

## Unscheduled Care Operational Statistics Official Statistics in Development Weekly Statistics

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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	Definition	Format
Overall Call Volume	The total number of calls made to the NHS 24 Service. As well as answered and abandoned calls the figure includes ringback requests.	Number
Overall Connected	Calls which are picked up by NHS 24 skillsets, includes successful ringback attempts from the Virtual Queue.	Number
Median Time to Answer	The time in which 50% of patients are answered by 111 service.	hh:mm:ss
Time to Answer 90% of Calls	The time in which 90% of patients are answered by 111 service.	hh:mm:ss
Caller Discontinued	Percentage of callers where source number abandons at least twice after 5 minute threshold with no call answered within a calendar day.	Percentage
Overall Avg Patient Journey	Mean Time of when calls enter queue for advisor (when phone starts ringing for an advisor) - to when the final endpoint is entered indicating that the triage from NHS 24 is complete or when call is abandoned.	hh:mm:ss
Triaged at First Contact	Based on Contact Records (episode of care) - this percentage monitors the number of records which are triaged on the initial inbound call without need for calling patient back.	Percentage
Health Board	The Health Board where the patient / endpoint data is sent.	Text
Primary Care (PCARE)	This measure reports the proportion of 111 calls where the outcome is a direct referral to Out of Hours service, such as GP Telephone Advice or attending Urgent Care Centre to see a GP. This also includes advice to Contact Own GP with no onward referral to rest of system.	Number
Secondary Care (SCARE)	This measure will report the proportion of 111 calls where the outcome is direct referral to Emergency Departments/Minor Injury Unit, referral into Flow Navigation Centre (FNC) for further virtual consultation, or 999 referral to Scottish Ambulance Service.	Number
Self Care/No Partner Action (SLFC_NPA)	This measure will report the proportion of 111 calls where the outcome is direct self-care by NHS 24 or where the outcomes is advice to contact another health care professional, including pharmacist, optometrist, dentist and midwife.	Number

Calendar day	29/12/2026	30/12/2026	31/12/2026	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	3655	3291	2809	6992	10762	9464	8163	3656	3636	3646	3248	3465	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	2881	6848	6803
Caller Disconnected	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	00:26:13	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
Triage 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	00:05:38	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	00:08:19	00:07:33	00:05:54	00:07:32	00:00:09	00:00:10
90th Percentile Time to Answer	00:33:03	00:31:15	00:33:28	00:18:48	00:19:10	00:26:16	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 Endng 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
<b>Overall Call Volume</b>	31127	30758	29804	31055	32915	34039	33074	33062	42014	45056	32245	30968	31695
<b>Overall Calls Connected</b>	25340	25240	25631	25526	25727	25826	25786	27284	37460	39473	26760	26331	27861
<b>Caller Discontinued</b>	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%
<b>Overall Avg Patient Journey Time</b>	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
<b>Triaged at First Contact %</b>	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%
<b>Median Time to Answer</b>	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
<b>90th Percentile Time to Answer</b>	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	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	28/12/2025	04/01/2026	11/01/2026	18/01/2026	25/01/2026
NHS Ayrshire & Arran	Not assigned	(blank)							1			1	0		
NHS Ayrshire & Arran	Not assigned	(blank)										0			
NHS Ayrshire & Arran	Primary Care	Contact Primary Care within 1 Hour (imme													
NHS Ayrshire & Arran	Primary Care	CN/ (D) phone patient within 1 Hr	7	9	10	2	15	12	13	9	15	16	6	11	10
NHS Ayrshire & Arran	Primary Care	CN/ (D) phone patient within 2 Hrs	17	16	12	7	15	22	12	24	25	30	17	18	16
NHS Ayrshire & Arran	Primary Care	CN/ (D) phone patient within 1 Hr	2	1	2	1				2	2	2	1	2	2
NHS Ayrshire & Arran	Primary Care	CN/ (D) phone patient within 2 Hrs	2	4		3	5	2	2	4	2	3	1	2	3
NHS Ayrshire & Arran	Primary Care	CN/ (D) 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	8	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	37	67	60	46	54
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	224	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 1 Hr - For Information Only	1	3	1	2	5	3	2	3	1	1	1	1	1
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	64	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	26	13	20	19	19	19	31	49	25	31	21
NHS Ayrshire & Arran	Primary Care	Speak to clinician within 4 Hrs	48	42	43	34	43	56	48	47	86	129	40	55	44
NHS Ayrshire & Arran	Secondary Care	Secondary Care				1	1								
NHS Ayrshire & Arran	Secondary Care	999 - Ambulance (ASAP)													
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 Stabilised 4hr - Flow Hub to Arrange	75	84		75	71	74	68	90	76	77	115	99	86
NHS Ayrshire & Arran	Secondary Care	Pt advised to go to A&E	107	168	179	181	141	145	162	172	169	221	167	164	190
NHS Ayrshire & Arran	Secondary Care	Speak to clinician 2 Hrs	11	15	9	10	20	17	17	14	5	18	14	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	Dental Nurse - Contact Dentist within 1				1									
NHS Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24	76	64	76	65	62	77	69	103	137	177	67	77	87
NHS Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 48						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	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 seek pharmacist - for information only											1	1	
NHS Ayrshire & Arran	Self Care/No Partner Action	patient advised to seek self dental advice - for information only	4	3	6	3	3	3	4	5	3	3	4	3	3
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact CPN Team - 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 Dentist - 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 Midwife - For Information Only	4	3	6	3	3	3	4	5	3	3	4	3	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 Orthopaedic - For Information Only	1												
