

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: 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	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	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	3265	2852	4725	9259	9935	8330	3555	3291	2809	6992	10762	9484	8163	3656	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	2313	6441	10004	8438	6868	2866	2708	2732	2592	2726	6768	6368	3059	2475	2720	2894	2711	6211	6261
Caller Discontinued	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	00:32:17	00:26:13	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	00:00:09	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	00:10:00	00:03:04	00:04:13	00:02:39	00:05:37	00:08:21	00:03:17
95th 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	00:33:26	00:16:46	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 Ending 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
Overall Call Volume	30154	31127	30758	29804	31055	32915	34039	33074	33062	42014	45056	32245	30968
Overall Calls Connected	24808	25340	25240	25631	25526	25727	25826	25786	27284	37460	39473	26760	26331
Caller Discontinued	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%
Overall Avg Patient Journey Time	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
Triaged at First Contact %	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%
Median Time to Answer	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
90th Percentile Time to Answer	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						1			0	1	0	
NHS Ayrshire & Arran	Primary Care	Contact Primary Care within 1 Hour (Imme	3												
NHS Ayrshire & Arran	Primary Care	CPN (Dr) to phone patient within 1 Hr	11	7	9	10	2	15	12	13	9	15	16	6	11
NHS Ayrshire & Arran	Primary Care	CPN (Dr) to phone patient within 2 Hrs	25	17	16	12	7	15	22	12	24	25	30	17	18
NHS Ayrshire & Arran	Primary Care	DN (Dr) phone patient within 1 Hr	1	2	1	2	1				2	2	2	2	1
NHS Ayrshire & Arran	Primary Care	DN (Dr) phone patient within 2 Hrs	4	2	4	3	5	2	2	4	2	3	1	2	
NHS Ayrshire & Arran	Primary Care	DN (Dr) phone patient within 4 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												
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	168	137	146	234	224	151	122
NHS Ayrshire & Arran	Primary Care	PCEC within 4 Hrs	292	284	263	341	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 36 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 - Info 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	Pt advised to contact Practice within 4 Hrs - Info Only	3												
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	999 - Ambulance (ASAP)													
NHS Ayrshire & Arran	Secondary Care	999 contacted - For Information only	33	1	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	patient advised to attend A & E within 1 hour - for information only	4	1	3	6	2	3	4	7	6	6	4	4	
NHS Ayrshire & Arran	Secondary Care	Patient advised to go to A&E	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 suitable for MU 4hr - Flow Hub to arrange	81	75	83	74	75	71	74	66	90	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				1				1		1		
NHS Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1					1						1		
NHS Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 hours	75	76	64	76	64	63	77	69	103	137	177	67	77
NHS Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo	6												
NHS Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Not Triaged/Assessed	14	3	8	3		2	8	5	4	22	7	5	7
NHS Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent	0	1		1		1				2	5	1	
NHS Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Self Care													
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	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													1
NHS Ayrshire & Arran	Self Care/No Partner Action	Patient given self care advice - For Information Only	22												
NHS Ayrshire & Arran	Self Care/No Partner Action	Patient given self care dental advice - For Information Only	2	1	4	5	1		2	3	6	5	9	4	4
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact CPN Team - For Information Only													
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact Dental - For Information Only	2								1	3			0
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	5	4		3	6	3	3	3	4	5	5	3	4
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	4
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only													
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	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	Triage refused, Pt terminated call - For Information Only	8	2	5	4	5	6	8	3	6	5	4	5	4
NHS Borders	Not assigned	(blank)													
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	5	9	8	8
NHS Borders	Primary Care	DN (Dr) phone patient within 1 Hr	1	3	1	2				1	2	4	2	2	
NHS Borders	Primary Care	DN (Dr) phone patient within 2 Hrs	2	2	6	3	2		4	2	3	6	5	5	5
NHS Borders	Primary Care	DN (Dr) phone patient within 4 Hrs	19	10	9	16	20	16	8	12	13	25	19	14	14
