

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: 02/11/2025 to 25/01/2026

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	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	19/01/2026	20/01/2026	21/01/2026	22/01/2026	23/01/2026	24/01/2026	25/01/2026
Overall Call Volume	3555	3291	2809	6992	10762	9484	8163	3656	3636	3646	3248	3485	7541	7033	3745	2997	3337	3346	3306	7281	6956	3821	3430	3350	3252	3389	7278	7175
Overall Calls Connected	2758	2621	2313	6441	10004	8438	6898	2866	2708	2732	2592	2726	6768	6368	3059	2475	2720	2894	2711	6211	6261	3118	2952	2814	2745	2581	6848	6803
Caller Discontinued	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%	0.45%	0.24%	0.10%	0.11%	0.74%	0.06%	0.06%
Overall Avg Patient Journey Time	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	00:28:13	00:32:22	00:40:15	00:31:47	00:33:18	00:32:41	00:30:00	00:28:17	00:37:11	00:29:15	00:25:37
Triaged at First Contact %	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%	97.10%	97.07%	97.09%	97.38%	95.08%	92.79%	94.38%
Median Time to Answer	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	00:08:12	00:06:19	00:07:33	00:05:54	00:07:32	00:00:09	00:00:10
95th Percentile Time to Answer	00:33:03	00:31:15	00:33:26	00:18:46	00:19:10	00:28:16	00:32:21	00:29:53	00:52:18	00:42:47	00:39:52	00:33:59	00:14:48	00:22:34	00:30:26	00:29:33	00:32:51	00:20:09	00:39:06	00:26:13	00:16:29	00:30:06	00:21:57	00:21:13	00:16:34	00:48:29	00:10:30	00:11:39

Week Ending Date	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	25/01/2026
Overall Call Volume	31127	30758	29804	31055	32915	34039	33074	33062	42014	45056	32245	30968	31695
Overall Calls Connected	25340	25240	25631	25526	25727	25826	25786	27284	37460	39473	26760	26331	27861
Caller Discontinued	0.27%	0.52%	0.20%	0.35%	0.56%	0.83%	0.63%	0.29%	0.17%	0.22%	0.39%	0.24%	0.21%
Overall Avg Patient Journey Time	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	00:30:09
Triaged at First Contact %	94.00%	95.00%	94.00%	95.00%	95.00%	95.00%	95.00%	94.00%	94.00%	93.98%	94.92%	95.14%	95.19%
Median Time to Answer	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	00:02:07
90th Percentile Time to Answer	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	00:19:47

Health Board	Care Group	Endpoint	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	25/01/2026
NHS Ayrshire & Arran	Not assigned	(blank)						1				1	0		
NHS Ayrshire & Arran	Primary Care	Contact Primary Care within 1 Hour (Imme													
NHS Ayrshire & Arran	Primary Care	CPN (Dr) to phone patient within 1 Hr	7	9	10	2	15	12	13	9	15	16	6	11	10
NHS Ayrshire & Arran	Primary Care	CPN (Dr) to phone patient within 2 Hrs	17	16	12	7	15	22	12	24	25	30	17	18	16
NHS Ayrshire & Arran	Primary Care	DN (Dr) phone patient within 1 Hr	2	1	2	1				2	2	2	2	1	2
NHS Ayrshire & Arran	Primary Care	DN (Dr) phone patient within 2 Hrs	2	4	3	5	2	2	4	2	3	1	2	3	
NHS Ayrshire & Arran	Primary Care	DN (Dr) phone patient within 4 Hrs	6	5	6	3	4	4	5	2	3	12	8	5	10
NHS Ayrshire & Arran	Primary Care	Home Visit within 1 Hr	6	8	8	11	9	9	20	11	15	11	11	8	11
NHS Ayrshire & Arran	Primary Care	Home Visit within 2 Hrs	27	24	30	35	36	41	24	32	67	60	46	54	30
NHS Ayrshire & Arran	Primary Care	Home Visit within 4 Hrs	40	42	45	50	45	40	43	54	95	95	58	46	48
NHS Ayrshire & Arran	Primary Care	Partner to Triage				1									
NHS Ayrshire & Arran	Primary Care	PCEC within 1 Hr	30	45	54	41	45	33	39	39	43	51	41	37	52
NHS Ayrshire & Arran	Primary Care	PCEC within 2 Hrs	111	139	160	156	148	166	137	146	234	224	151	124	157
NHS Ayrshire & Arran	Primary Care	PCEC within 4 Hrs	284	264	340	344	362	320	336	346	625	711	329	302	330
NHS Ayrshire & Arran	Primary Care	Pt advised to contact practice - For Information Only	2	3	4	7	6	7	4	3	9	15	7	7	11
NHS Ayrshire & Arran	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only	1	5	1	2	5	8	2	3		1	6	2	
NHS Ayrshire & Arran	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only	74	75	67	68	63	94	90	73	78	53	80	94	94
NHS Ayrshire & Arran	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only	11	20	12	15	20	13	18	8	9	10	16	7	9
NHS Ayrshire & Arran	Primary Care	Speak to clinician within 1 Hr	13	14	10	14	13	8	7	9	8	23	8	15	9
NHS Ayrshire & Arran	Primary Care	Speak to clinician within 2 Hrs	15	18	25	13	20	19	19	19	31	49	25	31	21
NHS Ayrshire & Arran	Primary Care	Speak to clinician within 4 Hrs	48	42	43	35	43	56	48	47	86	129	40	55	44
NHS Ayrshire & Arran	Secondary Care	999 - Ambulance (A&AP)				1	1								
NHS Ayrshire & Arran	Secondary Care	999 contacted - For information only	1	1				1							
NHS Ayrshire & Arran	Secondary Care	999 contacted, For information only	148	152	140	184	156	159	149	156	202	215	177	145	205
NHS Ayrshire & Arran	Secondary Care	patient advised to attend A & E within 1 hour - for information only		1	3	6	2	3	4	7	6	6	4	4	1
NHS Ayrshire & Arran	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only	14	15	18	12	13	15	16	11	24	24	12	14	12
NHS Ayrshire & Arran	Secondary Care	Patient Suitable for MUJ 4hr - Flow Hub to Arrange	75	84	74	75	71	74	66	90	76	77	115	99	89
NHS Ayrshire & Arran	Secondary Care	Pt advised to go to A&E	187	168	179	181	141	145	162	172	199	221	187	184	190
NHS Ayrshire & Arran	Secondary Care	Speak to clinician 2 Hrs	11	15	9	10	20	17	17	14	5	14	18	21	25
NHS Ayrshire & Arran	Secondary Care	Speak to clinician 4 Hrs	39	36	35	39	35	40	28	43	27	57	45	32	34
NHS Ayrshire & Arran	Self Care/No Partner Action	Self Care/No Partner Action													
NHS Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1				1				1		1			
NHS Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo	76	64	76	65	62	77	69	103	137	177	67	77	87
NHS Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo						1					2		1
NHS Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Not Triage/Assessed	3	8	3	2	8	5	4	22	7	5	7	1	
NHS Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent		1		1				2	5	1		3	
NHS Ayrshire & Arran	Self Care/No Partner Action	Distress Brief Intervention	11	4	4	8	5	8	3	9	3	8	5	4	3
NHS Ayrshire & Arran	Self Care/No Partner Action	For information only	24	40	39	33	20	30	25	30	47	56	40	38	36
NHS Ayrshire & Arran	Self Care/No Partner Action	patient advised to contact pharmacist - for information only													
NHS Ayrshire & Arran	Self Care/No Partner Action	patient given self care dental advice - for information only	1	4	5	1		2	3	6	5	9	4	4	4
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact CPN Team - For Information Only												1	
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only					1			1	3			0	
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only													
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	4		3	6	3	3	3	4	5	5	3	4	3
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	3	2	3	3	1	1	1	3	2	7	2	4	2
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only										2			
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	13	16	17	11	22	17	15	12	34	29	23	27	16
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	5		5	7	2	4	1	3	1	2	4	5	1
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt given self care advice - For Information Only	99	80	104	127	115	122	123	112	137	162	142	91	100
NHS Ayrshire & Arran	Self Care/No Partner Action	Triage refused, Pt terminated call - For Information Only	2	5	4	5	6	8	3	6	5	5	4	4	6
NHS Borders	Not assigned	(blank)													
NHS Borders	Primary Care	Contact Primary Care within 1 Hour (Imme										2	1	1	1
NHS Borders	Primary Care	CPN (Dr) to phone patient within 1 Hr	4	4	4	8	4	6	6	2	6	7	4	4	6
NHS Borders	Primary Care	CPN (Dr) to phone patient within 2 Hrs	3	7	9	10	4	2	2	8	3	5	9	8	4
NHS Borders	Primary Care	DN (Dr) phone patient within 1 Hr	3	1	2		1	1	1	2	4	2	2		
NHS Borders	Primary Care	DN (Dr) phone patient within 2 Hrs	2	6	3	2	2	4	2	3	6	5	5	5	4
NHS Borders	Primary Care	DN (Dr) phone patient within 4 Hrs	10	9	16	20	16	8	12	13	25	20	13	14	20
NHS Borders	Primary Care	Home Visit within 1 Hr	2		2	1	6	4	6	3	1	8	2	2	1
NHS Borders	Primary Care	Home Visit within 2 Hrs	8	11	4	3	9	14	6	6	22	21	15	15	17
NHS Borders	Primary Care	Home Visit within 4 Hrs	14	7	12	16	10	7	6	12	29	39	9	15	17
NHS Borders	Primary Care	PCEC within 1 Hr	4	12	7	12	5	13	7	4	7	7	9	8	9
NHS Borders	Primary Care	PCEC within 2 Hrs	37	21	38	30	34	35	36	33	61	61	24	32	38
NHS Borders	Primary Care	PCEC within 4 Hrs	58	44	67	86	54	56	62	77	159	187	77	62	75
NHS Borders	Primary Care	Pt advised to contact practice - For Information Only	3			1	1		1	1	6	1	1	4	2
NHS Borders	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only	2	3	2			2	3						
NHS Borders	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only	30	17	30	23	15	24	27	27	20	15	26	35	24
NHS Borders	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only	9	9	6	3	8	2	8	4	5	3	3	3	2
NHS Borders	Primary Care	Speak to clinician within 1 Hr	5	2	5	3	3	2	2	6	4	6	2	3	3
NHS Borders	Primary Care	Speak to clinician within 2 Hrs	7	1	5	5	9	1	7	12	10	15	12	9	8
NHS Borders	Primary Care	Speak to clinician within 4 Hrs	10	9	9	12	7	12	6	10	25	35	12	12	9
NHS Borders	Secondary Care	999 - Ambulance (A&AP)													
NHS Borders	Secondary Care	999 contacted - For information only				1					1				
NHS Borders	Secondary Care	999 contacted, For information only	46	55	49	46	53	30	31	58	67	55	39	47	58
NHS Borders	Secondary Care	patient advised to attend A & E within 1 hour - for information only	2	2		1			2	4	4	4	1	3	
NHS Borders	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only	6	3	3	8	6	2	3	3	9	7	3	7	5
NHS Borders	Secondary Care	Patient Suitable for MUJ 4hr - Flow Hub to Arrange	42	36	43	29	33	39	41	32	41	50	46	43	41
NHS Borders	Secondary Care	Pt advised to go to A&E	57	51	57	49	43	34	44	49	54	72	43	61	53
NHS Borders	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services		1											
NHS Borders	Secondary Care	Speak to clinician 2 Hrs	16	10	12	9	5	5	11	8	6	11	9	4	9
NHS Borders	Secondary Care	Speak to clinician 4 Hrs	15	14	11	12	19	13	11	17	16	17	20	21	17
NHS Borders	Self Care/No Partner Action	Self Care/No Partner Action													
NHS Borders	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24	16	14	22	20	13	7	18	21	37	32	24	24	15
NHS Borders	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo							1						
NHS Borders	Self Care/No Partner Action	Dental Nurse - Not Triage/Assessed	1			1		3		3	7	1	2	1	2
NHS Borders	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent													
NHS Borders	Self Care/No Partner Action	Distress Brief Intervention	2	1	4		1		4	2	3	1	2	2	2
NHS Borders	Self Care/No Partner Action	For information only	9	16	12	11	9	10	10	16	22	14	13	15	9
NHS Borders	Self Care/No Partner Action	patient given self care dental advice - for information only		2		1			1	3	3	3	1	2	1
NHS Borders	Self Care/No Partner Action	Pt advised to contact CPN Team - For Information Only	1		1	1				1					
NHS Borders	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only									3				
NHS Borders	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	2	1	1	1	1		1	1	1	1	2	2	
NHS Borders	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	3	3	1	1	1	3	2	1	2	1	2	4	
NHS Borders	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	3	2	2	5	6	1	4	3	9	8	3	3	8
NHS Borders	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	4						1	1		1			
NHS Borders	Self Care/No Partner Action	Pt given self care advice - For Information Only	41	24	38	35	31	27	31	45	48	37	37	27	37
NHS Borders	Self Care/No Partner Action	Triage refused, Pt terminated call - For Information Only	3		3	1	2	3	3	1	2	2		5	4
NHS Dumfries & Galloway	Not assigned	(blank)													
NHS Dumfries & Galloway	Primary Care	Contact Primary Care within 1 Hour (Imme													
NHS Dumfries & Galloway	Primary Care	CPN (Dr) to phone patient within 1 Hr	1	8	3	2	8	3	2	5	1	2	3	3	6
NHS Dumfries & Galloway	Primary Care	CPN (Dr) to phone patient within 2 Hrs	9	3	5	9	7	4	2	5	11	9	6	5	5
NHS Dumfries & Galloway	Primary Care	DN (Dr) phone patient within 1 Hr	2	2	2	4	4	2	2	2	1	3	2	1	3
NHS Dumfries & Galloway	Primary Care	DN (Dr) phone patient within 2 Hrs	6	4	6	4	3	5	8	5	12	8	6	6	2
NHS Dumfries & Galloway	Primary Care	DN (Dr) phone patient within 4 Hrs	15	16	22	22	16	14	18	29	29	45	21	22	26