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact Physiotherapist - 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	7	5	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 Borders	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)										2	1	1	1
NHS Borders	Primary Care	Primary Care													
NHS Borders	Primary Care	CPN (D) to phone patient within 1 Hr	4	4	4	6	4	6	6	2	6	7	4	4	6
NHS Borders	Primary Care	CPN (D) to phone patient within 2 Hrs	3	7	9	10	4	2	2	8	3	5	9	8	4
NHS Borders	Primary Care	DN (D) phone patient within 1 Hr	3	1	2		1	1	1	2	4		2	2	
NHS Borders	Primary Care	DN (D) phone patient within 2 Hrs	2	6	3	2		4	2	3	6	5	5	4	
NHS Borders	Primary Care	DN (D) 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	4	2	2	1	6	4	3	1	2	2	1	1	
NHS Borders	Primary Care	Home Visit within 2 Hrs	8	11	4	3	9	14	6	6	22	21	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	5	6	7	4	13	7	9	7
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	54	44	67	86	54	56	62	77	159	187	62	75	
NHS Borders	Primary Care	Pt advised to contact practice - For Information Only	3	2	2		1	1	1	1	1	1	1	1	2
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	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	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 -Ref for Hub-care will be provided by local services	1										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 within 4 Hrs	15	14	11	12	19	13	11	17	16	20	21	17	
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			1		1							
NHS Borders	Self Care/No Partner Action	Dental Nurse - Not Triage/Assessed	2			1		3		3	7	1	2	1	2
NHS Borders	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent	2	1	4		1	4	2	3	1	2	2	1	2
NHS Borders	Self Care/No Partner Action	Distress Brief Intervention	9	16	12	11	9	10	10	16	22	14	13	15	9
NHS Borders	Self Care/No Partner Action	For information only	1	1	1	1				1					
NHS Borders	Self Care/No Partner Action	patient given self dental advice - for information only	1	1	1	1	3	2	1	2	2	1	2	2	1
NHS Borders	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	2	1	1	1	3	2	1	2	2	1	2	2	1
NHS Borders	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	3	2	2	5	6	6	4	3	9	8	3	3	8
NHS Borders	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	4	2	2	5	6	1	1	1	1	1	1	2	
NHS Borders	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	41	24	38	35	31	27	31	45	48	37	37	27	37
NHS Borders	Self Care/No Partner Action	Pt given self care advice - For Information Only	3	3	1	2	3	3	1	2	2	2	5	4	4
NHS Dumfries & Galloway	Not assigned	(blank)										1			
NHS Dumfries & Galloway	Primary Care	CPN (D) to phone patient within 1 Hr	1	8	5	2	8	3	2	8	5	1	2	3	3
NHS Dumfries & Galloway	Primary Care	CPN (D) 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 (D) phone patient within 1 Hr	2	2	2	4	4	2	2	2	1	1	3	2	1
NHS Dumfries & Galloway	Primary Care	DN (D) phone patient within 2 Hrs	6	4	6	4	3	5	8	5	12	8	6	6	2
NHS Dumfries & Galloway	Primary Care	DN (D) 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	Planned to contact practice - For Information Only	1	1	2	2	1	1	4	4	3	3	2	2	
NHS Dumfries & Galloway	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only	1	1	4	2	1		1		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	5	4	3
NHS Dumfries & Galloway	Primary Care	Speak to clinician within 2 Hrs	4	8	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	999 - Ambulance (ASAP)													
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	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 MUI 4hr - Flow Hub to Arrange	16	8	12	8	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	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	
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	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	GP/Other Health Professional - 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	1	3	1	2	1	2	4	11	10		2	1	
NHS Dumfries & Galloway	Self Care/No Partner Action	Dental Nurse - Not Triage/Assessed													
NHS Dumfries & Galloway	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent	5	3	2	4	1	3	2	1	1	2	2	2	
NHS Dumfries & Galloway	Self Care/No Partner Action	Distress Brief Intervention	9	11	12	11	7	9	10	6	16	18	11	15	4
NHS Dumfries & Galloway	Self Care/No Partner Action	For information only	1						2	1	3	1	2	2	
NHS Dumfries & Galloway	Self Care/No Partner Action	patient given self care dental advice - for information only													
NHS Dumfries & Galloway	Self Care/No Partner Action	Pt advised to contact GPN Team - For Information Only													
NHS Dumfries & Galloway	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only													
NHS Dumfries & Galloway	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only													
NHS Dumfries & Galloway	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only													
NHS Dumfries & Galloway	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only													
NHS Dumfries & Galloway	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only													
NHS Dumfries & Galloway	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only	2	1	1	5	1		1	2		2	1	1	
NHS Dumfries & Galloway	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only	1	1	4	7	8	9	4	2	13	11	5	9	8
NHS Dumfries & Galloway	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	4	5	4	7	1	2	1	2		1	1	4	2
NHS Dumfries & Galloway	Self Care/No Partner Action	Pt advised to contact Practice within 4 Hrs - 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	5	1	2	1	1	
NHS Fife	Not assigned														
NHS Fife	Not assigned	(blank)													
NHS Fife	Primary Care	Contact GP Practice within 4 Hours - ASAP	2												
NHS Fife	Primary Care	CPN (Dr) to phone patient within 1 Hr	10	16	16	10	11	16	17	11	13	19	12	7	13
NHS Fife	Primary Care	CPN (Dr) to phone patient within 2 Hrs	17	18	20	24	23	18	18	21	33	32	32	17	27
NHS Fife	Primary Care	DN (Dr) phone patient within 1 Hr	5	8	3	5	6	2	6	4	7	2	5	2	
NHS Fife	Primary Care	DN (Dr) phone patient within 2 Hrs	6	12	7	10	8	9	10	12	21	11	14	13	16
NHS Fife	Primary Care	DN (Dr) phone patient within 4 Hrs	36	35	42	32	43	49	37	38	73	66	40	35	43
NHS Fife	Primary Care	Home Visit within 1 Hr	11	8	8	4	1	7	4	3	16	12	5	6	8
NHS Fife	Primary Care	Home Visit within 2 Hrs	36	22	26	24	25	28	37	39	54	55	39	35	40
NHS Fife	Primary Care	Home Visit within 4 Hrs	29	30	38	43	36	45	42	45	78	102	57	43	42
NHS Fife	Primary Care	PCEC within 1 Hr	39	39	41	49	46	36	43	35	69	54	41	43	
