

NHS 24



Unscheduled Care Operational Statistics Official Statistics in Development Weekly Statistics

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

Contents:

[Definitions](#) Definitions Information

[Table 1](#) Daily Data - breakdown of some key KPI measures focussing primarily on accessing service (previous 4 weeks)

[Table 2](#) Weekly Data - breakdown of some key KPI measures focussing primarily on accessing service (previous 13 weeks)

[Table 3](#) Weekly split of endpoints, grouped by Primary Care, Secondary Care and Self Care/No Partner Action -
broken down by Health Board (13 weeks)

[Table 4](#) Weekly endpoint data grouped by Primary Care, Secondary Care and Self Care/No Partner Action (13 weeks)

[Table 5](#) Daily Data - breakdown of some Mental Health Hub key KPI measures focussing primarily on accessing service (previous 4 weeks)

[Table 6](#) Weekly Data - breakdown of some Mental Health Hub key KPI measures focussing primarily on accessing service (previous 13 weeks)

[Graphs](#) Trend data provided in visualisations

Source:

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

This publication includes data for week ending: 19/10/2025 to 11/01/2026

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	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	05/01/2026	06/01/2026	07/01/2026	08/01/2026	09/01/2026	10/01/2026	11/01/2026
Overall Call Volume	3888	3409	3571	3396	3513	7867	7458	3648	3285	2852	4725	9259	8330	3555	3291	2809	6992	10762	9484	8163	3656	3646	3248	3485	7541	7033		
Overall Calls Connected	3234	2933	2933	2564	2930	6321	6363	3054	2854	2281	4053	6395	9331	7702	2758	2621	2313	6441	10004	8438	6898	2868	2708	2732	2892	2726	6768	6368
Caller Disconnected	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%	0.35%	0.75%	0.93%	0.46%	0.43%	0.14%	0.16%
Overall Avg Patient Journey Time	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	00:32:44	00:36:52	00:34:17	00:33:57	00:33:23	00:32:44	00:29:45
Triage at First Contact %	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%	96.00%	96.40%	93.62%	92.83%	93.20%	94.78%	97.05%	96.45%	96.34%	97.24%	95.44%	92.30%	94.44%	
Median Time to Answer	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	00:00:58	00:05:09	00:12:21	00:12:55	00:06:22	00:11:34	00:05:44	00:00:09		
90th Percentile Time to Answer	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	00:29:53	00:52:18	00:42:47	00:39:52	00:33:59	00:14:48	00:22:34

Week Endng Date	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	11/01/2026
Overall Call Volume	29505	30154	31127	30758	29804	31055	32915	34039	33074	33062	42014	45056	32245
Overall Calls Connected	25289	24808	25340	25240	25631	25526	25727	25826	25786	27284	37460	39473	26760
Caller Discontinued	0.12%	0.26% *	0.27%	0.52%	0.20%	0.35%	0.56%	0.83%	0.63%	0.29%	0.17%	0.22%	0.39%
Overall Avg Patient Journey Time	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	00:32:55
Triaged at First Contact %	95.64%	93.00% *	94.00%	95.00%	94.00%	95.00%	95.00%	95.00%	95.00%	94.00%	94.00%	93.98%	94.92%
Median Time to Answer	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	00:06:14
90th Percentile Time to Answer	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	00:32:48

