

Unscheduled Care Operational Statistics Official Statistics in Development Weekly Statistics

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

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Source:

Publication only contains information from the SAP Hana Data Warehouse.

This publication includes data for week ending: 27/08/2023 to 19/11/2023

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.

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

Table 1

Calendar day	23/10/2023	24/10/2023	25/10/2023	26/10/2023	27/10/2023	28/10/2023	29/10/2023	30/10/2023	31/10/2023	01/11/2023	02/11/2023	03/11/2023	04/11/2023	05/11/2023	06/11/2023	07/11/2023	08/11/2023	09/11/2023	10/11/2023	11/11/2023	12/11/2023	13/11/2023	14/11/2023	15/11/2023	16/11/2023	17/11/2023	18/11/2023	19/11/2023
Overall Call Volume	3,162	3,134	3,028	2,985	3,214	7,228	7,249	3,414	2,900	3,178	3,054	3,415	7,633	7,262	3,609	3,481	3,315	3,178	3,403	7,592	7,093	3,540	3,258	3,276	2,987	3,521	7,891	7,489
Overall Calls Connected	2,748	2,841	2,777	2,737	2,769	6,128	5,926	3,023	2,688	2,828	2,781	2,836	6,335	6,132	3,177	3,110	2,981	2,880	2,954	6,276	6,296	3,079	2,946	2,738	2,568	2,922	6,390	5,993
Caller Disconnected	0.15%	0.07%	0.00%	0.00%	0.15%	0.16%	0.21%	0.10%	0.04%	0.18%	0.00%	0.32%	0.09%	0.13%	0.07%	0.07%	0.07%	0.07%	0.11%	0.24%	0.15%	0.03%	0.04%	0.45%	0.12%	0.18%	0.34%	0.51%
Overall Avg Patient Journey Time	00:25:50	00:25:11	00:26:21	00:23:41	00:26:39	00:36:05	00:41:40	00:24:46	00:21:49	00:26:51	00:25:17	00:31:39	00:35:55	00:34:56	00:27:34	00:24:08	00:24:07	00:24:02	00:27:34	00:38:29	00:34:32	00:28:28	00:25:48	00:31:28	00:32:31	00:32:34	00:39:03	00:42:14
Tagged at First Contact %	99.96%	98.40%	97.03%	98.75%	95.76%	92.57%	93.47%	98.73%	99.28%	99.51%	98.80%	95.60%	92.64%	93.68%	98.62%	99.03%	97.56%	97.81%	95.23%	93.50%	94.35%	99.07%	96.75%	98.59%	98.84%	94.67%	91.95%	94.13%
Median Time to Answer	00:01:56	00:00:10	00:00:09	00:00:08	00:00:12	00:06:52	00:15:38	00:01:40	00:00:08	00:02:20	00:00:09	00:03:04	00:09:30	00:09:60	00:03:55	00:00:15	00:00:11	00:01:01	00:00:18	00:08:53	00:03:46	00:04:30	00:00:13	00:08:25	00:00:15	00:04:27	00:11:52	00:14:54
90th Percentile Time to Answer	00:18:00	00:14:05	00:12:34	00:08:25	00:24:13	00:27:07	00:41:05	00:17:30	00:07:44	00:20:20	00:15:08	00:38:29	00:30:37	00:28:47	00:20:21	00:16:39	00:17:44	00:09:23	00:28:07	00:42:40	00:28:25	00:23:19	00:16:25	00:28:55	00:29:08	00:44:25	00:41:15	00:55:57

Table 2

Week Ending Date	27/08/2023	03/09/2023	10/09/2023	17/09/2023	24/09/2023	01/10/2023	08/10/2023	15/10/2023	22/10/2023	29/10/2023	05/11/2023	12/11/2023	19/11/2023
Overall Call Volume	30,756	30,611	31,809	30,304	32,244	34,411	31,109	31,262	30,299	30,000	30,846	31,671	31,962
Overall Calls Connected	26,002	26,664	26,423	25,917	25,956	28,047	25,495	25,690	26,283	25,926	26,623	27,674	26,636
Caller Discontinued	0.20%	0.11%	0.21%	0.14%	0.38%	0.33%	0.27%	0.31%	0.17%	0.13%	0.12%	0.13%	0.29%
Overall Avg Patient Journey Time	00:29:32	00:29:24	00:32:00	00:30:33	00:35:32	00:35:16	00:33:15	00:34:12	00:30:40	00:31:59	00:30:40	00:30:39	00:35:10
Triaged at First Contact %	95.22%	95.12%	95.78%	94.84%	95.09%	94.82%	95.06%	95.13%	95.33%	95.64%	95.88%	95.94%	95.39%
Median Time to Answer	00:04:10	00:04:09	00:07:56	00:04:43	00:07:14	00:08:50	00:07:34	00:06:40	00:02:53	00:03:19	00:04:35	00:02:49	00:07:51
90th Percentile Time to Answer	00:23:21	00:18:20	00:29:52	00:21:37	00:37:26	00:32:55	00:28:58	00:32:44	00:26:20	00:26:46	00:26:33	00:25:59	00:37:21

