

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: 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	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	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	3356	3513	7867	7458	3648	3265	2852	4725	9259	9935	8330	3555	3291	2809	6992	10762	9484	8163	3656	3636	3646	3248	3485	7541	7033
Overall Calls Connected	3234	2933	2933	2564	2936	6321	6363	3054	2654	2281	4053	8385	9331	7702	2758	2621	2313	6441	10004	8438	6898	2866	2708	2732	2592	2726	6768	6368
Caller Discontinued	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%	0.48%	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
Triaged 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%	95.48%	96.07%	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	00:00:09	00:00:56	00:05:36	00:15:09	00:12:21	00:12:55	00:06:22	00:11:34	00:05:44	00:00:09
95th 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 Ending 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

Health Board	Care Group	Endpoint	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	29/12/2025	04/01/2026	11/01/2026
NHS Ayrshire & Arran	Not assigned	(blank)	0	2						1				1	0
NHS Ayrshire & Arran	Primary Care	Contact Primary Care within 1 Hour (Imme	13	0										0	
NHS Ayrshire & Arran	Primary Care	CPN (Dr) to phone patient within 1 Hr	12	11	7	9	10	2	15	12	13	9	15	16	6
NHS Ayrshire & Arran	Primary Care	CPN (Dr) to phone patient within 2 Hrs	14	25	17	16	12	7	15	22	12	24	25	30	17
NHS Ayrshire & Arran	Primary Care	DN (Dr) phone patient within 1 Hr	2	1	2	1	2	1	5	2	2	2	2	2	2
NHS Ayrshire & Arran	Primary Care	DN (Dr) phone patient within 2 Hrs	3	4	2	4	3	5	2	2	4	2	3	1	2
NHS Ayrshire & Arran	Primary Care	DN (Dr) phone patient within 4 Hrs	4	5	6	5	6	3	4	4	5	2	3	12	8
NHS Ayrshire & Arran	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)	2												
NHS Ayrshire & Arran	Primary Care	Dr to phone patient within 4 Hrs (Disputed Outcome)	1												
NHS Ayrshire & Arran	Primary Care	Home Visit within 1 Hr	13	8		8	8	11	9	9	19	12	15	11	11
NHS Ayrshire & Arran	Primary Care	Home Visit within 2 Hrs	38	32	27	24	30	35	36	41	24	32	67	60	46
NHS Ayrshire & Arran	Primary Care	Home Visit within 4 Hrs	42	36	40	42	45	50	45	39	44	54	95	95	58
NHS Ayrshire & Arran	Primary Care	Partner to Triage							1						
NHS Ayrshire & Arran	Primary Care	PCEC within 1 Hr	21	45	30	45	54	41	45	33	39	39	43	51	41
NHS Ayrshire & Arran	Primary Care	PCEC within 2 Hrs	134	115	111	139	160	156	148	166	137	146	234	224	151
NHS Ayrshire & Arran	Primary Care	PCEC within 4 Hrs	329	292	284	263	341	343	363	319	337	346	625	711	329
NHS Ayrshire & Arran	Primary Care	Pt advised to contact practice - For Information Only	7	7	2	3	4	7	6	7	4	3	9	15	7
NHS Ayrshire & Arran	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only	7	3	1	5	1	2	5	8	2	3			1
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	41	47	74	75	67	68	63	94	90	73	78	53	80
NHS Ayrshire & Arran	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	22	23											
NHS Ayrshire & Arran	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only	26	12	11	20	12	15	20	13	18	8	9	10	16
NHS Ayrshire & Arran	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	3	3											
NHS Ayrshire & Arran	Primary Care	Speak to clinician within 1 Hr	9	20	13	14	10	14	13	8	7	9	8	23	8
NHS Ayrshire & Arran	Primary Care	Speak to clinician within 2 Hrs	27	13	15	18	26	13	20	19	19	19	31	49	25
NHS Ayrshire & Arran	Primary Care	Speak to clinician within 4 Hrs	41	40	48	42	43	35	43	56	48	47	86	129	40
NHS Ayrshire & Arran	Secondary Care	999 - Ambulance (ASAP)						1	1						
NHS Ayrshire & Arran	Secondary Care	999 contacted - For information only	95	33	1	1				1					
NHS Ayrshire & Arran	Secondary Care	999 contacted, For information only	84	134	148	152	140	184	156	158	1	150	156	202	215
NHS Ayrshire & Arran	Secondary Care	patient advised to attend A & E within 1 hour - for information only			1	3	6	2	3	4	7	6	6	4	
NHS Ayrshire & Arran	Secondary Care	Patient advised to go to A&E	88	22											
NHS Ayrshire & Arran	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr	9	4											
NHS Ayrshire & Arran	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only	18	15	14	15	18	12	13	15	16	11	24	24	12
NHS Ayrshire & Arran	Secondary Care	Patient suitable for MUJ 4hr - Flow Hub to arrange	70	81	76	83	74	75	71	74	66	90	76	77	115
NHS Ayrshire & Arran	Secondary Care	Pt advised to go to A&E	108	144	187	168	179	181	140	144	163	172	199	221	187
NHS Ayrshire & Arran	Secondary Care	Speak to clinician 2 Hrs	23	20	11	15	9	10	20	17	17	14	5	14	18
NHS Ayrshire & Arran	Secondary Care	Speak to clinician 4 Hrs	22	40	39	36	35	39	35	40	28	43	27	57	45
NHS Ayrshire & Arran	Secondary Care	Speak to clinician within 4 Hrs	12	6											
NHS Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1						1				1		1	
NHS Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24	0	75	76	64	76	64	63	77	69	103	137	177	67
NHS Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 hours	82	6											
NHS Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo								1					2
NHS Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appointment over 24 hour													
NHS Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Not Triaged/Assessed	3	14	3	8	3		2	8	5	4	22	7	5
NHS Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent	1	0	1		1		1				2	5	1
NHS Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Self Care	1												
NHS Ayrshire & Arran	Self Care/No Partner Action	Distress Brief Intervention	5	8	11	4	4	8	5	8	3	9	3	8	5
NHS Ayrshire & Arran	Self Care/No Partner Action	For Information Only	35	38	24	40	39	33	20	30	25	30	47	56	40
NHS Ayrshire & Arran	Self Care/No Partner Action	Patient advised to contact CPN Team - For info Only													