NHS Borders	Primary Care	Home Visit within 1 Hr	1	4	2	1	6	4	6	3	1	8	2	1	
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	61	61	24	32	
NHS Borders	Primary Care	PCEC within 4 Hrs	65	56	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	6	1	1	4
NHS Borders	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only	2	3	2				2	3			3		
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 4 Hrs - For Information Only	3	9	6	3	8	2	8	4	5	3	3	3	3
NHS Borders	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	1												
NHS Borders	Primary Care	Speak to clinician within 1 Hr	3	5	2	5	3	3	2	2	6	4	6	2	3
NHS Borders	Primary Care	Speak to clinician within 2 Hrs	3	7	1	5	5	9	1	7	12	10	15	12	9
NHS Borders	Primary Care	Speak to clinician within 4 Hrs	10	10	9	9	12	7	12	6	10	25	35	12	12
NHS Borders	Secondary Care	999 contacted - For information only	9					1			1				
NHS Borders	Secondary Care	999 contacted, For information only	37	46	55	49	46	53	29	32	58				
NHS Borders	Secondary Care	patient advised to attend A & E within 1 hour - for information only	1	2	2		1				2	4		1	3
NHS Borders	Secondary Care	Patient advised to go to A&E	6												
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	7
NHS Borders	Secondary Care	Patient suitable for MU 4hr - Flow Hub to arrange	4	46	43	29	23	39	41	32	41	50	46	43	
NHS Borders	Secondary Care	Pt advised to go to A&E	36	57	51	47	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	2	15	14	11	12	19	13	11	17	16	17	20	21
NHS Borders	Secondary Care	Speak to clinician within 4 Hrs	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 24	1												
NHS Borders	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 hours	1												
NHS Borders	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo	1						1						
NHS Borders	Self Care/No Partner Action	Dental Nurse - Not Triaged/Assessed	1	2		1		3		3	7	1	2	1	
NHS Borders	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent													
NHS Borders	Self Care/No Partner Action	Distress Brief Intervention	1	2	1	4		1		4	2	3	1	2	2
NHS Borders	Self Care/No Partner Action	For Information Only	18	9	16	12	11	9	10	10	16	22	14	13	15
NHS Borders	Self Care/No Partner Action	Patient given self care advice - For Information Only	6												
NHS Borders	Self Care/No Partner Action	Patient given self care dental advice - For Information Only		2		2			1		3	3	1	2	
NHS Borders	Self Care/No Partner Action	Pt advised to contact CPN Team - For Information Only		1		1					1				
NHS Borders	Self Care/No Partner Action	Pt advised to contact Dental - For Information Only										3			
NHS Borders	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	2	2	1	1	1		1	1		1	1	2	2
NHS Borders	Self Care/No Partner Action	Pt advised to contact Optician - 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 Pharmacist - For Information Only	4	3	2	2	5	6	6	4	3	9	8	3	3
NHS Borders	Self Care/No Partner Action	Pt advised to contact Police - For Information Only													
NHS Borders	Self Care/No Partner Action	Pt given self care advice - For Information Only	25	41	24	38	35	31	27	31	45	48	37	37	26
NHS Borders	Self Care/No Partner Action	Triage refused, Pt terminated call - For Information Only		3	3	3	1	2	3	3	1	2	2		5
NHS Dumfries & Galloway	Not assigned	(blank)</													

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	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	9	10	12	13	12	10	13	13	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	2					1	1	4	3	3	2	1
NHS Dumfries & Galloway	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only	1	1			4	2	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
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	4	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)							1						
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	2	1
NHS Dumfries & Galloway	Secondary Care	Patient advised to go to A&E	12												
NHS Dumfries & Galloway	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only	5	7	2	2	2	3	5	3	4	4	7	6	7
NHS Dumfries & Galloway	Secondary Care	Patient suitable for MIU 4hr - Flow Hub to arrange	16	8	12	8	9	15	10	12	8	29	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	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 Public Health Nurse			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 - Contact Next Routine Appo								1		1	1		
NHS Dumfries & Galloway	Self Care/No Partner Action	Dental Nurse - Not Triaged/Assessed	2		1	3	1	2	1	2	4	11	10		2
NHS Dumfries & Galloway	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent								3	2	1	1		
NHS Dumfries & Galloway	Self Care/No Partner Action	Distress Brief Intervention	2	5	3	2	4	1		3	2	1	1	2	
NHS Dumfries & Galloway	Self Care/No Partner Action	For Information Only	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						2		1	3	1	2
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 Dental - For Information Only									1				
NHS Dumfries & Galloway	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only				1									