NHS Dumfries & Galloway	Primary Care	Home Visit within 1 Hr	3	3	1	9	3	1	2	1	5	6	5	4	2
NHS Dumfries & Galloway	Primary Care	Home Visit within 2 Hrs	9	10	12	13	12	10	12	12	19	21	14	14	10
NHS Dumfries & Galloway	Primary Care	Home Visit within 4 Hrs	12	13	9	13	21	8	12	10	29	43	19	16	19
NHS Dumfries & Galloway	Primary Care	PCEC within 1 Hr	11	10	10	15	8	9	7	15	19	19	11	17	10
NHS Dumfries & Galloway	Primary Care	PCEC within 2 Hrs	35	42	56	29	44	39	35	46	63	79	46	43	43
NHS Dumfries & Galloway	Primary Care	PCEC within 4 Hrs	80	75	83	89	92	86	80	82	200	218	78	89	104
NHS Dumfries & Galloway	Primary Care	Pt advised to contact practice - For Information Only	1	1	2	4	2	1	1	1	4	3	3	2	2
NHS Dumfries & Galloway	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only	1												
NHS Dumfries & Galloway	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only	18	15	27	15	17	15	15	33	22	19	22	25	19
NHS Dumfries & Galloway	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only	9	9	5	3	4	3	5	2	3		5	5	2
NHS Dumfries & Galloway	Primary Care	Speak to clinician within 1 Hr	3	3	4	5	6	3	4	2	4	8		3	4
NHS Dumfries & Galloway	Primary Care	Speak to clinician within 2 Hrs	8	4	4	9	8	12	8	6	7	10	9	4	2
NHS Dumfries & Galloway	Primary Care	Speak to clinician within 4 Hrs	17	21	8	11	15	11	9	9	37	46	24	19	13
NHS Dumfries & Galloway	Secondary Care														
NHS Dumfries & Galloway	Secondary Care	999 - Ambulance (ASAP)						1							
NHS Dumfries & Galloway	Secondary Care	999 contacted. For information only	70	61	56	49	47	47	46	46	73	83	53	55	67
NHS Dumfries & Galloway	Secondary Care	patient advised to attend A & E within 1 hour - for information only	1			0			1	2	4	3	2	1	
NHS Dumfries & Galloway	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only	7	2	2	2	3	5	3	4	4	7	6	7	11
NHS Dumfries & Galloway	Secondary Care	Patient Suitable for MUJ 4hr - Flow Hub to Arrange	16	8	12	9	15	10	12	8	28	16	12	16	
NHS Dumfries & Galloway	Secondary Care	Pt advised to go to A&E	61	56	55	47	42	43	39	62	74	74	45	65	57
NHS Dumfries & Galloway	Secondary Care	Speak to clinician 2 Hrs	3	2	2	4	3	2	3	2	1	3	4	2	2
NHS Dumfries & Galloway	Secondary Care	Speak to clinician 4 Hrs	9	14	10	10	12	4	7	6	14	8	15	6	10
NHS Dumfries & Galloway	Self Care/No Partner Action														
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	36	23	33	28	25	33	32	43	70	73	34	41	43
NHS Dumfries & Galloway	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo													
NHS Dumfries & Galloway	Self Care/No Partner Action	Dental Nurse - Not Triage/Assessed	1	3	1	2	1	2	4	1	11	10	1	2	1
NHS Dumfries & Galloway	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent													
NHS Dumfries & Galloway	Self Care/No Partner Action	Distress Brief Intervention	5	3	2	4	1		3	2	1	1	2		2
NHS Dumfries & Galloway	Self Care/No Partner Action	For information only	9	11	12	11	7	9	11	6	16	18	11	15	4
NHS Dumfries & Galloway	Self Care/No Partner Action	patient given self care dental advice - for information only	1								1	3	1	2	2
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								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							1	2				1
NHS Dumfries & Galloway	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only		1	1	5	1		1				2	1	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	5	4	7	8	9	4	2	13	11	5	9	8
NHS Dumfries & Galloway	Self Care/No Partner Action	Pt advised to contact Police - For Information Only				1	1	2	1	2		1	1	4	2
NHS Dumfries & Galloway	Self Care/No Partner Action	Pt given self care advice - For Information Only	23	28	29	47	39	28	30	29	51	59	29	29	33
NHS Dumfries & Galloway	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only	2	2	1	1	1	1	1	1	5	1	2	1	1
NHS File	Not assigned														
NHS File	Not assigned	(blank)		2				1		1	1				
NHS File	Primary Care	Contact GP Practice within 4 Hours (ASAP)										0			
NHS File	Primary Care	CPN (Dr) to phone patient within 1 Hr	10	16	16	10	11	16	17	11	13	19	12	7	13
NHS File	Primary Care	CPN (Dr) to phone patient within 2 Hrs	17	18	20	24	23	18	18	21	33	32	17	27	19
NHS File	Primary Care	DN (Dr) phone patient within 1 Hr	5	8	3	5	6	2	6	4	7	2	5	5	2
NHS File	Primary Care	DN (Dr) phone patient within 2 Hrs	6	12	7	10	8	9	10	12	21	11	14	13	16
NHS File	Primary Care	DN (Dr) phone patient within 4 Hrs	36	35	42	46	38	43	37	38	73	66	40	35	40
NHS File	Primary Care	Home Visit within 1 Hr	11	8	8	4	1	7	4	3	16	12	5	6	8
NHS File	Primary Care	Home Visit within 2 Hrs	36	22	28	24	25	28	37	39	54	55	39	35	40
NHS File	Primary Care	Home Visit within 4 Hrs	29	30	38	43	35	45	42	45	76	102	57	43	42
NHS File	Primary Care	PCEC within 1 Hr	49	39	49	46	38	43	35	69	54	41	43	42	
NHS File	Primary Care	PCEC within 2 Hrs	125	121	124	150	130	164	153	152	214	220	154	137	151
NHS File	Primary Care	PCEC within 4 Hrs	235	250	284	306	343	343	342	362	636	688	331	326	369
NHS File	Primary Care	Pt advised to contact practice - For Information Only	6	6	6	6	11	5	4	10	14	10	10	11	12
NHS File	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only	3	8	6	2	3	5	4	7	3	6	5	5	2
NHS File	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only	75	73	98	84	98	131	113	82	88	83	102	120	
NHS File	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only	31	25	20	19	16	14	28	7	15	17	9	13	15
NHS File	Primary Care	Speak to clinician within 1 Hr	14	11	12	7	8	10	13	13		15	10	12	
NHS File	Primary Care	Speak to clinician within 2 Hrs	23	24	20	23	12	21	32	12	48	38	29	29	28
NHS File	Primary Care	Speak to clinician within 4 Hrs	36	31	33	39	39	40	35	54	78	98	43	45	47
NHS File	Secondary Care														
NHS File	Secondary Care	999 contacted - for information only		1		4			1					1	
NHS File	Secondary Care	999 contacted. For information only	150	142	168	156	125	124	127	152	210	209	148	168	196
NHS File	Secondary Care	patient advised to attend A & E within 1 hour - for information only	5	4	4	3	5	4	3	4	2	5	5	2	6
NHS File	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only	15	14	14	14	17	12	16	11	18	19	19	19	21
NHS File	Secondary Care	Patient Suitable for MUJ 4hr - Flow Hub to Arrange	107	127	105	114	116	110	101	117	109	105	144	130	125
NHS File	Secondary Care	Pt advised to go to A&E	186	184	213	188	195	186	174	238	238	262	223	209	265
NHS File	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services							1					2	2
NHS File	Secondary Care	Speak to clinician 2 Hrs	23	26	16	23	17	19	20	14	24	28	32	23	27
NHS File	Secondary Care	Speak to clinician 4 Hrs	52	58	46	33	58	45	47	49	52	59	65	38	46
NHS File	Self Care/No Partner Action														
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	1	2				1	1	1		1
NHS File	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24	101	73	97	99	90	69	88	95	146	183	98	89	77
NHS File	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo	1	1							1				
NHS File	Self Care/No Partner Action	Dental Nurse - Not Triage/Assessed	5	11	5	5	4	3	2	5	11	10	5	3	2
NHS File	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent	2	2				2		1	3	3			
NHS File	Self Care/No Partner Action	Distress Brief Intervention	7	9	11	11	6	6	8	6	7	3	8	11	11
NHS File	Self Care/No Partner Action	For information only	47	41	54	38	42	50	43	48	72	60	57	47	50
NHS File	Self Care/No Partner Action	patient given self care dental advice - for information only	2	3	6	1	1	6	3	10	4	12	6	4	5
NHS File	Self Care/No Partner Action	Pt advised to contact CPN Team - For Information Only													
NHS File	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only						1		2	8		1	3	
NHS File	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only													
NHS File	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	7	3	3	1	1	2	1	4	4	4	5	1	2
NHS File	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	4	4	4	5	2	3	6	8	8	5	5	6	6
NHS File	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only									1				2
NHS File	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	13	10	17	15	21	24	22	24	32	49	15	23	18
NHS File	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	4	3	4	3	7	6	4	5	7	6	5	7	6
NHS File	Self Care/No Partner Action	Pt given self care advice - For Information Only	124	122	120	137	148	142	147	153	208	179	158	135	142
NHS File	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only	3	7	1	6	5	7	10	9	8	12	1	6	3
NHS Forth Valley	Not assigned														
NHS Forth Valley	Not assigned	(blank)		1	1	1		1	1				1		1
NHS Forth Valley	Primary Care														
NHS Forth Valley	Primary Care	CPN (Dr) to phone patient within 1 Hr	2	11	5	4	6	3	9	12	12	10	10	9	3
NHS Forth Valley	Primary Care	CPN (Dr) to phone patient within 2 Hrs	8	18	10	13	11	4	15	13	25	25	13	22	14
NHS Forth Valley	Primary Care	DN (Dr) phone patient within 1 Hr	3	4	3	4	3	2	4	5	7	6	3	7	6
NHS Forth Valley	Primary Care	DN (Dr) phone patient within 2 Hrs	7	4	7	8	5	7	3	7	11	14	5	11	4
NHS Forth Valley	Primary Care	DN (Dr) phone patient within 4 Hrs	18	26	22	26	25	28	28	29	51	53	40	32	29
NHS Forth Valley	Primary Care	Home Visit within 1 Hr	4	6	2	3	1	6	4	7	7	10	6	6	7
NHS Forth Valley	Primary Care	Home Visit within 2 Hrs	29	13	17	26	20	17	24	46	51	25	26	24	34
NHS Forth Valley	Primary Care	Home Visit within 4 Hrs	29	31	29	16	32	30	35	43	56	69	30	44	34
NHS Forth Valley	Primary Care	Partner to Triage	1												
NHS Forth Valley	Primary Care	PCEC within 1 Hr	30	24	30	47	36	31	39	33	60	63	40	41	28

