

# NHS 24



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

Please read all accompanying notes and definitions before interpreting the data.

### Contents:

<a href="#">Definitions</a>	Definitions Information
<a href="#">Table 1</a>	Daily Data - breakdown of some key KPI measures focussing primarily on accessing service (previous 4 weeks)
<a href="#">Table 2</a>	Weekly Data - breakdown of some key KPI measures focussing primarily on accessing service (previous 13 weeks)
<a href="#">Table 3</a>	Weekly split of endpoints, grouped by Primary Care, Secondary Care and Self Care/No Partner Action - broken down by Health Board (13 weeks)
<a href="#">Table 4</a>	Weekly endpoint data grouped by Primary Care, Secondary Care and Self Care/No Partner Action (13 weeks)
<a href="#">Table 5</a>	Daily Data - breakdown of some Mental Health Hub key KPI measures focussing primarily on accessing service (previous 4 weeks)
<a href="#">Table 6</a>	Weekly Data - breakdown of some Mental Health Hub key KPI measures focussing primarily on accessing service (previous 13 weeks)
<a href="#">Graphs</a>	Trend data provided in visualisations

### Source:

Publication only contains information from the SAP Hana Data Warehouse upto week ending 26th October and contains information from Azure Data Warehouse from 21st October.  
This publication includes data for week ending: 09/11/2025 to 01/02/2026

### 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	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	26/01/2026	27/01/2026	28/01/2026	29/01/2026	30/01/2026	31/01/2026	01/02/2026
Overall Call Volume	3656	3636	3646	3248	3485	7541	7033	3745	2997	3337	3346	3306	7281	6956	3821	3430	3350	3252	3389	7278	7175	3733	3221	3392	3284	3439	7342	7000
Overall Calls Connected	2866	2708	2732	2592	2726	6768	6368	3059	2475	2720	2894	2711	6211	6261	3118	2952	2814	2745	2581	6848	6803	3142	2769	2778	2741	2907	7061	6642
Caller Discontinued	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%	0.25%	0.11%	0.51%	0.10%	0.17%	0.03%	0.07%
Overall Avg Patient Journey Time	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	00:29:56	00:27:32	00:31:04	00:30:44	00:30:34	00:27:33	00:22:52
Triaged at First Contact %	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%	97.20%	96.69%	96.60%	96.67%	94.70%	93.10%	94.53%
Median Time to Answer	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	00:06:32	00:02:08	00:07:28	00:07:17	00:02:22	00:00:09	00:00:09
90th Percentile Time to Answer	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	00:24:45	00:21:45	00:31:58	00:24:21	00:24:54	00:05:25	00:08:48

Week Ending Date	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	01/02/2026
Overall Call Volume	30758	29804	31055	32915	34039	33074	33062	42014	45056	32245	30968	31695	31411
Overall Calls Connected	25240	25631	25526	25727	25826	25786	27284	37460	39473	26760	26331	27861	28040
Caller Discontinued	0.52%	0.20%	0.35%	0.56%	0.83%	0.63%	0.29%	0.17%	0.22%	0.39%	0.24%	0.21%	0.15%
Overall Avg Patient Journey Time	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	00:27:51
Triaged at First Contact %	95.00%	94.00%	95.00%	95.00%	95.00%	95.00%	94.00%	94.00%	93.98%	94.92%	95.14%	95.19%	95.10%
Median Time to Answer	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	00:00:14
90th Percentile Time to Answer	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	00:19:39

