

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	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	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	2567	2570	6055	6017	3234	2933	2933	2664	2936	6321	6363	3054	2654	2281	4053	8385	9331	7702	2758	2621	2313	6441	10004	8438	6868
Caller Discontinued	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	00:49:38	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	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%	96.00%	95.00%	93.00%	92.00%	94.00%	96.00%	95.00%	95.00%	93.00%	93.00%	93.00%	95.00%	95.48%	96.07%	96.40%	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
95th 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	00:28:16	00:32:21

Week Ending 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

NHS Board	Care 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	Primary Care	Not assigned (blank)	0	2	0	1	0	0	1	1	0	0	0	1	0
NHS Ayrshire & Arran	Primary Care	Contact Primary Care within 1 Hour (Imme)													
NHS Ayrshire & Arran	Primary Care	CNP (Dr) to phone patient within 1 Hr	14	12	11	7	9	10	2	14	12	13	9	15	16
NHS Ayrshire & Arran	Primary Care	CNP (Dr) to phone patient within 2 Hrs	14	12	14	25	17	24	12	15	22	12	24	25	24
NHS Ayrshire & Arran	Primary Care	DN (Dr) phone patient within 1 Hr	1	2	1	2	1	2	1	5	2	2	2	2	2
NHS Ayrshire & Arran	Primary Care	DN (Dr) phone patient within 2 Hrs	2	5	4	2	4	4	3	5	2	2	4	2	3
NHS Ayrshire & Arran	Primary Care	DN (Dr) phone patient within 4 Hrs	2	4	5	6	5	6	3	4	4	5	2	3	12
NHS Ayrshire & Arran	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)	1	2											
NHS Ayrshire & Arran	Primary Care	Dr to phone patient within 4 Hrs (Disputed Outcome)	1	1											
NHS Ayrshire & Arran	Primary Care	Home Visit within 1 Hr	8	13	8	8	8	8	11	9	9	9	19	12	15
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	34	40	42	45	50	45	39	44	54	95	95
NHS Ayrshire & Arran	Primary Care	Partner to 1 Hr			1										
NHS Ayrshire & Arran	Primary Care	PCEC within 1 Hr	40	21	45	30	45	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	299	309	299	284	341	343	363	319	337	346	626	711	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 within 12 Hrs - For Information Only	1	7	3	1	5	1	2	5	5	8	2	3	2
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	13	13	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	18	26	13	20	19	19	31	49	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 contacted - For Information only	23	95	33	1	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 attend A & E within 1 hour - for information only			4	1	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	20	18	15	14	15	18	12	13	15	16	11	24	24
NHS Ayrshire & Arran	Secondary Care	Patient suitable for IMU 4hr - Flow Hub to arrange	24	94	90	81	75	83	74	75	71	74	66	90	76
NHS Ayrshire & Arran	Secondary Care	Pt advised to go to A&E	224	106	144	167	168	179	181	140	143	163	172	199	221
NHS Ayrshire & Arran	Secondary Care	Speak to clinician 2 Hrs	3	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													
NHS Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 hours	94	82	6										
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		2	1						1				
NHS Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Not Triaged/Assessed	1	3	0	3	8	3	2	8	5	4	22	7	
NHS Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Routine Contact With Dent	1	1	14	1		1		1					
NHS Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Self Care	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	For Information Only	47	35	38	24	40	39	33	20	30	25	30	47	56
NHS Ayrshire & Arran	Self Care/No Partner Action	Patient advised to contact CPN Team - For Info Only	2	2	1										
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	Patient given self care dental advice - For Information Only	2	2	1	4	5	1	1	2	3	6	5	9	
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact Dental - For Information Only	2	2									1	3	
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only													
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact Midwife for Information Only	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	5	5	3	2	3	3	1	1	1	1	3	2	7
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only			3	1									
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	17	9	16	13	16	17	11	22	17	15	12	34	162
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	3	7	9										
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt given self care advice - For Information Only	50	40	89	99	81	104	126	117	122	123	112	137	29
