

# 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: 26/10/2025 to 18/01/2026

### 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	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	12/01/2026	13/01/2026	14/01/2026	15/01/2026	16/01/2026	17/01/2026	18/01/2026
Overall Call Volume	3648	3285	2852	4725	9259	9935	8330	3555	3291	2809	6992	10762	9494	8163	3056	3636	3646	3248	3485	7541	7033	3745	2997	3337	3346	3306	7281	6956
Overall Calls Connected	3054	2654	2281	4053	8385	9331	7702	2758	2621	2113	6441	10004	8438	6898	2866	2708	2732	2592	2726	6768	6368	3059	2475	2720	2894	2711	6211	6261
Caller Disconnected	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%	0.43%	0.15%	0.58%	0.17%	0.48%	0.12%	0.05%
Overall Avg Patient Journey Time	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	00:33:35	00:32:27	00:32:13	00:32:17	00:32:22	00:40:15	00:31:47
Triaged at First Contact %	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%	96.58%	96.81%	97.13%	97.47%	94.91%	92.64%	94.58%
Median Time to Answer	00:00:17	00:07:55	00:07:08	00:00:09	00:00:58	00:00:09	00:11:53	00:08:13	00:02:33	00:00:09	00:00:58	00:15:09	00:12:21	00:12:55	00:08:22	00:11:34	00:05:44	00:00:09	00:10:00	00:03:04	00:04:13	00:02:39	00:05:37	00:08:21	00:03:17			
90th Percentile Time to Answer	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	00:33:28	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	00:30:26	00:29:33	00:32:51	00:20:09	00:39:06	00:26:13	00:16:29

Week Endng Date	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	18/01/2026
<b>Overall Call Volume</b>	30154	31127	30758	29804	31055	32915	34039	33074	33062	42014	45056	32245	30968
<b>Overall Calls Connected</b>	24808	25340	25240	25631	25526	25727	25826	25786	27284	37460	39473	26760	26331
<b>Caller Discontinued</b>	0.26% *	0.27%	0.52%	0.20%	0.35%	0.56%	0.83%	0.63%	0.29%	0.17%	0.22%	0.39%	0.24%
<b>Overall Avg Patient Journey Time</b>	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	00:33:35
<b>Triaged at First Contact %</b>	93.00% *	94.00%	95.00%	94.00%	95.00%	95.00%	95.00%	95.00%	94.00%	94.00%	93.98%	94.92%	95.14%
<b>Median Time to Answer</b>	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	00:04:39
<b>90th Percentile Time to Answer</b>	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	00:25:37

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

Health Board	Care Group	Endpoint	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	18/01/2026
NHS Ayrshire & Arran	Not assigned	(blank)	2	0	0	0	0	0	0	0	1	0	0	0	0
NHS Ayrshire & Arran	Primary Care	Contact Primary Care within 1 Hour (imme	11	7	9	10	2	15	12	13	9	15	16	6	11
NHS Ayrshire & Arran	Primary Care	CPN (Dr) to phone patient within 1 Hr	25	17	16	12	7	15	22	12	24	25	30	17	18
NHS Ayrshire & Arran	Primary Care	CPN (Dr) to phone patient within 2 Hrs	1	2	1	2	1				2	2	2	1	
NHS Ayrshire & Arran	Primary Care	DN (Dr) phone patient within 1 Hr	4	3	4	4	3	5	2	2	4	2	3	1	2
NHS Ayrshire & Arran	Primary Care	DN (Dr) phone patient within 2 Hrs	5	6	5	6	3	4	4	5	2	3	12	8	5
NHS Ayrshire & Arran	Primary Care	Home Visit within 1 Hr	8	8	8	8	11	9	9	19	12	15	11	11	8
NHS Ayrshire & Arran	Primary Care	Home Visit within 2 Hrs	32	27	24	30	35	36	41	24	32	67	60	46	54
NHS Ayrshire & Arran	Primary Care	Home Visit within 4 Hrs	36	40	42	45	50	45	39	44	54	95	95	58	46
NHS Ayrshire & Arran	Primary Care	Partner to Triage	1				1								
NHS Ayrshire & Arran	Primary Care	PCEC within 1 Hr	45	30	45	54	41	45	33	39	39	43	51	41	37
NHS Ayrshire & Arran	Primary Care	PCEC within 2 Hrs	115	111	139	160	156	148	166	137	146	234	224	151	122
NHS Ayrshire & Arran	Primary Care	PCEC within 4 Hrs	292	284	263	341	343	363	319	337	346	625	711	329	302
NHS Ayrshire & Arran	Primary Care	Pt advised to contact practice - For Information Only	7	2	3	4	7	6	7	4	3	9	15	7	7
NHS Ayrshire & Arran	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only	3	1	5	1	2	5	8	2	3			1	6
NHS Ayrshire & Arran	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only	1												
NHS Ayrshire & Arran	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only	47	74	75	67	68	63	94	90	73	78	53	80	94
NHS Ayrshire & Arran	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only	23												
NHS Ayrshire & Arran	Primary Care	Pt advised to contact Practice within 4 - Hrs - For Information Only	12	11	20	12	15	20	13	18	8	9	10	16	7
NHS Ayrshire & Arran	Primary Care	Speak to clinician within 1 Hr	20	13	14	10	14	13	8	7	9	8	23	8	15
NHS Ayrshire & Arran	Primary Care	Speak to clinician within 2 Hrs	13	15	18	26	13	20	19	19	19	31	49	25	31
NHS Ayrshire & Arran	Primary Care	Speak to clinician within 4 Hrs	40	48	42	43	35	43	56	48	47	86	129	40	55
NHS Ayrshire & Arran	Secondary Care	Speak to clinician within 4 Hrs	33	1	1		1								
NHS Ayrshire & Arran	Secondary Care	999 contacted - For information only	134	148	152	140	184	156	158	150	156	202	215	177	143
NHS Ayrshire & Arran	Secondary Care	999 contacted. For information only	4		1	3	6	2	3	4	7	6	6	4	4
NHS Ayrshire & Arran	Secondary Care	patient advised to attend A & E within 1 hour - for information only	22												
NHS Ayrshire & Arran	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr	4												
NHS Ayrshire & Arran	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only	15	14	15	18	12	13	15	16	11	24	24	12	14
NHS Ayrshire & Arran	Secondary Care	Patient sent to A&E via Ambulance within 4Hr - Flow Hub to arrange	81	75	83	74	75	71	74	68	80	76	77	115	99
NHS Ayrshire & Arran	Secondary Care	Pt advised to go to A&E	144	187	168	179	181	140	144	163	172	199	221	187	184
NHS Ayrshire & Arran	Secondary Care	Speak to clinician 2 Hrs	20	11	15	9	10	20	17	17	14	5	14	18	21