NHS Forth Valley	Primary Care	PCEC within 2 Hrs	106	101	122	120	116	110	137	116	197	180	112	125	134
NHS Forth Valley	Primary Care	PCEC within 4 Hrs	249	224	248	266	291	307	302	329	534	615	261	278	304
NHS Forth Valley	Primary Care	Pt advised to contact practice - For Information Only	10	3	5	1	3	7	5	6	3	8	8	4	4
NHS Forth Valley	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only	6	7	7	2	4	9	5	1	2	1	1	2	2
NHS Forth Valley	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only	69	104	85	92	95	83	102	85	87	70	107	110	133
NHS Forth Valley	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only	23	19	25	27	19	19	10	15	10	15	15	11	14
NHS Forth Valley	Primary Care	Speak to clinician within 1 Hr	12	8	12	7	4	5	7	8	14	15	17	9	12
NHS Forth Valley	Primary Care	Speak to clinician within 2 Hrs	17	11	10	22	16	15	17	17	32	33	14	17	10
NHS Forth Valley	Primary Care	Speak to clinician within 4 Hrs	39	22	36	26	24	26	29	38	78	92	43	36	22
NHS Forth Valley	Secondary Care														
NHS Forth Valley	Secondary Care	999 contacted - For Information only	127	110	140	128	127	120	117	154	175	160	135	136	132
NHS Forth Valley	Secondary Care	patient advised to attend A & E within 1 hour - for information only	4	4	1	2	2	1	4	2	1	4	3	4	4
NHS Forth Valley	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only	15	6	8	13	14	6	11	13	10	17	11	11	13
NHS Forth Valley	Secondary Care	Patient Suitable for MU 4hr - Flow Hub to Arrange	252	240	215	222	185	205	230	202	150	179	262	217	217
NHS Forth Valley	Secondary Care	Pt advised to go to A&E	198	182	220	236	224	186	192	212	221	212	212	212	212
NHS Forth Valley	Secondary Care	Speak to clinician 2 Hrs	62	32	38	51	34	25	39	35	29	46	41	58	68
NHS Forth Valley	Secondary Care	Speak to clinician 4 Hrs	68	54	50	54	76	67	53	50	47	62	73	62	60
NHS Forth Valley	Self Care/No Partner Action														
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													
NHS Forth Valley	Self Care/No Partner Action	Contact Public Health Nurse													
NHS Forth Valley	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1						1			1				
NHS Forth Valley	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24	68	56	67	66	58	38	53	70	103	117	68	65	90
NHS Forth Valley	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo						1							
NHS Forth Valley	Self Care/No Partner Action	Dental Nurse - Not Triaged/Assessed	6	7	3	3	2	2	5	4	16	6	2	1	3
NHS Forth Valley	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent													
NHS Forth Valley	Self Care/No Partner Action	Distress Brief Intervention	16	7	11	12	8	6	7	5	6	9	7	3	8
NHS Forth Valley	Self Care/No Partner Action	For information only	67	60	44	43	43	35	41	49	51	69	73	49	76
NHS Forth Valley	Self Care/No Partner Action	patient given self care dental advice - for information only	4	2	3	4	6	2	5	3	11	11	3	4	3
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 Dentist - For Information Only	3		1	1	1		1	1	1		2	1	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 Midwife - For Information Only	2	3	4	7	3	2	3	2	10	6	2	6	5
NHS Forth Valley	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	9	5	3	5	6	5	4	3	6	10	5	6	5
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	13	16	20	20	13	27	18	16	34	37	20	16	18
NHS Forth Valley	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	6	3	3	6	7	5	3	4	8	7	3	3	1
NHS Forth Valley	Self Care/No Partner Action	Pt given self care advice - For Information Only	128	111	123	98	101	97	106	113	159	177	116	120	111
NHS Forth Valley	Self Care/No Partner Action	Routine Appointment with Dentist										1			
NHS Forth Valley	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only	13	14	6	10	16	11	3	18	4	21	24	13	25
NHS Grampian	Not assigned														
NHS Grampian	Not assigned	(blank)					1		1	2	1	1			2
NHS Grampian	Primary Care														
NHS Grampian	Primary Care	Contact GP Practice within 4 Hours (ASAP													
NHS Grampian	Primary Care	CPN (Dr) to phone patient within 1 Hr	11	9	0		17	12	10	15	13	19	14	17	10
NHS Grampian	Primary Care	CPN (Dr) to phone patient within 2 Hrs	26	19	20	21	12	12	19	20	24	27	23	36	23
NHS Grampian	Primary Care	DN (Dr) phone patient within 1 Hr	3	8	1	3	3	1	2	1	8	3	4	4	3
NHS Grampian	Primary Care	DN (Dr) phone patient within 2 Hrs	12	7	8	5	1	6	4	6	16	21	9	10	9
NHS Grampian	Primary Care	DN (Dr) phone patient within 4 Hrs	27	22	25	25	26	19	16	25	40	42	23	21	25
NHS Grampian	Primary Care	Home Visit within 1 Hr	45	58	43	47	37	45	69	57	94	110	52	61	63
NHS Grampian	Primary Care	Home Visit within 2 Hrs	60	51	49	47	61	52	59	61	137	110	75	73	80
NHS Grampian	Primary Care	Partner to Triage													
NHS Grampian	Primary Care	PCEC within 1 Hr	45	43	74	65	62	62	68	75	87	93	39	43	63
NHS Grampian	Primary Care	PCEC within 2 Hrs	152	165	195	201	225	222	208	223	366	267	155	169	193
NHS Grampian	Primary Care	PCEC within 4 Hrs	437	365	460	429	459	471	520	522	934	866	358	415	432
NHS Grampian	Primary Care	Pt advised to contact practice - For Information Only	9	9	3	6	2	7	6	5	8	19	7	7	17
NHS Grampian	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only	2				1	11	4	5	6	6	5	5	1
NHS Grampian	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only	119	116	107	98	128	127	182	146	118	125	110	121	137
NHS Grampian	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only	33	30	35	34	33	24	17	13	9	18	18	16	15
NHS Grampian	Primary Care	Speak to clinician within 1 Hr	17	19	18	13	17	15	19	29	31	20	12	16	
NHS Grampian	Primary Care	Speak to clinician within 2 Hrs	40	24	37	43	30	33	29	36	67	78	41	28	27
NHS Grampian	Primary Care	Speak to clinician within 4 Hrs	63	56	64	66	44	64	58	74	135	196	87	45	83
NHS Grampian	Secondary Care														
NHS Grampian	Secondary Care	999 contacted - for information only					1				1	2			
NHS Grampian	Secondary Care	999 contacted - For information only	232	213	241	258	224	232	216	261	313	333	260	206	246
NHS Grampian	Secondary Care	patient advised to attend A & E within 1 hour - for information only	6	2	4	3	5	2	4	2	2	8	3	5	
NHS Grampian	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only	18	11	26	25	29	23	13	22	33	36	25	23	17
NHS Grampian	Secondary Care	Patient Suitable for MU 4hr - Flow Hub to Arrange	208	214	215	199	191	176	226	180	160	162	189	213	213
NHS Grampian	Secondary Care	Pt advised to go to A&E	302	263	269	281	264	241	258	337	350	297	230	276	272
NHS Grampian	Secondary Care	Speak to clinician 2 Hrs	40	41	32	21	36	28	34	33	26	30	36	36	44
NHS Grampian	Secondary Care	Speak to clinician 4 Hrs	70	50	68	66	59	60	72	75	69	62	79	67	72
NHS Grampian	Self Care/No Partner Action														
NHS Grampian	Self Care/No Partner Action	Contact Breathing Space					1								
NHS Grampian	Self Care/No Partner Action	Contact Dentist within 24 Hours									2				
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1	2	1					1		1				1
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24	79	71	105	76	74	60	78	85	177	158	97	89	92
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo										1			
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Not Triaged/Assessed	4	3	5	6	1	5	10	6	28	5	4	6	4
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent	2							1	2	5		1	1
NHS Grampian	Self Care/No Partner Action	Distress Brief Intervention	9	9	10	14	3	3	7	1	9	8	5	11	6
NHS Grampian	Self Care/No Partner Action	For information only	53	63	62	52	35	55	64	57	96	89	58	47	57
NHS Grampian	Self Care/No Partner Action	patient given self care dental advice - for information only	1	1	4	5	1	2	3	4	10	15	9	4	3
NHS Grampian	Self Care/No Partner Action	Pt advised to contact CPN Team - For Information Only			2				2	1		1			1
NHS Grampian	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only				1					8				
NHS Grampian	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only	1						1	2			1	1	
NHS Grampian	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	3	4	3	3	3	6	4	6	3	6	3	2	5
NHS Grampian	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	5	3	8	4	3	6	5	7	13	10	4	8	4
NHS Grampian	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only													
NHS Grampian	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	32	23	23	17	24	31	31	43	56	80	25	27	28
NHS Grampian	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	17	7	7	7	4	7	7	8	11	13	3	9	13
NHS Grampian	Self Care/No Partner Action	Pt given self care advice - For Information Only	136	140	164	170	165	198	183	201	263	247	157	170	179
NHS Grampian	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only	6	13	10	2	9	9	6	4	6	7	2	7	6
NHS Greater Glasgow & Clyde	Not assigned														
NHS Greater Glasgow & Clyde	Not assigned	(blank)	2	2	8	5	1	3	3	1	4		3	5	2
NHS Greater Glasgow & Clyde	Primary Care														
NHS Greater Glasgow & Clyde	Primary Care	Contact GP Practice within 4 Hours (ASAP									0	1			
NHS Greater Glasgow & Clyde	Primary Care	CPN (Dr) to phone patient within 1 Hr	26	31	30	21	27	34	35	24	33	37	33	26	30
NHS Greater Glasgow & Clyde	Primary Care	CPN (Dr) to phone patient within 2 Hrs	51	77	50	57	54	73	57	57	69	78	64	53	65
NHS Greater Glasgow & Clyde	Primary Care	DN (Dr) phone patient within 1 Hr	7	2	5	2	8	4	2	5	8	5	7	1	1
NHS Greater Glasgow & Clyde	Primary Care	DN (Dr) phone patient within 2 Hrs	5	9	5	4	6	4	5	5	5	8	9	8	10
NHS Greater Glasgow & Clyde	Primary Care	DN (Dr) phone patient within 4 Hrs	14	12	9	13	14	18	12	19	19	24	26	8	18
NHS Greater Glasgow & Clyde	Primary Care	Home Visit within 1 Hr	32	21	36	36	21	44	36	40	66	56	26	27	31
NHS Greater Glasgow & Clyde	Primary Care	Home Visit within 2 Hrs	107	69	88	111	91	84	63	101	177	170	129	94	97
NHS Greater Glasgow & Clyde	Primary Care	Home Visit within 4 Hrs	110	96	124	132	133	133	136	143	256	286	139	148	134
NHS Greater Glasgow & Clyde	Primary Care	Partner to Triage													
NHS Greater Glasgow & Clyde	Primary Care	PCEC within 1 Hr													
NHS Greater Glasgow & Clyde	Primary Care	PCEC within 12 Hrs	109	118	140	128	134	112	108	103	154	130	115	107	124