NHS Ayrshire & Arran	Self Care/No Partner Action	Refused - Pt terminated call - For Information Only	7	3	1										
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	4
NHS Borders	Primary Care	Not assigned (blank)													
NHS Borders	Primary Care	CNP (Dr) to phone patient within 1 Hr	6	6	2	4	4	4	6	4	6	5	3	6	7
NHS Borders	Primary Care	CNP (Dr) to phone patient within 2 Hrs	13	8	2	3	7	9	10	4	2	2	8	3	5
NHS Borders	Primary Care	DN (Dr) phone patient within 1 Hr	3	2	1	3	1	2			1	1	2	4	4
NHS Borders	Primary Care	DN (Dr) phone patient within 2 Hrs	2	2	2	2	2	2	2	2	2	2	2	2	5
NHS Borders	Primary Care	DN (Dr) phone patient within 4 Hrs	11	20	19	10	9	16	20	16	8	12	13	25	19
NHS Borders	Primary Care	Dr to phone patient within 2 Hrs (Disputed Outcome)		1											
NHS Borders	Primary Care	Home Visit within 1 Hr	7	7	1	4	2		1	6	4	6	3	1	8
NHS Borders	Primary Care	Home Visit within 2 Hrs	42	7	10	11	4	3	9	14	6	6	22	14	21
NHS Borders	Primary Care	Home Visit within 4 Hrs	12	22	14	14	7	12	16	10	7	6	12	28	40
NHS Borders	Primary Care	PCEC within 1 Hr	8	7	12	4	12	7	12	5	5	6	7	4	13
NHS Borders	Primary Care	PCEC within 2 Hrs	21	27	25	37	21	38	30	34	35	36	33	61	61
NHS Borders	Primary Care	PCEC within 4 Hrs	62	70	65	74	44	67	61	64	56	63	67	47	61
NHS Borders	Primary Care	Pt advised to contact practice - For Information Only	1	2	2	2	3	2	1	1	2	3	1	6	1
NHS Borders	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only													
NHS Borders	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only	1	2											
NHS Borders	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only	3	23	19	30	17	30							
NHS Borders	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	19	18	4				23	15	24	27	27	20	15
NHS Borders	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only			3	9	9	6	3	8	2	8	4	5	3
NHS Borders	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	8	6	1										
NHS Borders	Primary Care	Speak to clinician within 1 Hr	5	9	3	5	2	5	3	3	2	2	6	4	6
NHS Borders	Primary Care	Speak to clinician within 2 Hrs	5	9	3	7	1	5	5	9	1	7	12	10	15
NHS Borders	Primary Care	Speak to clinician within 4 Hrs	9	13	10	9	9	12	7	12	6	10	25	35	
NHS Borders	Secondary Care	999 contacted - For Information only	40	47	9										
NHS Borders	Secondary Care	999 contacted - For Information only	3	3	46	55	49	46	53	29	32			66	55
NHS Borders	Secondary Care	patient advised to attend A & E within 1 hour - for information only			1	2	2		1		2	4			4
NHS Borders	Secondary Care	Patient advised to go to A&E	45	44	6										
NHS Borders	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr	3	1	3	6	3	3	8	6	2	3	3	9	7
NHS Borders	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only													
NHS Borders	Secondary Care	Patient suitable for IMU 4hr - Flow Hub to arrange	41	44	53	42	36	43	29	33	39	41	32	41	50
NHS Borders	Secondary Care	Pt advised to go to A&E	36	57	51	57	51	57	49	43	34	44	49	53	72
NHS Borders	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services			1										
NHS Borders	Secondary Care	Speak to clinician 2 Hrs	15	6	9	16	10	12	9	5	5	11	8	6	11
NHS Borders	Secondary Care	Speak to clinician 4 Hrs	14	15	14	11	12	19	13	11	17	16	17		
NHS Borders	Secondary Care	Speak to clinician within 4 Hrs	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													
NHS Borders	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo			14	16	13	23	20	13	7	18	21	37	32
NHS Borders	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo			1	1									
NHS Borders	Self Care/No Partner Action	Dental Nurse - Not Triaged/Assessed			1	2			1		3		3	7	1
NHS Borders	Self Care/No Partner Action	Dental Nurse -Routine Contact with Dent			3	3							1		
NHS Borders	Self Care/No Partner Action	Dental Nurse - Self Care	1	1											
NHS Borders	Self Care/No Partner Action	Distress Brief Intervention	1	3	1	2	1	4		1		4	2	3	1
NHS Borders	Self Care/No Partner Action	For information Only	22	11	18	9	16	12	11	9	10	10	16	22	14
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	29	35	6										

NHS Borders	Self Care/No Partner Action	Patient given self care dental advice - For Information Only				1	2		1	2			1		3	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 Dentist - For Information Only													3	
NHS Borders	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	2	2		2	1	1	1		1	1			1	1
NHS Borders	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	3	1	2		3	1	1	3	2	1	2	2	2	1
NHS Borders	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	5	4	4	3	2	2	5	6	6	4	3	9	8	