NHS Ayrshire & Arran	Secondary Care	Speak to clinician 4 Hrs	40	39	36	35	39	35	40	28	43	27	57	45	32
NHS Ayrshire & Arran	Secondary Care	Speak to clinician within 4 Hrs	6												
NHS Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1	75	76	64	76	64	63	77	69	103	137	177	67	77
NHS Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24	6												
NHS Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 4 hours	14												
NHS Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo	14	3	8	3	2	8	5	4	22	7	5	7	
NHS Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Not Triage/Assessed	0	1		1					2	5	1		
NHS Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent	1												
NHS Ayrshire & Arran	Self Care/No Partner Action	Distress Brief Intervention	8	11	4	4	8	5	8	3	9	3	8	5	4
NHS Ayrshire & Arran	Self Care/No Partner Action	patient advised to contact pharmacist - for information only	38	24	40	39	33	20	30	25	30	47	56	40	37
NHS Ayrshire & Arran	Self Care/No Partner Action	patient advised to contact pharmacist - For Information Only	22	2	1	4	5	1	2	3	6	5	9	4	4
NHS Ayrshire & Arran	Self Care/No Partner Action	patient advised to contact pharmacist - For Information Only	2											1	
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only	5	4	3	6	3	3	3	4	5	5	3	4	
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact Next Routine Appo	5	3	2	3	3	1	1	1	3	2	2	4	
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only	1												
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	16	13	16	17	11	22	17	15	12	34	29	23	27
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	9	5	5	7	2	4	1	3	1	2	4	5	
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt given self care advice - For Information Only	89	99	81	104	126	117	122	123	112	137	162	142	91
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt given self care advice - For Information Only	8	2	5	4	5	6	8	3	6	5	4	5	4
NHS Borders	Not assigned	(blank)	2												
NHS Borders	Primary Care	CPN (Dr) to phone patient within 1 Hr	2	4	4	4	6	4	6	5	3	6	7	3	5
NHS Borders	Primary Care	CPN (Dr) to phone patient within 2 Hrs	2	3	7	9	10	4	2	2	8	3	5	9	8
NHS Borders	Primary Care	DN (Dr) phone patient within 1 Hr	1	3	1	2		1	1	1	2	4	2	2	
NHS Borders	Primary Care	DN (Dr) phone patient within 2 Hrs	2	2	6	3	2	4	2	3	3	6	5	5	5
NHS Borders	Primary Care	Home Visit within 1 Hr	19	10	9	16	20	16	8	12	13	25	19	14	14
NHS Borders	Primary Care	Home Visit within 2 Hrs	10	8	11	4	3	9	14	6	6	22	21	15	15
NHS Borders	Primary Care	Home Visit within 4 Hrs	14	14	7	12	16	10	7	6	12	28	40	9	16
NHS Borders	Primary Care	PCEC within 1 Hr	12	4	12	7	12	5	5	6	7	4	13	7	9
NHS Borders	Primary Care	PCEC within 2 Hrs	25	37	21	38	30	34	35	36	33	61	61	24	32
NHS Borders	Primary Care	PCEC within 4 Hrs	65	58	44	67	86	54	56	62	77	160	187	77	62
NHS Borders	Primary Care	Pt advised to contact practice - For Information Only	2	3		1	1	1	1	1	6	1	1	4	
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	35
NHS Borders	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	4												
NHS Borders	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only	3	9	9	6	3	8	2	8	4	5	3	3	3
NHS Borders	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only	1												
NHS Borders	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	3	5	2	5	3	3	2	2	6	4	6	2	3
NHS Borders	Primary Care	Pt advised to contact practice within 1 Hr	5	7	1	5	5	9	1	7	12	10	15	12	9
NHS Borders	Primary Care	Pt advised to contact practice within 2 Hrs	10	10	9	9	12	7	12	6	10	25	35	12	12
NHS Borders	Secondary Care	999 contacted - For information only	9												
NHS Borders	Secondary Care	999 contacted. For information only	37	46	55	49	46	53	29	32	58	67	55	39	47
NHS Borders	Secondary Care	patient advised to attend A & E within 1 hour - for information only	1	2	2	1	1	2	3	2	4	4	1	1	3
NHS Borders	Secondary Care	Patient advised to go to A&E	3	6	3	8	2	3	3	3	9	7	3	7	
NHS Borders	Secondary Care	Pt advised to go to A&E	53	42	36	43	29	33	39	41	32	41	50	46	43
NHS Borders	Secondary Care	Pt advised to go to A&E - For information only	36	57	51	57	49	43	34	44	49	53	72	43	61
NHS Borders	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services	1											1	
NHS Borders	Secondary Care	Speak to clinician 2 Hrs	9	16	10	12	9	5	5	11	8	6	11	9	4
NHS Borders	Secondary Care	Speak to clinician 4 Hrs	14	15	14	11	12	19	13	11	17	16	17	20	21
NHS Borders	Secondary Care	Speak to clinician within 4 Hrs	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	24
NHS Borders	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 4 hours	1												
NHS Borders	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo	1	2		1		3		3	7	1	2	1	
NHS Borders	Self Care/No Partner Action	Dental Nurse - Not Triage/Assessed	1												
NHS Borders	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent	1	2	1	4	1	1	4	2	3	1	2	2	2
NHS Borders	Self Care/No Partner Action	Distress Brief Intervention	18	9	16	12	11	9	10	10	16	22	14	13	15
NHS Borders	Self Care/No Partner Action	For Information Only	6												
NHS Borders	Self Care/No Partner Action	Patient gives self care advice - For Information Only	1												
NHS Borders	Self Care/No Partner Action	Patient gives self care advice - For Information Only	1												
NHS Borders	Self Care/No Partner Action	Pt advised to contact CPN Team - For Information Only	1												
NHS Borders	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only	1												
NHS Borders	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	2	3	1	1	3	2	1	2	2	1	2	4	
NHS Borders	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	4	3	2	2	5	6	4	3					