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

NHS Fife	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dentist	3	1	7	11	7	9	11	11	6	6	8	6	7	3	8	
NHS Fife	Self Care/No Partner Action	Dental Nurse - Self Care	1	1	2	47	41	54	38	42	50	43	48	48	72	60	57	
NHS Fife	Self Care/No Partner Action	Distress Brief Intervention	7	11	7	9	11	11	6	6	8	6	7	3	8			
NHS Fife	Self Care/No Partner Action	For Information Only	48	35	47	41	54	38	42	50	43	48	48	72	60	57		
NHS Fife	Self Care/No Partner Action	Patient given self care advice - For Information Only	145	21	1	2	3	6	1	1	6	3	10	4	12	6		
NHS Fife	Self Care/No Partner Action	Patient given self care advice - For Information Only	1	1	2	3	6	1	1	6	3	10	4	12	6	1		
NHS Fife	Self Care/No Partner Action	Pt advised to contact CPN Team - For Information Only	1	1	2	3	6	1	1	6	3	10	4	12	6	1		
NHS Fife	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only	1	1	2	3	6	1	1	6	3	10	4	12	6	1		
NHS Fife	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only	1	1	2	3	6	1	1	6	3	10	4	12	6	1		
NHS Fife	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	4	4	7	3	3	1	1	2	3	4	4	4	4	5		
NHS Fife	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	8	3	4	4	4	5	2	3	6	8	8	5	5	5		
NHS Fife	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only	1	1	2	3	6	1	1	6	3	10	4	12	6	1		
NHS Fife	Self Care/No Partner Action	Pt advised to contact Practice - For Information Only	18	21	13	10	17	15	21	24	22	25	33	49	16			
NHS Fife	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	2	6	4	3	4	3	3	4	5	7	6	6	5			
NHS Fife	Self Care/No Partner Action	Pt given self care advice - For Information Only	85	124	122	120	138	149	139	149	154	208	179	158				
NHS Fife	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only	2	1	2	3	6	1	1	6	3	10	4	12	6	1		
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	1				
NHS Forth Valley	Not assigned	(blank)	1	1	2	11	5	4	6	3	9	12	12	10	10			
NHS Forth Valley	Primary Care	CPN (Dr) to phone patient within 1 Hr	11	1	2	11	5	4	6	3	9	12	12	10	10			
NHS Forth Valley	Primary Care	CPN (Dr) to phone patient within 2 Hrs	11	17	8	18	10	13	11	4	15	15	13	25	25	13		
NHS Forth Valley	Primary Care	DN (Dr) phone patient within 1 Hr	5	6	3	1	1	2	1	5	3	6	3					
NHS Forth Valley	Primary Care	DN (Dr) phone patient within 2 Hrs	10	5	7	4	7	8	5	7	3	7	11	14	5			
NHS Forth Valley	Primary Care	DN (Dr) phone patient within 4 Hrs	30	15	18	26	22	26	25	28	28	29	51	53	40			
NHS Forth Valley	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)	2	1	2	3	6	1	1	6	3	10	4	12	6	1		
NHS Forth Valley	Primary Care	Dr to phone patient within 2 Hrs (Disputed Outcome)	2	1	2	3	6	1	1	6	3	10	4	12	6	1		
NHS Forth Valley	Primary Care	Dr to phone patient within 4 Hrs (Disputed Outcome)	7	6	4	6	2	3	1	6	4	7	7	10	6			
NHS Forth Valley	Primary Care	Home Visit within 1 Hr	26	25	19	13	26	17	26	20	17	24	46	51	25			
NHS Forth Valley	Primary Care	Home Visit within 2 Hrs	38	21	29	31	29	16	32	30	35	43	56	69	30			