NHS Borders	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	2	2							1					1
NHS Borders	Self Care/No Partner Action	Pt given self care advice - For Information Only			25	41	24	38	35	31	27	31	45	48	37	
NHS Borders	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only	2							2						
NHS Borders	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only				3		3	1	2	3	3	1	2	2	
NHS Dumfries & Galloway	Not assigned	(blank)														
NHS Dumfries & Galloway	Primary Care	CPN (Dr) to phone patient within 1 Hr	6	1	4	1	8	3	2	8	3	2	5	1	2	
NHS Dumfries & Galloway	Primary Care	CPN (Dr) to phone patient within 2 Hrs	5	4	9	9	3	5	9	7	4	2	5	11	9	
NHS Dumfries & Galloway	Primary Care	DN (Dr) phone patient within 1 Hr	1	5	1	2	2	2	4	4	2	2	2	1	3	
NHS Dumfries & Galloway	Primary Care	DN (Dr) phone patient within 2 Hrs	12	10	4	6	4	6	4	3	5	8	5	12	8	
NHS Dumfries & Galloway	Primary Care	DN (Dr) phone patient within 4 Hrs	30	31	23	15	16	22	22	16	14	18	29	29	45	
NHS Dumfries & Galloway	Primary Care	Home Visit within 1 Hr	2	2	2	3	3	1	9	3	1	2	1	5	6	
NHS Dumfries & Galloway	Primary Care	Home Visit within 2 Hrs	14	13	10	9	10	12	13	12	10	12	12	19	21	
NHS Dumfries & Galloway	Primary Care	Home Visit within 4 Hrs	16	11	19	12	13	9	13	21	8	12	10	29	43	
NHS Dumfries & Galloway	Primary Care	PCEC within 1 Hr	14	16	10	11	10	10	15	8	8	8	15	19	19	
NHS Dumfries & Galloway	Primary Care	PCEC within 2 Hrs	38	47	37	35	42	56	29	44	39	35	46	63	79	
NHS Dumfries & Galloway	Primary Care	PCEC within 4 Hrs	69	122	92	80	75	83	89	92	86	80	82	200	218	
NHS Dumfries & Galloway	Primary Care	Pt advised to contact practice - For Information Only		2	3				2		1	1	1	4	3	
NHS Dumfries & Galloway	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only			1	1		1		4	2	1		1		
NHS Dumfries & Galloway	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only	1													
NHS Dumfries & Galloway	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only			10	18	15	27	15	17	15	15	33	22	19	
NHS Dumfries & Galloway	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	22	15		1	9	9	5	3	4	3	5	2	3	
NHS Dumfries & Galloway	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only														
NHS Dumfries & Galloway	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	7	4	2											
NHS Dumfries & Galloway	Primary Care	Speak to clinician within 1 Hr	1	4	5	3	3	4	5	6	3	4	2	4	7	
NHS Dumfries & Galloway	Primary Care	Speak to clinician within 2 Hrs	12	12	9	4	8	4	9	12	8	6	7	12	10	
NHS Dumfries & Galloway	Primary Care	Speak to clinician within 4 Hrs	23	24	13	17	21	8	11	15	11	9	9	37	46	
NHS Dumfries & Galloway	Secondary Care	999 - Ambulance (ASAP)														
NHS Dumfries & Galloway	Secondary Care	999 contacted - For information only	41	51	10											
NHS Dumfries & Galloway	Secondary Care	999 contacted. For information only			30	70	61	56	49	46	48	46	46	73	83	
NHS Dumfries & Galloway	Secondary Care	patient advised to attend A & E within 1 hour - for information only			2	1			0			1	2	4	3	
NHS Dumfries & Galloway	Secondary Care	Patient advised to go to A&E	38	46	12											
NHS Dumfries & Galloway	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr	5	2		5	7	2	2	2	3	5	3	4	4	7
NHS Dumfries & Galloway	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only														
NHS Dumfries & Galloway	Secondary Care	Patient suitable for MIU 4hr - Flow Hub to arrange	11	14	13	16	8	12	8	9	15	10	12	8	28	
NHS Dumfries & Galloway	Secondary Care	Pt advised to go to A&E			31	61	56	55	47	42	43	39	62	74	74	
NHS Dumfries & Galloway	Secondary Care	Speak to clinician 2 Hrs	3	3	3	3	2	2	4	3	2	3	2	1	3	
NHS Dumfries & Galloway	Secondary Care	Speak to clinician 4 Hrs			3	9	14	10	10	12	4	7	6	14	8	
NHS Dumfries & Galloway	Secondary Care	Speak to clinician within 4 Hrs	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														
NHS Dumfries & Galloway	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24			29	36	23	33	28	25	33	32	43	70	73	
NHS Dumfries & Galloway	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 hours	41	46	1											
NHS Dumfries & Galloway	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo											1		1	
NHS Dumfries & Galloway	Self Care/No Partner Action	Dental Nurse - Not Triaged/Assessed		1	2		1	3	1	2	1	2	4	11	10	
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	1	1												
NHS Dumfries & Galloway	Self Care/No Partner Action	Distress Brief Intervention	3	1	2	5	3	2	4	1		3	2	1	1	
NHS Dumfries & Galloway	Self Care/No Partner Action	For Information Only			10	9	11	12	11	7	9	10	6	16	18	