NHS Dumfries & Galloway	Primary Care	CPN (Dr) to phone patient within 1 Hr	4	1	8	3	2	8	3	2	5	1	2	3	3
NHS Dumfries & Galloway	Primary Care	CPN (Dr) to phone patient within 2 Hrs	9	9	3	5	9	7	4	2	5	11	9	6	5
NHS Dumfries & Galloway	Primary Care	DN (Dr) phone patient within 1 Hr	1	2	2	2	4	4	2	2	2	1	3	2	1
NHS Dumfries & Galloway	Primary Care	DN (Dr) phone patient within 2 Hrs	4	6	4	6	4	3	5	8	5	12	8	6	6
NHS Dumfries & Galloway	Primary Care	DN (Dr) phone patient within 4 Hrs	23	15	16	22	22	16	14	18	29	45	21	22	
NHS Dumfries & Galloway	Primary Care	Home Visit within 1 Hr	2	3	3	1	9	3	1	2	1	5	6	5	4
NHS Dumfries & Galloway	Primary Care	Home Visit within 2 Hrs	10	10	10	12	13	12	10	12	12	19	21	14	14
NHS Dumfries & Galloway	Primary Care	Home Visit within 4 Hrs	19	12	13	9	13	21	8	12	10	29	43	19	16
NHS Dumfries & Galloway	Primary Care	PCEC within 1 Hr	10	11	10	10	15	8	8	8	15	19	19	11	17
NHS Dumfries & Galloway	Primary Care	PCEC within 2 Hrs	37	35	42	56	29	44	39	35	46	63	79	46	43
NHS Dumfries & Galloway	Primary Care	PCEC within 4 Hrs	92	80	75	83	89	92	86	80	82	200	218	78	89
NHS Dumfries & Galloway	Primary Care	Pt advised to contact practice - For Information Only	3	1	2	1	1	1	1	4	3	3	2		
NHS Dumfries & Galloway	Primary Care	Pt advised to contact practice within 10 Hrs - For Information Only	1	1	1	1	4	2	1	1	1			1	
NHS Dumfries & Galloway	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only	10	18	15	27	15	17	15	15	33	22	19	22	25
NHS Dumfries & Galloway	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	10												
NHS Dumfries & Galloway	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only	1	9	9	5	3	4	3	5	2	3	5	5	5
NHS Dumfries & Galloway	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	2												
NHS Dumfries & Galloway	Primary Care	Speak to clinician within 1 Hr	5	3	3	4	5	6	3	4	2	4	7	6	4
NHS Dumfries & Galloway	Primary Care	Speak to clinician within 2 Hrs	9	4	8	4	9	8	12	8	6	7	10	9	4
NHS Dumfries & Galloway	Primary Care	Speak to clinician within 4 Hrs	13	17	21	8	11	15	11	9	9	37	46	24	19
NHS Dumfries & Galloway	Secondary Care	999 - Ambulance (ASAP)													
NHS Dumfries & Galloway	Secondary Care	999 contacted - For information only	10												
NHS Dumfries & Galloway	Secondary Care	999 contacted. For information only	30	70	61	56	49	46	48	46	46	73	83	53	55
NHS Dumfries & Galloway	Secondary Care	Patient advised to attend A & E within 1 hour - for information only	2	1	0							1	2	4	3
NHS Dumfries & Galloway	Secondary Care	Patient advised to go to A&E	12												
NHS Dumfries & Galloway	Secondary Care	Patient advised to go to A&E	5	7	2	2	2	5	5	3	4	4	7	6	7
NHS Dumfries & Galloway	Secondary Care	Patient suitable for MU 4hr - Flow Hub to arrange	13	16	8	12	8	9	15	10	12	8	28	16	12
NHS Dumfries & Galloway	Secondary Care	Pt advised to go to A&E	31	61	56	55	47	42	43	39	62	74	74	45	65
NHS Dumfries & Galloway	Secondary Care	Speak to clinician 2 Hrs	3	2	2	4	3	2	3	2	1	3	4	2	
NHS Dumfries & Galloway	Secondary Care	Speak to clinician 4 Hrs	3	9	14	10	10	12	4	7	6	14	8	15	6
NHS Dumfries & Galloway	Secondary Care	Speak to clinician within 4 Hrs	2												
NHS Dumfries & Galloway	Self Care/No Partner Action	Contact Family Planning Clinic		1											
NHS Dumfries & Galloway	Self Care/No Partner Action	Contact Health Visitor		1											
NHS Dumfries & Galloway	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24	29	36	23	33	28	25	33	32	43	70	73	34	41
NHS Dumfries & Galloway	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 hours	1												
NHS Dumfries & Galloway	Self Care/No Partner Action	Dental Nurse - Not Triage/Assessed	2	1	3	1	2	1	2	4	11	10	1	2	
NHS Dumfries & Galloway	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent	2	5	3	2	4	1	3	2	1	1	2	2	
NHS Dumfries & Galloway	Self Care/No Partner Action	Dental Nurse - Routine Brief Intervention	10	9	11	12	11	7	9	10	6	16	18	11	15
NHS Dumfries & Galloway	Self Care/No Partner Action	Patient given self care advice - For Information Only	2												
NHS Dumfries & Galloway	Self Care/No Partner Action	Patient given self care dental advice - For Information Only	1												
NHS Dumfries & Galloway	Self Care/No Partner Action	Pt advised to contact appropriate service - For Info Only	1												
NHS Dumfries & Galloway	Self Care/No Partner Action	Pt advised to contact CPN Team - For Information Only	1												
NHS Dumfries & Galloway	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only	2												
NHS Dumfries & Galloway	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	1												
NHS Dumfries & Galloway	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	4	4	5	4	7	8	9	4	2	13	11	5	9
NHS Dumfries & Galloway	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only	1	3	1	1	2	1	2	1	1	1	1	4	
NHS Dumfries & Galloway	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	28	23	28	29	47	39	28	30	29	51	59	29	29
NHS Dumfries & Galloway	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	2	2	1	1	1	1	1	1	5	1	2	1	
NHS Dumfries & Galloway	Self Care/No Partner Action	Ptage refused. Pt terminated call - For Information Only	2												
NHS Fife	Primary Care	Not applicable													
NHS Fife	Primary Care	Contact GP Practice within 4 Hours (ASAP)		1											
NHS Fife	Primary Care	CPN (Dr) to phone patient within 1 Hr	10	10	16	16	10	11	16	17	11	13	19	12	7
NHS Fife	Primary Care	CPN (Dr) to phone patient within 2 Hrs	25	17	18	20	24	23	18	18	21	33	32	17	27
NHS Fife	Primary Care	DN (Dr) phone patient within 1 Hr	3	5	8	3	5	6	2	6	4	7	2	5	
NHS Fife	Primary Care	DN (Dr) phone patient within 2 Hrs	12	6	12	7	10	8	9	10	12	21	11	14	13
NHS Fife	Primary Care	DN (Dr) phone patient within 4 Hrs	34	36	35	42	32	33	43	49	37	38	73	68	40
NHS Fife	Primary Care	Home Visit within 1 Hr	10	11	8	8	4	1	7	4	3	16	12	5	6
NHS Fife	Primary Care	Home Visit within 2 Hrs	28	36	22	28	24	25	28	37	39	54	55	39	35
NHS Fife	Primary Care	Home Visit within 4 Hrs	43	29	30	38	43	35	45	42	45	78	102	57	43
NHS Fife	Primary Care	PCEC within 1 Hr	35	39	39	41	49	46	46	36	43	35	69	54	41
NHS Fife	Primary Care	PCEC within 2 Hrs	103	125	121	124	150	130	164	154	152	214	220	154	137
NHS Fife	Primary Care	PCEC within 4 Hrs	257	235	250	264	306	343	342	343	362	635	688	330	326
NHS Fife	Primary Care	Pt advised to contact practice - For Information Only	4	6	6	6	6	6	11	5	4	10	14	10	11
NHS Fife	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only	1	3	8	6	2	3	5	4	7	3	6	5	5
NHS Fife	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only	58	75	73	98	84	84	97	132	113	82	88	83	102
NHS Fife	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	15	31	25	20	19	16	14	28	7	15	17	9	13
NHS Fife	Primary Care	Pt advised to attend A & E within 4 Hrs - For Information Only	11												
NHS Fife	Primary Care	Speak to clinician within 1 Hr	12	14	11	11	12	7	8	10	13	13	18	15	10
NHS Fife	Primary Care	Speak to clinician within 2 Hrs	13	23	24	20	23	12	21	32	12	48	36	26	29
NHS Fife	Primary Care	Speak to clinician within 4 Hrs	47	36	31	33	39	39	40	35	53	78	98	43	45
NHS Fife	Secondary Care	999 contacted - For information only	26	1	4	1	4	1	1	1	1			1	
NHS Fife	Secondary Care	999 contacted. For information only	122	150	142	168	155	126	123	126	152	211	209	148	168
NHS Fife	Secondary Care	Patient advised to attend A & E within 1 hour - for information only	2	5	4	4	3	5	4	4	4	2	5	2	
NHS Fife	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only	2												
NHS Fife	Secondary Care	Patient suitable for MU 4hr - Flow Hub to arrange	9	15	14	14	14	17	12	16	11	18	18	19	18
NHS Fife	Secondary Care	Pt advised to go to A&E	113	107	127	105	114	116	109	102	117	109	105	144	130
NHS Fife	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services	141	186	184	213	189	195	185	174	239	238	263	223	210
NHS Fife	Secondary Care	Speak to clinician within 4 Hrs	26	23	26	16	23	17	19	20	14	24	28	32	23
NHS Fife	Secondary Care	Speak to clinician within 4 Hrs	35	52	58	46	32	58	45	47	49	52	59	65	38
NHS Fife	Self Care/No Partner Action	Contact Breathing Space	7												
NHS Fife	Self Care/No Partner Action	Contact Family Planning Clinic	1												
NHS Fife	Self Care/No Partner Action	Contact Public Health Nurse	1												
NHS Fife	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1	1	1	1	2							1	1	1
NHS Fife	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24	85	101	73	97	99	90	69	88	95	146	183	98	89
NHS Fife	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 hours	14												
NHS Fife	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo	1	1	1	1									
NHS Fife	Self Care/No Partner Action	Dental Nurse - Not Triage/Assessed	4	5	11	5	5	4	3	2	5	11	10	5	3
NHS Fife	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent	1	2	2	2	2	2	1	3	3	3	1		
NHS Fife	Self Care/No Partner Action	Dental Nurse - Routine Brief Intervention	11	7	9	11	6	6	8	6	7	3	8	10	
NHS Fife	Self Care/No Partner Action	For Information Only	35	47	41	54	38	42	50	43	48	72	60	57	47
NHS Fife	Self Care/No Partner Action	Patient given self care advice - For Information Only	1	2	3	6	1	6	3	10	4	12	6	4	
NHS Fife	Self Care/No Partner Action	Pt advised to contact CPN Team - For Information Only	2												
NHS Fife	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only	2												
NHS Fife	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	4	7	3	3	1	1	2	3	4	4	4	5	1
NHS Fife	Self Care/No Partner Action														