NHS Forth Valley	Primary Care	Home Visit within 4 Hrs	1	1	2	3	6	1	1	6	3	10	4	12	6			
NHS Forth Valley	Primary Care	Partner to Triage	18	34	30	24	30	47	36	30	40	33	60	63	40			
NHS Forth Valley	Primary Care	PCEC within 1 Hr	145	116	106	101	122	120	116	109	138	116	197	179	113			
NHS Forth Valley	Primary Care	PCEC within 2 Hrs	422	236	240	224	248	266	289	307	304	329	334	615	261			
NHS Forth Valley	Primary Care	Pt advised to contact practice - For Information Only	7	7	10	5	1	3	7	5	6	3	8	8				
NHS Forth Valley	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only	2	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	3	57	69	104	85	92	95	83	102	85	87	70	107			
NHS Forth Valley	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only	77	27	24	19	25	27	19	19	10	15	10	15	15			
NHS Forth Valley	Primary Care	Pt advised to contact practice within 4 Hrs - For Information Only	18	12	12	8	12	7	4	5	7	8	14	15	17			
NHS Forth Valley	Primary Care	Speak to clinician within 1 Hr	15	11	12	8	12	7	4	5	7	8	14	15	17			
NHS Forth Valley	Primary Care	Speak to clinician within 2 Hrs	21	12	17	11	10	22	16	15	17	17	32	33	14			
NHS Forth Valley	Primary Care	Speak to clinician within 4 Hrs	70	36	39	22	36	26	24	26	29	38	78	92	43			
NHS Forth Valley	Secondary Care	999 contacted - For Information only	134	19	1	1	1	1	1	1	1	1	1	1	1			
NHS Forth Valley	Secondary Care	999 contacted. For information only	116	126	110	140	128	127	120	117	154	175	160	160	135			
NHS Forth Valley	Secondary Care	patient advised to go to A&E within 1 hour - For information only	4	4	4	1	2	2	1	4	2	1	4	3				
NHS Forth Valley	Secondary Care	Patient advised to go to A&E	174	42	1	1	1	1	1	1	1	1	1	1				
NHS Forth Valley	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr	15	1	1	1	1	1	1	1	1	1	1	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	11				
NHS Forth Valley	Secondary Care	Patient suitable for MU 4hr - Flow Hub to arrange	178	204	252	240	215	222	185	205	230	202	150	179	262			
NHS Forth Valley	Secondary Care	Pt advised to go to A&E	157	198	181	221	238	224	185	191	214	221	244	221				
NHS Forth Valley	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub	1	1	1	1	1	1	1	1	1	1	1	1				
NHS Forth Valley	Secondary Care	Speak to clinician 2 Hrs	37	46	62	32	38	51	34	25	39	35	29	46	41			
NHS Forth Valley	Secondary Care	Speak to clinician 4 Hrs	39	68	54	50	54	76	67	53	50	47	61	73				
NHS Forth Valley	Secondary Care	Speak to clinician within 4 Hrs	51	13	1	1	1	1	1	1	1	1	1	1				
NHS Forth Valley	Self Care/No Partner Action	Contact Breathing Space	1	1	1	1	1	1	1	1	1	1	1	1				
NHS Forth Valley	Self Care/No Partner Action	Contact Family Planning Clinic	1	1	1	1	1	1	1	1	1	1	1	1				
NHS Forth Valley	Self Care/No Partner Action	Contact Pharmacist	1	1	1	1	1	1	1	1	1	1	1	1				
NHS Forth Valley	Self Care/No Partner Action	Contact Public Health Nurse	1	1	1	1	1	1	1	1	1	1	1	1				
NHS Forth Valley	Self Care/No Partner Action	Contact Nurse - Contact Dentist within 1	1	1	1	1	1	1	1	1	1	1	1	1				