NHS Ayrshire & Arran	Self Care/No Partner Action	Patient given self care advice - For Information Only	19	22											
NHS Ayrshire & Arran	Self Care/No Partner Action	Patient given self care dental advice - For Information Only	79	2	1	4	5	1		2	3	6	5	9	4
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact Dental - For Information Only	2									1	3		
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only							1			1			
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	3	5	4		3	6	3	3	3	4	5	5	3
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only		5	3	2	3	3	1	1	1	3	2	7	2
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only			1									2	
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	9	16	13	16	17	11	22	17	15	12	34	29	23
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact Police - For Information Only				5	7	2	4			1	1	2	4
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt given self care advice - For Information Only	40	89	99	81	104	126	117	122	123	112	137	162	142
NHS Ayrshire & Arran	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only	3												
NHS Ayrshire & Arran	Self Care/No Partner Action	Triage refused, Pt terminated call - For Information Only	2	8	2	5	4	5	6	8	3	6	5	4	5
NHS Borders	Not assigned	(blank)												2	1
NHS Borders	Primary Care	CPN (Dr) to phone patient within 1 Hr	6	2	4	4	4	6	4	6	5	3	6	7	3
NHS Borders	Primary Care	CPN (Dr) to phone patient within 2 Hrs	8	2	3	7	9	10	4	2	2	8	3	5	9
NHS Borders	Primary Care	DN (Dr) phone patient within 1 Hr	7	9	5	1	2	1	1	1	2	4	1	2	4
NHS Borders	Primary Care	DN (Dr) phone patient within 2 Hrs	10	2	2	6	3	2		4	2	3	6	5	5
NHS Borders	Primary Care	DN (Dr) phone patient within 4 Hrs	20	19	10	9	16	20	16	8	12	13	25	19	14
NHS Borders	Primary Care	Dr to phone patient within 2 Hrs (Disputed Outcome)	1												
NHS Borders	Primary Care	Home Visit within 1 Hr		1	4	2		1	6	4	6	3	1	8	2
NHS Borders	Primary Care	Home Visit within 2 Hrs	7	10	8	11	4	3	9	14	6	6	22	21	15
NHS Borders	Primary Care	Home Visit within 4 Hrs	22	14	14	7	12	16	10	7	6	12	28	40	9
NHS Borders	Primary Care	PCEC within 1 Hr	7	12	4	12	7	12	5	5	6	7	4	13	7
NHS Borders	Primary Care	PCEC within 2 Hrs	27	25	37	21	38	30	34	35	36	33	61	61	24
NHS Borders	Primary Care	PCEC within 4 Hrs	70	65	58	44	67	86	54	56	62	77	160	187	77
NHS Borders	Primary Care	Pt advised to contact practice - For Information Only	2	2	3	1		1	1		1	1	6	1	1
NHS Borders	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only			2	3	2			2	3				
NHS Borders	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only	2												
NHS Borders	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only		19	30	17	30	23	15	24	27	27	20	15	26
NHS Borders	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	18	4											
NHS Borders	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only	6	3	9	9	6	3	8	2	8	4	5	3	3
NHS Borders	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	6	1											
NHS Borders	Primary Care	Speak to clinician within 1 Hr	3	3	5	2	5	3	3	2	2	6	4	6	2
NHS Borders	Primary Care	Speak to clinician within 2 Hrs	9	3	7	1	5	5	9	1	7	12	10	15	12
NHS Borders	Primary Care	Speak to clinician within 4 Hrs	13	10	10	9	9	12	7	12	6	10	25	35	12
NHS Borders	Secondary Care	999 contacted - For information only	47	9											
NHS Borders	Secondary Care	999 contacted, For Information only	37	46	55	49	46	53	29	32	1	58	67	55	39
NHS Borders	Secondary Care	patient advised to attend A & E within 1 hour - for information only	1	2	2		1				2	4		4	1
NHS Borders	Secondary Care	Patient advised to go to A&E	44	6											
NHS Borders	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr	1												
NHS Borders	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only		3	6	3	3	8	6	2	3	3	9	7	3
NHS Borders	Secondary Care	Patient suitable for MUJ 4hr - Flow Hub to arrange	44	53	42	36	43	29	33	39	41	32	41	50	46
NHS Borders	Secondary Care	Pt advised to go to A&E	36	57	51	57	49	43	34	44	49	53	72	43	
NHS Borders	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services	47	9											
NHS Borders	Secondary Care	Speak to clinician 2 Hrs	6	9	16	10	12	9	5	5	11	8	6	11	9
NHS Borders	Secondary Care	Speak to clinician 4 Hrs	14	15	14	11	12	19	13	11	17	16	17	20	
NHS Borders	Secondary Care	Speak to clinician within 4 Hrs	9	2											
NHS Borders	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24		14	16	13	23	20	13	7	18	21	37	32	24
NHS Borders	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 hours	13	1											
NHS Borders	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo									1				
NHS Borders	Self Care/No Partner Action	Dental Nurse - Not Triaged/Assessed			1	2		1		3		3	7	1	2
NHS Borders	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent									1				
NHS Borders	Self Care/No Partner Action	Dental Nurse - Self Care	1												
NHS Borders	Self Care/No Partner Action	Distress Brief Intervention	3	1	2	1	4		1		4	2	3	1	2
NHS Borders	Self Care/No Partner Action	For Information Only	11	18	9	16	12	11	9	10	10	16	22	14	13
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	35	6											
NHS Borders	Self Care/No Partner Action	Patient given self care dental advice - For Information Only				2		2			1	3			

[illegible]

[illegible]

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 A & E within 1 hour - for information only		2	6	2	4	3	5	2		4	2	2	8
NHS Grampian	Secondary Care	Patient advised to go to A&E	248	44											
NHS Grampian	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr	16	2											
NHS Grampian	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only		13	19	11	26	25	29	23	13	22	33	36	25
NHS Grampian	Secondary Care	Patient sent to A&E via Ambulance within 4 Hrs - Info Only		1											
NHS Grampian	Secondary Care	Patient suitable for MU 4hr - Flow Hub to arrange	221	220	208	214	215	199	101	176	226	180	160	182	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	30	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				1									