NHS Dumfries & Galloway	Self Care/No Partner Action	Patient given self care advice - For Information Only	34	24	2											
NHS Dumfries & Galloway	Self Care/No Partner Action	Patient given self care dental advice - For Information Only				1						2		1	3	
NHS Dumfries & Galloway	Self Care/No Partner Action	Pt advised to contact appropriate service - For info Only				1										
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 GUIM Clinic - For Information Only						1								
NHS Dumfries & Galloway	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only				2	2						1	2		
NHS Dumfries & Galloway	Self Care/No Partner Action	Pt advised to contact Outclin - For Information Only						1	1	5	1					
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	6	6	4	4	5	4	7	8	9	4	2	13	11	
NHS Dumfries & Galloway	Self Care/No Partner Action	Pt advised to contact Police - For Information Only		1	1	3				1	2	1				
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	59	
NHS Dumfries & Galloway	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only	4	1												
NHS Dumfries & Galloway	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only				2	2	1	1	1		1	1	5	1	
NHS Dumfries & Galloway	Self Care/No Partner Action	(blank)					2					1		1		
NHS Fife	Not assigned	(blank)														
NHS Fife	Primary Care	Contact GP Practice within 4 Hours (ASAP)										1		1		0
NHS Fife	Primary Care	CPN (Dr) to phone patient within 1 Hr	16	19	10	10	16	16	10	11	16	17	11	12	19	
NHS Fife	Primary Care	CPN (Dr) to phone patient within 2 Hrs	17	15	25	17	18	20	24	23	18	18	21	33	32	
NHS Fife	Primary Care	DN (Dr) phone patient within 1 Hr	3	5	3	5	8	3	5	6	2	6	4	7	2	
NHS Fife	Primary Care	DN (Dr) phone patient within 2 Hrs	17	19	12	6	12	7	10	8	9	10	12	21	11	
NHS Fife	Primary Care	DN (Dr) phone patient within 4 Hrs	50	43	34	36	35	42	32	43	49	37	38	73	66	
NHS Fife	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)	3	3												
NHS Fife	Primary Care	Dr to phone patient within 4 Hrs (Disputed Outcome)	1													
NHS Fife	Primary Care	Home Visit within 1 Hr	14	6	10	11	8	8	4	1	7	4	3	16	12	
NHS Fife	Primary Care	Home Visit within 2 Hrs	48	29	28	36	22	28	24	25	28	37	39	54	55	
NHS Fife	Primary Care	Home Visit within 4 Hrs	57	55	43	29	30	38	43	35	44	42	45	78	102	
NHS Fife	Primary Care	PCEC within 1 Hr	38	31	35	39	39	41	49	46	36	43	35	69	54	
NHS Fife	Primary Care	PCEC within 2 Hrs	168	139	125	121	121	158	158	158	154	158	214	220		
NHS Fife	Primary Care	PCEC within 4 Hrs	518	296	257	235	250	264	306	342	342	343	362	635	688	
NHS Fife	Primary Care	Pt advised to contact practice - For Information Only	6	5	4	6	6	6	6	11	5	4	10	14		
NHS Fife	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only				3	8	6	2	3	5	4	7	3	6	
NHS Fife	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only	6	5	1											
NHS Fife	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only			58	75	73	98	84	84	97	130	113	82	88	
NHS Fife	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	101	67	23											
NHS Fife	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only			15	31	25	20	19	16	14	28	7	15	17	
NHS Fife	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	21	35	11											
NHS Fife	Primary Care	Speak to clinician within 1 Hr	12	5	12	14	11	11	12	7	8	10	13	13	18	
NHS Fife	Primary Care	Speak to clinician within 2 Hrs	33	19	13	23	24	20	23	12	21	32	12	48	36	
NHS Fife	Primary Care	Speak to clinician within 4 Hrs	74	39	47	36	31	33	39	39	40	35	53	78	98	
NHS Fife	Primary Care	Triage refused therefore Dr requested to phone patient	1													
NHS Fife	Secondary Care	999 contacted - For information only	165	173	26		1		4							
NHS Fife	Secondary Care	999 contacted. For information only			122	150	142	168	155	126	123	126	152	211	209	
NHS Fife	Secondary Care	patient advised to attend A & E within 1 hour - for information only			2	5	4	4	3	5	4	3	4	4	2	
NHS Fife	Secondary Care	Patient advised to go to A&E	195	179	26											
NHS Fife	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr	8	15	2											
NHS Fife	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only			9	15	14	14	14	17	12	16	11	18	18	
NHS Fife	Secondary Care	Patient suitable for MIU 4hr - Flow Hub to arrange	127	129	113	107	127	105	114	116	109	102	117	109	105	
NHS Fife	Secondary Care	Pt advised to go to A&E			141	186	184	213	199	195	184	174	239	237	263	
NHS Fife	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services										1				
NHS Fife	Secondary Care	Speak to clinician 2 Hrs	21	19	26	23	26	16	23	17	19	20	14	24	28	