NHS Greater Glasgow & Clyde	Primary Care	PCEC within 2 Hrs	419	418	434	480	492	488	453	477	652	592	399	423	484
NHS Greater Glasgow & Clyde	Primary Care	PCEC within 4 Hrs	996	866	1042	1084	1177	1097	970	1085	1818	2053	1087	1016	1037
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact practice - For Information Only	19	13	29	11	14	20	22	23	20	39	31	31	35
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only	16	19	10	15	10	22	6	6	10	6	6	8	10
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only	262	277	300	284	320	335	339	386	258	236	321	367	387
NHS Greater Glasgow & Clyde	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only	76	86	70	67	91	52	48	31	35	33	38	39	20
NHS Greater Glasgow & Clyde	Primary Care	Speak to clinician within 1 Hr	33	43	45	34	28	28	34	33	66	45	31	43	43
NHS Greater Glasgow & Clyde	Primary Care	Speak to clinician within 2 Hrs	77	60	69	71	70	76	61	62	129	135	84	71	75
NHS Greater Glasgow & Clyde	Primary Care	Speak to clinician within 4 Hrs	146	112	139	128	113	134	133	126	273	346	162	144	145
NHS Greater Glasgow & Clyde	Secondary Care														
NHS Greater Glasgow & Clyde	Secondary Care	999 contacted - For information only	1						3	1	1				
NHS Greater Glasgow & Clyde	Secondary Care	999 contacted. For information only	440	402	485	463	464	417	404	429	581	514	451	496	467
NHS Greater Glasgow & Clyde	Secondary Care	Accident & Emergency (ASAP)										1			
NHS Greater Glasgow & Clyde	Secondary Care	patient advised to attend A & E within 1 hour - for information only	8	11	9	4	9	8	9	8	14	26	12	15	10
NHS Greater Glasgow & Clyde	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only	54	37	40	39	35	37	44	41	65	61	46	42	31
NHS Greater Glasgow & Clyde	Secondary Care	Patient Suitable for MIU 4hr - Flow Hub to Arrange	342	303	350	290	293	333	341	348	295	335	402	326	372
NHS Greater Glasgow & Clyde	Secondary Care	Pt advised to go to A&E	602	520	650	653	677	586	565	651	717	724	615	735	727
NHS Greater Glasgow & Clyde	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services	64	66	64	50	53	37	57	72	42	43	45	70	77
NHS Greater Glasgow & Clyde	Secondary Care	Speak to clinician 4 Hrs	131	118	107	102	123	124	121	136	139	131	157	150	136
NHS Greater Glasgow & Clyde	Self Care/No Partner Action														
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Contact Breathing Space	1			1						2		1	
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Contact Dentist Next Routine Appointment	2												
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Contact Family Planning Clinic									1		1		2
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Contact Public Health Nurse													
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1	2	1	2	3		2	1	1	2	5	4	1	2
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24	28	195	208	228	214	220	236	320	368	477	288	239	269
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo	2	1	1		2		1	2	2	2	2		1
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Dental Nurse - Not Triaged/Assessed	18	22	7	17	10	10	9	26	46	30	18	7	8
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent	3		4	5	3	1	3	5	3	5	2	4	1
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Distress Brief Intervention	22	28	30	20	20	14	27	22	17	15	21	25	19
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Emergency Contraception								1					
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	For information only	178	183	146	138	140	140	125	125	207	198	149	162	168
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	patient advised to contact pharmacist - for information only									1				
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	patient given self care dental advice - for information only	10	6	11	10	4	7	4	9	22	25	24	11	10
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Pt advised to contact CPN Team - For Information Only	1	3		2	2	1	2	1		1		2	
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only	3		1	2	1		3	14	2	2	2	1	1
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only	1			3	1	1		3	3		1	4	
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	6	10	15	13	8	5	7	14	19	13	11	9	9
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	18	12	19	8	10	8	18	25	19	34	20	16	20
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only		1	1	1	1	1	1	1	1	2	2	1	
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	60	57	56	77	72	53	75	69	139	169	86	81	86
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	9	12	24	10	11	11	12	9	4	1	7	10	9
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Pt given self care advice - For Information Only	404	433	466	464	429	445	417	443	597	588	467	476	513
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Self Care	1												
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only	17	15	17	11	15	12	19	12	27	17	12	12	9
NHS Highland	Not assigned		4												
NHS Highland	Not assigned	(blank)	4	4		1	2	3	1	2	2	2	1	2	2
NHS Highland	Primary Care														
NHS Highland	Primary Care	Contact GP Practice within 4 Hours (ASAP)	0								0				
NHS Highland	Primary Care	CPN (Dr) to phone patient within 1 Hr	8	1	11	7	10	1	4	4	6	7	6	4	3
NHS Highland	Primary Care	CPN (Dr) to phone patient within 2 Hrs	9	12	8	12	9	11	11	6	10	13	15	9	9
NHS Highland	Primary Care	DN (Dr) phone patient within 1 Hr	1							1	1	2	5	3	
NHS Highland	Primary Care	DN (Dr) phone patient within 2 Hrs	6	8	4	4	4	1	3	5	2	5	8	4	5
NHS Highland	Primary Care	DN (Dr) phone patient within 4 Hrs	5	14	21	8	16	8	16	15	26	23	13	18	15
NHS Highland	Primary Care	Home Visit within 1 Hr	12	5	8	6	5	7	6	6	9	16	10	12	4
NHS Highland	Primary Care	Home Visit within 2 Hrs	20	22	13	22	23	18	28	22	37	52	30	36	34
NHS Highland	Primary Care	Home Visit within 4 Hrs	31	23	24	30	31	25	42	31	61	76	40	36	48
NHS Highland	Primary Care	PCEC within 1 Hr	66	53	20	24	18	30	34	24	37	35	25	30	30
NHS Highland	Primary Care	PCEC within 2 Hrs	66	53	67	78	100	99	107	81	155	161	68	71	85
NHS Highland	Primary Care	PCEC within 4 Hrs	164	153	177	194	185	176	190	250	413	430	183	162	180
NHS Highland	Primary Care	Pt advised to contact practice - For Information Only	1	2				4	3	9	4	9	3	7	4
NHS Highland	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only	4	1	5	2	9	1	1	3	2	2	2	1	
NHS Highland	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only	39	38	32	52	48	55	55	54	51	56	55	50	59
NHS Highland	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only	18	21	12	12	8	11	3	12	4	5	13	7	9
NHS Highland	Primary Care	Speak to clinician within 1 Hr	5	12	16	12	5	8	12	10	19	17	10	9	7
NHS Highland	Primary Care	Speak to clinician within 2 Hrs	19	16	13	24	11	25	14	24	28	29	23	16	18
NHS Highland	Primary Care	Speak to clinician within 4 Hrs	29	29	24	21	24	29	16	27	87	95	32	19	38
NHS Highland	Secondary Care														
NHS Highland	Secondary Care	999 contacted. For information only	109	93	81	104	75	92	83	92	130	128	98	103	93
NHS Highland	Secondary Care	minor injury unit appointment required within 1 hour										1			
NHS Highland	Secondary Care	patient advised to attend A & E within 1 hour - for information only	1							1	2	2	1	1	1
NHS Highland	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only	5	8	8	6	8	14	1	5	10	9	10	12	7
NHS Highland	Secondary Care	Patient Suitable for MIU 4hr - Flow Hub to Arrange	47	42	54	40	38	45	50	59	58	73	41	37	52
NHS Highland	Secondary Care	Pt advised to go to A&E	76	96	98	84	86	85	73	96	115	124	74	89	109
NHS Highland	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services	15	23	29	16	17	16	18	25	39	35	24	20	24
NHS Highland	Secondary Care	Speak to clinician 2 Hrs	9	10	12	9	10	6	8	14	8	13	11	7	16
NHS Highland	Secondary Care	Speak to clinician 4 Hrs	27	15	26	16	25	14	23	34	31	30	22	20	19
NHS Highland	Self Care/No Partner Action														
NHS Highland	Self Care/No Partner Action	Consult TOXBASE or Local Poisons Centre	1												
NHS Highland	Self Care/No Partner Action	Contact Breathing Space							1				1	2	
NHS Highland	Self Care/No Partner Action	Distress Brief Intervention	7	5	7	5	1	5	3	1	4	4	5	2	7
NHS Highland	Self Care/No Partner Action	For information only	36	26	36	37	42	23	26	27	45	53	27	45	33
NHS Highland	Self Care/No Partner Action	hub to arrange appointment within 24 hours	45	41	52	40	41	48	55	56	116	97	64	67	51
NHS Highland	Self Care/No Partner Action	hub to arrange contact with appropriate clinician within 1 hour				1	1		0						
NHS Highland	Self Care/No Partner Action	patient advised to contact dental advice line - for information only	1	1											
NHS Highland	Self Care/No Partner Action	patient advised to contact registered GDP - for information only	5	12	8	9	10	8	10	10	7	11	6	4	10
NHS Highland	Self Care/No Partner Action	patient given self care dental advice - for information only	1	1	5	2		1	1	4	5	6	2	1	1
NHS Highland	Self Care/No Partner Action	Pt advised to contact CPN Team - For Information Only	1		1			1		1	3	4	1		
NHS Highland	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only							1					0	
NHS Highland	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only													
NHS Highland	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only			3	1	2	2		2	2	1	1	1	
NHS Highland	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	6	1	3	1	4	3	2	6	8	7	3	2	4
NHS Highland	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only													
NHS Highland	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	9	5	8	11	11	12	11	10	32	25	16	11	12
NHS Highland	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	1	2	2	2	2	3	4	3	2	2	1	4	2
NHS Highland	Self Care/No Partner Action	Pt given self care advice - For Information Only	85	66	91	95	102	101	98	96	117	127	108	111	111
NHS Highland	Self Care/No Partner Action	Triage refused - For information only	0	0	0	3	7		3	3	19	6	4	2	4
NHS Highland	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only	4	3	5	7	9	3	5	4	3	7	6	2	4
NHS Lanarkshire	Not assigned														
NHS Lanarkshire	Not assigned	(blank)				1	1	2	1	1				1	2
NHS Lanarkshire	Primary Care														
NHS Lanarkshire	Primary Care	Contact GP Practice within 4 Hours (ASAP)										0			
NHS Lanarkshire	Primary Care	CPN (Dr) to phone patient within 1 Hr	16	9	16	19	11	17	21	20	17	18	19	18	13
NHS Lanarkshire	Primary Care	CPN (Dr) to phone patient within 2 Hrs	21	32	23	25	26	32	29	14	35	38	27	27	32
NHS Lanarkshire	Primary Care	DN (Dr) phone patient within 1 Hr	2	2	2	3	2	2	2	3	2	2	1		
NHS Lanarkshire	Primary Care	DN (Dr) phone patient within 2 Hrs	2	1	4		3	4	1	1	3	4	6		5
NHS Lanarkshire	Primary Care	DN (Dr) phone patient within 4 Hrs	3	4	6	9	4	4	3	10	12	24	8	7	5
NHS Lanarkshire	Primary Care	Home													

