

NHS 24



Unscheduled Care Operational Statistics Official Statistics in Development Weekly Statistics

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

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Source:

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

This publication includes data for week ending: 12/10/2025 to 04/01/2026

Notes:

1) This document is Official Statistics in Development.

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

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

Definitions

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

Calendar day	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	29/12/2025	30/12/2025	31/12/2025	01/01/2026	02/01/2026	03/01/2026	04/01/2026	
Overall Call Volume	4122	3631	3444	3252	3475	7700	7450	3888	3409	3571	3356	3513	7867	7458	3648	3265	2852	4725	9259	9935	8330	3555	3291	2809	6992	10762	9484	8163	
Overall Calls Connected	3158	2815	2604	2667	2570	6055	6017	3234	2933	2933	2964	2936	6321	6363	3054	2854	2281	4053	8385	9331	7702	2758	2621	2313	6441	10004	8438	6898	
Caller Disconnected	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%	0.32%	0.49%	0.24%	0.13%	0.12%	0.18%	0.31%	
Overall Avg Patient Journey Time	00:43:44	00:44:33	00:40:38	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	00:34:17	00:32:33	00:30:56	00:26:04	00:32:14	00:32:17	00:31:18	
Triaged at First Contact %	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%	93.00%	92.00%	94.00%	96.00%	95.00%	93.00%	93.00%	93.00%	95.00%	96.00%	93.62%	92.83%	93.20%	94.78%
Median Time to Answer	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	00:11:53	00:08:13	00:02:33	00:00:09	00:00:09	00:00:56	00:05:36	
90th Percentile Time to Answer	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	00:33:03	00:31:15	00:33:26	00:18:46	00:19:10	00:26:16	00:32:21	

Week Endng Date	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	04/01/2026
Overall Call Volume	30752	29505	30154	31127	30758	29804	31055	32915	34039	33074	33062	42014	45056
Overall Calls Connected	25231	25289	24808	25340	25240	25631	25526	25727	25826	25786	27284	37460	39473
Caller Discontinued	0.27%	0.12%	0.26% *	0.27%	0.52%	0.20%	0.35%	0.56%	0.83%	0.63%	0.29%	0.17%	0.22%
Overall Avg Patient Journey Time	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	00:31:14
Triaged at First Contact %	95.62%	95.64%	93.00% *	94.00%	95.00%	94.00%	95.00%	95.00%	95.00%	95.00%	94.00%	94.00%	93.98%
Median Time to Answer	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	00:00:10
90th Percentile Time to Answer	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	00:25:47