NHS Fife	Secondary Care	Speak to clinician 4 Hrs			35	52	58	46	32	58	45	47	49	5		

NHS Fife	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1				1	1	1	2					1	1	
NHS Fife	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24				85	101	73	97	99	90	69	88	95	146	183
NHS Fife	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 hours	101	118	14	1	1	1	1							
NHS Fife	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo													1	
NHS Fife	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appointment over 24 hour		2												
NHS Fife	Self Care/No Partner Action	Dental Nurse - Not Triage/Assessed	5	5	4	5	11	5	5	4	3	2	5	11	10	
NHS Fife	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent			1	2	2		2		2		1	3	3	
NHS Fife	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dentist	1	3												
NHS Fife	Self Care/No Partner Action	Dental Nurse - Self Care	4	1												
NHS Fife	Self Care/No Partner Action	Distress Brief Intervention	12	7	11	7	9	11	11	6	6	8	6	7	3	
NHS Fife	Self Care/No Partner Action	For Information Only	57	48	35	47	41	54	38	42	50	43	48	72	60	
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	Patient given self care dental advice - For Information Only	1		2	3	6	1	1	6	3	10	4	12		
NHS Fife	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only	1	2					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	4	4	
NHS Fife	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	11	8	3	4	4	4	5	2	3	6	8	8	5	
NHS Fife	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only			1								1			
NHS Fife	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	34	18	21	13	10	17	15	21	24	22	25	33	49	
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	6	6	
NHS Fife	Self Care/No Partner Action	Pt given self care advice - For Information Only			85	124	122	120	136	149	139	149	153	208	179	
NHS Fife	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only	3	2												
NHS Fife	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only			4	3	7	1	6	5	7	10	9	8	12	
NHS Fife	Not assigned	(blank)						1	1		1					
NHS Forth Valley	Primary Care	CPN (Dr) to phone patient within 1 Hr	5	11	1	2	11	5	4	6	3	9	12	12	10	
NHS Forth Valley	Primary Care	CPN (Dr) to phone patient within 2 Hrs	18	11	17	8	18	10	13	11	4	15	13	25	25	
NHS Forth Valley	Primary Care	DN (Dr) phone patient within 1 Hr	4	5	6	3	1	1	1	2	1	5	3	6		
NHS Forth Valley	Primary Care	DN (Dr) phone patient within 2 Hrs	10	10	5	7	4	7	8	5	7	3	7	11	14	
NHS Forth Valley	Primary Care	DN (Dr) phone patient within 4 Hrs	35	30	15	18	26	22	26	25	28	28	29	51	53	
NHS Forth Valley	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)	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)	3	6												
NHS Forth Valley	Primary Care	Home Visit within 1 Hr	12	7	6	4	6	2	3	1	6	4	7	7	10	
NHS Forth Valley	Primary Care	Home Visit within 2 Hrs	27	26	25	19	13	26	17	26	20	17	24	46	51	
NHS Forth Valley	Primary Care	Home Visit within 4 Hrs	29	38	21	29	31	29	16	31	30	35	43	56	69	
NHS Forth Valley	Primary Care	Partner to Triage			1											
NHS Forth Valley	Primary Care	PCEC within 1 Hr	28	18	34	30	24	30	47	36	30	40	33	60	63	
NHS Forth Valley	Primary Care	PCEC within 2 Hrs	94	145	116	106	101	122	120	116	108	138	116	197	179	
NHS Forth Valley	Primary Care	PCEC within 4 Hrs	328	422	236	249	224	246	266	289	306	303	329	534	614	
NHS Forth Valley	Primary Care	Pt advised to contact practice - For Information Only	6	7	7	10	3	5	1	3	7	5	6	3	8	
NHS Forth Valley	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only			2	6	7	7	2	4	9	4	2	2	1	
NHS Forth Valley	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only	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	70	
NHS Forth Valley	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	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	15	
NHS Forth Valley	Primary Care	Pt advised to contact practice within 4 Hrs - Info Only	28	18	12											
NHS Forth Valley	Primary Care	Speak to clinician within 1 Hr	6	15	11	12	8	12	7	4	5	7	8	14	15	
NHS Forth Valley	Primary Care	Speak to clinician within 2 Hrs	21	21	12	17	11	10	22	16	15	17	17	32	33	
NHS Forth Valley	Primary Care	Speak to clinician within 4 Hrs	39	70	36	39	22	36	26	24	26	29	38	78	92	
NHS Forth Valley	Secondary Care	999 contacted - For information only	118	134												
NHS Forth Valley	Secondary Care	999 contacted. For information only			116	126	110	140	128	127	120	117	154	175	160	
NHS Forth Valley	Secondary Care	patient advised to attend A & E within 1 hour - for information only			4	4	1	2	1	2	1	4	2	1	4	