NHS Dumfries & Galloway	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only		2	2					1	2				
NHS Dumfries & Galloway	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	2		1	1	5	1		1				2	1
NHS Dumfries & Galloway	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only		1											
NHS Dumfries & Galloway	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	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 Police - For Information Only	1	3					2	1			1	1	4
NHS Dumfries & Galloway	Self Care/No Partner Action	Pt given self care advice - For Information Only	28	23	28	29	47	39	28	30	29	51	59	29	29
NHS Dumfries & Galloway	Self Care/No Partner Action	Triage refused. Pt terminated call - For information Only	2	2	2	1	1	1	1	1	1	5	1	2	1
NHS File	Not assigned	(olan)													
NHS File	Primary Care	Contact GP Practice within 4 Hours (ASAP)							1		1	1		0	
NHS File	Primary Care	CPN (Dr) to phone patient within 1 Hr	10	10	16	16	10	11	16	17	11	13	19	12	7
NHS File	Primary Care	CPN (Dr) to phone patient within 2 Hrs	25	17	18	20	24	23	18	18	21	33	32	17	27
NHS File	Primary Care	DN (Dr) phone patient within 1 Hr	3	5	8	3	5	6	2	6	4	7	2	5	4
NHS File	Primary Care	DN (Dr) phone patient within 2 Hrs	6	12	7	10	8	9	10	12	11	11	14	13	
NHS File	Primary Care	DN (Dr) phone patient within 4 Hrs	34	36	35	42	32	43	49	37	38	73	66	40	35
NHS File	Primary Care	Home Visit within 1 Hr	10	11	8	8	4	1	7	4	3	16	12	5	6
NHS File	Primary Care	Home Visit within 2 Hrs	28	36	22	28	24	25	28	37	39	56	39	38	
NHS File	Primary Care	Home Visit within 4 Hrs	43	29	30	38	43	35	45	42	45	78	102	57	43
NHS File	Primary Care	PCEC within 1 Hr	35	39	39	41	49	46	36	43	35	69	54	41	43
NHS File	Primary Care	PCEC within 2 Hrs	103	125	121	124	150	130	164	154	152	214	220	154	137
NHS File	Primary Care	PCEC within 4 Hrs	257	235	250	284	306	343	342	343	362	635	685	330	326
NHS File	Primary Care	Pt advised to contact practice - For Information Only	4	6	6	6	6	11	5	4	10	14	10	11	
NHS File	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 File	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only													
NHS File	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only	1	75	73	98	84	84	97	132	113	82	88	83	102
NHS File	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	23												
NHS File	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only	15	31	25	20	19	16	14	28	7	15	17	9	13
NHS File	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	11												
NHS File	Primary Care	Speak to clinician within 1 Hr	12	14	11	11	12	7	8	10	13	13	18	15	10
NHS File	Primary Care	Speak to clinician within 2 Hrs	13	23	24	20	23	12	21	32	12	48	36	26	29
NHS File	Primary Care	Speak to clinician within 4 Hrs	47	36	31	33	39	39	40	35	53	78	98	43	45
NHS File	Secondary Care	999 contacted - For information only	26		1		4								
NHS File	Secondary Care	999 contacted. For information only	122	150	142	168	155	128	123	126	152	211	209	148	168
NHS File	Secondary Care	patient advised to attend A & E within 1 hour - for information only	2	5	4	4	3	5	4	3	4	4	2	5	2
NHS File	Secondary Care	Patient advised to go to A&E	2												
NHS File	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr	28												
NHS File	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only	8	15	14	14	14	17	12	16	11	18	18	19	18
NHS File	Secondary Care	Patient suitable for MIU 4hr - Flow Hub to arrange	113	107	127	105	114	116	109	102	117	109	105	144	130
NHS File	Secondary Care	Pt advised to go to A&E	141	186	184	213	189	195	185	174	239	238	263	223	210
NHS File	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services							1					1	2
NHS File	Secondary Care	Speak to clinician 2 Hrs	26	23	26	16	23	17	19	20	14	24	28	32	29
NHS File	Secondary Care	Speak to clinician 4 Hrs	35	52	58	46	32	58	45	47	45	52	59	65	38
NHS File	Secondary Care	Speak to clinician within 4 Hrs	7												
NHS File	Self Care/No Partner Action	Contact Breathing Space				2									
NHS File	Self Care/No Partner Action	Contact Family Planning Clinic		1								1			
NHS File	Self Care/No Partner Action	Contact Public Health Nurse					1							1	
NHS File	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1		1	1	1	2					1	1	1	
NHS File	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 File	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 hours													
NHS File	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo	1	1	1	1						1			
NHS File	Self Care/No Partner Action	Dental Nurse - Not Triaged/Assessed	4	5	11	5	5	4	3	2	5	11	10	5	3
NHS File	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent	1	2	2				2	1	3	3	7	8	10
NHS File	Self Care/No Partner Action	Distress Brief Intervention	11	7	9	11	11	11	6	6	8	7	3	8	10
NHS File	Self Care/No Partner Action	For Information Only	35	47	41	54	38	42	50	43	48	72	60	57	47
NHS File	Self Care/No Partner Action	Patient given self care advice - For Information Only	21												
NHS File	Self Care/No Partner Action	Patient given self care dental advice - For Information Only		1	2	3	6	1	1	6	3	10	4	12	6