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

Health Board	Car Group	Endpoint	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	04/01/2026	
NHS Ayrshire & Arran	Not assigned (blank)	Primary Care	0	0	0	0	0	0	0	0	0	0	0	0	0	
NHS Ayrshire & Arran	Primary Care	Contact Primary Care within 1 Hour (imme	14	12	11	7	9	10	2	14	12	13	9	15	16	
NHS Ayrshire & Arran	Primary Care	CPN (Dr) to phone patient within 1 Hr	22	24	25	17	16	12	7	15	22	12	24	25	30	
NHS Ayrshire & Arran	Primary Care	CPN (Dr) to phone patient within 2 Hrs	1	2	1	2	1	2	1	1	2	2	2	2	3	
NHS Ayrshire & Arran	Primary Care	DN (Dr) phone patient within 1 Hr	2	5	4	2	4	3	5	5	2	2	4	2	3	
NHS Ayrshire & Arran	Primary Care	DN (Dr) phone patient within 1 Hrs	2	4	5	6	5	6	3	4	4	5	2	3	12	
NHS Ayrshire & Arran	Primary Care	DN (Dr) phone patient within 4 Hrs	1	2												
NHS Ayrshire & Arran	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)	1													
NHS Ayrshire & Arran	Primary Care	Dr to phone patient within 4 Hrs (Disputed Outcome)	1													
NHS Ayrshire & Arran	Primary Care	Home Visit within 1 Hr	8	13	8	8	8	8	11	9	9	19	12	15	11	
NHS Ayrshire & Arran	Primary Care	Home Visit within 2 Hrs	37	38	32	27	24	30	35	36	41	24	32	67	60	
NHS Ayrshire & Arran	Primary Care	Home Visit within 4 Hrs	45	42	36	40	42	45	50	45	39	44	54	95	95	
NHS Ayrshire & Arran	Primary Care	Partner to Triage			1				1							
NHS Ayrshire & Arran	Primary Care	PCEC within 1 Hr	40	21	45	30	45	54	54	41	45	33	39	39	43	51
NHS Ayrshire & Arran	Primary Care	PCEC within 2 Hrs	165	134	115	111	139	160	156	148	166	137	146	234	224	
NHS Ayrshire & Arran	Primary Care	PCEC within 4 Hrs	290	329	292	284	263	341	343	363	319	337	346	625	711	
NHS Ayrshire & Arran	Primary Care	Pt advised to contact practice - For Information Only	9	7	7	2	3	4	7	6	7	4	3	9	15	
NHS Ayrshire & Arran	Primary Care	Pt advised to contact practice - For Information Only	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	2		1											
NHS Ayrshire & Arran	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only	33	41	47	74	75	67	68	63	94	90	73	78	53	
NHS Ayrshire & Arran	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	15	22	23											
NHS Ayrshire & Arran	Primary Care	Pt advised to contact practice within 4 Hrs - For Information Only	33	26	12	11	20	12	15	20	13	18	8	9	10	
NHS Ayrshire & Arran	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	9	3	3											
NHS Ayrshire & Arran	Primary Care	Speak to clinician within 1 Hr	15	9	20	13	14	10	14	13	8	7	9	8	23	
NHS Ayrshire & Arran	Primary Care	Speak to clinician within 2 Hrs	18	27	13	15	15	18	26	13	20	19	19	31	49	
NHS Ayrshire & Arran	Primary Care	Speak to clinician within 4 Hrs	41	41	40	48	42	43	35	43	56	48	47	86	129	
NHS Ayrshire & Arran	Secondary Care	999 - Ambulance (ASAP)							1	1						
NHS Ayrshire & Arran	Secondary Care	999 contacted - For information only	23	95	33	1	1			1						
NHS Ayrshire & Arran	Secondary Care	999 contacted, For information only	220	84	134	148	152	140	184	156	158	150	156	202	215	
NHS Ayrshire & Arran	Secondary Care	patient advised to go to A&E within 1 hour - for information only			4		1	3	6	2	3	4	7	6	6	
NHS Ayrshire & Arran	Secondary Care	Patient advised to go to A&E	24	88	22											
NHS Ayrshire & Arran	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr	5	9	4											
NHS Ayrshire & Arran	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only	20	18	15	14	15	18	12	13	15	16	11	24	24	
NHS Ayrshire & Arran	Secondary Care	Patient suitable for MU 4hr - Flow Hub to arrange	74	90	81	75	83	74	75	71	74	66	90	76	77	
NHS Ayrshire & Arran	Secondary Care	Pt advised to go to A&E	224	108	144	187	168	179	181	140	143	163	172	199	221	
NHS Ayrshire & Arran	Secondary Care	Speak to clinician 2 Hrs	23	23	20	11	15	9	10	20	17	17	14	5	14	
NHS Ayrshire & Arran	Secondary Care	Speak to clinician 4 Hrs	54	22	40	39	36	35	39	35	40	28	43	27	57	
NHS Ayrshire & Arran	Secondary Care	Speak to clinician within 4 Hrs	5	12	6											
NHS Ayrshire & Arran	Self Care/No Partner Action	Contact Family Planning Clinic	1													
NHS Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 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	137	137	177	
NHS Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Contact Dentist & Referral Appo	94	82	6											
NHS Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appointment over 24 hour														
NHS Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Not Triage/Assessed	1	3	14	3	8	3	2	8	5	4	22	7	5	
NHS Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dentist	1	0	1	1	1	1	1	1	1	3				
NHS Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Self Care	1	1	1											
NHS Ayrshire & Arran	Self Care/No Partner Action	Distress Brief Intervention	2	5	8	11	4	4	8	5	8	3	9	3	8	
NHS Ayrshire & Arran	Self Care/No Partner Action	Patient advised to contact CPN Team - For Info Only	47	35	38	24	40	39	33	20	30	25	30	47	56	
NHS Ayrshire & Arran	Self Care/No Partner Action	Patient given self care advice - For Information Only	63	79	22											
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only	2		1	4	5	1	2	3	6	5	9			
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only	1													
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	1	3	5	4	3	6	3	3	4	5	5	5	4	
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only	5	5	3	2	3	3	3	1	1	3	2	7	2	
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only														
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	17	9	16	13	16	17	11	22	17	15	12	34	29	
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt given self care advice - For Information Only	3	7	9	5	7	5	7	2	4	1	3	1	2	
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt given self care dental advice - For Information Only	50	40	89	99	81	104	126	117	122	123	112	137	162	
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt given self care advice - For Information Only	7	3												
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt refused - Pt terminated call - For Information Only	1	2	8	2	5	4	5	6	8	3	6	5	4	
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt refused - Pt terminated call - For Information Only	1	3	5	4	3	6	3	3	3	4	5	5	5	
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt refused - Pt terminated call - For Information Only	5	5	3	2	3	3	3	1	1	3	2	7	2	
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only														
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only														
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt given self care advice - For Information Only														
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt given self care dental advice - For Information Only														
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NHS Ayrshire & Arran	Self Care/No Partner Action	Pt refused - Pt terminated call														