NHS Forth Valley	Secondary Care	Patient advised to go to A&E	180	174	42											
NHS Forth Valley	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr	13	15	1											
NHS Forth Valley	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only			11	15	6	8	13	14	6	11	13	10	17	
NHS Forth Valley	Secondary Care	Patient suitable for IMU 4hr - Flow Hub to arrange	238	178	204	252	240	215	222	185	205	230	202	150	179	
NHS Forth Valley	Secondary Care	Pt advised to go to A&E			157	198	181	221	238	224	184	191	214	221	244	
NHS Forth Valley	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub		1												
NHS Forth Valley	Secondary Care	Speak to clinician 2 Hrs	72	37	46	62	32	38	51	34	25	39	35	29	46	
NHS Forth Valley	Secondary Care	Speak to clinician 4 Hrs	39	68	54	50	54	54	76	67	53	50	47	61		
NHS Forth Valley	Secondary Care	Speak to clinician within 4 Hrs	54	51	13											
NHS Forth Valley	Self Care/No Partner Action	Contact Breathing Space							1							
NHS Forth Valley	Self Care/No Partner Action	Contact Family Planning Clinic													1	
NHS Forth Valley	Self Care/No Partner Action	Contact Pharmacist							0							
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			1						1			1		
NHS Forth Valley	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1 hour		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	117	
NHS Forth Valley	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 hours	59	70	12											
NHS Forth Valley	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo							1		1					
NHS Forth Valley	Self Care/No Partner Action	Dental Nurse - Not Triage/Assessed	1	4	13	6	7	3	3	2	2	5	4	16	6	
NHS Forth Valley	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent			2				1		1				1	
NHS Forth Valley	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dentist	1													
NHS Forth Valley	Self Care/No Partner Action	Dental Nurse - Self Care		2												
NHS Forth Valley	Self Care/No Partner Action	Distress Brief Intervention	6	8	13	16	7	11	12	8	6	7	5	6	9	
NHS Forth Valley	Self Care/No Partner Action	For Information Only	57	55	66	67	60	44	42	44	35	41	49	51	69	
NHS Forth Valley	Self Care/No Partner Action	Patient given self care advice - For Information Only	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	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				1								
NHS Forth Valley	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	3	3	5	2	3	4	7	3	1	3	2	10	6	
NHS Forth Valley	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	12	8	5	9	5	3	5	6	5	4	3	6	10	
NHS Forth Valley	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only			1			1	1				1		1	
NHS Forth Valley	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	17	19	12	13	16	20	20	13	27	18	16	34	37	
NHS Forth Valley	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	4	3	3	6	3	3	6	7	4	3	25	8	7	
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	177	
NHS Forth Valley	Self Care/No Partner Action	Routine Appointment with Dentist													1	
NHS Forth Valley	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only	23	16	4											
NHS Forth Valley	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only			15	13	14	6	10	16	11	3	18	4	21	
NHS Forth Valley	Self Care/No Partner Action	Untriaged call - OOH Service clinician to phone patient	1													
NHS Grampian	Not assigned	(blank)								1		1	2	1	1	
NHS Grampian	Primary Care	Contact GP Practice within 4 Hours (ASAP)						0								
NHS Grampian	Primary Care	CPN (Dr) to phone patient within 1 Hr	9	16	13	11	9	26	17	12	10	15	13	19	14	
NHS Grampian	Primary Care	CPN (Dr) to phone patient within 2 Hrs	18	24	24	26	19	20	20	21	12	19	20	24	27	
NHS Grampian	Primary Care	DN (Dr) phone patient within 1 Hr	5	1	2	3	8	1	3	3	1	2	1	8	3	
NHS Grampian	Primary Care	DN (Dr) phone patient within 2 Hrs	12	14	10	12	7	8	5	1	6	4	6	16	21	
NHS Grampian	Primary Care	DN (Dr) phone patient within 4 Hrs	31	31	22	27	22	25	25	26	18	17	25	40	42	
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	Dr to phone patient within 4 Hrs (Disputed Outcome)														
NHS Grampian	Primary Care	Home Visit within 1 Hr	13	17	13	12	16	17	8	12	20	12	14	19	35	
NHS Grampian	Primary Care	Home Visit within 2 Hrs	50	49	46	45	58	43	47	37	44	69	57	94	110	
NHS Grampian	Primary Care	Home Visit within 4 Hrs	65	61	53	60	51	49	47	61	52	59	61	137	110	
NHS Grampian	Primary Care	PCEC within 1 Hr	59	41	49	45	43	74	65	62	62	67	76	87	93	
NHS Grampian	Primary Care	PCEC within 2 Hrs	166	176	165	165	195	201	226	217	211	224	246	267	267	