Health Board	Care Group	Endpoint	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	01/02/2026
NHS Ayrshire & Arran	Not assigned	(blank)					1			0	1	0			1
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	9	10	2	15	12	13	9	15	16	6	11	10	12
NHS Ayrshire & Arran	Primary Care	CPN (Dr) to phone patient within 2 Hrs	16	12	7	15	22	12	24	25	30	17	18	16	12
NHS Ayrshire & Arran	Primary Care	DN (Dr) phone patient within 1 Hr	1	2	1				2	2	2	2	1	2	2
NHS Ayrshire & Arran	Primary Care	DN (Dr) phone patient within 2 Hrs	3		5	2	2		4	2	3	1	2	3	2
NHS Ayrshire & Arran	Primary Care	DN (Dr) phone patient within 4 Hrs	5	6	3	4	4	5	2	3	12	8	5	10	11
NHS Ayrshire & Arran	Primary Care	Home Visit within 1 Hr	8	8	11	9	9	20	11	15	11	11	8	11	8
NHS Ayrshire & Arran	Primary Care	Home Visit within 2 Hrs	24	30	35	36	41	24	32	67	60	46	54	30	40
NHS Ayrshire & Arran	Primary Care	Home Visit within 4 Hrs	42	45	50	45	40	43	54	95	95	58	46	48	48
NHS Ayrshire & Arran	Primary Care	Partner to Triage			1										
NHS Ayrshire & Arran	Primary Care	PCEC within 1 Hr	45	54	41	45	33	39	39	43	51	41	37	52	46
NHS Ayrshire & Arran	Primary Care	PCEC within 2 Hrs	139	160	156	148	166	137	148	234	224	151	124	157	168
NHS Ayrshire & Arran	Primary Care	PCEC within 4 Hrs	284	340	344	362	320	336	346	625	711	329	302	330	334
NHS Ayrshire & Arran	Primary Care	Pt advised to contact practice - For Information Only	3	4	7	6	7	4	3	9	15	7	7	11	11
NHS Ayrshire & Arran	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only	5	1	2	5	8	2	3		1	6	2	2	3
NHS Ayrshire & Arran	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only	75	67	68	63	94	90	73	78	53	80	94	94	87
NHS Ayrshire & Arran	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only	20	12	15	20	13	18	8	9	10	16	7	9	11
NHS Ayrshire & Arran	Primary Care	Speak to clinician within 1 Hr	14	10	14	13	8	7	9	8	23	8	15	9	6
NHS Ayrshire & Arran	Primary Care	Speak to clinician within 2 Hrs	18	26	13	20	19	19	19	31	49	25	31	21	25
NHS Ayrshire & Arran	Primary Care	Speak to clinician within 4 Hrs	42	43	35	43	56	48	47	86	129	40	55	44	47
NHS Ayrshire & Arran	Secondary Care	999 - Ambulance (ASAP)			1										
NHS Ayrshire & Arran	Secondary Care	999 contacted - For Information only	1				1								
NHS Ayrshire & Arran	Secondary Care	999 contacted. For information only	152	140	184	156	159	149	156	202	215	177	145	205	186
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	8
NHS Ayrshire & Arran	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only	15	12	1	15	16	11	11	24	24	12	14	12	19
NHS Ayrshire & Arran	Secondary Care	Patient suitable for MIU 4hr - Flow Hub to arrange	84	74	75	71	74	66	90	76	77	115	99	89	100
NHS Ayrshire & Arran	Secondary Care	Pt advised to go to A&E	168	179	181	141	145	162	172	199	221	187	184	190	235
NHS Ayrshire & Arran	Secondary Care	Speak to clinician 2 Hrs	15	9	10	20	17	17	14	5	14	18	21	25	21
NHS Ayrshire & Arran	Secondary Care	Speak to clinician 4 Hrs	36	35	39	35	40	28	43	27	57	45	32	34	34
NHS Ayrshire & Arran	Self Care/No Partner Action	Contact Breathing Space													1
NHS Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1							1		1				
NHS Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24	64	76	65	62	77	69	103	137	177	67	77	87	97
NHS Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo				1									
NHS Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Not Triageed/Assessed	8	3	2	8	5	4	22	7	5	7	1	1	2
NHS Ayrshire & Arran	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent		1		1				2	5	1		3	1
NHS Ayrshire & Arran	Self Care/No Partner Action	Distress Brief Intervention	4	4	8	5	8	3	9	3	8	5	4	3	4
NHS Ayrshire & Arran	Self Care/No Partner Action	For Information Only	40	39	33	20	30	25	30	47	56	40	38	36	36
NHS Ayrshire & Arran	Self Care/No Partner Action	patient advised to contact pharmacist - for information only										1			
NHS Ayrshire & Arran	Self Care/No Partner Action	Patient given self care dental advice - For Information Only	4	5	1		2	3	6	5	9	4	4	4	3
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact CPN Team - For Information Only													
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only							1	3					0
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only			1						1				1
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only		3	6	3	3	3	4	5	5	3	4	3	2
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	2	3	3	1	1	3	2	7	2	4	2	2	3
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact optodontist - For Information Only													
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	16	17	11	22	17	15	12	34	29	23	27	16	28
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	5	7	2	4	1	3	1	2	4	5	1	1	1
NHS Ayrshire & Arran	Self Care/No Partner Action	Pt given self care advice - For Information Only	80	104	127	115	122	123	112	137	162	142	91	100	119
NHS Ayrshire & Arran	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only	5	4	5	6	8	3	6	5	5	4	4	6	4
NHS Borders	Not assigned	(blank)									2	1	1	1	
NHS Borders	Primary Care	CPN (Dr) to phone patient within 1 Hr	4	4	6	4	6	6	2	6	7	4	4	6	8
NHS Borders	Primary Care	CPN (Dr) to phone patient within 2 Hrs	7	9	10	4	2	2	8	3	5	9	6	4	3
NHS Borders	Primary Care	DN (Dr) phone patient within 1 Hr	1		1				2	2	4				
NHS Borders	Primary Care	DN (Dr) phone patient within 2 Hrs	6	3	2	4	2	3	6	5	5	5	4	4	3
NHS Borders	Primary Care	DN (Dr) phone patient within 4 Hrs	9	16	20	16	8	12	13	25	20	13	14	20	14
NHS Borders	Primary Care	Home Visit within 1 Hr	2		1	6	4	6	3	3	1	8			
NHS Borders	Primary Care	Home Visit within 2 Hrs	11	4	3	9	14	6	6	22	21	15	15	17	9
NHS Borders	Primary Care	Home Visit within 4 Hrs	7	12	16	7	6	12	29	39	9	15	17	10	
NHS Borders	Primary Care	PCEC within 1 Hr	12	7	12	5	5	6	7	4	13	7	9	7	14
NHS Borders	Primary Care	PCEC within 2 Hrs	21	38	30	34	35	38	33	61	24	32	38	32	
NHS Borders	Primary Care	PCEC within 4 Hrs	44	67	66	54	56	62	77	159	187	77	62	75	78
NHS Borders	Primary Care	Pt advised to contact practice - For Information Only	1		1		2	3	1	6	1	1	4	2	3
NHS Borders	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only	3	2								3			1
NHS Borders	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only	17	30	23	15	24	27	27	20	15	26	35	24	8
NHS Borders	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only	9	6	3	8	2	8	4	5	3	3	3	2	2
NHS Borders	Primary Care	Speak to clinician within 1 Hr	2	5	3	3	2	2	6	4	6	2	3	3	3
NHS Borders	Primary Care	Speak to clinician within 2 Hrs	1	5	5	9	1	7	12	10	15	12	9	8	5
NHS Borders	Primary Care	Speak to clinician within 4 Hrs	9	9	12	7	12	6	10	25	35	12	12	9	16
NHS Borders	Secondary Care	999 contacted - For information only			1				1						
NHS Borders	Secondary Care	999 contacted. For information only	55	49	46	53	30	31	58	67	55	39	47	58	43
NHS Borders	Secondary Care	patient advised to attend A & E within 1 hour - for information only	2		1		2	2	4		4	1	3		
NHS Borders	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only	3	3	8	6	2	3	3	9	7	3	7	5	4
NHS Borders	Secondary Care	Patient suitable for MIU 4hr - Flow Hub to arrange	36	43	29	33	39	41	32	41	50	46	43	41	47
NHS Borders	Secondary Care	Pt advised to go to A&E	51	57	49	43	34	44	49	54	72	43	61	53	64
NHS Borders	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services	1										1		
NHS Borders	Secondary Care	Speak to clinician 2 Hrs	10	12	9	5	5	11	8	6	11	9	4	9	12
NHS Borders	Secondary Care	Speak to clinician 4 Hrs	14	11	12	19	13	11	17	16	17	20	21	17	15
NHS Borders	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24	14	22	20	13	7	18	21	37	32	24	24	15	23
NHS Borders	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo													
NHS Borders	Self Care/No Partner Action	Dental Nurse - Not Triageed/Assessed			1		3	1	3	7	1	2	1	2	
NHS Borders	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent							1						
NHS Borders	Self Care/No Partner Action	Distress Brief Intervention	1	4		1		4	2	3	1	2	2	2	
NHS Borders	Self Care/No Partner Action	For Information Only	16	12	11	9	10	10	16	22	14	13	15	9	12
NHS Borders	Self Care/No Partner Action	Patient given self care dental advice - For Information Only	2					1		3	3	1	2	1	2
NHS Borders	Self Care/No Partner Action	Pt advised to contact CPN Team - For Information Only	2	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	1	1	1		1	1		1	1	2	2		1
NHS Borders	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only			3		2	1	2		2	4			
NHS Borders	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	2	2	5	6	6	4	3	9	2	8	3	8	6
NHS Borders	Self Care/No Partner Action	Pt advised to contact Police - For Information Only				1	1				1			2	
NHS Borders	Self Care/No Partner Action	Pt given self care advice - For Information Only	24	38	35	31	27	31	45	48	37	37	27	37	39
NHS Borders	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only		3	1	2	3	3	1	2	2		5	4	3
NHS Dumfries & Galloway	Not assigned	(blank)													
NHS Dumfries & Galloway	Primary Care	CPN (Dr) to phone patient within 1 Hr	8	3	2	8	3	2	5	1	2	3	3	6	10
NHS Dumfries & Galloway	Primary Care	CPN (Dr) to phone patient within 2 Hrs	3	5	9	7	4	2	5	11	9	6	5	5	5
NHS Dumfries & Galloway	Primary Care	DN (Dr) phone patient within 1 Hr	2		2	1			2	1	3	2	1	3	4
NHS Dumfries & Galloway	Primary Care	DN (Dr) phone patient within 2 Hrs	4	6	4	3	5	8	5	12	8	6	6	2	8
NHS Dumfries & Galloway	Primary Care	DN (Dr) phone patient within 4 Hrs	16	22	22	16	14	18	29	29	45	21	22	26	27
NHS Dumfries & Galloway	Primary Care	Home Visit within 1 Hr	3	1	9	3	1	2	1	5	6	5	4	2	6
NHS Dumfries & Galloway	Primary Care	Home Visit within 2 Hrs	10	12	13	12	10	12	11	19	21	14	14	10	15
NHS Dumfries & Galloway	Primary Care	Home Visit within 4 Hrs	13	9	13	21	8	12	10	29	43	19	16	19	14
NHS Dumfries & Galloway	Primary Care	PCEC within 1 Hr	10	10	15	8	9	7	15	19	19	11	17	10	11
NHS Dumfries & Galloway	Primary Care	PCEC within 2 Hrs	42	56											