NHS Forth Valley	Self Care/No Partner Action	Contact Nurse - Contact Dentist within 1 hour	52	68	56	67	66	58	38	53	70	103	117	68				
NHS Forth Valley	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 hours	70	12	1	1	1	1	1	1	1	1	1	1				
NHS Forth Valley	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo	1	1	1	1	1	1	1	1	1	1	1	1				
NHS Forth Valley	Self Care/No Partner Action	Dental Nurse - Not Triage/Assessed	4	13	6	7	3	3	2	2	5	4	16	6	2			
NHS Forth Valley	Self Care/No Partner Action	Dental Nurse - Pt advised to contact Dentist	2	1	1	1	1	1	1	1	1	1	1	1				
NHS Forth Valley	Self Care/No Partner Action	Dental Nurse - Self Care	2	1	1	1	1	1	1	1	1	1	1	1				
NHS Forth Valley	Self Care/No Partner Action	Distress Brief Intervention	8	13	16	7	11	12	8	6	7	5	6	9	7			
NHS Forth Valley	Self Care/No Partner Action	For Information Only	55	66	67	60	44	42	44	35	41	49	51	69	73			
NHS Forth Valley	Self Care/No Partner Action	Patient given self care advice - For Information Only	109	22	2	4	2	3	4	6	2	5	3	11	11	3		
NHS Forth Valley	Self Care/No Partner Action	Patient given self care advice - For Information Only	1	1	1	1	1	1	1	1	1	1	1	1	1			
NHS Forth Valley	Self Care/No Partner Action	Pt advised to contact CPN Team - For Information Only	1	1	1	1	1	1	1	1	1	1	1	1				
NHS Forth Valley	Self Care/No Partner Action	Pt advised to contact GP Practice within 1 Hr	2	1	1	1	1	1	1	1	1	1	1	1				
NHS Forth Valley	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only	3	5	2	3	4	7	3	2	3	2	10	6	2			
NHS Forth Valley	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	8	5	9	5	3	5	6	5	4	3	6	10	5			
NHS Forth Valley	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	1	1	1	1	1	1	1	1	1	1	1	1				
NHS Forth Valley	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only	19	12	13	16	20	20	13	27	18	16	34	37	20			
NHS Forth Valley	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	3	3	6	3	3	6	7	5	3	4	8	7	3			
NHS Forth Valley	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	81	128	111	123	98	101	97	106	113	159	177	116				
NHS Forth Valley	Self Care/No Partner Action	Routine Appointment with Dental	16	4	1	1	1	1	1	1	1	1	1	1	1			
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	24				
NHS Grampian	Not assigned	(blank)	1	1	1	1	1	1	1	1	1	1	1	1	1			
NHS Grampian	Primary Care	Contact GP Practice within 4 Hours (ASAP)	1	1	1	1	1	1	1	1	1	1	1	1	1			
NHS Grampian	Primary Care	CPN (Dr) to phone patient within 1 Hr	16	13	11	9	8	26	17	12	10	15	13	19	14	17		
NHS Grampian	Primary Care	CPN (Dr) to phone patient within 2 Hrs	24	24	26	19	20	20	21	12	19	20	24	27	23			
NHS Grampian	Primary Care	CPN (Dr) phone patient within 1 Hr	1	2	3	8	1	3	1	3	1	2	1	8	3	4		
NHS Grampian	Primary Care	CPN (Dr) phone patient within 2 Hrs	14	10	12	7	8	5	1	6	4	6	16	21	9			
NHS Grampian	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)	22	28	27	22	25	25	26	18	17	25	40	42	23			
NHS Grampian	Primary Care	Dr to phone patient within 2 Hrs (Disputed Outcome)																