NHS Grampian	Primary Care	PCEC within 4 Hrs	475	368	406	437	364	460	429	458	466	522	522	933	866	
NHS Grampian	Primary Care	Pt advised to contact practice - For Information Only	7	6	5	9	9	3	6	2	7	6	5	8	19	
NHS Grampian	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only			5	7	2	4	4</							

[illegible]

[illegible]

[illegible]

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NHS Tayside	Primary Care	PCEC within 1 Hr	69	52	52	65	64	75	71	80	76	88	80	122	114
NHS Tayside	Primary Care	PCEC within 2 Hrs	167	152	157	162	146	171	183	224	203	210	182	260	268
NHS Tayside	Primary Care	PCEC within 4 Hrs	469	344	360	321	268	351	389	407	378	433	400	761	809
NHS Tayside	Primary Care	Pt advised to contact practice - For Information Only	9	6	7	8	4	8	6	4	12	7	10	10	21
NHS Tayside	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only				5	6	5	2	9	5	7	5	3	3
NHS Tayside	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only	6	1	2										
NHS Tayside	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only			51										
NHS Tayside	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	83	69	21	69	81	115	83	109	109	123	133	98	86
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	14
NHS Tayside	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	19	31	9										
NHS Tayside	Primary Care	Speak to clinician within 1 Hr	30	17	16	20	9	11	10	20	11	6	12	15	22
NHS Tayside	Primary Care	Speak to clinician within 2 Hrs	37	36	40	29	18	14	29	27	21	27	36	43	58
NHS Tayside	Primary Care	Speak to clinician within 4 Hrs	75	56	49	36	30	47	51	33	45	43	70	111	128
NHS Tayside	Primary Care	Transport to PCEC within 2 Hrs		1											
NHS Tayside	Secondary Care	999 contacted - For information only	171	172	37	1					1				
NHS Tayside	Secondary Care	999 contacted. For information only			163	155	152	171	168	159	176	164	164	244	263
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	4
NHS Tayside	Secondary Care	Patient advised to go to A&E	100	111	23										
NHS Tayside	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr	5	14	1										
NHS Tayside	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only			8	19	7	15	9	10	8	14	16	18	18
NHS Tayside	Secondary Care	Patient suitable for MIU 4hr - Flow Hub to arrange	94	95	106	112	90	107	106	81	98	80	115	100	120
NHS Tayside	Secondary Care	Pt advised to go to A&E	3	2	73	120	111	114	91	135	113	92	109	132	161
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	16	22	19	30	19	20	13	16	19	16	12	22
NHS Tayside	Secondary Care	Speak to clinician 4 Hrs			39	44	42	40	34	46	35	43	47	46	45
NHS Tayside	Secondary Care	Speak to clinician within 4 Hrs	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 24			104	113	81	96	91	98	107	105	119	170	180
NHS Tayside	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 hours	114	121	17										
NHS Tayside	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo				2	1							1	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	4	3	17	7	17	3	3	7	4	7	8	25	16
NHS Tayside	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent			1	2	1	4	2	3	1		3	2	2
NHS Tayside	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dentist	2	6											
NHS Tayside	Self Care/No Partner Action	Dental Nurse - Self Care	3												
NHS Tayside	Self Care/No Partner Action	Distress Brief Intervention	14	6	7	11	11	8	3	6	7	10	11	6	6
NHS Tayside	Self Care/No Partner Action	For Information Only	46	49	36	41	32	33	53	36	56	36	31	49	58
NHS Tayside	Self Care/No Partner Action	Patient given self care advice - For Information Only	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	8
NHS Tayside	Self Care/No Partner Action	Pt advised to contact appropriate service - For Info Only													
NHS Tayside	Self Care/No Partner Action	Pt advised to contact CPN Team - For Information Only													
NHS Tayside	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only	2	1	1		3	1	1			1		1	
NHS Tayside	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only		5	1	1	1		6	3	3	1	2	3	5
NHS Tayside	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	3	5	4	3	6	4	2	6	10	3	7	8	13
NHS Tayside	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only					1							1	
NHS Tayside	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	38	18	13	23	22	17	24	14	19	14	17	40	50
NHS Tayside	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	3	4	3	2	2	3	3	3	3	1	1	3	5
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	206