NHS File	Self Care/No Partner Action	Pt advised to contact CPN Team - For Information Only													4
NHS File	Self Care/No Partner Action	Pt advised to contact Dental - For Information Only	2					1			2	8		1	
NHS File	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only								1					
NHS File	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	4	7	3	3	1	1	2	3	4	4	4	5	1
NHS File	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	3	4	4	4	5	2	3	6	8	8	5	5	6
NHS File	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only									1		1		
NHS File	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	21	13	10	17	15	21	24	22	25	33	49	16	23
NHS File	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	6	4	3	4	3	3	4	5	7	6	6	5	7

NHS Fife	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 Fife	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only	4	3	7	1	6	5	7	10	9	8	12	1	6
NHS Forth Valley	Not assigned	(blank)	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	1	5	3	6	3	1	
NHS Forth Valley	Primary Care	DN (Dr) phone patient within 2 Hrs	2	7	4	7	8	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	116	106	101	122	120	116	109	138	116	197	179	113	125
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 36 Hrs - Info Only	27												
NHS Forth Valley	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only	7	24	19	25	27	19	19	10	15	10	15	15	11
NHS Forth Valley	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	12												
NHS Forth Valley	Primary Care	Speak to clinician within 1 Hr	11	12		8	12	7	4	5	7	8	14	15	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	42	4	4	1	2	2	1	4	2	1	4	3	
NHS Forth Valley	Secondary Care	Patient sent to A&E													
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 MUJ 4hr - Flow Hub to arrange	262	240	248	248	222	185	205	230	202	160	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 2 Hrs	46	62	32	38	51	34	25	39	35	29	46	41	58
NHS Forth Valley	Secondary Care	Speak to clinician 4 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					1								
NHS Forth Valley	Self Care/No Partner Action	Contact Family Planning Clinic											1		
NHS Forth Valley	Self Care/No Partner Action	Contact Pharmacist					0								
NHS Forth Valley	Self Care/No Partner Action	Contact Public Health Nurse					1								
NHS Forth Valley	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1	1						1			1			
NHS Forth Valley	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24	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					1		1						
NHS Forth Valley	Self Care/No Partner Action	Dental Nurse - Not Triage/Assessed	13	6	7	3	3	2	2	5	4	16	6	2	1
NHS Forth Valley	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent	2			1			1				1		4
NHS Forth Valley	Self Care/No Partner Action	Distress Brief Intervention	13	16	7	11	12	8	6	7	5	6	9	7	3
NHS Forth Valley	Self Care/No Partner Action	For Information Only	66	67	60	44	42	44	35	41	49	51	69	73	49
NHS Forth Valley	Self Care/No Partner Action	Patient given self care advice - For Information Only	22												
NHS Forth Valley	Self Care/No Partner Action	Patient given self care dental advice - For Information Only	2	4	2	3	4	6	2	5	3	11	11	3	4
NHS Forth Valley	Self Care/No Partner Action	Pt advised to contact CPN Team - For Information Only													
NHS Forth Valley	Self Care/No Partner Action	Pt advised to contact Dental - For Information Only					1		1		1	1			
NHS Forth Valley	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only	1	3			1				1	1		2	1
NHS Forth Valley	Self Care/No Partner Action	Pt advised to contact Midwife - 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 Optician - For Information Only	5	9	5	3	5	6	5	4	3	6	10	5	6
NHS Forth Valley	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only													
NHS Forth Valley	Self Care/No Partner Action	Pt advised to contact Pharmacist - 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 advised to contact Police - For Information Only	3	6	3	3	6	7	5	3	4	8	7	3	3
NHS Forth Valley	Self Care/No Partner Action	Pt given self care advice - For Information Only	81	128	111	123	98	101	97	106	113	159	177	116	120
NHS Forth Valley	Self Care/No Partner Action	Routine Appointment with Dentist	4												
NHS Forth Valley	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only													
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)				0				1	2	1			
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	20	21	12	19	20	24	27	23	36
NHS Grampian	Primary Care	DN (Dr) phone patient within 1 Hr	2	3	8	1	3	3	2	1	8	3	4	4	7
NHS Grampian	Primary Care	DN (Dr) phone patient within 2 Hrs	10	12	7	8	5	1	6	4	6	16	21	9	10
NHS Grampian	Primary Care	DN (Dr) phone patient within 4 Hrs	28	27	22	25	25	26	18	17	25	40	42	23	21
NHS Grampian	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)	1												
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	Partner to Triage													