NHS Dumfries & Galloway	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only	9	5	3	4	3	5	2	3	5	5	2	5
NHS Dumfries & Galloway	Primary Care	Speak to clinician within 1 Hr	3	4	5	6	3	4	2	4	8	5	4	3
NHS Dumfries & Galloway	Primary Care	Speak to clinician within 2 Hrs	8	4	9	8	12	8	6	7	10	9	4	2
NHS Dumfries & Galloway	Primary Care	Speak to clinician within 4 Hrs	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	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			0					4	3	2	1	1
NHS Dumfries & Galloway	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only	2	2	2	3	5	3	4	4	7	6	7	11
NHS Dumfries & Galloway	Secondary Care	Patient suitable for MU 4&R - Flow Hub to arrange	6	12			15	10	12	8	39	28	16	11
NHS Dumfries & Galloway	Secondary Care	Pt advised to go to A&E	56	55	47	42	43	39	62	74	74	45	65	57
NHS Dumfries & Galloway	Secondary Care	Speak to clinician 2 Hrs	2	2	4	3	2	3	2	1	3	4	2	3
NHS Dumfries & Galloway	Secondary Care	Speak to clinician 4 Hrs	14	10	10	12	4	7	6	14	8	15	6	10
NHS Dumfries & Galloway	Self Care/No Partner Action	Contact Public Health Nurse												
NHS Dumfries & Galloway	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24	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		1			
NHS Dumfries & Galloway	Self Care/No Partner Action	Dental Nurse - Not Traged/Assessed	1	3	1	2	1	2	4	11	10		2	1
NHS Dumfries & Galloway	Self Care/No Partner Action	Dental Nurse - Routine Contact With Dent			1									
NHS Dumfries & Galloway	Self Care/No Partner Action	Distress Brief Intervention	3	2	4	1		3	2	1	1	2	2	1
NHS Dumfries & Galloway	Self Care/No Partner Action	For Information Only	11	12	11	7	9	10	6	16	18	11	15	4
NHS Dumfries & Galloway	Self Care/No Partner Action	Patient given self care dental advice - For Information Only						2		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												
NHS Dumfries & Galloway	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	1	1	5	1		1	2			2	1	3
NHS Dumfries & Galloway	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	5	4	7	8	9	4	13	11	5	9	8	5
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	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	1	1	1	1	1	1	1	1	2	1	1
NHS File	Not assigned	(blank)												
NHS File	Primary Care	Contact GP Practice within 4 hours (ASAP)									0			
NHS File	Primary Care	CPN (Dr) to phone patient within 1 Hr	16	16	10	11	16	17	11	13	19	12	7	13
NHS File	Primary Care	CPN (Dr) to phone patient within 2 Hrs	20	24	23	18	18	21	33	17	27	19	27	19
NHS File	Primary Care	DN (Dr) phone patient within 1 Hr	8	3	5	6	2	6	4	7	2	5	2	3
NHS File	Primary Care	DN (Dr) phone patient within 2 Hrs	12	7	10	8	9	10	12	21	11	14	13	16
NHS File	Primary Care	DN (Dr) phone patient within 4 Hrs	35	42	32	43	49	37	38	73	66	40	35	43
NHS File	Primary Care	Home Visit within 1 Hr	7		7	4	8	4	16	19	8	6	8	9
NHS File	Primary Care	Home Visit within 2 Hrs	22	28	24	25	28	37	39	54	59	35	40	25
NHS File	Primary Care	Home Visit within 4 Hrs	30	38	43	35	45	42	45	78	102	57	43	48
NHS File	Primary Care	PCEC within 1 Hr	24	20	23	12	21	32	12	48	36	28	42	42
NHS File	Primary Care	PCEC within 2 Hrs	121	124	150	130	164	153	152	214	220	154	137	151
NHS File	Primary Care	PCEC within 4 Hrs	260	284	306	343	343	342	362	638	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	11	12
NHS File	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only	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	84	88	84	88	131	113	82	6	8	102	120	110
NHS File	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only	25	20	19	16	14	28	7	15	17	9	13	15
NHS File	Primary Care	Speak to clinician within 1 Hr	11	11	12	7	8	10	13	13	18	15	10	12
NHS File	Primary Care	Speak to clinician within 2 Hrs	24	20	23	12	21	32	12	48	36	28	26	29
NHS File	Primary Care	Speak to clinician within 4 Hrs	31	33	39	39	40	35	54	78	39	43	47	45
NHS File	Secondary Care	999 contacted - For information only	1		4			1				1		
NHS File	Secondary Care	999 contacted. For information only	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	4		4			4	5	2		2	1	4
NHS File	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only	14	14	14	17	12	16	11	18	19	19	19	10
NHS File	Secondary Care	Patient suitable for MU 4&R - Flow Hub to arrange	127	105	114	116	116	101	117	109	105	144	130	125
NHS File	Secondary Care	Pt advised to go to A&E	184	213	188	195	186	174	238	238	262	223	209	261
NHS File	Secondary Care	Road and Rural Accidents and Minor Injuries - Refer to Hub-care will be provided by local services						1						
NHS File	Secondary Care	Speak to clinician 2 Hrs	26	16	23	17	19	20	14	24	28	32	23	27
NHS File	Secondary Care	Speak to clinician 4 Hrs	58	46	33	58	45	47	49	52	59	65	38	46
NHS File	Self Care/No Partner Action	Contact Breathing Space	4	2										
NHS File	Self Care/No Partner Action	Contact Family Physician Clinic								1				
NHS File	Self Care/No Partner Action	Contact Public Health Nurse			1						1		1	
NHS File	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1 hr	1	1	2						1	1	1	
NHS File	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24	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												
NHS File	Self Care/No Partner Action	Dental Nurse - Not Traged/Assessed	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				1	3	3		1	3
NHS File	Self Care/No Partner Action	Distress Brief Intervention	9	11	11	6	6	8	6	7	3	8	11	10
NHS File	Self Care/No Partner Action	For Information Only	4	54	34	40	53	38	72	50	57	47	50	47
NHS File	Self Care/No Partner Action	Patient given self care dental advice - For Information Only	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										1	1	1
NHS File	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only						1					3	1
NHS File	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only							1					
NHS File	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	3	3	1	1	2	3	4	4	4	5	1	2
NHS File	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	4	4	5	2	3	6	8	8	5	5	6	4
NHS File	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only									1			
NHS File	Self Care/No Partner Action	Pt advised to contact Practice within 12 Hrs - For Information Only	10	17	15	21	24	22	1	32		15	23	2
NHS File	Self Care/No Partner Action	Pt advised to contact Practice within 36 Hrs - For Information Only	3	4	3	3	4	5	7	6	6	5	7	6
NHS File	Self Care/No Partner Action	Pt given self care advice - For Information Only	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	7	1	6	5	7	10	9	8	12	1	6	3
NHS Forth Valley	Not assigned	(blank)												
NHS Forth Valley	Primary Care	CPN (Dr) to phone patient within 1 Hr	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	18	10	13	11	4	15	13	25	25	13	22	14
NHS Forth Valley	Primary Care	DN (Dr) phone patient within 1 Hr	1		1	2	1	5	3		6	3	1	2
NHS Forth Valley	Primary Care	DN (Dr) phone patient within 2 Hrs	4		7	8	11	3	7	11	8	5	6	6
NHS Forth Valley	Primary Care	DN (Dr) phone patient within 4 Hrs	26	22	26	25	28	28	29	51	53	40	32	29
NHS Forth Valley	Primary Care	Home Visit within 1 Hr	6	2	3	1	6	4	7	7	10	6	6	7
NHS Forth Valley	Primary Care	Home Visit within 2 Hrs	13	26	17	26	20	17	24	46	51	25	26	24
NHS Forth Valley	Primary Care	Home Visit within 4 Hrs	1	29	16	32	30	35	43	56	69	30	44	34
NHS Forth Valley	Primary Care	Partner to Triage												
NHS Forth Valley	Primary Care	PCEC within 1 Hr	24	30	47	36	31	39	33	60	63	40	41	28
NHS Forth Valley	Primary Care	PCEC within 2 Hrs	101	122	120	116	110	137	116	197	180	112	125	134
NHS Forth Valley	Primary Care	PCEC within 4 Hrs	228	248	268	291	307	302	329	534	615	261	284	289
NHS Forth Valley	Primary Care	Pt advised to contact practice - For Information Only	5	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	7	7	2	4	9	5	1	2	1	2	1	4
NHS Forth Valley	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only	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	19	25	27	19	10	15	15	15	11	14	14	14
NHS Forth Valley	Primary Care	Speak to clinician within 1 Hr	8	12	7	4	5	7	8	14	15	17	9	12
NHS Forth Valley	Primary Care	Speak to clinician within 2 Hrs	11	10	22	16	15	17	17	32	33	14	17	10
NHS Forth Valley	Primary Care	Speak to clinician within 4 Hrs	22	36	26	24	26	29	38	78	92	43	36	22
NHS Forth Valley	Secondary Care	999 contacted. For information only	140	139	140	137	117	117	154	175	138	138	132	148
NHS Forth Valley	Secondary Care	patient advised to attend A & E within 1 hour - for information only	4	1	2	2	1	4	2	1	4	3	4	2
NHS Forth Valley	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only	6	8	13	14	8	11	13	10	17	11	13	11
NHS Forth Valley	Secondary Care	Patient suitable for MU 4&R - Flow Hub to arrange	240	215	222	185	205	230	202	150	179	262	217	217
NHS Forth Valley	Secondary Care	Pt advised to go to A&E	2	238	224	186	192	212	222	212	212	231	245	248
NHS Forth Valley	Secondary Care	Speak to clinician 2 Hrs	32	38	51	34	25	39	35	29	46	41	58	68
NHS Forth Valley	Secondary Care	Speak to clinician 4 Hrs	54	50	54	76	67	53	50	47	62	73	62	60
NHS Forth Valley	Self Care/No Partner Action	Contact Breathing Space												
NHS Forth Valley	Self Care/No Partner Action	Contact Family Physician Clinic									1			
NHS Forth Valley	Self Care/No Partner Action	Contact Pharmacist	0											