NHS Lanarkshire	Primary Care	Home Visit within 2 Hrs	42	34	53	42	43	52	50	39	82	99	55	44	41
NHS Lanarkshire	Primary Care	Home Visit within 4 Hrs	54	38	56	60	53	54	62	59	131	114	49	67	67
NHS Lanarkshire	Primary Care	PCEd within 1 Hr	77	66	99	90	86	100	80	107	124	99	64	76	89
NHS Lanarkshire	Primary Care	PCEd within 2 Hrs	242	245	282	290	338	341	309	295	410	401	245	223	291
NHS Lanarkshire	Primary Care	PCEd within 4 Hrs	509	482	605	599	715	665	634	638	1124	1146	541	562	627
NHS Lanarkshire	Primary Care	Pt advised to contact practice - For Information Only	9	2	13	6	8	5	8	5	8	14	18	10	19
NHS Lanarkshire	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only	7	6	5	3	4	12	5	3	3	5	2	5	5
NHS Lanarkshire	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only	119	130	160	135	158	155	191	219	108	119	178	185	162
NHS Lanarkshire	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only	45	46	43	40	39	27	22	20	12	20	35	23	24
NHS Lanarkshire	Primary Care	Speak to clinician within 1 Hr	20	22	20	19	13	17	17	15	27	32	23	21	26
NHS Lanarkshire	Primary Care	Speak to clinician within 2 Hrs	35	40	47	32	30	33	39	41	46	76	37	45	42
NHS Lanarkshire	Primary Care	Speak to clinician within 4 Hrs	76	54	73	74	58	70	58	79	132	168	85	60	59
NHS Lanarkshire	Secondary Care	999 - Ambulance (ASAP)			1										
NHS Lanarkshire	Secondary Care	999 contacted - For Information only		1								1			1
NHS Lanarkshire	Secondary Care	999 contacted. For information only	245	208	235	243	268	245	211	262	311	320	271	280	259
NHS Lanarkshire	Secondary Care	patient advised to attend A & E within 1 hour - for information only	5	3	5	9	11	8	8	6	9	9	7	10	5
NHS Lanarkshire	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only	21	24	18	17	20	17	21	16	31	24	27	23	23
NHS Lanarkshire	Secondary Care	Patient Suitable for MIU 4hr - Flow Hub to Arrange	165	154	159	152	128	156	165	178	179	146	202	190	160
NHS Lanarkshire	Secondary Care	Pt advised to go to A&E	334	316	346	335	359	316	355	395	432	462	360	402	365
NHS Lanarkshire	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services			1		1							1	
NHS Lanarkshire	Secondary Care	Speak to clinician 2 Hrs	37	27	37	44	22	41	22	33	18	38	31	49	53
NHS Lanarkshire	Secondary Care	Speak to clinician 4 Hrs	65	56	79	71	67	62	53	69	78	77	76	75	77
NHS Lanarkshire	Self Care/No Partner Action														
NHS Lanarkshire	Self Care/No Partner Action	Contact Breathing Space		1	1										
NHS Lanarkshire	Self Care/No Partner Action	Contact Family Planning Clinic													
NHS Lanarkshire	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1				1	1					1	2	1	1
NHS Lanarkshire	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24	118	122	141	116	122	117	118	156	210	236	147	105	113
NHS Lanarkshire	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo		1	1		1	1	1			3	1		
NHS Lanarkshire	Self Care/No Partner Action	Dental Nurse - Not Triaged/Assessed	7	12	7	5	7	4	4	15	35	9	3	6	7
NHS Lanarkshire	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent	2	1			1					3	3		
NHS Lanarkshire	Self Care/No Partner Action	Distress Brief Intervention	7	14	10	11	9	14	11	8	10	11	11	9	9
NHS Lanarkshire	Self Care/No Partner Action	Emergency Contraception													
NHS Lanarkshire	Self Care/No Partner Action	For information only	67	57	68	65	79	88	56	83	85	88	62	68	66
NHS Lanarkshire	Self Care/No Partner Action	patient given self care dental advice - for information only	3	3	8	4	3	8	6	10	9	14	7	2	1
NHS Lanarkshire	Self Care/No Partner Action	Pt advised to contact CPN Team - For Information Only													
NHS Lanarkshire	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only		1	1	3	4		1	1	4				2
NHS Lanarkshire	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only				2	3	4	1	1					
NHS Lanarkshire	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	8	4	7	6	3	4	1	5	7	13	7	6	8
NHS Lanarkshire	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	9	4	4	3	3	6	2	9	8	7	6	11	6
NHS Lanarkshire	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only				1						1			
NHS Lanarkshire	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	22	38	46	31	33	29	18	40	65	85	29	30	26
NHS Lanarkshire	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	11	4	6	8	5	3	10	7	2	5	6	5	4
NHS Lanarkshire	Self Care/No Partner Action	Pt given self care advice - For Information Only	175	170	193	168	197	221	203	210	310	252	210	213	196
NHS Lanarkshire	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only	8	7	5	10	6	7	5	6	7	7	7	8	5
NHS Lothian	Not assigned														
NHS Lothian	Not assigned	(blank)	3	6	4	5	4	3	7	3	1	3	5	3	2
NHS Lothian	Primary Care														
NHS Lothian	Primary Care	Contact GP Practice within 4 Hours (ASAP)					0				1				
NHS Lothian	Primary Care	CPN (Dr) to phone patient within 1 Hr	22	17	21	16	21	21	18	24	20	17	22	16	23
NHS Lothian	Primary Care	CPN (Dr) to phone patient within 2 Hrs	27	21	27	22	28	26	27	31	36	44	30	31	29
NHS Lothian	Primary Care	DN (Dr) phone patient within 1 Hr	6	4	6	4	3	12	7	6	8	3	8	11	5
NHS Lothian	Primary Care	DN (Dr) phone patient within 2 Hrs	17	8	11	11	11	16	14	13	19	23	15	13	9
NHS Lothian	Primary Care	DN (Dr) phone patient within 4 Hrs	32	31	46	43	32	42	41	49	83	78	45	49	55
NHS Lothian	Primary Care	Home Visit within 1 Hr	30	23	27	22	21	23	16	33	46	45	33	29	26
NHS Lothian	Primary Care	Home Visit within 2 Hrs	78	54	63	71	75	82	66	87	118	160	93	107	87
NHS Lothian	Primary Care	Home Visit within 4 Hrs	94	69	80	88	94	96	94	106	175	211	123	126	102
NHS Lothian	Primary Care	Partner to Triage													
NHS Lothian	Primary Care	PCEd within 1 Hr	89	77	96	99	105	79	92	70	121	124	83	93	83
NHS Lothian	Primary Care	PCEd within 12 Hrs	1												
NHS Lothian	Primary Care	PCEd within 2 Hrs	311	289	353	356	345	377	366	350	492	496	327	336	384
NHS Lothian	Primary Care	PCEd within 4 Hrs	773	686	778	648	671	921	881	896	1494	1663	815	814	876
NHS Lothian	Primary Care	Pt advised to contact practice - For Information Only	16	11	19	24	12	15	13	12	31	30	26	22	19
NHS Lothian	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only	2	14	9	9	10	29	13	6	8	5	10	6	9
NHS Lothian	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only	202	257	256	239	264	288	295	308	162	233	273	341	310
NHS Lothian	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only	57	59	60	54	71	43	53	38	20	22	45	36	24
NHS Lothian	Primary Care	Speak to clinician within 1 Hr	49	29	33	36	16	15	23	28	46	49	47	36	30
NHS Lothian	Primary Care	Speak to clinician within 2 Hrs	62	52	54	50	46	56	51	57	90	124	67	51	47
NHS Lothian	Primary Care	Speak to clinician within 4 Hrs	95	82	103	87	94	96	105	116	231	285	116	118	107
NHS Lothian	Secondary Care														
NHS Lothian	Secondary Care	999 contacted - For information only	1				1								
NHS Lothian	Secondary Care	999 contacted. For information only	337	298	320	349	334	311	315	373	432	393	286	330	350
NHS Lothian	Secondary Care	patient advised to attend A & E within 1 hour - for information only	7	11	13	6	8	9	10	8	8	11	8	10	4
NHS Lothian	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only	59	33	38	27	28	31	24	35	35	49	19	26	45
NHS Lothian	Secondary Care	Patient Suitable for MIU 4hr - Flow Hub to Arrange	414	378	406	380	340	339	362	414	333	392	387	446	451
NHS Lothian	Secondary Care	Pt advised to go to A&E	499	499	553	475	492	513	486	527	565	630	526	587	598
NHS Lothian	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services													
NHS Lothian	Secondary Care	Speak to clinician 2 Hrs	71	60	57	65	63	51	63	60	51	5	57	65	69
NHS Lothian	Secondary Care	Speak to clinician 4 Hrs	126	125	117	112	119	118	129	146	100	151	131	150	129
NHS Lothian	Self Care/No Partner Action														
NHS Lothian	Self Care/No Partner Action	Contact Breathing Space				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				1									
NHS Lothian	Self Care/No Partner Action	Contact Family Planning Clinic					2					1			
NHS Lothian	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1	2		2	1	2	1	2	2		4	1	6	1
NHS Lothian	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24	1179	146	197	190	152	168	169	223	293	380	199	221	198
NHS Lothian	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo	1			2		3				3			
NHS Lothian	Self Care/No Partner Action	Dental Nurse - Not Triaged/Assessed	8	11	10	9	9	6	8	18	52	27	8	9	9
NHS Lothian	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent	6	3	2	1	1	1	3	3	1	4	4	3	1
NHS Lothian	Self Care/No Partner Action	Distress Brief Intervention	21			2	18	17	21	12	16	24	16	16	24
NHS Lothian	Self Care/No Partner Action	For information only	102	115	113	94	103	108	88	124	132	126	83	109	127
NHS Lothian	Self Care/No Partner Action	patient given self care dental advice - for information only	5	9	8	14	9	8	8	14	20	26	7	5	14
NHS Lothian	Self Care/No Partner Action	Pt advised to contact CPN Team - For Information Only					1						1		
NHS Lothian	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only	1	3	1			4	6		4	2	1		
NHS Lothian	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only		1	1	2	2			2		3	1	2	
NHS Lothian	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	19	8	12	10	13	20	8	17	6	23	13	14	15
NHS Lothian	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	13	18	17	16	12	15	13	18	15	16	19	16	15
NHS Lothian	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only				1						1			
NHS Lothian	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	59	30	61	53	66	78	68	81	113	122	73	68	60
NHS Lothian	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	6	7	8	10	3	4	6	9	8	11	9	9	8
NHS Lothian	Self Care/No Partner Action	Pt given self care advice - For Information Only	276	291	298	357	320	332	338	349	392	497	339	330	359
NHS Lothian	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only	16	3	10	7	14	7	11	12	8	6	11	14	11
NHS Orkney	Primary Care														
NHS Orkney	Primary Care	CPN (Dr) to phone patient within 1 Hr	1		1	2					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					1	1					1		
NHS Orkney	Primary Care	DN (Dr) phone patient within 4 Hrs	1		1	1		2	2	2	2	2	1	1	3
NHS Orkney	Primary Care	Home Visit within													