NHS File	Self Care/No Partner Action	Pt given self care advice - For Information Only	85	124	122	120	136	149	139	149	154	208	179	158	135	
NHS File	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	6	
NHS Forth Valley	Not assigned	(blank)			1	1		1		1			1			
NHS Forth Valley	Primary Care	CPN (Dr) to phone patient within 1 Hr	1	2	11	5	4	6	3	9	12	12	10	10	9	
NHS Forth Valley	Primary Care	CPN (Dr) to phone patient within 2 Hrs	17	8	18	10	13	11	4	15	13	25	25	13	22	
NHS Forth Valley	Primary Care	DN (Dr) phone patient within 1 Hr	6	3		1	1	2	3	5		3	6	3	1	
NHS Forth Valley	Primary Care	DN (Dr) phone patient within 2 Hrs	5	7	4	7	6	5	7	3	7	11	14	5	11	
NHS Forth Valley	Primary Care	DN (Dr) phone patient within 4 Hrs	15	18	26	22	26	25	28	28	29	51	53	40	32	
NHS Forth Valley	Primary Care	Home Visit within 1 Hr	6	4	6	2	3	1	6	4	7	7	10	6	6	
NHS Forth Valley	Primary Care	Home Visit within 2 Hrs	25	19	13	26	17	26	20	17	24	46	51	25	26	
NHS Forth Valley	Primary Care	Home Visit within 4 Hrs	21	29	31	29	16	32	30	35	43	56	69	30	43	
NHS Forth Valley	Primary Care	Partner to Triage			1											
NHS Forth Valley	Primary Care	PCEC within 1 Hr	34	30	24	30	47	36	30	40	33	60	63	40	41	
NHS Forth Valley	Primary Care	PCEC within 2 Hrs	119	106	101	122	120	116	109	138	116	197	179	113	126	
NHS Forth Valley	Primary Care	PCEC within 4 Hrs	236	249	224	248	266	289	307	304	329	534	615	261	278	
NHS Forth Valley	Primary Care	Pt advised to contact practice - For Information Only	7	10	3	5	1	3	7	5	6	3	8	8	4	
NHS Forth Valley	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only	2	6	7	7	2	4	9	4	2	2	1	2		
NHS Forth Valley	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only	57	69	104	85	92	95	83	102	85	87	70	107	110	
NHS Forth Valley	Primary Care	Pt advised to contact practice within 4 Hrs - Info Only	27													
NHS Forth Valley	Primary Care	Pt advised to contact practice within 4 Hrs - Info Only	7	24	19	25	27	19	19	10	15	10	15	15	11	
NHS Forth Valley	Primary Care	Speak to clinician within 1 Hr	11	12	8	12	7	4	5	7	8	14	15	17	9	
NHS Forth Valley	Primary Care	Speak to clinician within 2 Hrs	12	17	11	10	22	16	15	17	17	32	33	14	17	
NHS Forth Valley	Primary Care	Speak to clinician within 4 Hrs	36	39	22	36	26	24	26	29	38	78	92	43	36	
NHS Forth Valley	Secondary Care	999 contacted - For Information only	19													
NHS Forth Valley	Secondary Care	999 contacted - For Information only	116	126	110	140	128	127	120	117	154	175	160	135	136	
NHS Forth Valley	Secondary Care	patient advised to attend 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	42													
NHS Forth Valley	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr	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	11	
NHS Forth Valley	Secondary Care	Patient suitable for MU 4hr - Flow Hub to arrange	204	252	240	215	222	185	205	230	202	150	179	262	217	
NHS Forth Valley	Secondary Care	Pt advised to go to A&E	157	198	181	221	238	224	185	191	214	221	244	221	212	
NHS Forth Valley	Secondary Care	Speak to clinician within 1 Hr	45	62	32	38	51	34	25	39	35	29	46	41	58	
NHS Forth Valley	Secondary Care	Speak to clinician 2 Hrs	39	68	54	50	54	76	67	53	50	47	61	73	62	
NHS Forth Valley	Secondary Care	Speak to clinician within 4 Hrs	13													
NHS Forth Valley	Self Care/No Partner Action	Contact Breathing Space														
NHS Forth Valley	Self Care/No Partner Action	Contact Family Planning Clinic														
NHS Forth Valley	Self Care/No Partner Action	Contact Public Health Nurse														
NHS Forth Valley	Self Care/No Partner Action	Contact Public Health Nurse	1													
NHS Forth Valley	Self Care/No Partner Action	Contact Dentist within 1 Hr	52	68	56	67	66	58	38	53	70	103	117	68	65	
NHS Forth Valley	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 hours	12													
NHS Forth Valley	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo														
NHS Forth Valley	Self Care/No Partner Action	Dental Nurse - Not Triage/Assessed														
NHS Forth Valley	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dentist														
NHS Forth Valley	Self Care/No Partner Action	Patient given self care advice - For Information Only	2													
NHS Forth Valley	Self Care/No Partner Action	Patient given self care advice - For Information Only	13	16	7	11	12	8	6	7	5	6	9	7	3	
NHS Forth Valley	Self Care/No Partner Action	Pt advised to contact CPN Team - For Information Only	68	67	60	44	42	44	35	41	49	51	69	73	49	
NHS Forth Valley	Self Care/No Partner Action	Pt advised to contact CPN Team - For Information Only	22													
NHS Forth Valley	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only	2	4	2	3	4	6	2	5	3	11	11	3	4	
NHS Forth Valley	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only	1													
NHS Forth Valley	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only	1													
NHS Forth Valley	Self Care/No Partner Action	Pt advised to contact GP - For Information Only	5	2	3	4	7	3	2	3	2	10	6	2	6	
NHS Forth Valley	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only	6	9	5	3	6	5	4	3	6	10	5	6		
NHS Forth Valley	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	1													
NHS Forth Valley	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	12	13	16	20	20	13	27	18	16	34	37	20	16	
NHS Forth Valley	Self Care/No Partner Action	Pt given self care advice - For Information Only	3	6	3	3	6	7	5	3	4	8	7	3	3	
NHS Forth Valley	Self Care/No Partner Action	Routine Appointment with Dentist	81	128	111	123	98	101	97	106	113	159	177	116	120	
NHS Forth Valley	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only	4													
NHS Forth Valley	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only	15	13	14	6	10	16	11	3	18	4	21	24	13	
NHS Grampian	Not assigned	(blank)														
NHS Grampian	Primary Care	Contact GP Practice within 4 Hours (ASAP)														
NHS Grampian	Primary Care	CPN (Dr) to phone patient within 1 Hr	13	11	9	26	17	12	10	15	13	19	14	17	10	
NHS Grampian	Primary Care	CPN (Dr) to phone patient within 2 Hrs	24	26	19	20	21	12	12	19	20	24	27	23	36	
NHS Grampian	Primary Care	CPN (Dr) to phone patient within 4 Hrs	2	3	8	1	3	3	3	2	1	8	3	4	4	
NHS Grampian	Primary Care	DN (Dr) phone patient within 1 Hr	10	12	7	8	5	1	6	4	6	16	21	8	10	
NHS Grampian	Primary Care	DN (Dr) phone patient within 2 Hrs	28	27	22	25	26	18	17	25	40	42	23	21		
NHS Grampian	Primary Care	Home Visit within 1 Hr	13	12	16	17	8	12	20	12	14	19	35	23	16	
NHS Grampian	Primary Care	Home Visit within 2 Hrs	46	45	58	43	47	37	45	69	57	94	110	52	61	
NHS Grampian	Primary Care	Home Visit within 4 Hrs	53	60	51	49	47	61	52	59	61	137	110	75	73	
NHS Grampian	Primary Care	Patient given self care advice - For Information Only	49	45	43	74	65	62	62	67	76	87	93	39	43	
NHS Grampian	Primary Care	PCEC within 1 Hr	150	152	165	195	201	225	218	224	226	366	267	155	169	
NHS Grampian	Primary Care	PCEC within 2 Hrs	406	437	364	460	429	459	467	522	522	933	866	358	414	
NHS Grampian	Primary Care	Pt advised to contact practice - For Information Only	5	9	9	3	6	2	7	6	5	8	19	7	7	
NHS Grampian	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only	3	7	2	4	4	1	11	4	5	6	6	4	5	
NHS Grampian	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	82	119	116	107	98	128	126	183	146	118	125	110	122	
NHS Grampian	Primary Care	Pt advised to contact practice within 4 Hrs - Info Only	21													
NHS Grampian	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only	18	33	30	35	34	33	24	17	13	9	18	16		
NHS Grampian	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	15													
NHS Grampian	Primary Care	Speak to clinician within 1 Hr	12	17	19	18	18	13	17	15	19	29	31	20	12	
NHS Grampian	Primary Care	Speak to clinician within 2 Hrs	25	40	24	37	43	30	36	36	67	78	41	28		
NHS Grampian	Primary Care	Speak to clinician within 4 Hrs	69	63	56	64	66	44	64	57	75	135	196	87	44	
NHS Grampian	Primary Care	Speak to clinician within 4 Hrs - For Information Only	44													
NHS Grampian	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only	13	19	1	26	25	26	23	13	20	33	36	25	23	
NHS Grampian	Secondary Care	Patient sent to A&E via Ambulance within 4hr - Flow Hub to arrange	220	208	214	215	199	191	176	226	180	160	182	187	214	
NHS Grampian	Secondary Care	Pt advised to go to A&E	215	302	263	269	281	264	241	256	339	350	297	230	276	
NHS Grampian	Secondary Care	Speak to clinician 2 Hrs	36	40	41	32	21	36	28	34	36	26	30	36	36	
NHS Grampian	Secondary Care	Speak to clinician 4 Hrs	66	70	50	68	66	59	59	73	75	69	62	79	67	
NHS Grampian	Secondary Care	Speak to clinician within 4 Hrs	2													
NHS Grampian	Self Care/No Partner Action	Contact Breathing Space														
NHS Grampian	Self Care/No Partner Action	Contact Dentist within 24 Hours	2	1	1	1	6	5	10	6	28	5	3	6		
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1 Hr	83	79	71	105	76	74	60	78	85	177	158	97	89	
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 hours	21													
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 hours	2	1	1	1	5	1	10	6	28	5	3	6		
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo	1	2	3	5	6	1	5	10	6	2	5	1	1	
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Not Triage/Assessed	9	4	3	5	6	1	5	10	6	28	5	3	6	
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dentist	5	2	1	1	2	1								