NHS Grampian	Self Care/No Partner Action	Contact Dentist within 24 Hours											2		
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1			2	1	1				1		1	1	
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1 hour													
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		1	2							1		1	
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appointment over 24 hour	2												
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Not Triaged/Assessed	6	9	4	3	5	6	1	5	10	6	28	5	3
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent		5	2			1				1	2	5	
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dentist	1												
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Self Care	3												
NHS Grampian	Self Care/No Partner Action	Distress Brief Intervention	5	4	9	9	10	14	3	3	7	15	9	8	5
NHS Grampian	Self Care/No Partner Action	For Information Only	89	65	53	63	62	52	35	55	64	57	96	89	58
NHS Grampian	Self Care/No Partner Action	Patient 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				2				2	1			1	
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			1									1	1
NHS Grampian	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	3	3		4	3	3	3	6	4	6	3	6	3
NHS Grampian	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	4	11	5	3	8	4	3	6	5	7	13	10	4
NHS Grampian	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only				1				1			2		
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	25
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	Triage refused - Pt terminated call - For Information Only	20	3											
NHS Grampian	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only	1	4	6	13	10	2	9	9	6	4	9	7	2
NHS Greater Glasgow & Clyde	Not assigned	Not assigned													
NHS Greater Glasgow & Clyde	Not assigned	(blank)	1	2	2	2	8	5	1	3	3	1	4		3
NHS Greater Glasgow & Clyde	Primary Care	Contact GP Practice within 36 Hours (Nex	1												
NHS Greater Glasgow & Clyde	Primary Care	Contact GP Practice within 4 Hours (ASAP										0	1		
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	37	33
NHS Greater Glasgow & Clyde	Primary Care	CPN (Dr) to phone patient within 2 Hrs	62	52	51	77	50	56	55	73	57	69	78	64	64
NHS Greater Glasgow & Clyde	Primary Care	DN (Dr) phone patient within 1 Hr	3	4	7	2	5	2	8	4	2	5	8	5	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	8
NHS Greater Glasgow & Clyde	Primary Care	DN (Dr) phone patient within 4 Hrs	9	20	14	12	9	13	14	18	12	19	19	24	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)	2												
NHS Greater Glasgow & Clyde	Primary Care	Dr to phone patient within 4 Hrs (Disputed Outcome)	5												
NHS Greater Glasgow & Clyde	Primary Care	Home Visit within 1 Hr	6	27	32	21	36	36	20	45	36	39	66	56	26
NHS Greater Glasgow & Clyde	Primary Care	Home Visit within 2 Hrs	91	79	107	69	88	111	91	83	64	101	177	170	129
NHS Greater Glasgow & Clyde	Primary Care	Home Visit within 4 Hrs	113	135	110	96	124	132	133	133	136	144	255	286	139
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	115
NHS Greater Glasgow & Clyde	Primary Care	PCEC within 12 Hrs										1			
NHS Greater Glasgow & Clyde	Primary Care	PCEC within 2 Hrs	415	388	419	416	434	479	491	487	454	478	652	592	399
NHS Greater Glasgow & Clyde	Primary Care	PCEC within 4 Hrs	1026	948	956	867	1042	1082	1178	1097	968	1087	1818	2053	1087
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact practice - For Information Only	20	17	12	13	29	11	14	20	22	23	20	39	31
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only				15	10	15	10	22	6	6	10	6	6
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only	11	5											
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only		169	262	277	300	284	319	334	341	386	258	236	320
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	255	71											
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only		38	76	86	70	67	91	52	48	31	35	33	38
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	92	24											
NHS Greater Glasgow & Clyde	Primary Care	Speak to clinician within 1 Hr	55	38	43	43	45	34	28	28	34	33	72	66	45
NHS Greater Glasgow & Clyde	Primary Care	Speak to clinician within 2 Hrs	74	69	77	60	69	71	69	77	61	62	129	135	84
NHS Greater Glasgow & Clyde	Primary Care	Speak to clinician within 4 Hrs	172	141	146	112	139	128	113	134	133	126	273	346	162
NHS Greater Glasgow & Clyde	Primary Care	Transport to PCEC within 4 hrs	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)											1		
NHS Greater Glasgow & Clyde	Secondary Care	patient advised to attend A & E within 1 hour - for information only		8	8	11	9	4	9	7	10	8	14	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	45	3											
NHS Greater Glasgow & Clyde	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only		27	54	37	40	39	35	37	40	40	65	61	46
NHS Greater Glasgow & Clyde	Secondary Care	Patient sent to A&E via Ambulance within 4 Hrs - Info Only													
NHS Greater Glasgow & Clyde	Secondary Care	Patient suitable for MU 4hr - Flow Hub to arrange	330	365	342	303	350	289	294	331	343	348	295	335	400
NHS Greater Glasgow & Clyde	Secondary Care	Pt advised to go to A&E		463	602	520	651	652	676	685	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										1			1
NHS Greater Glasgow & Clyde	Secondary Care	Speak to clinician 2 Hrs	47	61	64	66	64	50	53	37	57	72	42	43	45
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	Secondary Care	Speak to clinician within 4 Hrs	125	29											
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Contact Breathing Space	1			1							2		
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Contact Dentist Next Routine Appointment			2										
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Contact Family Planning Clinic		1									1		1