NHS Fife	Primary Care	PCEC within 2 Hrs	125	121	124	150	130	164	153	152	214	220	154	137	151
NHS Fife	Primary Care	PCEC within 4 Hrs	235	250	284	306	343	343	342	362	636	686	331	326	369
NHS Fife	Primary Care	Pt advised to contact practice - For Information Only	6	6	6	6	11	5	4	10	14	10	11	12	
NHS Fife	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only	3	8	6	2	3	5	4	7	5	6	5	2	
NHS Fife	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only	75	73	98	84	94	88	94	131	113	82	83	63	102
NHS Fife	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 Fife	Primary Care	Speak to clinician within 1 Hr	14	11	11	12	7	8	10	13	13	18	15	10	12
NHS Fife	Primary Care	Speak to clinician within 2 Hrs	23	24	20	23	12	21	32	12	48	36	26	29	26
NHS Fife	Primary Care	Speak to clinician within 4 Hrs	36	31	33	39	39	40	35	54	78	98	43	45	47
NHS Fife	Secondary Care	999 contacted - for information only	1												
NHS Fife	Secondary Care	999 contacted. For information only	150	142	168	156	125	124	127	152	210	209	148	168	196
NHS Fife	Secondary Care	patient advised to attend A&E within 1 hour - for information only	5	4	4	3	5	4	3	4	2	5	2	6	
NHS Fife	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 Fife	Secondary Care	Patient Suitable for MUI 4hr - Flow Hub to Arrange	107	127	105	114	116	110	101	117	109	105	144	130	125
NHS Fife	Secondary Care	Pt advised to go to A&E	186	184	213	188	195	186	174	238	262	223	209	206	
NHS Fife	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services	23	26	16	23	17	19	20	14	24	28	32	23	27
NHS Fife	Secondary Care	Speak to clinician 2 Hrs	52	58	46	33	58	45	47	49	52	59	65	38	46
NHS Fife	Self Care/No Partner Action	Self Care/No Partner Action													
NHS Fife	Self Care/No Partner Action	Contact Breathing Space	1												
NHS Fife	Self Care/No Partner Action	Contact Family Planning Clinic	1												
NHS Fife	Self Care/No Partner Action	Contact Public Health Nurse	1												
NHS Fife	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo	1	1	1	2	1	2	3	1	1	1	1	1	
NHS Fife	Self Care/No Partner Action	Dental Nurse - Not Triage/Assessed	5	11	5	5	4	3	2	5	11	10	5	3	2
NHS Fife	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent	2	2	2	2	2	2	1	3	3	3	1		
NHS Fife	Self Care/No Partner Action	Distress Brief Intervention	7	9	11	11	6	6	8	6	7	3	8	11	11
NHS Fife	Self Care/No Partner Action	For information only	47	41	54	38	42	50	43	48	72	60	57	47	50
NHS Fife	Self Care/No Partner Action	patient given self care dental advice - for information only													
NHS Fife	Self Care/No Partner Action	Pt advised to contact CPN Team - For Information Only													
NHS Fife	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only													
NHS Fife	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only													
NHS Fife	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only													
NHS Fife	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only													
NHS Fife	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only	7	3	3	1	1	2	3	4	4	4	5	1	2
NHS Fife	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	4	4	4	5	2	3	6	8	5	5	5	6	6
NHS Fife	Self Care/No Partner Action	Pt advised to contact Practice - For Information Only	124	122	120	137	148	142	147	153	208	179	158	135	142
NHS Fife	Self Care/No Partner Action	Pt given self care advice - For Information Only	3	7	1	6	5	7	10	9	8	12	1	6	3
NHS Fife	Self Care/No Partner Action	Pt Triage refused. Pt terminated call - For Information Only	30	24	30	47	36	31	39	33	60	63	40	41	28
NHS Fife	Not assigned	(blank)													
NHS Fife	Primary Care	CPN (Dr) to phone patient within 1 Hr	2	11	5	4	6	3	9	12	12	10	8	3	
NHS Fife	Primary Care	CPN (Dr) to phone patient within 2 Hrs	8	18	10	13	11	4	15	13	25	26	13	22	14
NHS Fife	Primary Care	DN (Dr) phone patient within 1 Hr	3	1	1	2	1	5	3	6	3	1	2		
NHS Fife															

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	9
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	2	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	9	12	7	5	7	9	4	14	15	17	7	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	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	1	1	4	2	1	4	3	3	4
NHS Forth Valley	Secondary Care	Patient suitable 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 M1U 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	238	224	186	192	212	221	243	221	212	231
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													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
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													
NHS Forth Valley	Self Care/No Partner Action	Dental Nurse - Contact Nurse - Urgent/Assessed	6	7	3	1	1	2	5	4	16	6	2	1	3
NHS Forth Valley	Self Care/No Partner Action	Patient suitable for M1U 4Hr - Flow Hub to Dent	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													1
NHS Forth Valley	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only	3												1
NHS Forth Valley	Self Care/No Partner Action	Pt advised to contact GP - 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 Midwife - 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													1
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 Grampian	Not assigned	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	(blank)													
NHS Grampian	Primary Care	Contact GP Practice within 4 Hours (ASAP)													1
NHS Grampian	Primary Care	CPN to phone patient within 1 Hr	11	9	26	17	12	10	15	13	19	14	17	10	10
NHS Grampian	Primary Care	CPN to phone patient within 2 Hrs	26	19	20	20	21	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	12	16	17	8	12	20	12	14	19	35	23	16	13
NHS Grampian	Primary Care	Home Visit within 2 Hrs	45	58	43	47	37	45	69	57	94	110	52	61	63
NHS Grampian	Primary Care	Home Visit within 4 Hrs	60	51	49	47	61	52	59	61	137	110	75	73	80
NHS Grampian	Primary Care	Patient suitable for M1U 4Hr													1
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	163	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	7	2	4	4	1	11	4	5	6	4	5	1	1
NHS Grampian	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only	119	116	107	98	128	127	162	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	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	78	41	28	27	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	999 contacted - for information only													
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	5