NHS Grampian	Primary Care	PCEC within 1 Hr	49	45	43	74	65	62	62	67	76	87	93	39	43
NHS Grampian	Primary Care	PCEC within 2 Hrs	150	152	165	195	201	225	218	211	224	366	267	155	169
NHS Grampian	Primary Care	PCEC within 4 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	5	7	2	4	4	1	11	4	5	6	6	4	5
NHS Grampian	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only	3												
NHS Grampian	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only	82	119	116	107	98	128	126	183	146	118	125	110	122
NHS Grampian	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	21												
NHS Grampian	Primary Care	Pt advised to contact practice within 4 Hrs - For Information Only	18												
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	32	30	36	67	78	41	28
NHS Grampian	Primary Care	Speak to clinician within 4 Hrs	29	63	56	64	66	44	64	57	75	135	196	87	44
NHS Grampian	Secondary Care	999 contacted - For Information only	43									1	2		
NHS Grampian	Secondary Care	999 contacted. For information only	199	232	213	240	259	224	231	217	261	313	333	260	205
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	3
NHS Grampian	Secondary Care	Patient advised to go to A&E	44												
NHS Grampian	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr	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	23
NHS Grampian	Secondary Care	Patient suitable for MUJ 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	33	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	11												
NHS Grampian	Self Care/No Partner Action	Contact Breathing Space					1								
NHS Grampian	Self Care/No Partner Action	Contact Dentist within 24 Hours													
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1			2	1	1					2			
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24	83	79	71	105	76	74	60	78	85	177	158	97	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 Next Routine Appo	1	2						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 Dent	5	2									2	5	1
NHS Grampian	Self Care/No Partner Action	Distress Brief Intervention	9	9	10	14	3	3	7	15	9	8	5	11	
NHS Grampian	Self Care/No Partner Action	For Information Only	65	53	63	62	52	35	55	64	57	96	89	58	46
NHS Grampian	Self Care/No Partner Action	Patient given self care advice - For Information Only	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	4

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 Dental - For Information Only	2				1		1			1	2		8	1	1
NHS Grampian	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only			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	6	3	2
NHS Grampian	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	11	5	2	8	4	3	6	5	7	10	4	8			
NHS Grampian	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only							1						2		
NHS Grampian	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	23	32	24	23	17	24	32	32	43	57	80	25	27		
NHS Grampian	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	12	17	7	7	7	4	7	7	8	11	13	3	9		
NHS Grampian	Self Care/No Partner Action	Pt given self care advice - For Information Only	3	136	140	164	170	165	197	184	201	263	247	157	170		
NHS Grampian	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only															
NHS Grampian	Self Care/No Partner Action	Triage refused - Pt terminated call - For Information Only	4	6	13	10	2	9	9	6	4	9	7	2	7		
NHS Greater Glasgow & Clyde	Not assigned	(blank)	2	2	2	8	5	1	3	3	1	4	7	3	5		
NHS Greater Glasgow & Clyde	Primary Care	Contact GP Practice within 4 hours (ASAP)															
NHS Greater Glasgow & Clyde	Primary Care	CPN (Dr) to phone patient within 1 Hr	43	26	31	30	21	27	33	36	24	33	37	33	26		
NHS Greater Glasgow & Clyde	Primary Care	CPN (Dr) to phone patient within 2 Hrs	52	51	77	50	56	55	73	57	57	69	78	64	53		
NHS Greater Glasgow & Clyde	Primary Care	DN (Dr) phone patient within 1 Hr	4	7	2	5	2	8	4	2	5	8	5	7	1		
NHS Greater Glasgow & Clyde	Primary Care	DN (Dr) phone patient within 2 Hrs	1						6	4	5	8	8	5	9		
NHS Greater Glasgow & Clyde	Primary Care	DN (Dr) phone patient within 4 Hrs	20	14	12	9	13	14	18	12	9	19	24	26	8		
NHS Greater Glasgow & Clyde	Primary Care	Dr to phone patient within 1 Hr (Disputed Outcome)	2														
NHS Greater Glasgow & Clyde	Primary Care	Home Visit within 1 Hr	27	32	21	36	36	20	45	36	39	66	56	26	27		
NHS Greater Glasgow & Clyde	Primary Care	Home Visit within 2 Hrs	19	107	69	88	111	91	83	64	101	177	170	129	94		
NHS Greater Glasgow & Clyde	Primary Care	Home Visit within 4 Hrs	135	110	96	124	132	133	133	136	144	255	286	139	148		
NHS Greater Glasgow & Clyde	Primary Care	Partner to Triage						1									
NHS Greater Glasgow & Clyde	Primary Care	PCEC within 1 Hr	89	109	118	140	128	133	113	107	104	154	130	115	107		
NHS Greater Glasgow & Clyde	Primary Care	PCEC within 12 Hrs															
NHS Greater Glasgow & Clyde	Primary Care	PCEC within 2 Hrs	388	419	416	434	479	491	487	454	478	652	592	399	423		
NHS Greater Glasgow & Clyde	Primary Care	PCEC within 4 Hrs	948	996	867	1042	1082	1178	1097	968	1087	1818	2053	1087	1016		