NHS Grampian	Secondary Care	999 contacted - For information only	199	232	213	240	259	224	231	217	261	313	333	260
NHS Grampian	Secondary Care	patient advised to attend & E within 1 hour - for information only	2	6	2	4	3	5	2	4	2	2	2	8
NHS Grampian	Secondary Care	Patient advised to go to A&E	248	44	16	2								
NHS Grampian	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr	13	19	11	26	25	29	23	13	22	33	36	25
NHS Grampian	Secondary Care	Patient sent to A&E via Ambulance within 4 Hr - For Information Only	1											
NHS Grampian	Secondary Care	Patent suitable for MU 4hr - Flow Hub to arrange	221	220	208	214	215	199	191	176	226	180	160	187
NHS Grampian	Secondary Care	Pt advised to go to A&E	215	302	263	269	281	264	241	256	339	350	297	230
NHS Grampian	Secondary Care	Speak to clinician 2 Hrs	35	36	40	41	32	21	36	28	34	33	26	36
NHS Grampian	Secondary Care	Speak to clinician 4 Hrs	66	70	50	68	66	59	59	73	75	69	62	79
NHS Grampian	Secondary Care	Speak to clinician within 4 Hrs	56	11										
NHS Grampian	Self Care/No Partner Action	Contact Breathing Space												
NHS Grampian	Self Care/No Partner Action	Contact Dentist Next Routine Appo												
NHS Grampian	Self Care/No Partner Action	Contact Dentist within 1 Hours												
NHS Grampian	Self Care/No Partner Action	Contact Dentist within 1												
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1 hour	2											
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24	83	79	71	105	76	74	60	78	85	177	158	97
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 hours	97	21										
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo												
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Contact Self Care	1	2										
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Contact Self Care - For Information Only	3											
NHS Grampian	Self Care/No Partner Action	Distress Brief Intervention	5	4	9	9	10	14	3	3	7	15	9	8
NHS Grampian	Self Care/No Partner Action	For Information Only	89	65	53	63	62	52	35	55	64	57	57	58
NHS Grampian	Self Care/No Partner Action	Given self care advice - For Information Only	159	28										
NHS Grampian	Self Care/No Partner Action	Patient given self care dental advice - For Information Only	2	1	1	4	5	1	2	3	4	10	15	9
NHS Grampian	Self Care/No Partner Action	Pt advised to contact CPN Team - For Information Only												
NHS Grampian	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only	2	2	1		1		1	2	8	1		
NHS Grampian	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only												
NHS Grampian	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	3	3	3	4	3	3	3	6	4	6	3	3
NHS Grampian	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only	4	11	5	3	8	4	3	6	5	7	13	4
NHS Grampian	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	28	23	32	24	23	17	24	32	32	43	57	80
NHS Grampian	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	17	12	17	7	7	4	7	7	8	11	13	3
NHS Grampian	Self Care/No Partner Action	Pt given self care advice - For Information Only	115	136	140	164	170	165	197	184	201	263	247	157
NHS Grampian	Self Care/No Partner Action	Self Care/No Partner Action - For Information Only	20	3										
NHS Grampian	Self Care/No Partner Action	Self Care/No Partner Action - Not Disputed, Pt terminated call - For Information Only	4	6	13	10	2	9	9	6	4	9	7	2
NHS Greater Glasgow & Clyde	Not assigned	Not assigned	1		2	2	8	5	1	3	3	1	4	3
NHS Greater Glasgow & Clyde	Primary Care	Contact GP Practice within 36 Hours (Next Day)	1											
NHS Greater Glasgow & Clyde	Primary Care	Contact GP Practice within 4 Hours (ASAP)												
NHS Greater Glasgow & Clyde	Primary Care	CPN Dr to phone patient within 1 Hr	52	43	26	31	30	21	27	33	36	24	33	33
NHS Greater Glasgow & Clyde	Primary Care	CPN Dr to phone patient within 2 Hrs	52	52	51	77	50	56	55	73	57	57	69	64
NHS Greater Glasgow & Clyde	Primary Care	DN (Dr) phone patient within 1 Hr	3	4	2	5	5	2	8	4	2	5	6	7
NHS Greater Glasgow & Clyde	Primary Care	DN (Dr) phone patient within 2 Hrs	12	2	5	9	5	4	6	4	5	5	6	9
NHS Greater Glasgow & Clyde	Primary Care	DN (Dr) phone patient within 4 Hrs	9	20	14	12	9	13	14	18	12	19	19	26
NHS Greater Glasgow & Clyde	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)	5	2										
NHS Greater Glasgow & Clyde	Primary Care	Dr to phone patient within 2 Hrs (Disputed Outcome)												
NHS Greater Glasgow & Clyde	Primary Care	Dr to phone patient within 4 Hrs (Disputed Outcome)												
NHS Greater Glasgow & Clyde	Primary Care	Home Visit within 1 Hr	27	27	32	21	36	36	20	45	36	39	66	56
NHS Greater Glasgow & Clyde	Primary Care	Home Visit within 2 Hrs	91	79	107	69	88	111	91	83	64	101	177	170
NHS Greater Glasgow & Clyde	Primary Care	Home Visit within 4 Hrs	113	135	110	96	124	132	133	133	136	144	255	286
NHS Greater Glasgow & Clyde	Primary Care	Partner to Triage	1											
NHS Greater Glasgow & Clyde	Primary Care	PCEC within 1 Hr	125	89	109	118	140	128	133	113	107	104	154	130