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1		2	2	1	2	3		2	1	1	2	5	4
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1 hour	5												
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24		188	263	195	269	227	215	220	236	320	366	477	268
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 hours	272	47											
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo		1	2	1	1		2			1	2	2	2
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Dental Nurse - Not Triaged/Assessed	7	24	18	22	7	17	10	10	9	26	46	30	18
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent		2	3		4	5	3	1	3	5	3	5	2
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dentist	2												
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Dental Nurse - Self Care	3	2											
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Distress Brief Intervention	30	18	22	28	30	20	20	14	27	22	17	15	21
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Emergency Contraception									1				
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	For Information Only	141	140	178	183	146	137	141	138	128	126	207	198	149
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Patient advised to contact CPN Team - For Info Only	3												
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	patient advised to contact pharmacist - for information only											1		
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Patient given self care advice - For Information Only	449	69											
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Patient given self care dental advice - For Information Only		3	10	6	11	10	4	7	4	9	22	25	24
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Pt advised to contact CPN Team - For Information Only	0	1	3			2	2	1	2		1	1	
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only	4	3	3			1	2	1		3	14	2	2
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only			1			3	1			3			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	11
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	20
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	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 Greater Glasgow & Clyde	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	10	9	9	12	24	10	11	11	12	9	4	4	17
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Pt given self care advice - For Information Only		307	405	433	466	464	429	444	416	445	597	568	467
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Self Care			1										
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only	28	1											
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only		13	17	15	17	11	15	12	19	12	27	17	12
NHS Highland	Not assigned	(blank)			4	4		1	2	3	1	2	2	2	1
NHS Highland	Primary Care	Contact GP Practice within 4 Hours (ASAP)			0								0	7	8
NHS Highland	Primary Care	CNP (Dr) to phone patient within 1 Hr		5	4	8	1	11	7	10	1	4	6	7	6
NHS Highland	Primary Care	CNP (Dr) to phone patient within 2 Hrs		17	11		12	8	12	9	11	1	32	10	13
NHS Highland	Primary Care	DN (Dr) phone patient within 1 Hr		3	1	1					1	1	2	2	5
NHS Highland	Primary Care	DN (Dr) phone patient within 2 Hrs		4	6	6	8	4	4	4	1	2	5	2	5
NHS Highland	Primary Care	DN (Dr) phone patient within 4 Hrs		17	9	9	5	14	21	8	16	7	14	26	22
NHS Highland	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)													
NHS Highland	Primary Care	Dr to phone patient within 4 Hrs (Disputed Outcome)		1											
NHS Highland	Primary Care	Home Visit within 1 Hr		9	8	12	5	8	6	5	7	6	6	9	16
NHS Highland	Primary Care	Home Visit within 2 Hrs		30	19	20	22	13	22	23	18	28	22	37	52
NHS Highland	Primary Care	Home Visit within 4 Hrs		29	31	23	24	30	31	25	41	32	61	78	40
NHS Highland	Primary Care	PCEC within 1 Hr		28	17	30	25	20	24	17	31	34	24	37	35
NHS Highland	Primary Care	PCEC within 2 Hrs		98	57	66	54	67	78	100	98	107	82	156	161
NHS Highland	Primary Care	PCEC within 4 Hrs		251	162	164	153	177	184	185	4	192	250	413	430
NHS Highland	Primary Care	Pt advised to contact practice - For Information Only		5	4	4	2	3	3	4	3	3	8	9	3
NHS Highland	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only						1	5	2	9	1	1	3	2
NHS Highland	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only		2	1										
NHS Highland	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only		27	39	38	32	52	47	56	55	54	51	56	55
NHS Highland	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	32	7	18	21	12	8	11	3	12	4	5	5	13
NHS Highland	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only													
NHS Highland	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only		18	3										
NHS Highland	Primary Care	Speak to clinician within 1 Hr		10	6	5	12	16	12	5	8	12	10	19	17
NHS Highland	Primary Care	Speak to clinician within 2 Hrs		20	19	16	13	24	11	25	14	24	28	29	22
NHS Highland	Primary Care	Speak to clinician within 4 Hrs		67	28	29	29	24	21	24	29	16	27	87	95
NHS Highland	Secondary Care	999 contacted - For information only		101	19										
NHS Highland	Secondary Care	999 contacted - For information only		72	109	93	81	103	76	92	83	91	131	128	98
NHS Highland	Secondary Care	minor injury unit appointment required within 1 hour													
NHS Highland	Secondary Care	patient advised to attend A & E within 1 hour - For information only											1	2	2
NHS Highland	Secondary Care	Patient advised to go to A&E		85	11										
NHS Highland	Secondary Care	Patient sent to A&E		7											
NHS Highland	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only			7	5	8	8	6	8	14	1	5	10	9
NHS Highland	Secondary Care	Patient suitable for IMU 4hr - Flow Hub to arrange		61	48	47	42	54	40	38	45	50	59	58	73
NHS Highland	Secondary Care	Pt advised to go to A&E		70	76	96	98	84	86	85	73	96	115	123	74
NHS Highland	Secondary Care	Remote & Rural A&E and Minor Injuries - Refer to Hub		42	5										