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact practice - For Information Only	17	12	13	29	11	14	20	22	23	20	39	31	31		
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only	6	16	19	10	15	10	22	6	8	10	6	6	8		
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact practice within 12 Hrs - Info Only															
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only	109	262	277	300	284	319	334	341	386	258	236	320	367		
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact practice within 36 Hrs - Info Only	71														
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact practice within 4 Hrs - For Information Only	74	76	86	70	67	91	52	48	31	35					

NHS Highland	Secondary Care	Pt advised to go to A&E	70	76	96	98	84	86	85	73	96	115	123	74	89
NHS Highland	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub	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	24	20
NHS Highland	Secondary Care	Speak to clinician 2 Hrs	14	9	10	12	9	10	6	8	14	8	13	11	7
NHS Highland	Secondary Care	Speak to clinician 4 Hrs	27	27	15	26	18	25	13	24	34	31	30	22	20
NHS Highland	Secondary Care	Speak to clinician within 4 Hrs	4												
NHS Highland	Self Care/No Partner Action	Consult TOXBASE or Local Poisons Centre	2	1											
NHS Highland	Self Care/No Partner Action	Contact Breathing Space	6	8	5	7	5	1	5	3	1	4	4	5	2
NHS Highland	Self Care/No Partner Action	Distress Brief Intervention	37	36	26	36	37	42	22	27	27	44	53	27	45
NHS Highland	Self Care/No Partner Action	For Information Only	55	45	40	52	40	41	48	55	56	116	98	64	67
NHS Highland	Self Care/No Partner Action	Hub to arrange appointment within 24 hours	1												
NHS Highland	Self Care/No Partner Action	Hub to arrange contact with appropriate clinician within 1 hour	1												
NHS Highland	Self Care/No Partner Action	Patient advised to contact CPN Team - For Info Only	5					1	1		0				
NHS Highland	Self Care/No Partner Action	Patient advised to contact dental advice line - for information only	1												
NHS Highland	Self Care/No Partner Action	patient advised to contact registered GDP - For Information Only	8	5	12	8	9	10	8	1	10	10	7	11	6
NHS Highland	Self Care/No Partner Action	Patient advised to contact registered GDP - Info Only	2												
NHS Highland	Self Care/No Partner Action	Patient given self care advice - For Information Only	80	77	66	96	89	99	100	80	107	124	64	76	64
NHS Highland	Self Care/No Partner Action	Patient given self care dental advice - For Information Only	1	1	1	5	2		1	1	4	5	6	2	1
NHS Highland	Self Care/No Partner Action	Pt advised to contact CPN Team - For Information Only	3	1		1			1						
NHS Highland	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only	3							1	3	4	1		0
NHS Highland	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only	3												
NHS Highland	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	3	6	1	3	1	2	2		2	2	2	1	1
NHS Highland	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	3				1	4	3	2	6	8		7	3
NHS Highland	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only	14	1											
NHS Highland	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	12	9	5	8	11	11	12	11	10	32	25	16	11
NHS Highland	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	2	1	2	2	2	3	4	3	2		2	1	4
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	111
NHS Highland	Self Care/No Partner Action	Triage refused - For Information Only	0	0	0	0	3	7		3	3	19	6	4	2
NHS Highland	Self Care/No Partner Action	Triage refused, Pt terminated call - For Information Only	1	4	3	7	9	1	5	4	3	7	6	2	3
NHS Lanarkshire	Not assigned	(blank)	1	1	1	2	1								1
NHS Lanarkshire	Primary Care	Contact GP Practice within 4 hours (ASAP)	15	16	9	16	18	11	17	21	20	17	18	19	18
NHS Lanarkshire	Primary Care	CPN (Dr) to phone patient within 1 Hr	32	21	32	23	24	27	32	29	14	35	38	27	27
NHS Lanarkshire	Primary Care	DN (Dr) phone patient within 1 Hr	3	1	2	2	3		2	2	2	2	3	2	1
NHS Lanarkshire	Primary Care	DN (Dr) phone patient within 2 Hrs	3	2	1	4	3	4		1	1	3	4	6	7
NHS Lanarkshire	Primary Care	DN (Dr) phone patient within 4 Hrs	5	3	4	9	4	4	3	10	13	24	8	7	
NHS Lanarkshire	Primary Care	Home Visit within 1 Hr	10	10	12	16	14	14	15	11	10	19	21	7	15
NHS Lanarkshire	Primary Care	Home Visit within 2 Hrs	28	42	34	53	42	43	52	50	39	82	99	55	44
NHS Lanarkshire	Primary Care</														

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												
NHS Lothian	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only	35	57	59	60	54	71	43	53	38	20	22	45	36
NHS Lothian	Primary Care	Pt advised to contact Practice within 4 Hrs - Info Only	29												
NHS Lothian	Primary Care	Speak to clinician within 1 Hr	43	49	29	33	36	16	15	22	29	46	49	47	38
NHS Lothian	Primary Care	Speak to clinician within 2 Hrs	56	62	52	54	50	46	56	51	57	90	124	67	51