[illegible]

NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Distress Brief Intervention	28	30	20	20	14	27	22	17	15	21	25	19	20
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Emergency Contraception						1							
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	For Information Only	163	146	138	140	140	125	125	207	198	149	162	168	167
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Patient advised to contact pharmacist - For Information Only													
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Patient given self care dental advice - For Information Only	6	11	10	4	7	4	9	22	25	24	11	10	13
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Pt advised to contact CPN Team - For Information Only	3		2	2	1	2	3	14	2	2	1	10	1
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only													
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only			3	1	1	3	3			2	1	1	3
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Pt advised to contact Midwife - For Information Only	10	15	13	8	5	7	14	19	13	11	9	9	12
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	12	19	8	10	8	18	25	19	34	20	16	20	13
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only	1	1	1	1						2			1
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	57	56	77	72	53	75	69	139	169	86	81	86	79
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	12	24	10	11	11	12	9	4	4	17	10	9	8
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Pt given self care advice - For Information Only	433	468	464	429	445	417	443	597	568	487	476	513	465
NHS Greater Glasgow & Clyde	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only	15	17	11	15	12	19	12	17	12	12	9	15	
NHS Highland	Not assigned	(blank)	0		1	2	3	1	2	2	2	1	2	2	4
NHS Highland	Primary Care	Contact GP Practice within 4 Hours (ASAP)	4							0					1
NHS Highland	Primary Care	CPN (Dr) to phone patient within 1 Hr	1	11	7	10	1	4	4	6	7	6	4	3	5
NHS Highland	Primary Care	CPN (Dr) to phone patient within 2 Hrs	12	8	12	9	11	1	6	10	13	15	9	9	8
NHS Highland	Primary Care	DN (Dr) phone patient within 1 Hr						1	1	2	2	5	3		1
NHS Highland	Primary Care	DN (Dr) phone patient within 2 Hrs	8	4	4	4	1	3	5	2	5	8	4	5	3
NHS Highland	Primary Care	DN (Dr) phone patient within 4 Hrs	5	14	21	8	16	6	14	26	23	13	18	15	19
NHS Highland	Primary Care	Home Visit within 1 Hr	5	8	6	5	7	6	6	9	16	10	12	4	9
NHS Highland	Primary Care	Home Visit within 2 Hrs	22	13	22	23	18	28	22	37	52	30	36	34	37
NHS Highland	Primary Care	Home Visit within 4 Hrs	23	24	30	31	25	42	31	61	78	40	36	48	35
NHS Highland	Primary Care	PCEC within 1 Hr	25	20	24	18	30	34	24	37	35	25	22	30	27
NHS Highland	Primary Care	PCEC within 2 Hrs	53	67	100	99	107	81	165	161	155	183	171	85	86
NHS Highland	Primary Care	PCEC within 4 Hrs	153	177	194	185	176	190	250	413	430	183	162	180	163
NHS Highland	Primary Care	Pt advised to contact practice - For Information Only	2		3		4	3	9	4	9	3	7	4	8
NHS Highland	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only	38	32	52	48	55	64	51	56	58	50	59	52	
NHS Highland	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only	21	12	12	8	11	3	12	4	5	13	7	9	6
NHS Highland	Primary Care	Speak to clinician within 1 Hr	12	16	12	5	8	12	10	19	17	10	9	7	8
NHS Highland	Primary Care	Speak to clinician within 2 Hrs	16	13	24	11	25	14	24	28	29	23	16	18	17
NHS Highland	Primary Care	Speak to clinician within 4 Hrs	29	24	21	24	29	16	27	87	95	38	71	38	35
NHS Highland	Secondary Care	999 contacted. For Information only	93	81	104	75	92	83	92	130	128	96	103	93	131
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	2	2	1	1	1	
NHS Highland	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only	8	8	6	8	14	1		9	10	12	7		7
NHS Highland	Secondary Care	Patient suitable for IMU 4hr - Flow Hub to arrange	42	54	40	38	45	50	59	58	73	41	37	52	60
NHS Highland	Secondary Care	Pt advised to go to A&E	96	98	84	86	85	73	96	115	124	74	89	109	100
NHS Highland	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services	23	29	16	17	16	18	25	39	35	24	20	24	26
NHS Highland	Secondary Care	Speak to clinician 2 Hrs	10	12	9	10	6	8	14	8	13	11	7	16	14
NHS Highland	Secondary Care	Speak to clinician 4 Hrs	15	26	16	25	14	23	34	31	30	22	20	19	35
NHS Highland	Self Care/No Partner Action	Contact Breathing Space													
NHS Highland	Self Care/No Partner Action	Distress Brief Intervention	5	7	5	1	5	3	1	4	5	2	7	3	
NHS Highland	Self Care/No Partner Action	For Information Only	26	36	37	42	23	26	27	45	53	27	45	33	36
NHS Highland	Self Care/No Partner Action	Hub to arrange appointment within 24 hours	41	52	40	41	48	55	56	116	97	64	67	51	63
NHS Highland	Self Care/No Partner Action	hub to arrange contact with appropriate clinician within 1 hour			1	1		0			0				1
NHS Highland	Self Care/No Partner Action	patient advised to contact dental advice line - for information only	1												
NHS Highland	Self Care/No Partner Action	patient advised to contact registered GGP - for information only	12	8		10	8	10	10	7	6	4	10	2	
NHS Highland	Self Care/No Partner Action	Patient given self care dental advice - For Information Only	1	5	2		1	1	4	5	6	2	1	1	5
NHS Highland	Self Care/No Partner Action	Pt advised to contact CPN Team - For Information Only		1			1								