NHS Grampian	Secondary Care	Patient suitable 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 M1U 4Hr - Flow Hub to Arrange	208	214	215	199	191	176	226	180	160	182	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	58	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	1	1	1			1	1	1	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	2						1	1	1	1	1	1	1
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Contact Nurse - Urgent/Assessed	4	3	5	6	1	5	10	8	28	5	4	6	4
NHS Grampian	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent	2				1		1	2	5	1	1	1	1
NHS Grampian	Self Care/No Partner Action	Distress Brief Intervention	9	9	10	14	3	3	7	15	9	8	5	11	6
NHS Grampian	Self Care/No Partner Action	For information only	53	63	62	52	55	55	64	57	96	89	58	47	57
NHS Grampian	Self Care/No Partner Action	patient given self care dental advice - for information only	2				2	1	2	1	1	1	1	1	1
NHS Grampian	Self Care/No Partner Action	Pt advised to contact CPN Team - For Information Only	1												
NHS Grampian	Self Care/No Partner Action	Pt advised to contact GUM Clinic - 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 Midwife - 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 Optician - For Information Only	1												
NHS Grampian	Self Care/No Partner Action	Pt advised to contact Orthodontist - 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 Pharmacist - For Information Only	17	7	7	7	4	7	7	8	11	13	3	9	13
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	9	7	2	7	6
NHS Greater Glasgow & Clyde	Not assigned	(blank)	2	2	8	5	1	3	3	1	4	3	5	2	2
NHS Greater Glasgow & Clyde	Primary Care	Contact GP Practice within 4 Hours (ASAP)									0	1			
NHS Greater Glasgow & Clyde	Primary Care	CPN 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 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	6	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	6	9	8	9	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													

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	956	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	12	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	43	43	45	24	29	28	24	34	33	72	66	45	31	
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		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	999 contacted. For information only	8								1					
NHS Greater Glasgow & Clyde	Secondary Care	Actual GP Practice (ASAP)	54	37	40	39	35	37	40	41	41	65	61	46	42	31
NHS Greater Glasgow & Clyde	Secondary Care	patient advised to attend A & E within 1 hour - for information only	342	303	350	290	293	333	341	348	295	335	402	326	372	
NHS Greater Glasgow & Clyde	Secondary Care	Patient Suitable for MIU 4HR - Flow Hub to Arrange	602	520	650	653	677	586	565	651	717	724	615	735	727	
NHS Greater Glasgow & Clyde	Secondary Care	Pt advised to go to A&E	64	66	64	50	53	37	57	72	42	43	45	70	77	
NHS Greater Glasgow & Clyde	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services	131	118	107	102	123	124	121	136	139	131	157	150	136	
NHS Greater Glasgow & Clyde	Secondary Care	Speak to clinician 2 Hrs														
NHS Greater Glasgow & Clyde	Secondary Care	Speak to clinician 4 Hrs														
NHS Greater Glasgow & Clyde	Secondary Care	SelfCareNo Partner Action	1													
NHS Greater Glasgow & Clyde	Secondary Care	Contact Breathing Space	2													
NHS Greater Glasgow & Clyde	Secondary Care	SelfCareNo Partner Action	Contact Dentist Next Routine Appointment													
NHS Greater Glasgow & Clyde	Secondary Care	SelfCareNo Partner Action	Contact Family Planning Clinic													
NHS Greater Glasgow & Clyde	Secondary Care	SelfCareNo Partner Action	Contact Public Health Nurse													
NHS Greater Glasgow & Clyde	Secondary Care	SelfCareNo Partner Action	Contact Nurse in Practice - Within 1 Hr													
NHS Greater Glasgow & Clyde	Secondary Care	SelfCareNo Partner Action	Contact Dental Nurse - Contact Dental with 24	263	105	269	228	214	220	236	320	366	477	268	239	282
NHS Greater Glasgow & Clyde	Secondary Care	SelfCareNo Partner Action	Dental Nurse - Contact Next Routine Appo	2	1			2		1	2	2	2	2	1	
NHS Greater Glasgow & Clyde	Secondary Care	SelfCareNo Partner Action	Dental Nurse - Not TriageAssessed	18	22	7	17	10	10	9	26	46	30	18	7	8
NHS Greater Glasgow & Clyde	Secondary Care	SelfCareNo Partner Action	Dental Nurse - Routine Contact with Dent	3		4	5	3	1	3	5	3	5	2	4	1
NHS Greater Glasgow & Clyde	Secondary Care	SelfCareNo Partner Action	Distress Brief Intervention	22	28	30	20	20	14	27	22	17	15	21	25	19
NHS Greater Glasgow & Clyde	Secondary Care	SelfCareNo Partner Action	Emergency Contraception	178	183	146	138	140	140	125	125	207	198	149	162	168
NHS Greater Glasgow & Clyde	Secondary Care	SelfCareNo Partner Action	For information only									1				
NHS Greater Glasgow & Clyde	Secondary Care	SelfCareNo Partner Action	Patient advised to contact pharmacist - for information only	10	6	11	10	4	7	4	9	22	25	24	11	10
NHS Greater Glasgow & Clyde	Secondary Care	SelfCareNo Partner Action	Pt advised to contact CPN Team - For Information Only	1	3	2	2	1	2	1	1	1	1	2		
NHS Greater Glasgow & Clyde	Secondary Care	SelfCareNo Partner Action	Pt advised to contact Dentist - For Information Only	3		1	2	1		3	14	2	2	1	1	
NHS Greater Glasgow & Clyde	Secondary Care	SelfCareNo Partner Action	Pt advised to contact Midwife - For Information Only	1		3	1	1		3	3	1	1	4		
NHS Greater Glasgow & Clyde	Secondary Care	SelfCareNo 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	Secondary Care	SelfCareNo Partner Action	Pt advised to contact Midwife - For Information Only	18	12	19	6	10	8	18	25	19	34	20	16	20
NHS Greater Glasgow & Clyde	Secondary Care	SelfCareNo Partner Action	Pt advised to contact Orthodontist - For Information Only	1		1	1			1	1	1	2			
NHS Greater Glasgow & Clyde	Secondary Care	SelfCareNo Partner Action	Pt advised to contact Pharmacist - For Information Only	60	57	58	77	72	53	75	69	139	169	86	81	86
NHS Greater Glasgow & Clyde	Secondary Care	SelfCareNo Partner Action	Pt advised to contact Police - For Information Only	9	12	24	10	11	11	12	9	4	4	17	10	9
NHS Greater Glasgow & Clyde	Secondary Care	SelfCareNo Partner Action	Pt given self care advice - For Information Only	404	433	466	464	429	445	417	443	597	566	467	476	513
NHS Greater Glasgow & Clyde	Secondary Care	SelfCareNo Partner Action	Self Care	1												
NHS Highland	Primary Care	Not assigned	Not assigned	17	15	17	11	15	12	19	12	27	17	12	12	9