NHS Fife	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24	1	1	1	2	99	90	69	88	95	146	183
NHS Fife	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 hours	2										
NHS Fife	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo	5	5	4	5	11	5	5	4	3	2	5
NHS Fife	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appointment over 24 hour	5	5	1	2	2	2	2	2	1	1	3
NHS Fife	Self Care/No Partner Action	Dental Nurse - Not Triage/Assessed	1	3	1								
NHS Fife	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dentist	4	1									
NHS Fife	Self Care/No Partner Action	Dental Nurse - Self Care	1										
NHS Fife	Self Care/No Partner Action	Distress Brief Intervention	12	7	11	7	9	11	11	6	6	8	6
NHS Fife	Self Care/No Partner Action	For Information Only	57	48	35	47	41	54	38	42	50	43	48
NHS Fife	Self Care/No Partner Action	Patient given self care advice - For Information Only	159	145	21								
NHS Fife	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only	1		2	3	6	1	1	6	3	10	4
NHS Fife	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only	1									2	8
NHS Fife	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	3	4	4	7	3	3	1	1	2	3	4
NHS Fife	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	11	8	3	4	4	5	2	3	6	8	5
NHS Fife	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only	1									1	1
NHS Fife	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	34	16	24	13	10	17	15	21	24	22	25
NHS Fife	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	2	2	6	4	3	4	3	3	4	5	7
NHS Fife	Self Care/No Partner Action	Pt given self care advice - For Information Only	1									6	6
NHS Fife	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only	3	2								149	149
NHS Fife	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only (blank)	4	3	7	1	6	5	7	10	9	8	12
NHS Fife Valley	Not assigned												
NHS Fife Valley	Primary Care	CPN (Dr) to phone patient within 1 Hr	5	11	1	2	11	5	4	6	3	9	12
NHS Fife Valley	Primary Care	CPN (Dr) to phone patient within 2 Hrs	18	11	17	8	18	10	13	11	4	15	13
NHS Fife Valley	Primary Care	DN (Dr) phone patient within 1 Hr	4	5	6	3							3
NHS Fife Valley	Primary Care	DN (Dr) phone patient within 2 Hrs	10	10	5	7	4	7	8	5	7	7	11
NHS Fife Valley	Primary Care	DN (Dr) phone patient within 4 Hrs	35	30	15	18	26	22	26	25	28	28	29
NHS Fife Valley	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)	1	2									
NHS Fife Valley	Primary Care	Dr to phone patient within 2 Hrs (Disputed Outcome)	3	6									
NHS Fife Valley	Primary Care	Home Visit within 1 Hr	12	7	6	4	6	2	3	1	6	4	7
NHS Fife Valley	Primary Care	Home Visit within 2 Hrs	27	26	25	19	13	26	17	26	20	17	24
NHS Fife Valley	Primary Care	Home Visit within 4 Hrs	29	36	21	29	31	29	16	31	30	35	43
NHS Fife Valley	Primary Care	Partner to Triage	1										
NHS Fife Valley	Primary Care	PCEC within 1 Hr	28	18	34	30	24	30	47	38	39	40	33
NHS Fife Valley	Primary Care	PCEC within 2 Hrs	34	44	145	116	100	101	122	120	115	108	110
NHS Fife Valley	Primary Care	PCEC within 4 Hrs	328	422	236	249	224	248	260	289	306	303	329
NHS Fife Valley	Primary Care	Pt advised to contact practice - For Information Only	6	7	7	10	3	5	1	3	7	5	6
NHS Fife Valley	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only	5	3									
NHS Fife Valley	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only	57	69	104	85	92	95	83	102	85	87	70
NHS Fife Valley	Primary Care	Pt advised to contact practice within 24 Hrs - For Information Only	72	77	27	24	19	25	27	19	19	10	15
NHS Fife Valley	Primary Care	Pt advised to contact practice within 4 Hrs - For Information Only	28	18	12								
NHS Fife Valley	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	21	21	12	17	11	10	22	16	15	17	17
NHS Fife Valley	Primary Care	Speak to clinician within 1 Hr	6	15	11	12	8	12	7	4	5	7	8
NHS Fife Valley	Primary Care	Speak to clinician within 2 Hrs	21	21	12	17	11	10	22	16	15	17	17
NHS Fife Valley	Primary Care	Speak to clinician within 4 Hrs	39	70	36	39	22	36	26	24	26	29	38
NHS Fife Valley	Primary Care	Secondary Care	118	134	19								
NHS Fife Valley	Secondary Care	999 contact - For Information Only	116	126	110	140	128	127	120	117	154	175	160
NHS Fife Valley	Secondary Care	999 contact - For Information Only	4	4	1	2	2	2	1	4	2	1	4
NHS Fife 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	160
NHS Fife Valley	Secondary Care	Patient advised to go to A&E	180	174	42								
NHS Fife Valley	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr	13	15	1								
NHS Fife Valley	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only	238	178	204	252	240	219	222	185	205	230	202
NHS Fife Valley	Secondary Care	Patient suitable for A&E - Flow Hub to erange	157	198	181	221	238	224	234	184	191	214	221
NHS Fife Valley	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub	1										
NHS Fife Valley	Secondary Care	Speak to clinician 2 Hrs	72	37	46	62	32	38	51	34	25	39	35
NHS Fife Valley	Secondary Care	Speak to clinician 4 Hrs	39	68	54	50	54	76	67	53	50	47	61
NHS Fife Valley	Secondary Care	Speak to clinician within 4 Hrs	54	51	13								
NHS Fife Valley	Self Care/No Partner Action	Access Briefing Space	1										
NHS Fife Valley	Self Care/No Partner Action	Contact Primary Care Clinic											1
NHS Fife Valley	Self Care/No Partner Action	Contact Phamacy											
NHS Fife Valley	Self Care/No Partner Action	Contact Public Health Nurse											
NHS Fife Valley	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1	1										
NHS Fife Valley	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1 hour	52	68	56	67	66	58	38	53	70	103	117
NHS Fife Valley	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24	59	70	12								
NHS Fife Valley	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo											
NHS Fife Valley	Self Care/No Partner Action	Dental Nurse - Not Triage/Assessed	1	4	3	13	6	7	3	2	2	5	4
NHS Fife Valley	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dentist	1										
NHS Fife Valley	Self Care/No Partner Action	Dental Nurse - Self Care	2										
NHS Fife Valley	Self Care/No Partner Action	For Information Only	6	8	19	16	7	11	12	8	6	7	5
NHS Fife Valley	Self Care/No Partner Action	Patient given self care advice - For Information Only	57	55	66	67	60	44	42	44	35	41	49
NHS Fife Valley	Self Care/No Partner Action	Patient given self care dental advice - For Information Only	102	109	22	24	2	3	4	6	2	5	3
NHS Fife Valley	Self Care/No Partner Action	Pt advised to contact CPN Team - For Information Only	1	1	3								
NHS Fife Valley	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only	2	5	2	3	4	7	3	2	3	2	10
NHS Fife Valley	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	12	8	5	9	5	3	5	6	5	4	3
NHS Fife Valley	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	1		1							1	1
NHS Fife Valley	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only	17	19	12	13	16	20	20	13	27	18	16
NHS Fife Valley	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	4	3	3	6	3	6	7	4	3	4	8
NHS Fife Valley	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	61	81	128	111	123	98	101	97	106	113	159
NHS Fife Valley	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only	23	16	4								
NHS Fife Valley	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only	15	13	13	14	6	10	16	11	3	18	4
NHS Fife Valley	Self Care/No Partner Action	Untriaged call - OOH Service clinician to phone patient	1										
NHS Grampian	Not assigned	(blank)											
NHS Grampian	Primary Care	Community GP Practice within 4 Hours (ASAP)	9	16	13	11	9	26	17	12	10	15	13
NHS Grampian	Primary Care	CPN (Dr) to phone patient within 1 Hr	18	24	24	26	19	20	20	21	12	19	20
NHS Grampian	Primary Care	CPN (Dr) to phone patient within 2 Hrs	5	1	2	3	8	1	3	3	1	2	1
NHS Grampian	Primary Care	DN (Dr) phone patient within 1 Hr	12	14	10	12	7	8	5	1	6	4	6
NHS Grampian	Primary Care	DN (Dr) phone patient within 2 Hrs	31	22	28	27	22	25	25	26	18	17	25
NHS Grampian	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)	4	1	1								
NHS Grampian	Primary Care	Dr to phone patient within 2 Hrs (Disputed Outcome)	1										
NHS Grampian	Primary Care	Home Visit within 1 Hr	13	17	13	12	16	17	8	12	20	12	14
NHS Grampian	Primary Care	Home Visit within 2 Hrs	50	49	46	45	58	43	47	37	44	69	57
NHS Grampian	Primary Care	Home Visit within 4 Hrs	65	61	53	60	51	49	47	61	52	59	61
NHS Grampian	Primary Care	PCEC within 1 Hr	59	47	47	45	45	43	74	65	57	67	76
NHS Grampian	Primary Care	PCEC within 2 Hrs	166	176	150	165	195	200	225	217	211	224	267
NHS Grampian	Primary Care	PCEC within 4 Hrs	475	368	406	437	364	409	429	458	466	522	522
NHS Grampian	Primary Care	Pt advised to contact practice - For Information Only	7	6	9	9	3	6	2	7	6	5	6
NHS Grampian	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only	5	7	2	4	4	1	11	4	5	6	6