NHS Greater Glasgow & Clyde	Primary Care	PCEC within 12 Hrs	415	399	419	419	434	434	479	491	487	454	476	592
NHS Greater Glasgow & Clyde	Primary Care	PCEC within 4 Hrs	1026	948	956	867	1042	1082	1178	1097	968	1087	1818	2053
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact practice - For Information Only	20	17	12	13	19	29	11	14	20	22	23	20
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only	7	16	19	10	15	10	22	6	6	10	6	6
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only	169	262	277	300	284	319	334	341	386	386	258	236
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only	415	399	419	419	434	434	479	491	487	454	476	592
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	1026	948	956	867	1042	1082	1178	1097	968	1087	1818	2053
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact practice within 4 Hrs - For Information Only	20	17	12	13	19	29	11	14	20	22	23	20
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	7	16	19	10	15	10	22	6	6	10	6	6
NHS Greater Glasgow & Clyde	Primary Care	Speak to clinician within 1 Hr	55	38	43	43	45	34	28	28	34	33	72	66
NHS Greater Glasgow & Clyde	Primary Care	Speak to clinician within 2 Hrs	74	69	77	60	69	71	69	77	61	62	129	135
NHS Greater Glasgow & Clyde	Primary Care	Speak to clinician within 4 Hrs	172	141	146	112	139	128	113	134	133	126	273	346
NHS Greater Glasgow & Clyde	Primary Care	Speak to clinician within 4 Hrs - Info Only	3	1										
NHS Greater Glasgow & Clyde	Secondary Care	999 contacted - For information only	469	84	1									
NHS Greater Glasgow & Clyde	Secondary Care	999 contacted - For information only	372	441	402	485	463	464	413	406	431	581	514	450
NHS Greater Glasgow & Clyde	Secondary Care	Accident & Emergency (ASAP)												
NHS Greater Glasgow & Clyde	Secondary Care	patient advised to attend & E within 1 hour - for information only	8	8	11	9	4	9	7	10	8	14	26	12
NHS Greater Glasgow & Clyde	Secondary Care	Patient advised to go to A&E	572	102										
NHS Greater Glasgow & Clyde	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For information Only	45	3										
NHS Greater Glasgow & Clyde	Secondary Care	Patient sent to A&E via Ambulance within 4 Hrs - Info Only	27	54	37	40	39	35	37	40	40	65	61	46
NHS Greater Glasgow & Clyde	Secondary Care	Patient suitable for MU 4hr - Flow Hub to arrange	1											
NHS Greater Glasgow & Clyde	Secondary Care	Pt advised to go to A&E	330	355	342	303	350	289	294	331	343	348	295	335
NHS Greater Glasgow & Clyde	Secondary Care	Pt advised to go to A&E - Minor Injuries -Refer to Hub-care will be provided by local services	463	602	520	651	652	676	585	566	654	717	724	615
NHS Greater Glasgow & Clyde	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services	2											
NHS Greater Glasgow & Clyde	Secondary Care	Speak to clinician 2 Hrs	47	61	64	66	64	50	53	37	57	72	42	43
NHS Greater Glasgow & Clyde	Secondary Care	Speak to clinician 4 Hrs	111	131	118	106	102	123	124	121	136	139	131	157
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Contact Breathing Space	125	29										
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Contact Dentist Next Routine Appointment	1		1		1							
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Contact Family Planning Clinic	1		2	2	1	2	3	2	1	1	2	4
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Contact Next Routine Appo	2		2	1	2							
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Contact Self Care	5											
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	District Brief Intervention	30	18	22	28	30	20	20	14	27	22	17	15
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Emergency Contraception												
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	For Information Only	141	140	178	183	146	137	141	138	126	126	207	198
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Given self care advice - For Information Only	3											
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Patient advised to contact CPN Team - For Info Only	449	69										
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Patient advised to contact GP Practice - For Information Only	3	10	6	11	10	4	7	4	9	22	25	24
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Patient advised to contact Self Care - For Information Only	0	1	3		2	2	1	2	1	1	1	1
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Pt advised to contact CPN Team - For Information Only	4	3	3		1	2	1	3	14	2	2	2
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only	1		1		1	1	1	1	3	3	1	1
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	13	11	6	10	15	13	8	5	7	14	19	13
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	20	15	18	12	19	8	10	8	18	25	19	34
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only	1	2	1	1	1	1	1	1	1	1	1	2
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	86	70	60	57	56	78	72	53	75	70	139	169