NHS Grampian	Sell Care/No Partner Action	Pt advised to contact CPN Team - For Information Only		2	1	2	1	1	1	1	1	
NHS Grampian	Sell Care/No Partner Action	Pt advised to contact Dentist - For Information Only		2	1	1	2	1	1	1	1	
NHS Grampian	Sell Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only		3	3	4	3	3	6	4	6	
NHS Grampian	Sell Care/No Partner Action	Pt advised to contact Midwife - For Information Only		11	5	3	8	4	3	6	5	
NHS Grampian	Sell Care/No Partner Action	Pt advised to contact Optician - For Information Only							7	13	10	
NHS Grampian	Sell Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only								2	2	
NHS Grampian	Sell Care/No Partner Action	Pt advised to contact Police - For Information Only		23	32	24	23	17	24	32	32	
NHS Grampian	Sell Care/No Partner Action	Pt advised to contact Police - For Information Only		12	17	7	7	7	4	7	8	
NHS Grampian	Sell Care/No Partner Action	Pt given self care advice - For Information Only		115	138	140	164	170	165	197	184	
NHS Grampian	Sell Care/No Partner Action	Triage refused - Pt terminated call - For Information Only		3						201	263	
NHS Grampian	Sell Care/No Partner Action	Triage refused - Pt terminated call - For Information Only		4	6	13	10	2	9	9	6	
NHS Grampian	Not assigned	(blank)		2	2	2	8	5	1	3	1	
NHS Greater Glasgow & Clyde	Sell Care/No Partner Action	Contact GP Practice within 4 Hours (ASAP)										
NHS Greater Glasgow & Clyde	Primary Care	CPN (Dr) to phone patient within 1 Hr		43	26	31	30	21	27	33	36	
NHS Greater Glasgow & Clyde	Primary Care	CPN (Dr) to phone patient within 2 Hrs		52	51	77	50	56	55	73	57	
NHS Greater Glasgow & Clyde	Primary Care	DN (Dr) phone patient within 1 Hr		4	7	2	5	2	8	4	2	
NHS Greater Glasgow & Clyde	Primary Care	DN (Dr) phone patient within 2 Hrs		2	5	9	5	4	6	4	5	
NHS Greater Glasgow & Clyde	Primary Care	DN (Dr) phone patient within 4 Hrs		20	14	12	9	13	14	18	12	
NHS Greater Glasgow & Clyde	Primary Care	DN (Dr) phone patient within 1 Hr (Disputed Outcome)								19	24	
NHS Greater Glasgow & Clyde	Primary Care	Home Visit within 1 Hr		27	32	21	36	36	20	45	36	
NHS Greater Glasgow & Clyde	Primary Care	Home Visit within 2 Hrs		79	107	69	88	111	91	83	64	
NHS Greater Glasgow & Clyde	Primary Care	Home Visit within 4 Hrs		135	110	96	124	132	133	133	136	
NHS Greater Glasgow & Clyde	Primary Care	Partner to Triage		1						1		
NHS Greater Glasgow & Clyde	Primary Care	PCEC within 1 Hr		89	109	118	140	128	133	113	107	
NHS Greater Glasgow & Clyde	Primary Care	PCEC within 12 Hrs								104	154	
NHS Greater Glasgow & Clyde	Primary Care	PCEC within 24 Hrs								130	115	
NHS Greater Glasgow & Clyde	Primary Care	PCEC within 48 Hrs		388	419	416	434	479	491	487	454	
NHS Greater Glasgow & Clyde	Primary Care	PCEC within 72 Hrs		948	956	867	1042	1082	1178	1097	968	
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact practice - For Information Only		17	12	13	29	11	14	20	22	
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only		7	16	19	10	15	10	22	6	
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only		169	262	277	300	284	319	334	341	
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only								386	258	
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact practice within 24 Hrs - For Information Only		71							236	320
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact Practice within 36 Hrs - For Information Only		38	76	88	70	67	91	52	48	
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only		24							31	31
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only		38	43	43	45	34	28	28	34	
NHS Greater Glasgow & Clyde	Primary Care	Speak to clinician within 1 Hr		69	77	60	69	71	69	77	61	
NHS Greater Glasgow & Clyde	Primary Care	Speak to clinician within 2 Hrs		141	146	112	139	128	113	134	133	
NHS Greater Glasgow & Clyde	Primary Care	Speak to clinician within 4 Hrs								126	273	
NHS Greater Glasgow & Clyde	Primary Care	Temporary appointment within 1 Hr								346	162	
NHS Greater Glasgow & Clyde	Secondary Care	999 contacted - For Information only		84		1			3	1	1	
NHS Greater Glasgow & Clyde	Secondary Care	999 contacted. For Information only		372	441	402	485	463	464	413	406	
NHS Greater Glasgow & Clyde	Secondary Care	Accident & Emergency (ASAP)								431	581	
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	
NHS Greater Glasgow & Clyde	Secondary Care	Patient advised to go to A&E		102						8	14	
NHS Greater Glasgow & Clyde	Secondary Care	Patient sent to A&E by Ambulance within 1 Hr - For Information Only		5						26	12	
NHS Greater Glasgow & Clyde	Secondary Care	Patient suitable for MUI 4Hr - Flow Hub to Arrange		27	54	37	40	39	35	37	40	
NHS Greater Glasgow & Clyde	Secondary Care	Pt advised to go to A&E		355	342	303	350	289	294	311	343	
NHS Greater Glasgow & Clyde	Secondary Care	Pt advised to go to A&E by Ambulance within 1 Hr - For Information Only		463	602	520	650	652	676	585	566	
NHS Greater Glasgow & Clyde	Secondary Care	Pt advised to go to A&E								724	735	
NHS Greater Glasgow & Clyde	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services		2							1	
NHS Greater Glasgow & Clyde	Secondary Care	Speak to clinician 2 Hrs		61	64	66	64	50	53	37	57	
NHS Greater Glasgow & Clyde	Secondary Care	Speak to clinician 4 Hrs		111	131	118	106	102	123	124	121	
NHS Greater Glasgow & Clyde	Secondary Care	Speak to clinician within 4 Hrs								136	131	
NHS Greater Glasgow & Clyde	Secondary Care	Contact Breathing Space		1		1					2	
NHS Greater Glasgow & Clyde	Secondary Care	Contact Dentist Next Routine Appointment			2						1	
NHS Greater Glasgow & Clyde	Secondary Care	Contact Family Planning Clinic		1							1	
NHS Greater Glasgow & Clyde	Secondary Care	Dental Nurse - Contact Dentist within 1		2	2	1	2	3	2	1	1	
NHS Greater Glasgow & Clyde	Secondary Care	Dental Nurse - Contact Dentist within 24 hours		188	263	195	269	227	215	220	236	
NHS Greater Glasgow & Clyde	Secondary Care	Dental Nurse - Contact Next Routine Appo		47	1	2	1	1	2	3	2	
NHS Greater Glasgow & Clyde	Secondary Care	Dental Nurse - Contact Next Routine Assess		24	18	22	7	17	10	10	9	
NHS Greater Glasgow & Clyde	Secondary Care	Dental Nurse - Contact with Dent		2	3	4	5	3	1	3	5	
NHS Greater Glasgow & Clyde	Secondary Care	Distress Brief Intervention		18	22	28	30	20	20	14	27	
NHS Greater Glasgow & Clyde	Secondary Care	Emergency Reception								22	17	
NHS Greater Glasgow & Clyde	Secondary Care	Emergency Reception		140	178	183	146	137	141	138	126	
NHS Greater Glasgow & Clyde	Secondary Care	patient advised to contact pharmacist - for information only								207	198	
NHS Greater Glasgow & Clyde	Secondary Care	Patient given self care advice - For Information Only		69						1	162	
NHS Greater Glasgow & Clyde	Secondary Care	Patient given self care advice - For Information Only		3	10	6	11	10	4	7	9	
NHS Greater Glasgow & Clyde	Secondary Care	Pt advised to contact CPN Team - For Information Only		1	3		2	1	2	1	2	
NHS Greater Glasgow & Clyde	Secondary Care	Pt advised to contact Dentist - For Information Only		5	3		1	2	1	1	1	
NHS Greater Glasgow & Clyde	Secondary Care	Pt advised to contact GP Practice - For Information Only		1	1		3	1	1	3	1	
NHS Greater Glasgow & Clyde	Secondary Care	Pt advised to contact Optician - For Information Only		11	6	10	15	13	8	5	7	
NHS Greater Glasgow & Clyde	Secondary Care	Pt advised to contact Orthodontist - For Information Only		15	18	12	19	8	10	8	18	
NHS Greater Glasgow & Clyde	Secondary Care	Pt advised to contact Pharmacist - For Information Only		2		1	1	1	1	1	1	
NHS Greater Glasgow & Clyde	Secondary Care	Pt advised to contact Police - For Information Only		70	60	57	56	78	72	53	75	
NHS Greater Glasgow & Clyde	Secondary Care	Pt advised to contact Police - For Information Only		9	9	12	24	10	11	11	12	
NHS Greater Glasgow & Clyde	Secondary Care	Pt advised to contact self care advice - For Information Only		307	405	433	466	464	429	444	416	
NHS Greater Glasgow & Clyde	Secondary Care	Triage refused - Pt terminated call - For Information Only		1						445	597	
NHS Greater Glasgow & Clyde	Secondary Care	Triage refused - Pt terminated call - For Information Only		13	17	15	17	11	15	12	19	
NHS Highland	Not assigned	(blank)		4	4	1	2	3	1	2	2	
NHS Highland	Primary Care	Contact GP Practice within 4 Hours (ASAP)										
NHS Highland	Primary Care	CPN (Dr) to phone patient within 1 Hr		4	8	1	11	7	10	1	4	
NHS Highland	Primary Care	CPN (Dr) to phone patient within 2 Hrs		11	9	12	8	12	9	11	6	
NHS Highland	Primary Care	DN (Dr) phone patient within 1 Hr		1	1					1	1	
NHS Highland	Primary Care	DN (Dr) phone patient within 2 Hrs		6	6	8	4	4	4	2	5	
NHS Highland	Primary Care	DN (Dr) phone patient within 4 Hrs		9	9	5	14	21	8	16	7	
NHS Highland	Primary Care	Home Visit within 1 Hr		8	12	5	8	6	5	7	6	
NHS Highland	Primary Care	Home Visit within 2 Hrs		19	20	22	13	22	25	18	28	
NHS Highland	Primary Care	Home Visit within 4 Hrs		29	31	24	30	31	25	41	32	
NHS Highland	Primary Care	PCEC within 1 Hr		17	30	25	20	24	17	31	34	
NHS Highland	Primary Care	PCEC within 2 Hrs		57	68	54	67	78	100	98	107	
NHS Highland	Primary Care	PCEC within 4 Hrs		162	164	153	177	194	185	174	250	
NHS Highland	Primary Care	Pt advised to contact practice - For Information Only		4	1	2	3	4	3	9	4	
NHS Highland	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only			4		1	5	2	9	1	
NHS Highland	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only								3	2	
NHS Highland	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only		27	39	38	32	52	47	56	55	
NHS Highland	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only		11						51	56	
NHS Highland	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only		7	18	21	12	12	8	11	4	
NHS Highland	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only		3						13	7	
NHS Highland	Primary Care	Speak to clinician within 1 Hr		6	5	12	16	12	5	8	12	
NHS Highland	Primary Care	Speak to clinician within 2 Hrs		20	19	16	13	24	11	25	14	
NHS Highland	Primary Care	Speak to clinician within 4 Hrs		28	29	29	24	21	24	29	16	
NHS Highland	Secondary Care	999 contacted - For Information only		19						27	87	
NHS Highland	Secondary Care	999 contacted. For Information only		72	109	93	81	103	76	92	83	
NHS Highland	Secondary Care	minor injury unit appointment within 1 hour								91	131	
NHS Highland	Secondary Care	patient advised to attend & E within 1 hour - for information only		1						128	98	
NHS Highland	Secondary Care	Patient advised to go to A&E within 1 hour - For Information Only		11						1	1	
NHS Highland	Secondary Care	Patient sent to A&E Ambulance within 1 Hr - For Information Only		7	5	8	8	6	8	14	1	
NHS Highland	Secondary Care	Pt advised to contact GP Practice within 4 Hours - Flow Hub to Arrange		48	47	42	54	40	38	45	50	