NHS Highland	Primary Care	Primary Care	(blank)	4	4			1	2	3	1	2	2	1	2	2
NHS Highland	Primary Care	Contact GP Practice within 4 Hours (ASAP)	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				4			1	2	2	5	3		
NHS Highland	Primary Care	DN (Dr) phone patient within 2 Hrs	6	8	4	4	4	1	3	5	2	5	6	4	5	
NHS Highland	Primary Care	Home Visit within 1 Hr	9	5	14	21	8	16	6	14	26	23	13	18	15	
NHS Highland	Primary Care	Home Visit within 2 Hrs	12	5	8	6	5	7	6	6	9	16	10	12	4	
NHS Highland	Primary Care	Home Visit within 4 Hrs	20	22	13	22	23	18	28	22	37	52	30	36	34	
NHS Highland	Primary Care	PCEC within 2 Hrs	31	23	24	30	31	25	42	31	61	78	40	36	48	
NHS Highland	Primary Care	PCEC within 4 Hrs	68	53	67	78	100	99	107	111	155	161	68	71	85	
NHS Highland	Primary Care	Pt advised to contact practice - For Information Only	164	153	177	194	185	176	190	250	413	430	183	162	180	
NHS Highland	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only	4		1	2	3		4	3	9	4	9	3	7	4
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	Pt advised to contact Midwife - For Information Only	5	12	16	12	5	8	12	10	19	17	10	8	7	
NHS Highland	Primary Care	Pt advised to contact Midwife - For Information Only	19	16	13	24	11	25	14	24	28	29	23	16	18	
NHS Highland	Secondary Care	Pt advised to contact Midwife - For Information Only	29	29	24	21	24	29	16	27	57	95	32	19	38	
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													
NHS Highland	Secondary Care	Patient Suitable for MIU 4HR - Flow Hub to Arrange	3	8	6	6	8	14	1	3	10	12	7			
NHS Highland	Secondary Care	Pt advised to go to A&E	47	42	54	40	38	45	45	50	59	58	73	41	37	53
NHS Highland	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services	76	96	98	84	86	85	73	98	115	124	74	89	109	
NHS Highland	Secondary Care	Speak to clinician within 2 Hrs	15	23	29	16	17	16	18	25	39	35	24	20	24	
NHS Highland	Secondary Care	Speak to clinician 4 Hrs	9	10	12	9	10	6	8	14	8	13	11	7	16	
NHS Highland	Secondary Care	SelfCareNo Partner Action	Consult TOBASE or Local Poisons Centre	27	15	26	16	25	14	23	34	31	30	22	20	19
NHS Highland	Secondary Care	SelfCareNo Partner Action	Contact Breathing Space	1												
NHS Highland	Secondary Care	SelfCareNo Partner Action	Distress Brief Intervention	7	5	7	5	1	5	3	1	4	4	5	2	7
NHS Highland	Secondary Care	SelfCareNo Partner Action	For information only	36	26	36	37	42	23	26	27	45	53	27	45	33
NHS Highland	Secondary Care	SelfCareNo Partner Action	hub to arrange appointment within 24 hours	45	41	52	40	41	48	45	55	116	97	64	67	51
NHS Highland	Secondary Care	SelfCareNo Partner Action	hub to arrange contact with appropriate clinician within 1 hour	1		1		1		0						
NHS Highland	Secondary Care	SelfCareNo Partner Action	patient advised to contact dental practice - For Information only	5	12	8	9	10	8	10	7	11	6	4	10	
NHS Highland	Secondary Care	SelfCareNo 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	Secondary Care	SelfCareNo Partner Action	Pt advised to contact CPN Team - For Information Only	1		1		1		1						
NHS Highland	Secondary Care	SelfCareNo Partner Action	Pt advised to contact Dentist - For Information Only	3	1	2	2	2	2	1	1	1	1	1	1	1
NHS Highland	Secondary Care	SelfCareNo Partner Action	Pt advised to contact Midwife - For Information Only	6	1	3	1	4	3	2	6	8	7	3	2	4
NHS Highland	Secondary Care	SelfCareNo Partner Action	Pt advised to contact Orthodontist - For Information Only	1												
NHS Highland	Secondary Care	SelfCareNo Partner Action	Pt advised to contact Pharmacist - For Information Only	9	5	8	11	11	12	11	30	32	25	16	11	12
NHS Highland	Secondary Care	SelfCareNo Partner Action	Pt advised to contact Police - For Information Only	1	2	2	3	4	3	2	2	2	1	4	2	
NHS Highland	Secondary Care	SelfCareNo 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	Secondary Care	SelfCareNo Partner Action	trage refused - for information only	0	0	0	3	7	3	3	19	6	4	2	4	
NHS Highland	Secondary Care	SelfCareNo 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	Primary Care	Not assigned	(blank)	1	1	2	1	1					1			
NHS Lanarkshire	Primary Care	Primary Care	Contact GP Practice within 4 Hours (ASAP)	16	9	16	19	11	17	21	20	17	18	19	18	13
NHS Lanarkshire	Primary Care	Primary Care	CPN (Dr) to phone patient within 1 Hr	21	32	23	25	26	32	29	14	35	38	27	27	32
NHS Lanarkshire																

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	PCEC within 1 Hr	77	66	98	90	98	100	80	107	124	99	64	76	89
NHS Lanarkshire	Primary Care	PCEC within 2 Hrs	242	245	282	290	338	341	309	295	410	401	245	223	291
NHS Lanarkshire	Primary Care	PCEC 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	6	5	8	14	18	10	19	10
NHS Lanarkshire	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only	7	5	5	3	4	12	5	3	3	3	5	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	182
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		1												
NHS Lanarkshire	Secondary Care	999 - Ambulance (ASAP)	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	999 contacted. For information only	5	3	5	9	11	8	8	6	9	9	7	10	5
NHS Lanarkshire	Secondary Care	patient advised to attend A & E within 1 hour - for information only	21	24	18	17	20	17	21	16	31	24	27	23	23
NHS Lanarkshire	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only	165	134	139	152	128	156	165	178	179	146	202	190	160
NHS Lanarkshire	Secondary Care	Patient Suitable for Mill 4Hr - Flow Hub to Arrange	334	316	346	335	359	316	355	395	432	462	360	402	365
NHS Lanarkshire	Secondary Care	Pt advised to go to A&E	1												
NHS Lanarkshire	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services	37	27	37	44	22	41	22	33	18	38	31	49	53
NHS Lanarkshire	Secondary Care	Speak to clinician 2 Hrs	65	56	79	71	67	62	53	69	78	77	76	75	77
NHS Lanarkshire	Secondary Care	Speak to clinician 4 Hrs													
NHS Lanarkshire	Self Care/No Partner Action		1												
NHS Lanarkshire	Self Care/No Partner Action	Contact Breathing Space	118	122	141	116	122	117	118	156	210	236	147	105	113
NHS Lanarkshire	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1	1												
NHS Lanarkshire	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24	7	12	7	5	7	4	4	15	35	9	3	6	7
NHS Lanarkshire	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo	2	1	1		1								
NHS Lanarkshire	Self Care/No Partner Action	Dental Nurse - Not Triage/Assessed	7	14	10	11	9	14	11	8	10	11	11	9	9
NHS Lanarkshire	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent													