NHS Orkney	Primary Care	Home Visit within 4 Hrs		1		4	2	4	2	3	6	10	6	4	3
NHS Orkney	Primary Care	PCEC within 1 Hr		3	2	1	2	1	4		5	3	1		
NHS Orkney	Primary Care	PCEC within 2 Hrs	5	4	3	3	8	7	1		4	5	3	2	2
NHS Orkney	Primary Care	PCEC within 4 Hrs	7	13	5	8	4	9	7	7	18	26	12	13	7
NHS Orkney	Primary Care	Pt advised to contact practice - For Information Only									1				
NHS Orkney	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only					1			6	5	5	1	2	1
NHS Orkney	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only	2	2	1	2	2		1						
NHS Orkney	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only				4		2	1						
NHS Orkney	Primary Care	Speak to clinician within 1 Hr	1	1		1				1	1			1	1
NHS Orkney	Primary Care	Speak to clinician within 2 Hrs	3	1	1	1			1	1	3	1	1	1	3
NHS Orkney	Primary Care	Speak to clinician within 4 Hrs	2	1	4	4	2	2	1	4	6	4	2	4	2
NHS Orkney	Secondary Care														
NHS Orkney	Secondary Care	999 contacted. For information only	7	4	4	3	4	1	2	4	9	9	5	6	3
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
NHS Orkney	Secondary Care	Patient Suitable for MIU 4hr - Flow Hub to Arrange		1	1	2	2		3			2	1	1	1
NHS Orkney	Secondary Care	Pt advised to go to A&E	3	1	4	3	3	6	4	5	5	7	5	4	7
NHS Orkney	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services	1					1	1		1				1
NHS Orkney	Secondary Care	Speak to clinician 2 Hrs													
NHS Orkney	Secondary Care	Speak to clinician 4 Hrs	1		2	2		1	3	3	2	1	3		1
NHS Orkney	Self Care/No Partner Action														
NHS Orkney	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24		3	1	3	2		7	2	6	5	5	1	6
NHS Orkney	Self Care/No Partner Action	Dental Nurse - Not Triageed/Assessed						1							1
NHS Orkney	Self Care/No Partner Action	Distress Brief Intervention					1	1	1						
NHS Orkney	Self Care/No Partner Action	For information only	1	2		1				2	5		1	1	2
NHS Orkney	Self Care/No Partner Action	patient given self care dental advice - for information only					1	1							
NHS Orkney	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only					1				1				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 Orthodontist - For Information Only												1	
NHS Orkney	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only		1		1			1		2	1		2	1
NHS Orkney	Self Care/No Partner Action	Pt advised to contact Police - For Information Only					1								
NHS Orkney	Self Care/No Partner Action	Pt given self care advice - For Information Only	4	6	8	6	5	5	7	8	14	8	9	9	8
NHS Orkney	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only									1				
NHS Shetland	Primary Care														
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			3
NHS Shetland	Primary Care	DN (Dr) phone patient within 1 Hr										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	1
NHS Shetland	Primary Care	Home Visit within 1 Hr				1			1	2		1			
NHS Shetland	Primary Care	Home Visit within 2 Hrs	2		1	2	1	1	1	1	4	3	1		2
NHS Shetland	Primary Care	Home Visit within 4 Hrs				3		3	4	7	2	1			
NHS Shetland	Primary Care	PCEC within 1 Hr									1			2	1
NHS Shetland	Primary Care	PCEC within 2 Hrs	2	1	4	1	1	5	4	2	7	2	3	6	5
NHS Shetland	Primary Care	PCEC within 4 Hrs	8	4	10	5	12	8	12	6	22	24	9	10	8
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	1	3	3	3	6	1	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		1
NHS Shetland	Primary Care	Speak to clinician within 2 Hrs	1	1		2	1	1		1	3	3		1	1
NHS Shetland	Primary Care	Speak to clinician within 4 Hrs	2	2	3	1	2	4		1	5	3	1	1	1
NHS Shetland	Secondary Care														
NHS Shetland	Secondary Care	999 contacted. For information only	6	6	4	2	7	5	4	3	6	7	4	5	5
NHS Shetland	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only			1				1				5	1	
NHS Shetland	Secondary Care	Patient Suitable for MIU 4hr - Flow Hub to Arrange		1			1	1			2	2			
NHS Shetland	Secondary Care	Pt advised to go to A&E	5	5	7	6	4	3	4	6	2	3	8	5	10
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		1	
NHS Shetland	Secondary Care	Speak to clinician 2 Hrs	1												2
NHS Shetland	Secondary Care	Speak to clinician 4 Hrs	2		1	1	1	1	1	2					1
NHS Shetland	Self Care/No Partner Action														
NHS Shetland	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24	5		2	3	1	4	1	4	2	4	2		6
NHS Shetland	Self Care/No Partner Action	Dental Nurse - Not Triageed/Assessed									1	1			
NHS Shetland	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent											1		
NHS Shetland	Self Care/No Partner Action	Distress Brief Intervention					1				1				
NHS Shetland	Self Care/No Partner Action	For information only		2	2			2	1			2	1	1	2
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							1						
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	3
NHS Shetland	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only				1									
NHS Tayside	Not assigned														
NHS Tayside	Not assigned	(blank)	1		2	1	1	3	1	5	2				
NHS Tayside	Primary Care														
NHS Tayside	Primary Care	Contact GP Practice within 4 Hours (ASAP)	1												
NHS Tayside	Primary Care	CPN (Dr) to phone patient within 1 Hr	12	10	12	6	8	13	10	6	8	14	4	12	8
NHS Tayside	Primary Care	CPN (Dr) to phone patient within 2 Hrs	24	17	23	19	26	26	13	14	22	26	22	18	15
NHS Tayside	Primary Care	DN (Dr) phone patient within 1 Hr	2	5	5	3	5	3	2	2	7	3	3	1	2
NHS Tayside	Primary Care	DN (Dr) phone patient within 2 Hrs	17	10	8	6	8	6	13	9	17	13	11	5	6
NHS Tayside	Primary Care	DN (Dr) phone patient within 4 Hrs	41	29	29	44	29	39	35	26	56	56	38	35	40
NHS Tayside	Primary Care	Home Visit within 1 Hr	9	12	11	5	11	7	9	10	17	17	16	12	14
NHS Tayside	Primary Care	Home Visit within 2 Hrs	37	25	32	37	36	37	39	40	85	85	52	42	60
NHS Tayside	Primary Care	Home Visit within 4 Hrs	47	27	44	43	35	63	52	51	102	141	49	53	65
NHS Tayside	Primary Care	PCEC within 1 Hr	65	64	76	70	81	76	88	81	122	114	77	71	76
NHS Tayside	Primary Care	PCEC within 2 Hrs	162	146	171	183	224	206	208	183	259	268	177	193	191
NHS Tayside	Primary Care	PCEC within 4 Hrs	321	266	351	389	407	380	431	400	751	810	364	364	361
NHS Tayside	Primary Care	Pt advised to contact practice - For Information Only	8	4	8	8	4	12	7	10	10	21	8	12	10
NHS Tayside	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only	6	5	3	8	5	8	4	3	5	3	1	6	4
NHS Tayside	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only	69	81	116	82	109	111	121	133	99	85	112	131	127
NHS Tayside	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only	26	24	20	14	19	18	17	12	16	18	14	26	15
NHS Tayside	Primary Care	Speak to clinician within 1 Hr	20	9	11	10	21	11	6	12	15	22	10	13	9
NHS Tayside	Primary Care	Speak to clinician within 2 Hrs	29	18	14	29	27	21	27	36	43	58	30	27	32
NHS Tayside	Primary Care	Speak to clinician within 4 Hrs	36	30	47	51	33	45	43	70	111	128	63	39	60
NHS Tayside	Secondary Care														
NHS Tayside	Secondary Care	999 contacted - for information only	1		1			1							1
NHS Tayside	Secondary Care	999 contacted. For information only	155	152	171	168	159	177	163	165	244	263	174	203	209
NHS Tayside	Secondary Care	patient advised to attend A & E within 1 hour - for information only	8	1	4	3	6	10	4	3		4	6	5	2
NHS Tayside	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only			9	10	8	14	16	18	18	18	11	11	13
NHS Tayside	Secondary Care	Patient Suitable for MIU 4hr - Flow Hub to Arrange	112	90	107	106	81	99	80	115	100	120	119	120	110
NHS Tayside	Secondary Care	Pt advised to go to A&E	120	111	113	91	135	114	91	109	132	161	132	134	102
NHS Tayside	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services									1				
NHS Tayside	Secondary Care	Speak to clinician 2 Hrs	19	30	19	20	13	16	19	16	12	22	17	25	21
NHS Tayside	Secondary Care	Speak to clinician 4 Hrs	44	42	41	34	46	35	44	46	46	45	53	36	40
NHS Tayside	Self Care/No Partner Action														
NHS Tayside	Self Care/No Partner Action	Contact Dentist Next Routine Appointment							1						
NHS Tayside	Self Care/No Partner Action	Contact Public Health Nurse									1				
NHS Tayside	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1			2		1	1	1					1	1
NHS Tayside	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24	113	81	96	91	98	108	106	118	170	179	114	99	115
NHS Tayside	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo		2	1							1	1		1