NHS Grampian	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only	10	3	3	82	119	116	107	98	128	126	183	146	118	125	
NHS Grampian	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only	94	107	21	18	33	30	35	34	33	24	17	13	9	18	
NHS Grampian	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	46	40	15	20	12	17	19	18	15	17	15	19	29	31	
NHS Grampian	Primary Care	Speak to clinician within 1 Hr	36	33	25	40	24	37	43	30	22	30	38	57	78	78	
NHS Grampian	Primary Care	Speak to clinician within 4 Hrs	86	63	69	63	56	64	66	44	64	57	75	135	196		
NHS Grampian	Secondary Care	999 contacted - For information only	242	251	43	199	232	213	240	259	224	231	216	261	313	331	
NHS Grampian	Secondary Care	999 contacted. For information only	290	248	44	2	6	2	4	3	5	2	4	2	2	2	
NHS Grampian	Secondary Care	patient advised to attend A & E within 1 hour - for information only	16	16	2	13	19	11	26	25	29	23	13	22	33	36	
NHS Grampian	Secondary Care	Patient advised to go to A&E	221	221	220	208	214	215	199	191	176	226	180	160	182		
NHS Grampian	Secondary Care	Speak to clinician 2 Hrs	55	35	36	40	41	32	21	36	28	34	33	26	30		
NHS Grampian	Secondary Care	Speak to clinician 4 Hrs	57	56	11	66	70	50	68	66	59	59	73	75	69	62	
NHS Grampian	Self Care/No Partner Action	Contact Breathing Space															
NHS Grampian	Self Care/No Partner Action	Contact Dentist within 24 Hours															
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1	1	2	83	79	71	105	76	74	60	78	85	177	158		
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24	103	97	21	1	2						1	1	1		
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo	2	2	6	9	4	3	5	6	1	5	10	6	28	5	
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Not Triage/Assessed	1	1	5	2							1	2	5		
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dentist	2	3	5	4	9	9	10	14	3	3	7	15	8	8	
NHS Grampian	Self Care/No Partner Action	Patient given self care advice - For Information Only	85	89	65	53	63	62	52	35	55	63	57	96	89		
NHS Grampian	Self Care/No Partner Action	Patient given self care advice - For Information Only	156	159	28	2	1	1	4	5	1	2	3	4	10	15	
NHS Grampian	Self Care/No Partner Action	Pt advised to contact CPM Team - For Information Only	1	2	2	1			2			2	1		1		
NHS Grampian	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only	2	3	1	3	3	3	4	3	3	6	4	6	3	6	
NHS Grampian	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	6	4	11	5	3	8	4	3	6	6	5	7	13	10	
NHS Grampian	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	27	28	23	32	24	23	17	24	32	32	43	57	80		
NHS Grampian	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only	12	17	12	17	7	7	4	7	7	8	11	13			
NHS Grampian	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	17	20	3	115	136	140	164	170	165	197	184	201	263	247	
NHS Grampian	Self Care/No Partner Action	Pt given self care advice - For Information Only	1	1	4	6	13	10	2	9	9	6	4	9	7		
NHS Grampian	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only	1	1	2	2	2	2	5	1	3	3	1	4			
NHS Greater Glasgow & Clyde	Primary Care	Not assigned															
NHS Greater Glasgow & Clyde	Primary Care	Not assigned															
NHS Greater Glasgow & Clyde	Primary Care	Contact GP Practice within 12 Hours (Sam)	39	52	43	26	31	30	21	27	33	36	24	33	37		
NHS Greater Glasgow & Clyde	Primary Care	Contact GP Practice within 36 Hours (Sam)	47	62	52	51	77	50	56	55	73	57	57	69	78		
NHS Greater Glasgow & Clyde	Primary Care	Contact GP Practice within 4 Hours (ASAP)	1	3	4	7	2	5	2	8	4	2	5	8	5		
NHS Greater Glasgow & Clyde	Primary Care	CN to phone patient within 1 Hr	8	12	2	5	9	5	4	6	4	5	5	6	9		
NHS Greater Glasgow & Clyde	Primary Care	CN to phone patient within 2 Hrs	9	9	20	14	12	9	13	14	18	12	19	19	24		
NHS Greater Glasgow & Clyde	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)	2	2	5	2											
NHS Greater Glasgow & Clyde	Primary Care	Dr to phone patient within 2 Hrs (Disputed Outcome)	4	5													
NHS Greater Glasgow & Clyde	Primary Care	Dr to phone patient within 4 Hrs (Disputed Outcome)	30	27	27	32	21	36	36	20	45	36	39	66	56		
NHS Greater Glasgow & Clyde	Primary Care	Home Visit within 1 Hr	99	91	79	107	69	88	111	90	83	64	101	177	170		
NHS Greater Glasgow & Clyde	Primary Care	Home Visit within 2 Hrs	117	113	135	110	96	124	132	133	133	135	144	255	286		