NHS Highland	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services			10	15	23	29	16	17	16	18	25	39	35
NHS Highland	Secondary Care	Speak to clinician 2 Hrs		14	14	9	10	12	9	10	6	8	14	8	13
NHS Highland	Secondary Care	Speak to clinician 4 Hrs		18	27	15	26	16	25	13	24	34	31	30	22
NHS Highland	Secondary Care	Speak to clinician within 4 Hrs		32	4	1									
NHS Highland	Self Care/No Partner Action	Consult TOXBASE or Local Poisons Centre													
NHS Highland	Self Care/No Partner Action	Contact Breathing Space										1			
NHS Highland	Self Care/No Partner Action	Distress Brief Intervention		8	6	8	5	7	5	1	5	3	1	4	5
NHS Highland	Self Care/No Partner Action	For Information Only		37	37	35	26	36	37	42	22	27	41	44	38
NHS Highland	Self Care/No Partner Action	Hub to arrange appointment within 24 hours		66	55	45	40	52	40	41	48	55	66	116	88
NHS Highland	Self Care/No Partner Action	hub to arrange contact with appropriate clinician within 1 hour							1	1	0	0			
NHS Highland	Self Care/No Partner Action	Patient advised to contact CPN Team - For Info Only			1			1							
NHS Highland	Self Care/No Partner Action	patient advised to contact dental advice line - for information only													
NHS Highland	Self Care/No Partner Action	patient advised to contact registered GDDP - for information only		8	8	5	12	8	9	10	8	10	10	7	11
NHS Highland	Self Care/No Partner Action	Patient given self care to contact registered GDDP - Info Only		9	2										
NHS Highland	Self Care/No Partner Action	Patient given self care advice - For Information Only		105	15										
NHS Highland	Self Care/No Partner Action	Patient advised to contact dental advice line - For Information Only		3	1	1		5	2	1	1	1	4	5	6
NHS Highland	Self Care/No Partner Action	Pt advised to contact CPN Team - For Information Only													
NHS Highland	Self Care/No Partner Action	Pt advised to contact Dental - For Information Only		1	3							1	3	4	1
NHS Highland	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only		1								1			
NHS Highland	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only						3	1	2	2		2	2	1
NHS Highland	Self Care/No Partner Action	Pt advised to contact Ophthalmologist - For Information Only		2	3	6	1	3	1	4	3	2	6	8	7
NHS Highland	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only				1			1					1	
NHS Highland	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only		17	14	9	5	8	11	11	12	11	10	32	25
NHS Highland	Self Care/No Partner Action	Pt advised to contact Police - For Information Only		3	2									2	1
NHS Highland	Self Care/No Partner Action	Pt given self care advice - For Information Only		79	85	66	91	95	101	102	98	96	117	127	108
NHS Highland	Self Care/No Partner Action	Triage refused - For Information Only		3	0	0	0	0	3	7	3	3	19	6	4
NHS Highland	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only		3											
NHS Highland	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only		7	4	3	5	7	9	3	5	4	3	7	6
NHS Lanarkshire	Not assigned	(blank)						1	2	1	1				
NHS Lanarkshire	Primary Care	Contact GP Practice within 4 Hours (ASAP)													
NHS Lanarkshire	Primary Care	CNP (Dr) to phone patient within 1 Hr		9	15	16	9	16	19	11	17	21	20	17	18
NHS Lanarkshire	Primary Care	CNP (Dr) to phone patient within 2 Hrs		25	32	21	32	24	27	32	29	14	35	38	27
NHS Lanarkshire	Primary Care	DN (Dr) phone patient within 1 Hr		2	3	1	2	2	3		2	2	2	3	2
NHS Lanarkshire	Primary Care	DN (Dr) phone patient within 2 Hrs		3	3	2	1	4	3	3	4	1	1	3	4
NHS Lanarkshire	Primary Care	DN (Dr) phone patient within 4 Hrs		2	5	3	4	6	9	4	4	3	10	13	24
NHS Lanarkshire	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)		2											
NHS Lanarkshire	Primary Care	Dr to phone patient within 2 Hrs (Disputed Outcome)		2											
NHS Lanarkshire	Primary Care	Home Visit within 1 Hr		9	10	10	12	16	14	14	15	11	10	19	21
NHS Lanarkshire	Primary Care	Home Visit within 2 Hrs		35	28	42	34	53	42	43	52	50	39	82	99
NHS Lanarkshire	Primary Care	Home Visit within 4 Hrs		36	43	54	38	56	53	54	62	59	111	114	49
NHS Lanarkshire	Primary Care	PCEC within 1 Hr		84	80	77	66	98	89	99	100	80	107	124	99
NHS Lanarkshire	Primary Care	PCEC within 2 Hrs		203	216	242	245	282	290	338	340	308	296	409	401
NHS Lanarkshire	Primary Care	PCEC within 4 Hrs		527	571	509	483	605	599	715	665	634	638	1124	1146
NHS Lanarkshire	Primary Care	Pt advised to contact practice - For Information Only		16	9	7	6	5	3	4	11	9	3	3	5
NHS Lanarkshire	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only													
NHS Lanarkshire	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only		9	2										
NHS Lanarkshire	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only		77	119	129	160	135	157	155	191	220	108	119	178
NHS Lanarkshire	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	104												
NHS Lanarkshire	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only		23	45	46	43	40	39	27	22	20	12	20	35
NHS Lanarkshire	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only		45	12										
NHS Lanarkshire	Primary Care	Speak to clinician within 1 Hr		18	27	20	22	20	19	13	17	16	16	27	32
NHS Lanarkshire	Primary Care	Speak to clinician within 2 Hrs		34	35	34	35	32	33	33	42	4	46	76	38
NHS Lanarkshire	Primary Care	Speak to clinician within 4 Hrs		83	64	76	54	73	74	58	70	58	79	132	168
NHS Lanarkshire	Primary Care	Transport to PCEC within 2 Hrs													
NHS Lanarkshire	Primary Care	Transport to PCEC within 4 Hrs		1											
NHS Lanarkshire	Secondary Care	999 - Ambulance (ASAP)					1								
NHS Lanarkshire	Secondary Care	999 contacted - For information only		226	38		1								
NHS Lanarkshire	Secondary Care	999 contacted - For information only		202	245	208	235	243	268	244	211	263	312	320	271
NHS Lanarkshire	Secondary Care	patient advised to attend A & E within 1 hour - for information only		4	5	3	5	9	11	8	8	6	9	9	7