NHS Orkney	Primary Care	PCEC within 4 Hrs	9	8	7	13	5	8	4	9	7	7	18	26	12
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 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 & Rural 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	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	Distress Brief Intervention													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	Patient given self care advice - For Information Only													1
NHS Orkney	Self Care/No Partner Action	Patient given self care advice - For Information Only													1
NHS Orkney	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only													1
NHS Orkney	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only													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	Self Triage/Assess													1
NHS Shetland	Primary Care	Contact GP Practice within 4 Hours (ASAP)	1												1
NHS Shetland	Primary Care	CPN (Dr) to phone patient within 1 Hr													1
NHS Shetland	Primary Care	DN (Dr) phone patient within 1 Hr													1
NHS Shetland	Primary Care	DN (Dr) phone patient within 2 Hrs													1
NHS Shetland	Primary Care	DN (Dr) phone patient within 4 Hrs													1
NHS Shetland	Primary Care	Home Visit within 1 Hr													1
NHS Shetland	Primary Care	Home Visit within 2 Hrs													1
NHS Shetland	Primary Care	Home Visit within 4 Hrs													1
NHS Shetland	Primary Care	PCEC within 1 Hr													1
NHS Shetland	Primary Care	PCEC within 2 Hrs													1
NHS Shetland	Primary Care	PCEC within 4 Hrs													1
NHS Shetland	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only													1
NHS Shetland	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only													1
NHS Shetland	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only													1
NHS Shetland	Primary Care	Speak to clinician within 1 Hr													1
NHS Shetland	Primary Care	Speak to clinician within 2 Hrs													1
NHS Shetland	Primary Care	Speak to clinician within 4 Hrs													1
NHS Shetland	Secondary Care	999 contacted - For information only													1
NHS Shetland	Secondary Care	Patient advised to go to A&E													1
NHS Shetland	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only													1
NHS Shetland	Secondary Care	Patient suitable for MU 4Hr - Flow Hub to arrange													1
NHS Shetland	Secondary Care	Pt advised to go to A&E													1
NHS Shetland	Secondary Care	Remote & Rural 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	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24													1
NHS Shetland	Self Care/No Partner Action	Dental Nurse - Not Triage/Assessed													1
NHS Shetland	Self Care/No Partner Action	Distress Brief Intervention													1
NHS Shetland	Self Care/No Partner Action	For Information Only													1
NHS Shetland	Self Care/No Partner Action	Hub to arrange appointment within 24 hours													1
NHS Shetland	Self Care/No Partner Action	Patient advised to contact registered GDP - Info Only													1
NHS Shetland	Self Care/No Partner Action	Patient given self care advice - For Information Only													1
NHS Shetland	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only													1
NHS Shetland	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only													1
NHS Shetland	Self Care/No Partner Action	Pt advised to contact 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 refusal - Pt terminated call - For Information Only													1
NHS Tayside	Not assigned	(blank)													1
NHS Tayside	Primary Care	Contact GP Practice within 4 Hours (ASAP)													1
NHS Tayside	Primary Care	CPN (Dr) to phone patient within 1 Hr	11	11	12	10	12	6	8	13	10	6	8	14	4
NHS Tayside	Primary Care	CPN (Dr) to phone patient within 2 Hrs	33	22	24	17	23	19	26	26	13	14	22	26	22
NHS Tayside	Primary Care	DN (Dr) phone patient within 1 Hr	4	3	2	5	5	3	5	3	2	2	6	3	3
NHS Tayside	Primary Care	DN (Dr) phone patient within 2 Hrs	13	16	17	10	8	6	8	13	9	18	13	11	
NHS Tayside	Primary Care	DN (Dr) phone patient within 4 Hrs	26	40	41	29	29	44	29	39	35	26	56	58	
NHS Tayside	Primary Care	Drop in phone patient within 4 Hrs (Disputed Outcome)													1
NHS Tayside	Primary Care	Home Visit within 1 Hr	5	9	9	12	11	5	11	7	9	10	17	17	16
NHS Tayside	Primary Care	Home Visit within 2 Hrs	35	33	37	25	32	37	36	36	40	40	90	85	52
NHS Tayside	Primary Care	Home Visit within 4 Hrs	67	38	47	27	44	43	35	63	52	51	102	141	49
NHS Tayside	Primary Care	PCEC within 1 Hr	52	52	65	64	75	71	81	76	88	81	122	114	77
NHS Tayside	Primary Care	PCEC within 2 Hrs	152	157	162	146	171	183	224	203	211	182	260	268	
NHS Tayside	Primary Care	PCEC within 4 Hrs	344	360	321	268	351	389	407	378	433	400	761	810	384
NHS Tayside	Primary Care	Pt advised to contact practice - For Information Only	6	7	8	4	8	8	4	12	7	10	10	21	8
NHS Tayside	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only	5	6	5	2	9	5	7	5	3	5	3	1	
NHS Tayside	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only	1	2											1
NHS Tayside	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	51	69	81	115	83	109	109	123	133	98	86	112	
NHS Tayside	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only	69	21											1
NHS Tayside	Primary Care	Speak to clinician within 1 Hr	19	26	24	20	14	18	18	17	12	16	14	26	
NHS Tayside	Primary Care	Speak to clinician within 2 Hrs	17	16	20	9	11	10	21	11	6	12	15	22	10
NHS Tayside	Primary Care	Speak to clinician within 4 Hrs	38	40	39	18	14	29	27	21	37	36	43	58	30
NHS Tayside	Primary Care	Transport to PCEC within 2 Hrs	56	49	36	30	47	51	33	45	43	70	111	128	
NHS Tayside	Secondary Care	999 contacted - For information only	172	37	1										174
NHS Tayside	Secondary Care	999 contacted - For information only	163	155	152	171	168	159	176	164	165	244	263		174
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		6
NHS Tayside	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only	111	29											
NHS Tayside	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only	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		11