NHS Greater Glasgow & Clyde	Primary Care	Home Visit within 4 Hrs															
NHS Greater Glasgow & Clyde	Primary Care	Partner to Triage	112	125	89	109	118	140	128	133	113	107	103	154	130		
NHS Greater Glasgow & Clyde	Primary Care	PCEC within 1 Hr	435	415	388	419	416	434	479	489	487	454	478	652	592		
NHS Greater Glasgow & Clyde	Primary Care	PCEC within 2 Hrs	1079	1026	948	956	867	1042	1082	1178	1097	966	1086	1818	2053		
NHS Greater Glasgow & Clyde	Primary Care	PCEC within 4 Hrs	23	20	17	12	13	29	11	14	20	22	23	20	39		
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact practice - For Information Only	16	11	5	7	16	19	10	15	10	22	6	6	10	6	
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only	279	255	71	38	76	86	70	67	91	52	48	31	35	33	
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact practice within 4 Hrs - For Information Only	100	92	24	38	43	45	34	28	32	28	34	33	72	66	
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	47	55	38	43	43	45	34	28	32	28	34	33	72	66	
NHS Greater Glasgow & Clyde	Primary Care	Speak to clinician within 1 Hr	64	74	69	77	60	69	71	69	77	61	62	129	135		
NHS Greater Glasgow & Clyde	Primary Care	Speak to clinician within 2 Hrs	172	172	141	146	112	139	128	113	134	133	126	273	346		
NHS Greater Glasgow & Clyde	Primary Care	Speak to clinician within 4 Hrs	450	469	84	1					3	1	1				
NHS Greater Glasgow & Clyde	Primary Care	Transport to PCEC within 4 hrs	372	441	402	485	463	464	411	406	431	581	514				
NHS Greater Glasgow & Clyde	Primary Care	999 contacted - For information only															
NHS Greater Glasgow & Clyde	Secondary Care	999 contacted. For information only															
NHS Greater Glasgow & Clyde	Secondary Care	Accident & Emergency (ASAP)															
NHS Greater Glasgow & Clyde	Secondary Care	patient advised to attend A & E within 1 hour - for information only	578	572	102	8	8	11	9	4	9	7	10	8	14	26	
NHS Greater Glasgow & Clyde	Secondary Care	Patient advised to go to A&E	43	45	3	27	54	37	40	39	35	37	40	40	65	61	
NHS Greater Glasgow & Clyde	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only	1	1	2	2	1	2	3	2	1	1	2	5			
NHS Greater Glasgow & Clyde	Secondary Care	Patient sent to A&E via Ambulance within 4 Hrs - Info Only	374	330	355	342	303	350	289	294	331	343	348	295	335		
NHS Greater Glasgow & Clyde	Secondary Care	Patient suitable for MU 4Hr - Flow Hub to orange	463	602	520	651	652	676	583	566	654	717	724				
NHS Greater Glasgow & Clyde	Secondary Care	Pt advised to go to A&E	57	47	61	64	66	64	50	53	36	57	72	42	43		
NHS Greater Glasgow & Clyde	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services	121	125	29	111	131	118	106	102	123	124	121	136	139	131	
NHS Greater Glasgow & Clyde	Secondary Care	Speak to clinician 2 Hrs															
NHS Greater Glasgow & Clyde	Secondary Care	Speak to clinician 4 Hrs															
NHS Greater Glasgow & Clyde	Secondary Care	Speak to clinician 4 Hrs															
NHS Greater Glasgow & Clyde	Secondary Care	Speak to clinician 4 Hrs															
NHS Greater Glasgow & Clyde	Secondary Care	Contact Breathing Space															
NHS Greater Glasgow & Clyde	Secondary Care	Contact Dentist Next Routine Appointment															
NHS Greater Glasgow & Clyde	Secondary Care	Contact Family Planning Clinic															
NHS Greater Glasgow & Clyde	Secondary Care	Dental Nurse - Contact Dentist within 1 hour															
NHS Greater Glasgow & Clyde	Secondary Care	Dental Nurse - Contact Dentist within 24	2	5		2	2	1	2	3	2	1	1	2	5		
NHS Greater Glasgow & Clyde	Secondary Care	Dental Nurse - Contact Dentist within 24 hours	253	272	47	168	263	195	269	227	215	218	236	320	366	477	
NHS Greater Glasgow & Clyde	Secondary Care	Dental Nurse - Contact Next Routine Appo															
NHS Greater Glasgow & Clyde	Secondary Care	Dental Nurse - Not Triage/Assessed	8	7	24	18	22	7	17	10	10	9	26	46	30		
NHS Greater Glasgow & Clyde	Secondary Care	Dental Nurse - Routine Contact with Dentist	3	2	3	4	5	3	1	3	5	3	5	3	5		
NHS Greater Glasgow & Clyde	Secondary Care	Dental Nurse - Self Care	3	2	2	1											
NHS Greater Glasgow & Clyde	Secondary Care	Dental Nurse - Self Care/No Partner Action	23	30	18	22	28	30	20	20	14	27	22	17	15		
NHS Greater Glasgow & Clyde	Secondary Care	Emergency Contraception	108	141	140	178	183	146	137	141	138	125	125	205	198		