NHS Tayside	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only	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	7
NHS Tayside	Self Care/No Partner Action	Untriaged 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				1		1			1
NHS Western Isles	Primary Care	CPN (Dr) to phone patient within 2 Hrs			1	1			1						
NHS Western Isles	Primary Care	DN (Dr) phone patient within 1 Hr			2			1					1	1	3
NHS Western Isles	Primary Care	DN (Dr) phone patient within 2 Hrs												1	2
NHS Western Isles	Primary Care	DN (Dr) phone patient within 4 Hrs	1	1	1	1		1	2		2		1	2	6
NHS Western Isles	Primary Care	Home Visit within 1 Hr	1	1	1		1		1						
NHS Western Isles	Primary Care	Home Visit within 2 Hrs	1	3	2	5	2	2	5	3	2	1	3	1	
NHS Western Isles	Primary Care	Home Visit within 4 Hrs	7	3	1		1		2	4	2	1	4	4	6
NHS Western Isles	Primary Care	PCEC within 1 Hr	3	2	1			2	4	1	3		3	1	1
NHS Western Isles	Primary Care	PCEC within 2 Hrs	2	2	6	3	4	8	5	4	2	7	4	10	9
NHS Western Isles	Primary Care	PCEC within 4 Hrs	10	10	16	7	13	9	3	15	13	4	7	50	42
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	2
NHS Western Isles	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	3												
NHS Western Isles	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only		1				1	1						
NHS Western Isles	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only					1	1				2	1		1
NHS Western Isles	Primary Care	Speak to clinician within 1 Hr	2				1	1				2	1		2
NHS Western Isles	Primary Care	Speak to clinician within 2 Hrs	2	1	2			1	1	1		1	1		2
NHS Western Isles	Primary Care	Speak to clinician within 4 Hrs	1	1	3	3	3		3	2	1	4	2	5	1
NHS Western Isles	Secondary Care	999 contacted - For information only	9	7	1										
NHS Western Isles	Secondary Care	999 contacted. For information only			5	5	7	4	6	10	5	5	10	10	12
NHS Western Isles	Secondary Care	patient advised to attend A & E within 1 hour - for information only				1									1
NHS Western Isles	Secondary Care	Patient advised to go to A&E	5	5	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	1	3	2	3	4	1	3	5	4	2	3	4	4
NHS Western Isles	Secondary Care	Pt advised to go to A&E			6	8	3	5	8	8	6	4	2	8	6
NHS Western Isles	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub		1											
NHS Western Isles	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services		1	2	1	3	2	1			2		2	3
NHS Western Isles	Secondary Care	Speak to clinician 2 Hrs		1			1	2			1				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											4
NHS Western Isles	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24		3	1			4	2	5	4	2	5	6	10
NHS Western Isles	Self Care/No Partner Action	Dental Nurse - Not Triage/Assessed		1	1	1		1				1	1	4	1
NHS Western Isles	Self Care/No Partner Action	Distress Brief Intervention						1						1	
NHS Western Isles	Self Care/No Partner Action	For Information Only	3			1	4	1		1	2	1	1	1	3
NHS Western Isles	Self Care/No Partner Action	Hub to arrange appointment within 24 hours	2	2											
NHS Western Isles	Self Care/No Partner Action	Patient advised to contact registered GDP - Info Only		1											
NHS Western Isles	Self Care/No Partner Action	Patient given self care advice - For Information Only		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				1
NHS Western Isles	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	1	3								3		2	2
NHS Western Isles	Self Care/No Partner Action	Pt advised to contact Police - For Information Only		1					1					1	
NHS Western Isles	Self Care/No Partner Action	Pt given self care advice - For Information Only			3	3	1	2	2	3	2	2	2	8	6
NHS Western Isles	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only							1	1					
NHS Western Isles	Self Care/No Partner Action	(blank)	9	4	103	121	91	89	126	134	135	134	173	421	448
Not assigned	Primary Care	Contact GP Practice within 36 Hours (Nox													
Not assigned	Primary Care	Contact GP Practice within 4 Hours (ASAP		1	1		903	115					2	1	0
Not assigned	Primary Care	In-Hours Action: Patient to Own GP withi				1	4			1					
Not assigned	Primary Care	PCEC within 2 Hrs			1		1								
Not assigned	Primary Care	PCEC within 4 Hrs					1								1

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	481	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	00:00:09
95th Percentile Time to Answer	00:06:45	00:07:21	00:12:58	00:00:09	00:03:35	00:10:05	00:12:02	00:03:24	00:11:21	00:05:36	00:07:42	00:03:55	00:03:29	00:09:37	00:02:09	00:07:39	00:14:34	00:09:12	00:01:56	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 Ending 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