NHS Lothian	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only	170	202	257	256	239	264	267	296	308	192	233	273	340	
NHS Lothian	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	53	57	59	60	54	71	43	53	38	20	22	45	36	
NHS Lothian	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only	35	43	49	29	33	36	15	22	29	46	49	47	36	
NHS Lothian	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	29	56	62	52	34	50	46	56	51	57	90	124	67	51
NHS Lothian	Primary Care	Speak to clinician within 1 Hr	43	95	92	103	87	94	95	106	116	231	265	116	118	
NHS Lothian	Primary Care	Speak to clinician within 2 Hrs	56	1000	93	92	103	87	94	95	106	116	231	265	116	118
NHS Lothian	Primary Care	Speak to clinician within 4 Hrs	56	1000	93	92	103	87	94	95	106	116	231	265	116	118
NHS Lothian	Secondary Care	999 - Ambulance (ASAP)	1													
NHS Lothian	Secondary Care	999 contacted - For information only	75	1			1									
NHS Lothian	Secondary Care	999 contacted. For information only	278	337	297	321	348	335	309	317	372	433	393	286	329	
NHS Lothian	Secondary Care	patient advised to attend A & E within 1 hour - for information only	5	7	11	13	6	8	9	10	8	8	11	8	10	
NHS Lothian	Secondary Care	Patient advised to go to A&E	92													
NHS Lothian	Secondary Care	Patient advised to go to A&E via Ambulance within 1 Hr - For Information Only	4													
NHS Lothian	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only	22	39	33	38	27	28	31	24	35	35	49	19	26	
NHS Lothian	Secondary Care	Patient suitable for MUI 4hr - Flow Hub to arrange	446	414	378	406	380	340	339	362	414	333	392	386	447	
NHS Lothian	Secondary Care	Pt advised to go to A&E	382	499	499	552	476	492	511	488	527	565	630	526	587	
NHS Lothian	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services	1													
NHS Lothian	Secondary Care	Speak to clinician 2 Hrs	59	71	60	57	65	63	51	63	60	51	51	57	65	
NHS Lothian	Secondary Care	Speak to clinician 4 Hrs	100	126	125	117	112	119	118	129	146	100	151	131	150	
NHS Lothian	Self Care/No Partner Action	Contact Breathing Space	19				1									
NHS Lothian	Self Care/No Partner Action	Contact Dentist Next Routine Appointment								1						
NHS Lothian	Self Care/No Partner Action	Contact Dentist within 24 Hours	1				1									
NHS Lothian	Self Care/No Partner Action	Contact Family Planning Clinic	1				1	2				1				
NHS Lothian	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1 hour	2				2		1	2	2	4	1	6		
NHS Lothian	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 hours	181	179	146	197	190	152	167	170	223	293	380	199	220	
NHS Lothian	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo	29				1				3					
NHS Lothian	Self Care/No Partner Action	Dental Nurse - Contact Next Appointement over 24 hour	2				2		3	3						
NHS Lothian	Self Care/No Partner Action	Dental Nurse - Not Triage/Assessed	21	8	11	10	9	9	6	8	18	52	27	8	9	
NHS Lothian	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent	7	5	3	2	1	1	1	3	3	1	4	4	3	
NHS Lothian	Self Care/No Partner Action	Distress Brief Intervention	19	19	22	21	22	18	17	21	12	16	22	24	16	
NHS Lothian	Self Care/No Partner Action	For Information Only	115	102	115	113	94	103	107	89	124	132	126	83	109	
NHS Lothian	Self Care/No Partner Action	Patient gives self care advice - For Information Only	50													
NHS Lothian	Self Care/No Partner Action	Patient gives self care dental advice - For Information Only	3	5	9	8	14	9	8	8	14	20	26	7	5	
NHS Lothian	Self Care/No Partner Action	Pt advised to contact CPN Team - For Information Only	2	1	3	1	1	4	6	4	2	2	1	2		
NHS Lothian	Self Care/No Partner Action	Pt advised to contact GP Practice - For Information Only	1	1	1	1	2	1	2	2	2	3	1			
NHS Lothian	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only	10	19	8	12	10	13	20	8	17	6	23	13	14	
NHS Lothian	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	18	13	18	17	16	12	14	14	18	15	16	19	16	
NHS Lothian	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only	52	59	30	62	53	66	78	68	81	113	123	73	68	
NHS Lothian	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	10	6	7	8	10	3	4	6	9	8	11	9	9	
NHS Lothian	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	186	275	292	298	357	320	330	340	349	392	497	338	330	
NHS Lothian	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only	1													
NHS Orkney	Primary Care	CPN (Dr) to phone patient within 1 Hr	9	16	3	10	7	14	7	11	12	8	6	11	14	
NHS Orkney	Primary Care	CPN (Dr) to phone patient within 2 Hrs	1		1	2	1	1	1	1	1	1	1	1		
NHS Orkney	Primary Care	DN (Dr) phone patient within 4 Hrs	2		1	2	1	1	1	1	1	1	1	1		
NHS Orkney	Primary Care	Home Visit within 1 Hrs	1		1	1	1	1	2	2	2	2	2	1		
NHS Orkney	Primary Care	Home Visit within 4 Hrs	3		2	1	2	1	2	1	1	1	1	1		
NHS Orkney	Primary Care	PCEC within 1 Hr	4		1	1	4	2	4	2	3	6	10	6	4	
NHS Orkney	Primary Care	PCEC within 2 Hrs	1		3	2	1	2	1	4	5	3	1	2		
NHS Orkney	Primary Care	PCEC within 4 Hrs	4		5	4	3	3	8	7	1	4	5	3	2	
NHS Orkney	Primary Care	Pt advised to contact practice - For information Only	8	7	13	5	8	4	9	7	7	18	26	12	13	
NHS Orkney	Secondary Care	Pt advised to attend A & E within 1 hour - for information only									1					
NHS Orkney	Secondary Care	Pt advised to contact practice within 36 Hrs - For Information Only	2	2	1	2	2	2	1	6	5	5	1	2		
NHS Orkney	Secondary Care	Pt advised to contact Practice within 4 Hrs - For Information Only	1	1	1	1	1	1	1	1	1	1	1	1		
NHS Orkney	Secondary Care	Speak to clinician within 1 Hr	3	2	1	4	4	2	2	1	4	6	4	2	4	
NHS Orkney	Secondary Care	Speak to clinician within 2 Hrs	2	7	4	4	3	4	1	2	4	9	9	5	6	
NHS Orkney	Secondary Care	999 contacted - For information only	1								1	1	1	1		
NHS Orkney	Secondary Care	Patient advised to attend A&E via Ambulance within 1 Hr - For Information Only	2								1	2	1	1		
NHS Orkney	Secondary Care	Patient suitable for MUI 4hr - Flow Hub to arrange	3	3	1	4	3	3	6	4	5	5	7	5	4	
NHS Orkney	Secondary Care	Pt advised to go to A&E	1						1	1	1	1	1			
NHS Orkney	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services	2													
NHS Orkney	Secondary Care	Speak to clinician 2 Hrs	2													
NHS Orkney	Secondary Care	Speak to clinician 4 Hrs	3													
NHS Orkney	Secondary Care	Speak to clinician 4 Hrs - For Information Only	1													
NHS Orkney	Secondary Care	Patient gives self care advice - For Information Only	1													
NHS Orkney	Secondary Care	Patient gives self care dental advice - For Information Only	1													
NHS Orkney	Secondary Care	Pt advised to contact Dentist - For Information Only	1													
NHS Orkney	Secondary Care	Pt advised to contact Midwife - For Information Only	1													
NHS Orkney	Secondary Care	Pt advised to contact Optician - For Information Only	1													
NHS Orkney	Secondary Care	Pt advised to contact Orthodontist - For Information Only	1													
NHS Orkney	Secondary Care	Pt advised to contact Pharmacist - For Information Only	1													
NHS Orkney	Secondary Care	Pt advised to contact Police - For Information Only	1													
NHS Orkney	Secondary Care	Pt advised to contact Practice - For Information Only	1													
NHS Orkney	Secondary Care	Pt advised to contact GP Practice within 4 Hours (ASAP)	9	4	6	8	6	5	5	7	8	14	8	9	9	
NHS Shetland	Primary Care	Contact GP Practice within 1 Hr	1				1					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				
NHS Shetland	Primary Care	Home Visit within 1 Hr	1				2		1	1	1	1	2			
NHS Shetland	Primary Care	Home Visit within 2 Hrs	2				3		3	4	7	2	1			
NHS Shetland	Primary Care	Home Visit within 4 Hrs	1				1		1	1	1	1	1			
NHS Shetland	Primary Care	PCEC within 1 Hr	1				1		1	1	1	1	1			
NHS Shetland	Primary Care	PCEC within 2 Hrs	2		2	1	4	1	1	5	4	2	7	2	3	
NHS Shetland	Primary Care	PCEC within 4 Hrs	8	8	4	10	5	12	8	12	6	22	24	9	10	
NHS Shetland	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only	1								1					
NHS Shetland	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only	1		2	1					3	3	3	3	6	
NHS Shetland	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only	1		2	1					1	1	1	2	1	
NHS Shetland	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	1		2	1					1	1	1	2	1	
NHS Shetland	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only	1		2	1					1	1	1	2	1	
NHS Shetland	Primary Care	Pt advised to attend A & E within 1 hour - for information only	1		2	1					1	1	1	2	1	
NHS Shetland	Primary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only	1		2	1					1	1	1	2	1	