NHS Lothian	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only	1	1	1	1	1	1	3
NHS Lothian	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	66	58	52	59	30	62	53
NHS Lothian	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	10	10	10	6	7	8	10
NHS Lothian	Self Care/No Partner Action	Pt advised to contact Public Health Nurse - For Information Only	1				3	4	6
NHS Lothian	Self Care/No Partner Action	Pt given self care advice - For Information Only					8	9	8
NHS Lothian	Self Care/No Partner Action	Self Care					113	113	123
NHS Lothian	Self Care/No Partner Action	Self Care/No Partner Action - Pt terminated call - For Information Only							
NHS Lothian	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only							
NHS Orkney	Primary Care	CPN (Dr) to phone patient within 1 Hr	11	10	9	16	3	10	7
NHS Orkney	Primary Care	CPN (Dr) to phone patient within 2 Hrs			1		1	2	
NHS Orkney	Primary Care	DN (Dr) phone patient within 2 Hrs	2	1			1	2	1
NHS Orkney	Primary Care	DN (Dr) phone patient within 4 Hrs	2	1	2				1
NHS Orkney	Primary Care	Home Visit within 1 Hr	3				1	1	1
NHS Orkney	Primary Care	Home Visit within 2 Hrs					1	1	1
NHS Orkney	Primary Care	Home Visit within 4 Hrs					2	2	2
NHS Orkney	Primary Care	PCEC within 1 Hr	4	2	1	1	3		1
NHS Orkney	Primary Care	PCEC within 2 Hrs	1	3	4		1	4	2
NHS Orkney	Primary Care	PCEC within 4 Hrs	4	1	1	3	2	1	4
NHS Orkney	Primary Care	PCEC within 4 Hrs	1	5	4	5	4	3	6
NHS Orkney	Primary Care	PCEC within 4 Hrs	7	9	8	7	13	5	8
NHS Orkney	Primary Care	Pt advised to contact practice - For Information Only							1
NHS Orkney	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only							1
NHS Orkney	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only							1
NHS Orkney	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only							1
NHS Orkney	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only							1
NHS Orkney	Primary Care	Speak to clinician within 1 Hr							1
NHS Orkney	Primary Care	Speak to clinician within 2 Hrs							1
NHS Orkney	Primary Care	Speak to clinician within 4 Hrs							1
NHS Orkney	Secondary Care	999 contacted - For information only							1
NHS Orkney	Secondary Care	999 contacted. For information only							1
NHS Orkney	Secondary Care	Patient advised to go to A&E							1
NHS Orkney	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr							1
NHS Orkney	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only							1
NHS Orkney	Secondary Care	Patient suitable for MU 4hr - Flow Hub to arrange							1
NHS Orkney	Secondary Care	Pt advised to go to A&E							1
NHS Orkney	Secondary Care	Remote & Refer A&E and Minor Injuries -Refer to Hub-care will be provided by local services							1
NHS Orkney	Secondary Care	Speak to clinician 2 Hrs							1
NHS Orkney	Secondary Care	Speak to clinician 4 Hrs							1
NHS Orkney	Secondary Care	Speak to clinician within 4 Hrs							1
NHS Orkney	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24							1
NHS Orkney	Self Care/No Partner Action	Dental Nurse - Not Triage/Assessed							1
NHS Orkney	Self Care/No Partner Action	Self Care/No Partner Action							1
NHS Orkney	Self Care/No Partner Action	For Information Only							1
NHS Orkney	Self Care/No Partner Action	Hub to arrange appointment within 24 hours							1
NHS Orkney	Self Care/No Partner Action	Pt given self care advice - For Information Only							1
NHS Orkney	Self Care/No Partner Action	Pt given self care dental advice - For Information Only							1
NHS Orkney	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only							1
NHS Orkney	Self Care/No Partner Action	Pt advised to contact Dentist within 4 Hrs - For Information Only							1
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							1
NHS Orkney	Self Care/No Partner Action	Pt advised to contact Police - For Information Only							1
NHS Orkney	Self Care/No Partner Action	Pt given self care advice - For Information Only							1
NHS Orkney	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only							1
NHS Orkney	Primary Care	Triage refused. Pt terminated call - For Information Only							1
NHS Shetland	Primary Care	999 contacted - For information only							1
NHS Shetland	Primary Care	999 contacted. For information only							1
NHS Shetland	Primary Care	Patient advised to go to A&E							1
NHS Shetland	Primary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only							1
NHS Shetland	Primary Care	Patient suitable for MU 4hr - Flow Hub to arrange							1
NHS Shetland	Primary Care	Pt advised to go to A&E							1
NHS Shetland	Secondary Care	Remote & Refer A&E and Minor Injuries -Refer to Hub-care will be provided by local services							1
NHS Shetland	Secondary Care	Speak to clinician 2 Hrs							1
NHS Shetland	Secondary Care	Speak to clinician 4 Hrs							1
NHS Shetland	Secondary Care	Speak to clinician within 4 Hrs							1
NHS Shetland	Secondary Care	Self Care/No Partner Action							1
NHS Shetland	Secondary Care	Dental Nurse - Contact Dentist within 24							1
NHS Shetland	Secondary Care	Dental Nurse - Not Triage/Assessed							1
NHS Shetland	Secondary Care	Self Care/No Partner Action							1
NHS Shetland	Secondary Care	For Information Only							1
NHS Shetland	Secondary Care	Hub to arrange appointment within 24 hours							1
NHS Shetland	Secondary Care	Pt advised to contact registered GpD - Info Only							1
NHS Shetland	Secondary Care	Pt given self care advice - For Information Only							1
NHS Shetland	Secondary Care	Pt advised to contact Midwife - For Information Only							1
NHS Shetland	Secondary Care	Pt advised to contact Optician - For Information Only							1
NHS Shetland	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only							1
NHS Shetland	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only							1
NHS Shetland	Self Care/No Partner Action	Pt advised to contact Police - For Information Only							1
NHS Shetland	Self Care/No Partner Action	Pt given self care advice - For Information Only							1
NHS Shetland	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only							1
NHS Shetland	Not assigned	Not assigned							1
NHS Shetland	Primary Care	Common GP Practice within 4 Hrs (ASAP)							1
NHS Shetland	Primary Care	CPN (Dr) to phone patient within 1 Hr							1
NHS Shetland	Primary Care	CPN (Dr) to phone patient within 2 Hrs	20	11	11	12	10	12	6
NHS Shetland	Primary Care	CPN (Dr) to phone patient within 4 Hrs	23	33	22	24	17	23	19
NHS Shetland	Primary Care	DN (Dr) phone patient within 1 Hr	3	4	3	2	5	5	3
NHS Shetland	Primary Care	DN (Dr) phone patient within 2 Hrs	13	13	16	17	10	8	6
NHS Shetland	Primary Care	DN (Dr) phone patient within 4 Hrs	33	26	40	41	29	29	44
NHS Shetland	Primary Care	Dr to phone patient within 4 Hrs (Disputed Outcome)	2	2					
NHS Shetland	Primary Care	Home Visit within 1 Hr	12	5	9	9	11	5	11
NHS Shetland	Primary Care	Home Visit within 2 Hrs	43	35	33	37	25	32	37
NHS Shetland	Primary Care	Home Visit within 4 Hrs	69	67	38	47	27	44	43