NHS Highland	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only						1	3	4	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	1	2	2	1	1	1		
NHS Highland	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	1	3	1	4	3	2	6	8	7	3	2	4	2
NHS Highland	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only			1						1				
NHS Highland	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	5	8	11	11	12	11	10	32	25	16	11	12	12
NHS Highland	Self Care/No Partner Action	Pt advised to contact Police - For Information Only	2	2	2	2	3	4	3	2	2	1	4	2	3
NHS Highland	Self Care/No Partner Action	Pt given self care advice - For Information Only	66	91	95	102	101	98	96	117	127	108	111	111	95
NHS Highland	Self Care/No Partner Action	Triage refused - For Information Only	0	0	3	7	3	3	19	6	4	2	4	3	
NHS Highland	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only	3	5	7	9	3	5	4	3	7	6	2	4	
NHS Highland	Not assigned	(blank)	1	1	2	1	1						1	2	
NHS Lanarkshire	Primary Care	Contact GP Practice within 4 Hours (ASAP)									0				
NHS Lanarkshire	Primary Care	CPN (Dr) to phone patient within 1 Hr	9	16	19	11	17	21	20	17	18	19	18	13	17
NHS Lanarkshire	Primary Care	CPN (Dr) to phone patient within 2 Hrs	32	23	25	26	32	29	14	35	38	27	27	32	19
NHS Lanarkshire	Primary Care	DN (Dr) phone patient within 1 Hr	2	2	3		2	2	3	3	2	1	2	2	
NHS Lanarkshire	Primary Care	DN (Dr) phone patient within 2 Hrs	1	4		3	4	1	1	3	4	6	5	3	
NHS Lanarkshire	Primary Care	DN (Dr) phone patient within 4 Hrs	4	6		4	4	3	10	12	24	6	7	5	9
NHS Lanarkshire	Primary Care	Home Visit within 1 Hr	12	16	14	14	15	11	10	19	21	7	15	13	16
NHS Lanarkshire	Primary Care	Home Visit within 2 Hrs	34	53	42	43	52	50	39	82	99	55	44	41	48
NHS Lanarkshire	Primary Care	Home Visit within 4 Hrs	38	56	60	53	54	62	59	131	114	49	67	67	55
NHS Lanarkshire	Primary Care	PCEC within 1 Hr	66	98	90	98	100	80	107	124	99	64	76	89	79
NHS Lanarkshire	Primary Care	PCEC within 2 Hrs	245	282	290	338	341	309	295	410	401	245	223	291	297
NHS Lanarkshire	Primary Care	PCEC within 4 Hrs	482	605	599	715	665	634	638	1124	1146	541	562	628	602
NHS Lanarkshire	Primary Care	Pt advised to contact practice - For Information Only	2	13	6	8	8	5	8	14	18	10	19	10	19
NHS Lanarkshire	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only	6	5	3	4	12	8	3	3	3	5	2	5	1
NHS Lanarkshire	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only	130	160	135	158	155	191	219	108	119	178	185	182	172
NHS Lanarkshire	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only	46	43	40	39	27	22	20	12	20	35	23	24	12
NHS Lanarkshire	Primary Care	Speak to clinician within 1 Hr	22	20	19	13	17	17	15	27	32	23	21	26	17
NHS Lanarkshire	Primary Care	Speak to clinician within 2 Hrs	40	24	30	33	36	39	41	48	76	37	45	42	32
NHS Lanarkshire	Primary Care	Speak to clinician within 4 Hrs	54	73	74	58	70	58	79	132	168	85	60	59	58
NHS Lanarkshire	Secondary Care	999 - Ambulance (ASAP)		1											
NHS Lanarkshire	Secondary Care	999 contacted - For information only									1			1	
NHS Lanarkshire	Secondary Care	999 contacted. For Information only	208	235	243	268	245	211	262	311	320	1	271	280	252
NHS Lanarkshire	Secondary Care	patient advised to attend A & E within 1 hour - for information only	3	5	9	11	8	8	6	9	9	7	10	5	10
NHS Lanarkshire	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only	24	18	17	20	17	21	16	31	24	27	23	23	22
NHS Lanarkshire	Secondary Care	Patient suitable for IMU 4hr - Flow Hub to arrange	134	139	152	128	156	165	178	179	146	202	190	160	196
NHS Lanarkshire	Secondary Care	Pt advised to go to A&E	316	346	335	359	316	355	395	432	462	360	1	365	384
NHS Lanarkshire	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services		1											
NHS Lanarkshire	Secondary Care	Speak to clinician 2 Hrs	27	37	44	22	41	22	33	18	38	31	49	53	44
NHS Lanarkshire	Secondary Care	Speak to clinician 4 Hrs	56	79	71	67	62	53	69	78	77	76	75	77	70
NHS Lanarkshire	Self Care/No Partner Action	Contact Breathing Space		1											
NHS Lanarkshire	Self Care/No Partner Action	Contact Family Planning Clinic								1				1	
NHS Lanarkshire	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 1			1	1				1	2	1		1	1
NHS Lanarkshire	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24	122	141	116	122	117	118	156	210	236	147	105	113	125
NHS Lanarkshire	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo		1								3			1
NHS Lanarkshire	Self Care/No Partner Action	Dental Nurse - Not Triaged/Assessed	12	7	5	7	4	4	15	35	9	3	6	7	2
NHS Lanarkshire	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent	1	1			1				3				1
NHS Lanarkshire	Self Care/No Partner Action	Distress Brief Intervention	14	10	11	9	14	11	8	10	11	11	9	9	14
NHS Lanarkshire	Self Care/No Partner Action	Emergency Contraception													
NHS Lanarkshire	Self Care/No Partner Action	For Information Only	57	68	65	79	88	56	83	85	88	62	68	66	60
NHS Lanarkshire	Self Care/No Partner Action	Patient given self care dental advice - For Information Only	3	8	4	3	8	6	10	9	14	7	2	1	6
NHS Lanarkshire	Self Care/No Partner Action	Pt advised to contact CPN Team - For Information Only							1						
NHS Lanarkshire	Self Care/No Partner Action	Pt advised to contact Dentist - For Information Only	1	1	3	4		1		4			2		
NHS Lanarkshire	Self Care/No Partner Action	Pt advised to contact GUM Clinic - For Information Only			2			1	1						
NHS Lanarkshire															