NHS Western Isles	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only				1		1		1		1
NHS Western Isles	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only				3		3		2		2
NHS Western Isles	Self Care/No Partner Action	Pt advised to contact Police - For Information Only				2		2		2		1
NHS Western Isles	Self Care/No Partner Action	Pt given self care advice - For Information Only				1		1		1		1
NHS Western Isles	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only				106		114		157		412
Not assigned	Not assigned	(blank)										
Not assigned	Primary Care	Contact GP Practice within 36 Hours (Next Day)				89		126		119		445
Not assigned	Primary Care	Contact GP Practice within 4 Hours (ASAP)				7		1		2		225
Not assigned	Primary Care	In-Hours Action: Patient to Own GP within 4 Hours				115		1		2		213
Not assigned	Primary Care	PCEC within 2 Hrs										0
Not assigned	Primary Care	PCEC within 4 Hrs										1
Not assigned	Primary Care	Routine Appointment with GP										1
Not assigned	Primary Care	Speak to Doctor within 12 Hours (Same Day)										1
Not assigned	Primary Care	Speak to Doctor within 4 Hours										1
Not assigned	Secondary Care	999 - Ambulance (ASAP)										1
Not assigned	Secondary Care	999 contacted. For information only										1
Not assigned	Secondary Care	Accident & Emergency (ASAP)										1
Not assigned	Secondary Care	Accident & Emergency / MU within 4 Hour										1
Not assigned	Self Care/No Partner Action	Contact Dentist Next Routine Appointment										1
Not assigned	Self Care/No Partner Action	Contact Dentist within 24 Hours										1
Not assigned	Self Care/No Partner Action	Contact Midwife										1
Not assigned	Self Care/No Partner Action	Contact Optician										1
Not assigned	Self Care/No Partner Action	Contact Pharmacist										1
Not assigned	Self Care/No Partner Action	Contact Police										1
Not assigned	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1 Day										1
Not assigned	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 Hours										1
Not assigned	Self Care/No Partner Action	Dental Nurse - Not Triage/Assessed										1
Not assigned	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dentist										1
Not assigned	Self Care/No Partner Action	For Information Only										1
Not assigned	Self Care/No Partner Action	Not Assessed / Triage Refused										1
Not assigned	Self Care/No Partner Action	Patient given self care dental advice - For Information Only										1
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 Dental										1
Not assigned	Self Care/No Partner Action	Self Care										1
(blank)	Not assigned	Not assigned										1

