1	1
NHS Western Isles	Self Care/No Partner Action	Patient advised to contact registered GDP - Info Only	3			1									
NHS Western Isles	Self Care/No Partner Action	Patient given self care advice - For Information Only	1	1	7	2									
NHS Western Isles	Self Care/No Partner Action	patient given self care dental advice - for information only						1							1
NHS Western Isles	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only			1										
NHS Western Isles	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only				1	1					1			
NHS Western Isles	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only	1												
NHS Western Isles	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	1	1	3					1			3		2

[illegible]

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	398	339	310	321	427	464	358	388	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	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	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	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	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	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	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	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	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	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	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	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	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	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	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	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	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	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	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	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	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	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	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	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	00:00:09	00:00:09	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 Ending 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