NHS Lanarkshire	Self Care/No Partner Action	Distress Brief Intervention													
NHS Lanarkshire	Self Care/No Partner Action	Emergency Contact - 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	8	4	7	6	3	4	5	8	7	13	7	6	8
NHS Lanarkshire	Self Care/No Partner Action	Pt advised to contact Midwife - 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 Next Routine Appo													
NHS Lanarkshire	Self Care/No Partner Action	Pt advised to contact Orthodontist - 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 Pharmacist - For Information Only	11	4	6	8	5	3	10	7	2	5	6	5	4
NHS Lanarkshire	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	175	170	193	168	197	221	203	210	310	252	210	213	196
NHS Lanarkshire	Self Care/No Partner Action	Pt given self care advice - For Information Only	8	7	5	10	6	7	5	6	7	7	7	8	5
NHS Lothian	Not assigned	Triage refused. Pt terminated call - For Information Only													
NHS Lothian	Primary Care	(blank)	3	6	4	5	4	3	7	3	1	3	5	3	2
NHS Lothian	Primary Care	Contact GP Practice within 4 Hours (ASAP)													
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	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	78	45	49	55	
NHS Lothian	Primary Care	Home Visit within 1 Hr	30	23	27	22	21	23	26	33	46	45	33	28	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	PCEO within 1 Hr	89	77	96	99	105	79	92	70	121	124	83	93	83
NHS Lothian	Primary Care	PCEO within 2 Hrs	1												
NHS Lothian	Primary Care	PCEO within 4 Hrs	311	289	353	356	345	377	366	350	492	496	327	336	384
NHS Lothian	Primary Care	Pt advised to contact practice - For Information Only	773	686	778	848	891	921	881	896	1494	1663	815	814	876
NHS Lothian	Primary Care	Pt advised to contact practice within 36 Hrs - 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 36 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 4 Hrs - For Information Only	202	257	256	239	264	268	295	308	192	233	273	341	310
NHS Lothian	Primary Care	Pt advised to contact practice within 4 Hrs - For Information Only	57	59	60	54	43	43	53	58	20	22	45	36	24
NHS Lothian	Primary Care	Pt advised to contact practice within 2 Hrs	49	29	33	36	16	15	23	26	49	47	36	30	
NHS Lothian	Primary Care	Pt advised to contact practice within 4 Hrs	62	54	50	46	56	51	57	60	124	126	51	51	47
NHS Lothian	Secondary Care	Pt advised to contact practice - For Information Only	95	82	103	87	94	96	105	116	231	285	116	118	107
NHS Lothian	Secondary Care	999 contacted - for information only	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 given self care dental advice - for information only	7	13	6	9	9	10	9	13	9	13	9	10	4
NHS Lothian	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only	39	33	38	27	28	31	24	35	49	19	26	45	
NHS Lothian	Secondary Care	Patient Suitable for Mill 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	498	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	71	60	57	65	63	51	63	60	51	51	57	65	69
NHS Lothian	Secondary Care	Speak to clinician 2 Hrs	126	125	117	112	119	118	129	146	100	151	131	150	129
NHS Lothian	Secondary Care	Speak to clinician 4 Hrs													
NHS Lothian	Self Care/No Partner Action		1												
NHS Lothian	Self Care/No Partner Action	Contact Breathing Space	1												
NHS Lothian	Self Care/No Partner Action	Contact Dentist Next Routine Appointm	1												
NHS Lothian	Self Care/No Partner Action	Contact Dentist within 24 Hrs	1	2	1	2	1	2	2	2	4	1	6	1	1
NHS Lothian	Self Care/No Partner Action	Contact Family Planning Clinic	2	2	2	1	2	2	2	2	4	1	6	1	1
NHS Lothian	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1	179	146	197	180	152	188	169	223	288	380	199	221	198
NHS Lothian	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24	1	2	2	1	3	3	3	3	3	3	1	2	
NHS Lothian	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo	8	11	10	9	9	6	8	18	52	27	8	9	9
NHS Lothian	Self Care/No Partner Action	Dental Nurse - Not Triage/Assessed	5	3	2	1	1	3	3	1	4	4	4	3	1
NHS Lothian	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent	19	22	21	22	18	17	21	12	16	22	24	16	24
NHS Lothian	Self Care/No Partner Action	Distress Brief Intervention	102	115	113	94	103	108	88	124	132	126	83	109	127
NHS Lothian	Self Care/No Partner Action	For information only	5	9	8	14	9	8	8	14	20	26	7	5	14
NHS Lothian	Self Care/No Partner Action	patient given self care dental advice - for information only	1	1	1	1	1	1	1	1	1	1	1	1	1
NHS Lothian	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only	1	1	1	2	1	1	1	1	1	1	1	1	1
NHS Lothian	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only	1	1	1	2	1	1	1	1	2	1	1	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	69	30	61	53	66	78	68	81					

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
NHS Orkney	Primary Care	PCEC within 4 Hrs	7	13	5	8	4	9	7	7	18	26	12
NHS Orkney	Primary Care	Pt advised to contact practice - For Information Only								1			
NHS Orkney	Primary Care	Pt advised to contact practice within 1 Hr - For Information Only								2			
NHS Orkney	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only								1			
NHS Orkney	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only								1			
NHS Orkney	Primary Care	Speak to clinician within 1 Hr	1	1	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	3
NHS Orkney	Primary Care	Speak to clinician within 4 Hrs	2	1	4	4	2	2	1	4	6	4	2
NHS Orkney	Secondary Care	Secondary Care	999 contacted. For information only			1					2		
NHS Orkney	Secondary Care	patient advised to attend A & E within 1 hour - for information only			4		2	1					
NHS Orkney	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only											
NHS Orkney	Secondary Care	Patient Suitable for MU4hr - Flow Hub to Arrange											
NHS Orkney	Secondary Care	Pt advised to go to A&E	1	1	2	2				1	1	1	1
NHS Orkney	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services	3	1	4	3	3	6	4	5	5	7	4
NHS Orkney	Secondary Care	Speak to clinician 2 Hrs	1				1			1			
NHS Orkney	Secondary Care	Speak to clinician 4 Hrs	2										
NHS Orkney	Self Care/No Partner Action												
NHS Orkney	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24	7	4	4	3	4	1	2	4	9	9	5
NHS Orkney	Self Care/No Partner Action	Dental Nurse - Not Triage/Assessed	3	1	3	2							
NHS Orkney	Self Care/No Partner Action	Distress Brief Intervention	1										
NHS Orkney	Self Care/No Partner Action	For information only	1	2	2		1	3	3	2	1	3	
NHS Orkney	Self Care/No Partner Action	Pt given self care advice - For Information Only	1										