74

Care Group	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	18/01/2026
PCARE	10486	10318	11044	11729	11783	12232	12316	12281	12664	19515	20813	12089	11977
SCARE	7346	7407	7314	7766	7490	7392	7065	7135	8017	8601	9075	8041	8285
SLFC_NPA	4014	3982	4266	4471	4277	4108	4219	4239	4788	6696	7008	4656	4534
Not assigned	74	0	157	243	208	146	156	149	194	432	457	236	225
<b>Total</b>	<b>21920</b>	<b>21707</b>	<b>22781</b>	<b>24209</b>	<b>23758</b>	<b>23878</b>	<b>23756</b>	<b>23804</b>	<b>25663</b>	<b>35244</b>	<b>37353</b>	<b>25022</b>	<b>25021</b>

Care Group	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	18/01/2026
PCARE	47.84%	47.53%	48.48%	48.45%	49.60%	51.23%	51.84%	51.59%	49.35%	55.37%	55.72%	48.31%	47.87%
SCARE	33.51%	34.12%	32.11%	32.08%	31.53%	30.96%	29.74%	29.97%	31.24%	24.40%	24.30%	32.14%	33.11%
SLFC_NPA	18.31%	18.34%	18.73%	18.47%	18.00%	17.20%	17.76%	17.81%	18.66%	19.00%	18.76%	18.61%	18.12%
Not assigned	0.34%	0.00%	0.69%	1.00%	0.88%	0.61%	0.66%	0.63%	0.76%	1.23%	1.22%	0.94%	0.90%

Calendar day	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	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	12/01/2026	13/01/2026	14/01/2026	15/01/2026	16/01/2026	17/01/2026	18/01/2026	
Overall Call Volume	332	326	339	359	475	478	469	366	345	331	461	522	519	454	400	399	398	378	357	461	459	369	346	328	400	365	431	456
Overall Calls Connected	315	296	285	303	451	469	448	334	303	242	389	479	489	422	299	299	315	289	253	413	374	306	271	303	304	289	346	364
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	00:00:10	00:00:09	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	00:02:09	00:07:39	00:14:34	00:09:12	00:01:56	00:00:53	00:00:09	00:00:31	00:07:28	00:31:24	00:15:09	00:00:17	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	00:10:42	00:14:28	00:03:21	00:14:01	00:14:12	00:12:03	00:21:32

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

Week Endng Date	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	18/01/2026
<b>Overall Call Volume</b>	2778	2783	2893	2734	2673	2736	2741	2636	2606	2778	2998	2852	2695
<b>Overall Calls Connected</b>	2191	2170	2297	2240	2200	2239	2244	2275	2345	2567	2658	2242	2183
<b>Median Time to Answer</b>	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09
<b>90th Percentile Time to Answer</b>	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	00:12:49

*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**