NHS Tayside	Self Care/No Partner Action	Dental Nurse - Not Triage/Assessed	7	17	3	3	7	4	7	8	25	16	7	10	3
NHS Tayside	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent	2	1	4	2	3	1		3	2	2	2	1	1
NHS Tayside	Self Care/No Partner Action	Distress Brief Intervention	11	11	8	3	6	7	10	11	6	6	3	9	6
NHS Tayside	Self Care/No Partner Action	For information only	41	32	33	53	36	56	31	49	58	32	48	39	
NHS Tayside	Self Care/No Partner Action	patient given self care dental advice - for information only	3	3	4	10	5	3	11	8	20	8	7	4	5
NHS Tayside	Self Care/No Partner Action	Pt advised to contact CPN Team - For Information Only				1			1		1			1	1
NHS Tayside	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only		3	1	1					2	3	1	1	1
NHS Tayside	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only													
NHS Tayside	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	1	1	4	6	3	3	1	2	3	5	7	2	3
NHS Tayside	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	3	6	4	2	6	10	3	7	8	13	10	5	7
NHS Tayside	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only													1
NHS Tayside	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	23	22	17	24	14	19	14	17	40	49	24	25	20
NHS Tayside	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	2	2	2	3	3	3	1	1	3	5	9	7	5
NHS Tayside	Self Care/No Partner Action	Pt given self care advice - For Information Only	127	120	138	154	160	157	175	162	214	206	175	176	176
NHS Tayside	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only	1	6	3	7	3	5	8	3	7	7	5	4	
NHS Western Isles	Not assigned														
NHS Western Isles	Not assigned	(blank)						1							
NHS Western Isles	Primary Care														
NHS Western Isles	Primary Care	CPN (Dr) to phone patient within 2 Hrs	1				1		1			1			1
NHS Western Isles	Primary Care	DN (Dr) phone patient within 1 Hr	1			1									1
NHS Western Isles	Primary Care	DN (Dr) phone patient within 2 Hrs			1					1	1	3	4		
NHS Western Isles	Primary Care	DN (Dr) phone patient within 4 Hrs	1		1	2			2	1	2	6	4	2	1
NHS Western Isles	Primary Care	Home Visit within 1 Hr		1											2
NHS Western Isles	Primary Care	Home Visit within 2 Hrs	2	5	2	2	5	3	2	1	3	1	7	7	2
NHS Western Isles	Primary Care	Home Visit within 4 Hrs		1	2	4	2	1		4	4	6	7	4	4
NHS Western Isles	Primary Care	PCEC within 1 Hr			2	4	1			3	1	1	1	3	4
NHS Western Isles	Primary Care	PCEC within 2 Hrs	3	4	8	5	4	2	7	4	10	9	3	8	10
NHS Western Isles	Primary Care	PCEC within 4 Hrs	7	13	9	3	15	13	4	7	50	42	11	15	24
NHS Western Isles	Primary Care	Pt advised to contact practice - For Information Only			1					1		1		2	2
NHS Western Isles	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only			1										1
NHS Western Isles	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only	1	3	3	2		1	3	2	3	2	5	2	1
NHS Western Isles	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only				1									1
NHS Western Isles	Primary Care	Speak to clinician within 1 Hr	1	1				1	2	1		2	1		
NHS Western Isles	Primary Care	Speak to clinician within 2 Hrs			1	1		1		1		2			4
NHS Western Isles	Primary Care	Speak to clinician within 4 Hrs	3	3		3	2	1	4	2	5	1	6	3	4
NHS Western Isles	Secondary Care														
NHS Western Isles	Secondary Care	999 contacted. For information only	5	7	4	6	11	5	5	10	10	12	13	7	7
NHS Western Isles	Secondary Care	patient advised to attend A & E within 1 hour - for information only													
NHS Western Isles	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only	1	1		1	2	3	1			1	3	1	
NHS Western Isles	Secondary Care	Patient Suitable for MIU 4hr - Flow Hub to Arrange	3	4	1	3	5	4	2	3	4	4	3	2	2
NHS Western Isles	Secondary Care	Pt advised to go to A&E	8	3	5	8	6	4	2	8	6	11	7	7	7
NHS Western Isles	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services	1	3	2	1			2		2	3	1		1
NHS Western Isles	Secondary Care	Speak to clinician 2 Hrs	1	2	1			1				1	1		2
NHS Western Isles	Secondary Care	Speak to clinician 4 Hrs	1	2	1	1	2				3	4	2		2
NHS Western Isles	Self Care/No Partner Action														
NHS Western Isles	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24	1		4	2	5	4	2	5	6	10	6	2	4
NHS Western Isles	Self Care/No Partner Action	Dental Nurse - Not Triage/Assessed	1	1		1			1	1	4	1	1	1	
NHS Western Isles	Self Care/No Partner Action	Distress Brief Intervention				1					1				
NHS Western Isles	Self Care/No Partner Action	For information only	1	4	1		1	2	1	1	1	3		5	2
NHS Western Isles	Self Care/No Partner Action	patient given self care dental advice - for information only			1						1		1		
NHS Western Isles	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only						1				1		1	
NHS Western Isles	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only				1			3		2	2		1	1
NHS Western Isles	Self Care/No Partner Action	Pt advised to contact Police - For Information Only			1						1				
NHS Western Isles	Self Care/No Partner Action	Pt given self care advice - For Information Only	3	1	2	2	3	2	2	2	8	6	7	2	6
NHS Western Isles	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only			1	1	1								1
Not assigned	Not assigned														
Not assigned	Not assigned	(blank)	121	91	90	125	119	107	112	158	411	442	217	199	302
Not assigned	Primary Care														
Not assigned	Primary Care	Contact GP Practice within 36 Hours (Nex	7	7			1			2		2		0	
Not assigned	Primary Care	Contact GP Practice within 4 Hours (ASAP	904	114			1			2	1	0	1	1	
Not assigned	Primary Care	In-Hours Action: Patient to Own GP withi	1	4			1						1		
Not assigned	Primary Care	PCEC within 2 Hrs			1										
Not assigned	Primary Care	PCEC within 4 Hrs			1							1			
Not assigned	Primary Care	Routine Appointment with GP	1	2	3										
Not assigned	Primary Care	Speak to Doctor within 12 Hours (Same Da		1											
Not assigned	Primary Care	Speak to Doctor within 4 Hours		2											
Not assigned	Secondary Care														
Not assigned	Secondary Care	999 - Ambulance (ASAP)				2	0								
Not assigned	Secondary Care	999 contacted. For information only	47			1	1	1			1				
Not assigned	Secondary Care	Accident & Emergency (ASAP)		79			3	1		0				1	
Not assigned	Secondary Care	Accident & Emergency / MIU within 4 Hour	59	8			1				1	0			2
Not assigned	Self Care/No Partner Action														
Not assigned	Self Care/No Partner Action	Contact Dentist Next Routine Appointment		9											
Not assigned	Self Care/No Partner Action	Contact Dentist within 24 Hours		27	3										
Not assigned	Self Care/No Partner Action	Contact Midwife		3	1										
Not assigned	Self Care/No Partner Action	Contact Optician			1										
Not assigned	Self Care/No Partner Action	Contact Pharmacist		9	3										
Not assigned	Self Care/No Partner Action	Contact Police	9	11	7	5	7	10	7	9	12	15	12	3	9
Not assigned	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1		1											
Not assigned	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24		140	1						2			1	
Not assigned	Self Care/No Partner Action	Dental Nurse - Not Triage/Assessed		16							1				
Not assigned	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent		2											
Not assigned	Self Care/No Partner Action	For information only		1		1			1						
Not assigned	Self Care/No Partner Action	Not Assessed / Triage Refused	56	115	61	49	45	41	42	45	64	41	21	36	37
Not assigned	Self Care/No Partner Action	patient given self care dental advice - for information only		4			1								
Not assigned	Self Care/No Partner Action	Pt given self care advice - For Information Only													
Not assigned	Self Care/No Partner Action	Routine Appointment with Dentist			1										
Not assigned	Self Care/No Partner Action	Self Care	4	87	79	4	3	6	3	2	7	8	9	8	3