NHS Orkney	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only	1										
NHS Orkney	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	1										
NHS Orkney	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only	1										
NHS Orkney	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	1										
NHS Orkney	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	1										
NHS Orkney	Self Care/No Partner Action	Pt given self care advice - For Information Only	4	6	8	6	5	5	7	8	14	8	9
NHS Orkney	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only								1			
NHS Shetland	Primary Care	Primary Care	CPN (Dr) to phone patient within 1 Hr	1									
NHS Shetland	Primary Care	CPN (Dr) to phone patient within 2 Hrs											
NHS Shetland	Primary Care	DN (Dr) phone patient within 1 Hr											
NHS Shetland	Primary Care	DN (Dr) phone patient within 2 Hrs											
NHS Shetland	Primary Care	DN (Dr) phone patient within 4 Hrs											
NHS Shetland	Primary Care	Home Visit within 1 Hr											
NHS Shetland	Primary Care	Home Visit within 2 Hrs											
NHS Shetland	Primary Care	Home Visit within 4 Hrs											
NHS Shetland	Primary Care	PCEC within 1 Hr											
NHS Shetland	Primary Care	PCEC within 2 Hrs											
NHS Shetland	Primary Care	PCEC within 4 Hrs											
NHS Shetland	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only											
NHS Shetland	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only											
NHS Shetland	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only											
NHS Shetland	Secondary Care	999 contacted. For information only											
NHS Shetland	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only											
NHS Shetland	Secondary Care	Patient Suitable for MU4hr - Flow Hub to Arrange											
NHS Shetland	Secondary Care	Pt advised to go to A&E	1	1	4	1	1	2	1	5	2	2	1
NHS Shetland	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services	5	5	7	6	4	3	4	6	2	3	8
NHS Shetland	Secondary Care	Speak to clinician 2 Hrs	2	2	3	1	2	4		1	5	3	1
NHS Shetland	Secondary Care	Speak to clinician 4 Hrs	2	1	1	1	1	1	2				
NHS Shetland	Self Care/No Partner Action												
NHS Shetland	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24	5	2	3	1	1	1	1	2	1	1	1
NHS Shetland	Self Care/No Partner Action	Dental Nurse - Not Triage/Assessed	5	2	3	1	1	1	1	2	1	1	1
NHS Shetland	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dentist	1										
NHS Shetland	Self Care/No Partner Action	Distress Brief Intervention	2	2			1			1			
NHS Shetland	Self Care/No Partner Action	For information only	2				2	1		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										
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
NHS Shetland	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only	3	3	4	1	2	5	4	7	1	3	1
NHS Tayside	Not assigned		(blank)										
NHS Tayside	Primary Care	Primary Care	1	2	1	1	3	1	5	2			
NHS Tayside	Primary Care	Contact GP Practice within 4 Hours (ASAP)											
NHS Tayside	Primary Care	CPN (Dr) to phone patient within 1 Hr	12	10	12	6	8	13	10	6	8	14	4
NHS Tayside	Primary Care	CPN (Dr) to phone patient within 2 Hrs	24	17	23	19	26	26	13	14	22	26	22
NHS Tayside	Primary Care	DN (Dr) phone patient within 1 Hr	2	5	5	3	5	3	2	2	7	3	1
NHS Tayside	Primary Care	DN (Dr) phone patient within 2 Hrs	17	10	8	6	6	6	13	9	17	13	11
NHS Tayside	Primary Care	DN (Dr) phone patient within 4 Hrs	41	29	29	44	39	39	35	26	56	56	38
NHS Tayside	Primary Care	Home Visit within 1 Hr	9	12	11	5	11	7	9	10	17	17	16
NHS Tayside	Primary Care	Home Visit within 2 Hrs	37	25	32	37	36	37	39	40	90	85	52
NHS Tayside	Primary Care	Home Visit within 4 Hrs	47	27	44	43	35	63	52	51	102	141	49
NHS Tayside	Primary Care	PCEC within 1 Hr	65	64	76	70	81	76	88	81	122	114	77
NHS Tayside	Primary Care	PCEC within 2 Hrs	162	146	171	183	224	206	208	183	259	266	177
NHS Tayside	Primary Care	PCEC within 4 Hrs	321	268	351	389	407	380	431	400	761	810	384
NHS Tayside	Primary Care	Pt advised to contact practice - For Information Only	5	4	5	3	6	10	4	7	21	6	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	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
NHS Tayside	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only	26	24	20	14	18	18	17	12	16	14	26
NHS Tayside	Primary Care	Speak to clinician within 1 Hr	20	9	11	10	21	11	6	12	15	22	10
NHS Tayside	Primary Care	Speak to clinician within 2 Hrs	29	18	14	29	27	21	27	36	43	58	30
NHS Tayside	Primary Care	Speak to clinician within 4 Hrs	36	30	47	51	33	45	43	70	111	128	63
NHS Tayside	Secondary Care	Secondary Care	1	1									
NHS Tayside	Secondary Care	999 contacted - for information only											
NHS Tayside	Secondary Care	999 contacted. For information only	155	152	171	168	159	177	163	165	244	263	174
NHS Tayside	Secondary Care	patient advised to attend A & E within 1 hour - for information only	8	1	4	3	6	10	4	3	7	4	6
NHS Tayside	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only	19	7	15	9	10	8	14	16	18	11	11
NHS Tayside	Secondary Care	Patient Suitable for MU4hr - Flow Hub to Arrange	112	90	107	106	81	99	80	115	100	120	119
NHS Tayside	Secondary Care	Pt advised to go to A&E	120	111	113	91	135	114	91	109	132	161	134
NHS Tayside	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services											
NHS Tayside	Secondary Care	Speak to clinician 2 Hrs	19	30	19	20	13	16	19	16	12	22	17
NHS Tayside	Secondary Care	Speak to clinician 4 Hrs	44	42	41	34	46	35	44	46	46	45	53
NHS Tayside	Self Care/No Partner Action	Self Care/No Partner Action	Contact Dentist Next Routine Appointment										
NHS Tayside	Self Care/No Partner Action	Self Care/No Partner Action	Contact Public Health Nurse										
NHS Tayside	Self Care/No Partner Action	Self Care/No Partner Action	Contact Public Health Nurse - Within 1 Hr										
NHS Tayside	Self Care/No Partner Action	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24	113	81	96	91	98	108	106	118	170	179
NHS Tayside	Self Care/No Partner Action	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 Dentist	2	1	4	2	3	1	3	2	2	2	1	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	36	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													
NHS Tayside	Self Care/No Partner Action	Self Care/No Partner Action - For information Only													
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													
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	3	5	9	7	5	