NHS Lanarkshire	Secondary Care	Patient advised to go to A&E		297											
NHS Lanarkshire	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr		17	3										
NHS Lanarkshire	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only			16	21	24	18	17	20	17	21	16	31	24
NHS Lanarkshire	Secondary Care	Patient sent to A&E via Ambulance within 2 Hrs - Info Only		1											
NHS Lanarkshire	Secondary Care	Patient suitable for IMU 4hr - Flow Hub to arrange		113	143	165	134	139	152	128	154	167	178	179	146
NHS Lanarkshire	Secondary Care	Pt advised to go to A&E		246	334	316	346	335	358	314	358	394	432	462	360
NHS Lanarkshire	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services							1						
NHS Lanarkshire	Secondary Care	Speak to clinician 2 Hrs		19	28	37	27	37	44	22	41	22	33	18	38
NHS Lanarkshire	Secondary Care	Speak to clinician 4 Hrs		54	65	56	79	71	67	62	53	69	78	77	76
NHS Lanarkshire	Secondary Care	Speak to clinician within 4 Hrs		51	11										

[illegible]

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	2	2	1	2	2			1	6	5	5	1	
NHS Orkney	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only				4		2	1						
NHS Orkney	Primary Care	Speak to clinician within 1 Hr			1	1		1			1	1			
NHS Orkney	Primary Care	Speak to clinician within 2 Hrs	1		3	1	1	1		1	1	3	1	1	
NHS Orkney	Primary Care	Speak to clinician within 4 Hrs	1	3	2	1	4	4	2	2	1	4	6	4	2
NHS Orkney	Secondary Care	999 contacted - For information only	8												
NHS Orkney	Secondary Care	999 contacted. For information only		2	7	4	4	3	4	1	2	4	9	9	5
NHS Orkney	Secondary Care	Patient advised to go to A&E	6												
NHS Orkney	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only	1	1											
NHS Orkney	Secondary Care	Patient suitable for MUU 4hr - Flow Hub to arrange	3			1	1	2	2		3			1	1
NHS Orkney	Secondary Care	Pt advised to go to A&E		3	3	1	4	3	3	6	4	5	5	7	5
NHS Orkney	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services			1					1	1				
NHS Orkney	Secondary Care	Speak to clinician 2 Hrs		2									1		
NHS Orkney	Secondary Care	Speak to clinician 4 Hrs		2	1		2	2		1	3	3	2	1	3
NHS Orkney	Secondary Care	Speak to clinician within 4 Hrs	1		3										
NHS Orkney	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24				3	1	3	2		7	2	6	5	5
NHS Orkney	Self Care/No Partner Action	Dental Nurse - Not Triaged/Assessed		1						1					
NHS Orkney	Self Care/No Partner Action	Distress Brief Intervention							1	1	1				
NHS Orkney	Self Care/No Partner Action	For Information Only	1	3	1	2		1		1			5		1
NHS Orkney	Self Care/No Partner Action	Hub to arrange appointment within 24 hours													
NHS Orkney	Self Care/No Partner Action	Patient given self care advice - For Information Only	11	2											
NHS Orkney	Self Care/No Partner Action	Patient given self care dental advice - For Information Only						1	1						
NHS Orkney	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only						1				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	3		1		1				2	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	9	4	6	8	6	5	5	7	8	14	8	9	
NHS Orkney	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only											1		
NHS Shetland	Primary Care	Contact GP Practice within 4 Hours (ASAP)		1											
NHS Shetland	Primary Care	CPN (Dr) to phone patient within 1 Hr			1							1			1
NHS Shetland	Primary Care	CPN (Dr) to phone patient within 2 Hrs	1					1	1	1		4	2		
NHS Shetland	Primary Care	DN (Dr) phone patient within 1 Hr		1										1	
NHS Shetland	Primary Care	DN (Dr) phone patient within 2 Hrs					2				1	1			
NHS Shetland	Primary Care	DN (Dr) phone patient within 4 Hrs	2		1	1	4	1	1	2	1	5	2		
NHS Shetland	Primary Care	Home Visit within 1 Hr						1		1	2		1		
NHS Shetland	Primary Care	Home Visit within 2 Hrs	2		2		1	2	1	1	1	4	3	1	
NHS Shetland	Primary Care	Home Visit within 4 Hrs	2	1				3	3	4	7	2	1		
NHS Shetland	Primary Care	PCEC within 1 Hr	1					1		1		1			
NHS Shetland	Primary Care	PCEC within 2 Hrs	3	2	2	1	4	1	1	5	4	2	7	2	3
NHS Shetland	Primary Care	PCEC within 4 Hrs	5	8	8	4	10	5	12	8	12	6	22	24	9
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	2	1			3	1	3	3	3	6
NHS Shetland	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	2	1											
NHS Shetland	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only		1	2					1	1	1			
NHS Shetland	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	1												
NHS Shetland	Primary Care	Speak to clinician within 1 Hr		1				1	1			2			1
NHS Shetland	Primary Care	Speak to clinician within 2 Hrs		1	1	1		2	1	1	1	3	3		
NHS Shetland	Primary Care	Speak to clinician within 4 Hrs	2	1	2	2	3	1	2	4		1	5	3	1
NHS Shetland	Secondary Care	999 contacted - For information only	7												
NHS Shetland	Secondary Care	999 contacted. For information only	2	1	6	6	4	2	7	5	4	3	6	7	4
NHS Shetland	Secondary Care	Patient advised to go to A&E													
NHS Shetland	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only				1				1					5
NHS Shetland	Secondary Care	Patient suitable for MUU 4hr - Flow Hub to arrange	4		3	5	5	7	6	4	3	4	6	2	3
NHS Shetland	Secondary Care	Pt advised to go to A&E										3	1	1	8
NHS Shetland	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services													
NHS Shetland	Secondary Care	Speak to clinician 2 Hrs		1											
NHS Shetland	Secondary Care	Speak to clinician 4 Hrs		2		1	1	1	1	1	1	2			
NHS Shetland	Secondary Care	Speak to clinician within 4 Hrs	1												
NHS Shetland	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24		5	5		2	3	1	4	1	4	2	4	2
NHS Shetland	Self Care/No Partner Action	Dental Nurse - Not Triaged/Assessed		1								1	1		
NHS Shetland	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent													1
NHS Shetland	Self Care/No Partner Action	Distress Brief Intervention							1				1		