Care Group	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	04/01/2026
PCARE	12082	11751	10486	10318	11044	11729	11783	12232	12316	12281	12664	19515	20813
SCARE	7668	7380	7346	7407	7314	7766	7490	7392	7065	7135	8017	8601	9075
SLFC_NPA	4420	4357	4014	3982	4266	4471	4277	4108	4219	4239	4788	6696	7008
Not assigned	11	14	74	0	157	243	208	146	156	149	194	432	457
Total	24181	23502	21920	21707	22781	24209	23758	23878	23756	23804	25663	35244	37353

Care Group	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	04/01/2026
PCARE	49.96%	50.00%	47.84%	47.53%	48.48%	48.45%	49.60%	51.23%	51.84%	51.59%	49.35%	55.37%	55.72%
SCARE	31.71%	31.40%	33.51%	34.12%	32.11%	32.08%	31.53%	30.96%	29.74%	29.97%	31.24%	24.40%	24.30%
SLFC_NPA	18.28%	18.54%	18.31%	18.34%	18.73%	18.47%	18.00%	17.20%	17.76%	17.81%	18.66%	19.00%	18.76%
Not assigned	0.05%	0.06%	0.34%	0.00%	0.69%	1.00%	0.88%	0.61%	0.66%	0.63%	0.76%	1.23%	1.22%