[illegible]

NHS Shetland	Primary Care	Speak to clinician within 4 Hrs	2	3	1	2	4		1	5	3	1	1	1	4
NHS Shetland	Secondary Care	999 contacted. For information only	6	4	2	7	5	4	3	6	7	4	5	5	8
NHS Shetland	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only	1	1				1							
NHS Shetland	Secondary Care	Patient suitable for MIU 4hr - Flow Hub to arrange	1	1		1	1			2	2	1	1		2
NHS Shetland	Secondary Care	Pt advised to go to A&E	5	7	6	4	3	4	6	2	3	8	5	10	4
NHS Shetland	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services				1			3	1	1		1		1
NHS Shetland	Secondary Care	Speak to clinician 2 Hrs												2	
NHS Shetland	Secondary Care	Speak to clinician 4 Hrs		1	1	1	1	1	2					1	1
NHS Shetland	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24		2	3	1	4	1	4	2	4	2		6	2
NHS Shetland	Self Care/No Partner Action	Dental Nurse - Not Triaged/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									
NHS Shetland	Self Care/No Partner Action	For Information Only	2	2			2	1		2	1	1	2	1	
NHS Shetland	Self Care/No Partner Action	Patient given self care dental advice - For Information Only								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 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	4	1	2	5	4	7	1	3	1	6	3	2
NHS Shetland	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only													
NHS Tayside	Not assigned	(blank)		2	1	1	3	1	5	2					
NHS Tayside	Primary Care	CPN (Dr) to phone patient within 1 Hr	10	12	6	8	13	10	6	8	14	4	12	8	12
NHS Tayside	Primary Care	CPN (Dr) to phone patient within 2 Hrs	17	23	19	26	26	13	14	22	26	22	18	15	25
NHS Tayside	Primary Care	DN (Dr) phone patient within 1 Hr	5	5	3	5	3	2	2	7	3	3	1	2	7
NHS Tayside	Primary Care	DN (Dr) phone patient within 2 Hrs	10	8	6	8	6	13	9	17	13	11	5	6	10
NHS Tayside	Primary Care	DN (Dr) phone patient within 4 Hrs	29	29	44	29	39	35	26	56	56	38	35	40	36
NHS Tayside	Primary Care	Home Visit within 1 Hr	12	11	5	11	7	9	10	17	17	16	12	14	5
NHS Tayside	Primary Care	Home Visit within 2 Hrs	25	32	37	36	37	39	40	90	85	52	42	60	48
NHS Tayside	Primary Care	Home Visit within 4 Hrs	27	44	43	35	63	52	51	102	141	49	53	65	59
NHS Tayside	Primary Care	PCEC within 1 Hr	64	76	70	81	76	88	81	122	114	77	71	76	79
NHS Tayside	Primary Care	PCEC within 2 Hrs	146	171	183	224	206	208	183	259	268	177	193	191	190
NHS Tayside	Primary Care	PCEC within 4 Hrs	369	351	389	407	380	431	409	761	810	364	361	365	
NHS Tayside	Primary Care	Pt advised to contact practice - For Information Only	4	8	8	4	12	7	10	10	21	8	12	10	7
NHS Tayside	Primary Care	Pt advised to contact practice within 12 Hrs - For Information Only	5	3	8	5	8	4	3	5	3	1	6	4	2
NHS Tayside	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only	81	116	82	109	111	121	133	99	85	112	131	127	109
NHS Tayside	Primary Care	Pt advised to contact Practice within 4 Hrs - For Information Only	24	20	1	18	18	17	12	16	14	26	15	17	11
NHS Tayside	Primary Care	Speak to clinician within 1 Hr	9	11	10	21	11	6	12	15	22	10	13	9	12
NHS Tayside	Primary Care	Speak to clinician within 2 Hrs	18	14	29	27	21	27	36	43	58	30	27	32	23
NHS Tayside	Primary Care	Speak to clinician within 4 Hrs	30	47	51	33	45	43	70	111	128	63	39	60	50
NHS Tayside	Secondary Care	999 contacted - For information only													
NHS Tayside	Secondary Care	999 contacted. For information only	152	171	168	159	177	163	165	244	263	174	203	209	208
NHS Tayside	Secondary Care	patient advised to attend A & E within 1 hour - for information only	1	4	3	6	10	4	3	7	4	6	5	2	2
NHS Tayside	Secondary Care	Patient sent to A&E via Ambulance within 1 Hr - For Information Only	7	15	9	10	8	14	16	18	18	11	11	13	12
NHS Tayside	Secondary Care	Patient suitable for MIU 4hr - Flow Hub to arrange	90	107	108	81	99	80	115	108	120	119	120	110	121
NHS Tayside	Secondary Care	Pt advised to go to A&E	111	113	91	135	114	91	109	132	161	132	134	102	115
NHS Tayside	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services					1								1
NHS Tayside	Secondary Care	Speak to clinician 2 Hrs	30	19	20	13	16	19	16	12	22	17	25	21	29
NHS Tayside	Secondary Care	Speak to clinician 4 Hrs	42	41	34	46	35	44	46	46	45	53	36	40	50
NHS Tayside	Self Care/No Partner Action	Contact Dentist Next Routine Appointment						1							
NHS Tayside	Self Care/No Partner Action	Contact Family Planning Clinic													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											1		
NHS Tayside	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24	81	96	91	98	108	106	118	170	179	114	99	115	111
NHS Tayside	Self Care/No Partner Action	Dental Nurse - Contact Next Routine Appo	2	1						1	1			1	2
NHS Tayside	Self Care/No Partner Action	Dental Nurse - Not Triaged/Assessed	17	3	3	7	4	7	8	25	16	7	10	3	7
NHS Tayside	Self Care/No Partner Action	Dental Nurse - Routine Contact with Dent	1	4	2	3	1		3	2		2	1		1
NHS Tayside	Self Care/No Partner Action	Distress Brief Intervention	11	8	3	6	7	10	11	6	2	6	3	9	6
NHS Tayside	Self Care/No Partner Action	For Information Only	32	33	53	36	56	36	31	49	58	32	48	39	45
NHS Tayside	Self Care/No Partner Action	Patient given self care dental advice - For Information Only	3	4	10	5	3	11	8	20	8	7	4	5	8