NHS Shetland	Self Care/No Partner Action	For Information Only	2	2		2	2			2	1			2	1
NHS Shetland	Self Care/No Partner Action	Hub to arrange appointment within 24 hours													
NHS Shetland	Self Care/No Partner Action	Patient advised to contact registered GDP - Info Only	2	1											
NHS Shetland	Self Care/No Partner Action	Patient gives self care advice - For Information Only	3												
NHS Shetland	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	1												
NHS Shetland	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only										1			
NHS Shetland	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only													
NHS Shetland	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only		1	1						1		1	2	
NHS Shetland	Self Care/No Partner Action	Pt advised to contact Police - For Information Only													
NHS Shetland	Self Care/No Partner Action	Pt given self care advice - For Information Only		3	3	4	1	2	5	4	7	1	3	1	
NHS Shetland	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only						1							
NHS Tayside	Not assigned	(blank)	1		2	1		1	3	1	5	2			
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	2	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	6	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	56	38
NHS Tayside	Primary Care	Dr to phone patient within 4 Hrs (Disputed Outcome)	2												
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	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	177
NHS Tayside	Primary Care	PCEC within 4 Hrs	344	360	321	268	351	389	407	378	433	400	761	810	364
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			6	5	2	9	5	7	5	3	5	3	1
NHS Tayside	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only	1	2											
NHS Tayside	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only		51	69	81	115	83	109	109	123	133	98	86	112
NHS Tayside	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	69	21											
NHS Tayside	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only			26	24	20	14	18	18	17	12	16	14	26
NHS Tayside	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	31	9											
NHS Tayside	Primary Care	Speak to clinician within 1 Hr	17	16	20	9	11	10	21	11	6	12	15	22	10
NHS Tayside	Primary Care	Speak to clinician within 2 Hrs	36	40	29	18	14	29	27	21	27	36	43	58	30
NHS Tayside	Primary Care	Speak to clinician within 4 Hrs	56	49	36	30	47	51	33	45	43	70	111	128	63
NHS Tayside	Primary Care	Transport to PCEC within 2 Hrs	1												
NHS Tayside	Secondary Care	999 contacted - For information only	172	37	1		1			1					
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 advised to go to A&E	111	23											
NHS Tayside	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr	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

NHS Tayside	Secondary Care	Patient suitable for MIU 4hr - Flow Hub to arrange	95	106	112	90	107	106	81	99	80	115	100	120	119
NHS Tayside	Secondary Care	Pt advised to go to A&E	73	120	111	114	91	135	113	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					1	
NHS Tayside	Secondary Care	Speak to clinician 2 Hrs	16	22	19	30	19	20	13	16	19	16	12	22	17
NHS Tayside	Secondary Care	Speak to clinician 4 Hrs		39	44	42	40	34	46	35	43	47	46	45	53
NHS Tayside	Secondary Care	Speak to clinician within 4 Hrs	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 hr		2							1	1			
NHS Tayside	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24		104	113	81	96	91	98	108	105	119	170	179	114
NHS Tayside	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 34 hours	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		1											
NHS Tayside	Self Care/No Partner Action	Dental Nurse - Not Triaged/Assessed		3	17	7	17	3	3	7	4	7	8	25	16
NHS Tayside	Self Care/No Partner Action	Dental Nurse - Routine Contact - For Information Only		1	2	1	4	2	3	1		3	2	2	2
NHS Tayside	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dentist	6												
NHS Tayside	Self Care/No Partner Action	Dental Nurse - Self Care	2												
NHS Tayside	Self Care/No Partner Action	Distress Brief Intervention	6	7	11	11	8	3	6	7	10	11	6	6	
NHS Tayside	Self Care/No Partner Action	For Information Only	49	36	41	32	33	63	36	56	36	31	49	58	32
NHS Tayside	Self Care/No Partner Action	Patient given self care advice - For Information Only	136	18											
NHS Tayside	Self Care/No Partner Action	Patient given self care dental advice - For Information Only		3	3	4	3	4	10	5	3	11	8	20	8
NHS Tayside	Self Care/No Partner Action	Pt advised to contact CPM Team - For Information Only							1			1			
NHS Tayside	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only	1	1		3	1	1					2	3	1
NHS Tayside	Self Care/No Partner Action	Pt advised to contact GUN Clinic - For Information Only													
NHS Tayside	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	5	1	1	1	4	6	3	3	1	2	3	5	7
NHS Tayside	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	5	4	3	6	4	2	6	10	3	7	8	13	10
NHS Tayside	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only													
NHS Tayside	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	18	13	23	22	17	24	14	19	14	17	40	50	24
NHS Tayside	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	4	3	2	2	2	3	3	3	1	1	3	5	9
NHS Tayside	Self Care/No Partner Action	Pt given self care advice - For Information Only	6	125	127	120	138	154	160	155	176	163	214	206	175
NHS Tayside	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only													
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	5
NHS Western Isles	Not assigned	(blank)									1				
NHS Western Isles	Primary Care	CPN (Dr) to phone patient within 2 Hrs	1	1	1				1	1	1			1	
NHS Western Isles	Primary Care	DN (Dr) phone patient within 1 hr			1			1							
NHS Western Isles	Primary Care	DN (Dr) phone patient within 2 Hrs		2				1					1	3	4