NHS Lothian	Primary Care	Speak to clinician within 4 Hrs	100	95	82	103	87	94	95	106	116	231	285	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 sent to A&E via Ambulance within 1 Hr	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 MUU 4Hr - Flow Hub to arrange	446	378	406	380	340	339	462	414	333	392	388	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				1	1	1	1	2	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	Secondary Care	Speak to clinician within 4 Hrs	19												
NHS Lothian	Self Care/No Partner Action	Contact Breathing Space				1					1				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													
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	2	2		2		2	1	2	2		4	1	6
NHS Lothian	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1 hour													
NHS Lothian	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24	181	179	146	197	190	152	167	170	223	293	380	199	220
NHS Lothian	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24 hours	29												
NHS Lothian	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo		1			2		3	3		3			
NHS Lothian	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appointment over 24 hour	2												
NHS Lothian	Self Care/No Partner Action	Dental Nurse - Not Triaged/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	Dental Nurse - Self Care	2												
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 given self care advice - For Information Only	50												
NHS Lothian	Self Care/No Partner Action	Patient given 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						1							
NHS Lothian	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only	2	1	3	1		1	4	6	4	2	1	2	
NHS Lothian	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only	1		1	1	2	2			2		3	1	1
NHS Lothian	Self Care/No Partner Action	Pt advised to contact Midwife - 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			1	1	1	1				3	2		
NHS Lothian	Self Care/No Partner Action	Pt advised to contact Pharmacist - 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 Police - For Information Only	10	6	7	8	10	3	4	6	9	8	11	9	8
NHS Lothian	Self Care/No Partner Action	Pt given self care advice - For Information Only	186	275	292	298	357	320	330	340	349	392	497	338	330
NHS Lothian	Self Care/No Partner Action	Self Care	1												
NHS Lothian	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only	9	16	3	10	7	14	7	11	12	8	6	11	14
NHS Orkney	Primary Care	CPN (Dr) to phone patient within 1 Hr	1		1	2	1					1		1	1
NHS Orkney	Primary Care	CPN (Dr) to phone patient within 2 Hrs			1	2	1	1	1	1		1			
NHS Orkney	Primary Care	DN (Dr) phone patient within 2 Hrs	2						1	1				1	1
NHS Orkney	Primary Care	DN (Dr) phone patient within 4 Hrs		1	1	1	1		2	2	2	2	2	1	1
NHS Orkney	Primary Care	Home Visit within 1 Hr		3		2				1	1	2	1	1	
NHS Orkney	Primary Care	Home Visit within 2 Hrs	1		1	1	3		2	1	2	6	7	2	5
NHS Orkney	Primary Care	Home Visit within 4 Hrs	4		1	4	2	4	2	3	6	10	6	4	
NHS Orkney	Primary Care	PCEC within 1 Hr	1		3	2	1	2	1	4	5	3	1		
NHS Orkney	Primary Care	PCEC within 2 Hrs	4	5	4	3	3	3	8	7	1	4	5	3	2
NHS Orkney	Primary Care	PCEC within 4 Hrs	8	7	13	5	8	4	9	7	7	18	26	12	13
NHS Orkney	Primary Care	Pt advised to contact practice - For Information Only													
NHS Orkney	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only						1							2
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	2
NHS Orkney	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only			1	1			2	1		1			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	3	3	1	1	1			1	1	3	1	1	1
NHS Orkney	Primary Care	Speak to clinician within 4 Hrs	3	2	1	4	4	2	2	1	4	6	4	2	4
NHS Orkney	Secondary Care	999 contacted. For information only	2	7	4	4	3	4	1	2	4	9	9	5	6
NHS Orkney	Secondary Care	patient advised to attend A & E within 1 hour - for information only													
NHS Orkney	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only	1								1		1	1	1
NHS Orkney	Secondary Care	Patient suitable for MUU 4Hr - Flow Hub to arrange								3			2	1	1
NHS Orkney	Secondary Care	Pt advised to go to A&E	3	3	1	4	3	3	6	4	1	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						
NHS Orkney	Secondary Care	Speak to clinician 2 Hrs	2									1			1
NHS Orkney	Secondary Care	Speak to clinician 4 Hrs	2	1		2	2	2	1	3	3	2	1	3	
NHS Orkney	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24	3		3	1	3	2	1	7	2	6	5	5	1
NHS Orkney	Self Care/No Partner Action	Dental Nurse - Not Triaged/Assessed	1												
NHS Orkney	Self Care/No Partner Action	Distress Brief Intervention						1	1	1					
NHS Orkney	Self Care/No Partner Action	For Information Only	3	1	2		1		1		2	5		1	1
NHS Orkney	Self Care/No Partner Action	Patient given self care advice - For Information Only	2												
NHS Orkney	Self Care/No Partner Action	Patient given self care dental advice - For Information Only		1				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													
NHS Orkney	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only													
NHS Orkney	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	3	1		1		1		1		2	1		2
NHS Orkney	Self Care/No Partner Action	Pt advised to contact Police - For Information Only													