NHS Tayside	Self Care/No Partner Action	Self 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	(blank)													
NHS Western Isles	Primary Care														
NHS Western Isles	Primary Care	CPN (Dr) to phone patient within 2 Hrs	1	1											
NHS Western Isles	Primary Care	DM (Dr) phone patient within 1 Hr	1		1										
NHS Western Isles	Primary Care	DM (Dr) phone patient within 2 Hrs													
NHS Western Isles	Primary Care	DM (Dr) phone patient within 4 Hrs													
NHS Western Isles	Primary Care	Home Visit within 1 Hr	1		1										
NHS Western Isles	Primary Care	Home Visit within 2 Hrs													
NHS Western Isles	Primary Care	Home Visit within 4 Hrs													
NHS Western Isles	Primary Care	PCEC													
NHS Western Isles	Primary Care	PCEC within 2 Hrs	2	5	2	2	5	3	2	1	3	1	7	2	2
NHS Western Isles	Primary Care	PCEC within 4 Hrs	1		2	4	2	1	4	4	6	7	4	4	
NHS Western Isles	Primary Care	Pt advised to contact practice - For Information Only	3	4	8	5	4	2	7	4	10	9	3	8	10
NHS Western Isles	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only	7	13	9	3	15	13	4	7	50	42	11	15	24
NHS Western Isles	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only													
NHS Western Isles	Primary Care	Pt advised to contact practice within 4 Hrs - For Information Only	1	3	3	2	1	3	2	3	2	5	2	1	
NHS Western Isles	Primary Care	Speak to Doctor	1		1		2		1	2					
NHS Western Isles	Primary Care	Speak to clinician within 2 Hrs													
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	1												
NHS Western Isles	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only													
NHS Western Isles	Secondary Care	Patient suitable for A&E - 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	8	6	4	2	8	6	11	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									
NHS Western Isles	Secondary Care	Speak to A&E	1	2	1										
NHS Western Isles	Secondary Care	Speak to clinician 2 Hrs													
NHS Western Isles	Secondary Care	Speak to clinician 4 Hrs	1	2	1	1									
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	1	1	1	1		
NHS Western Isles	Self Care/No Partner Action	Distress Brief Intervention													
NHS Western Isles	Self Care/No Partner Action	For information only	1	4	1		1	2	1	1	1	3	5	2	
NHS Western Isles	Self Care/No Partner Action	patient given self care dental advice - for information only	1												
NHS Western Isles	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only													
NHS Western Isles	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only													
NHS Western Isles	Self Care/No Partner Action	Pt advised to contact Police - For Information Only													
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	Self Care/No Partner Action - For Information Only	1		1	1									
NHS Western Isles	Not assigned	(blank)	121	91	90	125	119	107	112	158	411	442	217	199	302
NHS Western Isles	Primary Care														
NHS Western Isles	Primary Care	Contact GP Practice within 36 Hours	7	7			1			2		2		0	
NHS Western Isles	Primary Care	Contact GP Practice within 4 Hours (ASAP)	904	114			1			2	1	0	1	1	
NHS Western Isles	Primary Care	In-Hours Action: Patient to Own GP within	1	4			1								
NHS Western Isles	Primary Care	PCEC within 2 Hrs													
NHS Western Isles	Primary Care	PCEC within 4 Hrs													
NHS Western Isles	Primary Care	Routine Appointment with GP	1	2	3										
NHS Western Isles	Primary Care	Speak to Doctor within 12 Hours (Same Day)													
NHS Western Isles	Primary Care	Speak to Doctor within 4 Hours													
NHS Western Isles	Secondary Care														
NHS Western Isles	Secondary Care	999 - Ambulance (ASAP)													
NHS Western Isles	Secondary Care	999 contacted. For information only	47	1	1	1	1			1					
NHS Western Isles	Secondary Care	Accident & Emergency (ASAP)	79	54		3	1		0	2		1		2	
NHS Western Isles	Secondary Care	Accident & Emergency / MU within 4 Hour	59	8		1			1	0					
NHS Western Isles	Self Care/No Partner Action	Contact Dentist Next Routine Appointment	9												
NHS Western Isles	Self Care/No Partner Action	Contact Dentist within 24 Hours	27	3											
NHS Western Isles	Self Care/No Partner Action	Contact Midwife	3												
NHS Western Isles	Self Care/No Partner Action	Contact Optician													
NHS Western Isles	Self Care/No Partner Action	Contact Pharmacist	9	3											
NHS Western Isles	Self Care/No Partner Action	Contact Police	9	11	7	5	7	10	7	9	12	15	12	3	9
NHS Western Isles	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1	1												
NHS Western Isles	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24	140	1											
NHS Western Isles	Self Care/No Partner Action	Dental Nurse - Not Triage/Assessed	16												
NHS Western Isles	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dentist	2												
NHS Western Isles	Self Care/No Partner Action	For information only	1												
NHS Western Isles	Self Care/No Partner Action	Not Assessed / Triage Refused	1												
NHS Western Isles	Self Care/No Partner Action	patient given self care dental advice - for information only	4												
NHS Western Isles	Self Care/No Partner Action	Pt given self care advice - For Information Only													
NHS Western Isles	Self Care/No Partner Action	Routine Appointment with Dentist													
NHS Western Isles	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
<b>Total</b>	<b>21707</b>	<b>22781</b>	<b>24209</b>	<b>23758</b>	<b>23878</b>	<b>23756</b>	<b>23804</b>	<b>25663</b>	<b>35244</b>	<b>37353</b>	<b>25022</b>	<b>25021</b>	<b>26056</b>

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	461	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	299	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	00:00:09	00:00:10	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	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:01:07	00:00:09	00:00:09	
90th 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 Endng 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
<b>Overall Call Volume</b>	2783	2893	2734	2673	2736	2741	2636	2606	2778	2998	2852	2695	2738
<b>Overall Calls Connected</b>	2170	2297	2240	2200	2239	2244	2275	2345	2567	2658	2242	2183	2284
<b>Median Time to Answer</b>	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09	00:00:09
<b>90th Percentile Time to Answer</b>	00:14:47	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**