Calendar day	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	29/12/2025	30/12/2025	31/12/2025	01/01/2026	02/01/2026	03/01/2026	04/01/2026
Overall Call Volume	377	398	339	310	321	427	464	358	388	341	316	313	456	434	332	326	339	359	475	478	469	366	345	331	461	522	519	454
Overall Calls Connected	338	337	278	297	294	348	383	340	330	309	269	284	425	388	315	296	285	303	451	469	448	334	303	242	389	479	489	422
Median Time to Answer	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	
90th Percentile Time to Answer	00:06:45	00:07:21	00:12:58	00:06:09	00:03:35	00:10:05	00:12:02	00:03:24	00:11:21	00:05:36	00:07:42	00:03:55	00:03:29	00:09:37	00:02:09	00:07:39	00:14:34	00:09:12	00:01:56	00:00:53	00:00:09	00:06:31	00:07:28	00:31:24	00:15:09	00:06:17	00:03:08	00:01:45

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

Week Endng Date	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	04/01/2026
Overall Call Volume	2979	2840	2778	2783	2893	2734	2673	2736	2741	2636	2606	2778	2998
Overall Calls Connected	2392	2392	2191	2170	2297	2240	2200	2239	2244	2275	2345	2567	2658
Median Time to Answer	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	00:00:09
90th Percentile Time to Answer	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	00:07:56

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