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	9
NHS Orkney	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only													
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		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		1	1	4	1	1		2	1	5	2		2
NHS Shetland	Primary Care	Home Visit within 1 Hr									1	2			
NHS Shetland	Primary Care	Home Visit within 2 Hrs	2			1	2	1	1	1	1	4	3	1	
NHS Shetland	Primary Care	Home Visit within 4 Hrs	1				3		3	4	7	2	1		
NHS Shetland	Primary Care	PCEC within 1 Hr							1			1			2
NHS Shetland	Primary Care	PCEC within 2 Hrs	2	2	1	4	1	1		2	1	7	2	3	6
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										
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 36 Hrs - Info Only	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	Speak to clinician within 1 Hr		1				1	1			2		1	
NHS Shetland	Primary Care	Speak to clinician within 2 Hrs		1	1		2	1	1		1	3	3		1
NHS Shetland	Primary Care	Speak to clinician within 4 Hrs	1	2	2	3	1	2	4		1	5	3	1	1
NHS Shetland	Secondary Care	999 contacted. For information only	1	6	6	4	2	7	5	4	3	6	7	4	5
NHS Shetland	Secondary Care	Patient advised to go to A&E	1												
NHS Shetland	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only					1							5	

NHS Shetland	Secondary Care	Patient advised to go to MU 4hr - Flow Hub to arrange				1	1			1	1					2	2	1	1
NHS Shetland	Secondary Care	Pt advised to go to A&E	3	5	5	7	6	4	3	4	6	2	3	8	5				
NHS Shetland	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services		2			1				3	1	1						
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	2								
NHS Shetland	Self Care/No Partner Action	Dental Nursa - Contact Dentist within 24	5	5		2	3	1	4	1	4	2	4	2					
NHS Shetland	Self Care/No Partner Action	Dental Nursa - Not Triaged/Assessed	1										1	1					
NHS Shetland	Self Care/No Partner Action	Dental Nursa - Routine Contact with Dent															1		
NHS Shetland	Self Care/No Partner Action	Distress Brief Intervention											1						
NHS Shetland	Self Care/No Partner Action	For Information Only	2		2	2				2	1			2	1	1			
NHS Shetland	Self Care/No Partner Action	Patient advised to contact registered GDP - Info 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		1															
NHS Shetland	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	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	6			
NHS Shetland	Self Care/No Partner Action	Triage refused, Pt terminated call - For Information Only (blank)		1				1											
NHS Tayside	Not assigned			1		2	1	1	3	1	5	2							
NHS Tayside	Primary Care	Contact GP Practice within 4 Hours (ASAP		1															
NHS Tayside	Primary Care	CNP (Dr) to phone patient within 1 Hr	11	12	10	12	6	8	13	10	6	8	14	4	12				
NHS Tayside	Primary Care	CNP (Dr) to phone patient within 2 Hrs	22	22	17	23	19	26	26	13	14	22	26	22	18				
NHS Tayside	Primary Care	DN (Dr) phone patient within 2 Hrs	3	2	5	5	3	5	3	2	2	6	3	3	1				
NHS Tayside	Primary Care	DN (Dr) phone patient within 1 Hr	16	17	10	8	6	8	6	13	9	18	13	11	5				
NHS Tayside	Primary Care	DN (Dr) phone patient within 4 Hrs	40	41	29	29	44	29	39	35	26	56	56	38	35				
NHS Tayside	Primary Care	Home Visit within 1 Hr	9	9	12	5	11	1	9	9	10	1	12	1					
NHS Tayside	Primary Care	Home Visit within 2 Hrs	33	37	25	32	37	36	36	40	40	90	85	52	42				
NHS Tayside	Primary Care	Home Visit within 4 Hrs	38	47	27	44	43	35	63	52	51	102	141	49	53				
NHS Tayside	Primary Care	PCEC within 1 Hr	52	65	64	75	71	81	76	88	81	122	114	77	70				
NHS Tayside	Primary Care	PCEC within 2 Hrs	107	162	168	171	183	224	203	211	182	260	268						
NHS Tayside	Primary Care	PCEC within 4 Hrs	360	321	268	351	389	407	378	433	400	761	810	384	364				
NHS Tayside	Primary Care	Pt advised to contact practice - For Information Only	7	8	4	8	8	4	12	7	10	10	21	8	12				
NHS Tayside	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only	5	6	5	2	9	5	7	5	3	5	3						
NHS Tayside	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only																	
NHS Tayside	Primary Care	Pt advised																	

[illegible]

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
Total	21920	21707	22781	24209	23758	23878	23756	23804	25663	35244	37353	25022	25021

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	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	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	00:00:10	00:00:09	00:00:09	00:01:42	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
15th 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	00:06:31	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	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 Ending 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
Overall Call Volume	2778	2783	2893	2734	2673	2736	2741	2636	2606	2778	2998	2852	2695
Overall Calls Connected	2191	2170	2297	2240	2200	2239	2244	2275	2345	2567	2658	2242	2183
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
90th Percentile Time to Answer	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