NHS Tayside	Self Care/No Partner Action	Pt advised to contact CPN Team - For Information Only													
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											1	1	
NHS Tayside	Self Care/No Partner Action	Pt advised to contact MxHwle - For Information Only	1	4	6	3	3	1	2	3	5	2	3	4	
NHS Tayside	Self Care/No Partner Action	Pt advised to contact Optician - For Information Only	6	4	2	6	10	3	7	8	13	10	5	7	11
NHS Tayside	Self Care/No Partner Action	Pt advised to contact Orthodontist - For Information Only					1			1					
NHS Tayside	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only	22	17	24	14	19	14	17	40	49	24	25	20	27
NHS Tayside	Self Care/No Partner Action	Pt advised to contact Police - For Information Only			3	3	1		3	5	9	7	1		
NHS Tayside	Self Care/No Partner Action	Pt given self care advice - For Information Only	120	138	154	160	157	175	162	214	206	175	176	176	169
NHS Tayside	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only	6	3	7	3	5	8	3	7	7	5	4		6
NHS Western Isles	Not assigned	(blank)					1								
NHS Western Isles	Primary Care	CPN (Dr) to phone patient within 2 Hrs				1		1			1			1	
NHS Western Isles	Primary Care	DN (Dr) phone patient within 1 Hr				1								1	
NHS Western Isles	Primary Care	DN (Dr) phone patient within 2 Hrs		1					1	1	3	4			2
NHS Western Isles	Primary Care	DN (Dr) phone patient within 4 Hrs		1	2		2		1	2	6	4	2	1	3
NHS Western Isles	Primary Care	Home Visit within 1 Hr	1		1										
NHS Western Isles	Primary Care	Home Visit within 2 Hrs	5	2	2	5	3	2	1	3	1	7	7	2	1
NHS Western Isles	Primary Care	Home Visit within 4 Hrs	1		2	4	2	1	4	4	6	7	4	4	3
NHS Western Isles	Primary Care	PCEC within 1 Hr		2	4	1	3		3	1	1	1	3	4	1
NHS Western Isles	Primary Care	PCEC within 2 Hrs	4	8	5	4	2	7	4	10	9	3	8	10	8
NHS Western Isles	Primary Care	PCEC within 4 Hrs	13	9	3	15	13	4	7	50	42	11	15	24	15
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		3	1		2	1	3	2	3	2	5	2	1
NHS Western Isles	Primary Care	Pt advised to contact practice within 36 Hrs - For Information Only	3	3		1			2						2
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				2	1		2	1				
NHS Western Isles	Primary Care	Speak to clinician within 2 Hrs		1	1	1	1	1	1		2			4	3
NHS Western Isles	Primary Care	Speak to clinician within 4 Hrs	3		3	2	1	4	2	5	1	6	3	4	5
NHS Western Isles	Secondary Care	999 contacted. For information only	7	4	6	11	5	5	10	10	12	13	7	7	12
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	1				1	2	3	1		3	1		2
NHS Western Isles	Secondary Care	Patient suitable for MIU 4hr - Flow Hub to arrange		1	3		4	2	3	4	4	3	2	2	1
NHS Western Isles	Secondary Care	Pt advised to go to A&E	3	5	8	8	6	4	2	8	6	11	7	7	11
NHS Western Isles	Secondary Care	Remote & Rural A&E and Minor Injuries -Refer to Hub-care will be provided by local services	3	2	1			2		2	3	1		1	1
NHS Western Isles	Secondary Care	Speak to clinician 2 Hrs	1	2			1			1	1	1		2	3
NHS Western Isles	Secondary Care	Speak to clinician 4 Hrs	2	1	1		2			3	4	2		2	1
NHS Western Isles	Self Care/No Partner Action	Contact Breathing Space													
NHS Western Isles	Self Care/No Partner Action	Dental Nurse - Contact Dentist within 24		4	2	5	4	2	5	6	10	6	2	4	3
NHS Western Isles	Self Care/No Partner Action	Dental Nurse - Not Triaged/Assessed	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	4	1			1	2	1	1	3		5	2	1
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		
NHS Western Isles	Self Care/No Partner Action	Pt advised to contact Pharmacist - For Information Only			1				3	2	2		1	1	3
NHS Western Isles	Self Care/No Partner Action	Pt advised to contact Police - For Information Only		1											
NHS Western Isles	Self Care/No Partner Action	Pt given self care advice - For Information Only	1	2	2	3	2	2	2	8	6	7	2	6	7
NHS Western Isles	Self Care/No Partner Action	Triage refused. Pt terminated call - For Information Only			1	1	1							1	
Not assigned	Not assigned	(blank)	91	90	125	119	107	112	158	411	442	217	199	301	372
Not assigned	Primary Care	Contact GP Practice within 36 Hours (Nex	7	7					2		2		0		
Not assigned	Primary Care	Contact GP Practice within 4 Hours (ASAP	904	114		1			2	1	0	1	1		6
Not assigned	Primary Care	In-Hours Action: Patient to Own GP withi	4			1						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	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	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	54		3	1		0	2			1				2		
Not assigned	Secondary Care	Accident & Emergency / MIU within 4 Hour	59	8		1				1	0								
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	11	7	5	7	10	7	9	12	15	12	3	9	10				
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 Triaged/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	115	61	49	45	41	42	45	64	41	21	36	37	37				
Not assigned	Self Care/No Partner Action	Patient given self care dental advice - For Information Only	4																
Not assigned	Self Care/No Partner Action	Pt given self care advice - For Information Only			1														
Not assigned	Self Care/No Partner Action	Routine Appointment with Dentist		1															
Not assigned	Self Care/No Partner Action	Self Care	87	79	4	3	6	3	2	7	8	9	8	3	5				