Care Group	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	11/01/2026
PCARE	11751	10486	10318	11044	11729	11783	12232	12316	12281	12664	19515	20813	12089
SCARE	7380	7346	7407	7314	7766	7490	7392	7065	7135	8017	8601	9075	8041
SLFC_NPA	4357	4014	3982	4266	4471	4277	4108	4219	4239	4788	6696	7008	4656
Not assigned	14	74	0	157	243	208	146	156	149	194	432	457	236
Total	23502	21920	21707	22781	24209	23758	23878	23756	23804	25663	35244	37353	25022

Care Group	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	05/01/2026
PCARE	50.00%	47.84%	47.53%	48.48%	48.45%	49.60%	51.23%	51.84%	51.59%	49.35%	55.37%	55.72%	48.31%
SCARE	31.40%	33.51%	34.12%	32.11%	32.08%	31.53%	30.96%	29.74%	29.97%	31.24%	24.40%	24.30%	32.14%
SLFC_NPA	18.54%	18.31%	18.34%	18.73%	18.47%	18.00%	17.20%	17.76%	17.81%	18.66%	19.00%	18.76%	18.61%
Not assigned	0.06%	0.34%	0.00%	0.69%	1.00%	0.88%	0.61%	0.66%	0.63%	0.76%	1.23%	1.22%	0.94%

Calendar day	18/12/2025	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	05/01/2026	06/01/2026	07/01/2026	08/01/2026	09/01/2026	10/01/2026	11/01/2026
Overall Call Volume	358	398	341	316	313	456	434	332	326	339	359	475	478	469	366	345	331	461	522	519	454	400	399	398	378	357	461	459
Overall Calls Connected	340	330	309	269	284	425	388	315	296	285	303	451	469	448	334	303	242	389	479	489	422	299	299	315	289	253	413	374
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	00:00:10	00:00:09	00:01:42	00:00:09	00:00:09		
90th Percentile Time to Answer	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	00:26:29	00:14:20	00:10:33	00:11:39	00:24:03	00:06:57	00:08:46

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

Week Endng Date	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	11/01/2026
Overall Call Volume	2840	2778	2783	2893	2734	2673	2736	2741	2636	2606	2778	2998	2852
Overall Calls Connected	2392	2191	2170	2297	2240	2200	2239	2244	2275	2345	2567	2658	2242
Median Time to Answer	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	00:00:09
90th Percentile Time to Answer	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	00:13:12

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