Care Group	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	26/01/2026
PCARE	10318	11044	11729	11783	12232	12316	12281	12664	19515	20813	12089	11977	12603
SCARE	7407	7314	7766	7490	7392	7065	7135	8017	8601	9075	8041	8285	8467
SLFC_NPA	3982	4266	4471	4277	4108	4219	4239	4788	6696	7008	4656	4534	4672
Not assigned	0	157	243	208	146	156	149	194	432	457	236	225	314
Total	21707	22781	24209	23758	23878	23756	23804	25663	35244	37353	25022	25021	26056

Care Group	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	26/01/2026
PCARE	47.53%	48.48%	48.45%	49.60%	51.23%	51.84%	51.59%	49.35%	55.37%	55.72%	48.31%	47.87%	48.37%
SCARE	34.12%	32.11%	32.08%	31.53%	30.96%	29.74%	29.97%	31.24%	24.40%	24.30%	32.14%	33.11%	32.50%
SLFC_NPA	18.34%	18.73%	18.47%	18.00%	17.20%	17.76%	17.81%	18.66%	19.00%	18.76%	18.61%	18.12%	17.93%
Not assigned	0.00%	0.69%	1.00%	0.88%	0.61%	0.66%	0.63%	0.76%	1.23%	1.22%	0.94%	0.90%	1.21%

Calendar day	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	19/01/2026	20/01/2026	21/01/2026	22/01/2026	23/01/2026	24/01/2026	25/01/2026
Overall Call Volume	366	345	331	461	522	519	454	400	399	398	378	357	401	459	369	346	328	400	365	431	456	377	368	354	349	391	454	445
Overall Calls Connected	334	303	242	389	479	489	422	299	299	315	289	253	413	374	306	271	303	304	289	346	364	287	309	307	280	271	399	431
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	00:00:10	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	00:00:10	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:01:07	00:00:09	00:00:09
95th Percentile Time to Answer	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	00:20:30	00:12:20	00:12:28	00:16:39	00:19:25	00:08:40	00:03:53

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

Week Ending Date	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	25/01/2026
Overall Call Volume	2783	2893	2734	2673	2736	2741	2636	2606	2778	2998	2852	2695	2738
Overall Calls Connected	2170	2297	2240	2200	2239	2244	2275	2345	2567	2658	2242	2183	2284
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	00:14:47	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	00:13:29

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