NHS Western Isles	Primary Care	DN (Dr) phone patient within 4 Hrs	1	1	1		1	2		2			1	2	6
NHS Western Isles	Primary Care	Home Visit within 1 hr		1		1									
NHS Western Isles	Primary Care	Home Visit within 2 Hrs	1		2	5	2	1	5	3	2	1	3	1	7
NHS Western Isles	Primary Care	Home Visit within 4 Hrs	3	1	1	1	2	4	2	1	4	4	6	7	
NHS Western Isles	Primary Care	PCEC within 1 Hr	2	1		2	4	1	3		3	1	1	1	1
NHS Western Isles	Primary Care	PCEC within 2 Hrs	2	6	3	4	8	5	4	2	7	4	10	9	3
NHS Western Isles	Primary Care	PCEC within 4 Hrs	10	16	7	13	9	15	13	4	7	50	42	11	
NHS Western Isles	Primary Care	Pt advised to contact practice - For Information Only		1			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 36 Hrs - For Information Only	2	1	3	3	2	2	1	3	2	3	2	5	
NHS Western Isles	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only		1					1	2	1		2	1	
NHS Western Isles	Primary Care	Speak to clinician within 1 Hr		1	1	1				2	1		2	1	
NHS Western Isles	Primary Care	Speak to clinician within 2 Hrs	1	2			1	1	1		1	1		2	
NHS Western Isles	Primary Care	Speak to clinician within 4 Hrs	1	3	3	3	3	2	1	4	2	5	1	6	
NHS Western Isles	Secondary Care	999 contacted - For Information only	7												
NHS Western Isles	Secondary Care	999 contacted. For information only		5	5	7	4	6	11	5	5	10	10	12	13
NHS Western Isles	Secondary Care	patient advised to attend A & E within 1 hour - for information only		1											
NHS Western Isles	Secondary Care	Patient advised to go to A&E	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			3
NHS Western Isles	Secondary Care	Patient suitable for MIU 4hr - Flow Hub to arrange	3	2	3	4	1	3	5	4	2	3	4	4	3
NHS Western Isles	Secondary Care	Pt advised to go to A&E		6	8	3	5	8	8	6	4	2	8	6	11
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	1	2	1	2	3	3	1
NHS Western Isles	Secondary Care	Speak to clinician 2 Hrs			1	2	1						1	1	
NHS Western Isles	Secondary Care	Speak to clinician 4 Hrs		1	2	1	1		2				3	4	2
NHS Western Isles	Secondary Care	Speak to clinician within 4 Hrs													
NHS Western Isles	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24	1		3	1		4	2	5	4	2	5	6	10
NHS Western Isles	Self Care/No Partner Action	Dental Nurse - Not Triaged/Assessed	1	1	1	1		1		1	1	1	4	1	1
NHS Western Isles	Self Care/No Partner Action	Distress Brief Intervention													
NHS Western Isles	Self Care/No Partner Action	For Information Only		1	4	1		1		2	1	1	1	1	3
NHS Western Isles	Self Care/No Partner Action	Hub to arrange appointment within 24 hours	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	1	
NHS Western Isles	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	1	1						1					
NHS Western Isles	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	3					1			3		2	2	
NHS Western Isles	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	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	7
NHS Western Isles	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only													
Not assigned	Not assigned	(blank)	4	101	121	91	89	126	119	106	114	157	412	443	225
Not assigned	Primary Care	Contact GP Practice within 36 Hours (Nex				7	7		1						
Not assigned	Primary Care	Contact GP Practice within 4 Hours (ASAP	1	1		903	115					2	1	0	1
Not assigned	Primary Care	In-Hours Action: Patient to Own GP withi		1	1				1						1
Not assigned	Primary Care	PCEC within 2 Hrs		1	1	1									
Not assigned	Primary Care	PCEC within 4 Hrs													
Not assigned	Primary Care	Routine Appointment with GP		1		1	3								1
Not assigned	Primary Care	Speak to Doctor within 12 Hours (Same Da		1											
Not assigned	Primary Care	Speak to Doctor within 4 Hours		2											
Not assigned	Secondary Care	999 - Ambulance (ASAP)						2	0						
Not assigned	Secondary Care	999 contacted. For information only					47		1	3				1	
Not assigned	Secondary Care	Accident & Emergency (ASAP)					79	54		3	1		0	2	
Not assigned	Secondary Care	Accident & Emergency / MIU within 4 Hour	1			59	8		1					1	0
Not assigned	Self Care/No Partner Action	Contact Dentist Next Routine Appointment													
Not assigned	Self Care/No Partner Action	Contact Dentist within 24 Hours					27	3							
Not assigned	Self Care/No Partner Action	Contact Midwife					3	1							
Not assigned	Self Care/No Partner Action	Contact Optician					3	1							
Not assigned	Self Care/No Partner Action	Contact Pharmacist					9	3							
Not assigned	Self Care/No Partner Action	Contact Police													
Not assigned	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1	12	9	11	7	5	7	10	7	9	12	15	12	
Not assigned	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24				140	1						2		
Not assigned	Self Care/No Partner Action	Dental Nurse - Not Triaged/Assessed				16	2						1		
Not assigned	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent				2									
Not assigned	Self Care/No Partner Action	For Information Only		1				1			1				
Not assigned	Self Care/No Partner Action	Not Assessed / Triaged Refused	54	55	116	61	49	45	41	42	45	64	41	21	4
Not assigned	Self Care/No Partner Action	Patient given self care dental advice - For Information Only				4									
Not assigned	Self Care/No Partner Action	Pt given self care advice - For Information Only					1								
Not assigned	Self Care/No Partner Action	Routine Appointment with Dentist					7	1							
Not assigned	Self Care/No Partner Action	Self Care	4	4	87	79	4	3	6	3	2	7	8	9	
(blank)	Not assigned	Not assigned	13	74											

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	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	358	388	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	00:00:09	00:00:10	00:00:09	00:00:09	00:01:42	00:00:09	00:00:09
95th 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	00:06:12	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 Ending 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