Care Group	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	01/02/2026
PCARE	11044	11729	11783	12232	12316	12281	12664	19515	20813	12089	11977	12603	12415
SCARE	7314	7766	7490	7392	7065	7135	8017	8601	9075	8041	8285	8467	8684
SLFC_NPA	4266	4471	4277	4108	4219	4239	4788	6696	7008	4656	4534	4672	4679
Not assigned	157	243	208	146	156	149	194	432	457	236	225	314	386
Total	22781	24209	23758	23878	23756	23804	25663	35244	37353	25022	25021	26056	26164

Care Group	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	01/02/2026
PCARE	48.48%	48.45%	49.60%	51.23%	51.84%	51.59%	49.35%	55.37%	55.72%	48.31%	47.87%	48.37%	47.45%
SCARE	32.11%	32.08%	31.53%	30.96%	29.74%	29.97%	31.24%	24.40%	24.30%	32.14%	33.11%	32.50%	33.19%
SLFC_NPA	18.73%	18.47%	18.00%	17.20%	17.76%	17.81%	18.66%	19.00%	18.76%	18.61%	18.12%	17.93%	17.88%
Not assigned	0.69%	1.00%	0.88%	0.61%	0.66%	0.63%	0.76%	1.23%	1.22%	0.94%	0.90%	1.21%	1.48%

Calendar day	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	26/01/2026	27/01/2026	28/01/2026	29/01/2026	30/01/2026	31/01/2026	01/02/2026
Overall Call Volume	400	399	398	378	357	461	459	369	346	328	400	365	431	456	377	368	354	349	391	454	445	408	355	374	344	410	483	454
Overall Calls Connected	299	299	315	289	253	413	374	306	271	303	304	289	348	364	287	309	307	280	271	399	431	348	283	308	287	303	399	372
Median Time to Answer	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	00:00:09	00:00:09	00:00:09	00:00:09	00:01:22	00:00:09	00:00:09
95th Percentile Time to Answer	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	00:09:46	00:11:50	00:15:23	00:11:10	00:18:57	00:12:22	00:10:37

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

Week Ending Date	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	18/01/2026
Overall Call Volume	2893	2734	2673	2736	2741	2636	2606	2778	2998	2852	2695	2738	2828
Overall Calls Connected	2297	2240	2200	2239	2244	2275	2345	2567	2658	2242	2183	2284	2300
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	00:15:13	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	00:12:46

*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