Table 3

Health Board	Care Group	Endpoint	27/08/2023	03/09/2023	10/09/2023	17/09/2023	24/09/2023	01/10/2023	08/10/2023	15/10/2023	22/10/2023	29/10/2023	05/11/2023	12/11/2023	19/11/2023
NHS Ayrshire & Arran	PCARE	CPN (Dr) to phone patient within 1 Hr	18	17	16	16	12	14	8	9	11	9	6	15	14
NHS Ayrshire & Arran	PCARE	CPN (Dr) to phone patient within 2 Hrs	13	16	16	21	28	17	22	18	14	18	26	30	15
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 1 Hr	2		3	1	3	2	1				1	2	3
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 2 Hrs	2	2	1	1	1	2	2	2	1	2	2		
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 4 Hrs	7	8	3	1	12	6	6	5	7	7	3	6	3
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	4	3	3	6	5	1	4	1	3	4	6	3	5
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)		2		2					1	1	2		1
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)		5	3	2		3	2	3	7	1	1	1	4
NHS Ayrshire & Arran	PCARE	Home Visit within 1 Hr	16	10	13	14	13	27	16	11	12	17	17	18	22
NHS Ayrshire & Arran	PCARE	Home Visit within 2 Hrs	34	35	35	21	43	33	37	32	33	41	33	33	28
NHS Ayrshire & Arran	PCARE	Home Visit within 4 Hrs	42	46	50	48	75	45	35	54	31	41	49	40	51
NHS Ayrshire & Arran	PCARE	In-Hours Action: Patient to Own GP within 4 hr		37											
NHS Ayrshire & Arran	PCARE	PCEC within 1 Hr	53	55	69	60	72	59	48	52	68	55	68	53	74
NHS Ayrshire & Arran	PCARE	PCEC within 2 Hrs	91	90	151	107	125	149	115	111	154	125	108	128	132
NHS Ayrshire & Arran	PCARE	PCEC within 4 Hrs	255	294	308	322	471	428	287	314	331	315	304	376	341
NHS Ayrshire & Arran	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	73	54	55	60	30	63	60	62	70	62	60	66	63
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice - For Information Only	11	3	8	4	10	12	4	8	6	9	7	5	7
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	6	7	13	3	3	4	5	6	17	9	11	10	2
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	26	32	31	42	24	40	39	28	36	26	46	41	38
NHS Ayrshire & Arran	PCARE	Routine Appointment with GP		1											
NHS Ayrshire & Arran	PCARE	Speak to clinician within 1 Hr	30	25	27	34	39	24	21	19	25	20	36	24	19
NHS Ayrshire & Arran	PCARE	Speak to clinician within 2 Hrs	33	41	29	33	48	43	38	38	41	27	33	36	37
NHS Ayrshire & Arran	PCARE	Speak to clinician within 4 Hrs	98	107	104	99	181	163	73	72	106	90	92	87	84
NHS Ayrshire & Arran	PCARE	Triage refused therefore Dr requested to phone patient												1	
NHS Ayrshire & Arran	SCARE	999 contacted - For Information Only											1		
NHS Ayrshire & Arran	SCARE	999 contacted - For information only	143	141	129	133	154	172	115	145	134	138	147	151	138
NHS Ayrshire & Arran	SCARE	Patient advised to go to A&E	126	126	108	123	129	147	133	129	96	113	140	118	134
NHS Ayrshire & Arran	SCARE	Patient advised to go to A&E	3	1	2	1	1			1	2	1	1		1
NHS Ayrshire & Arran	SCARE	Patient sent to A&E via Ambulance within 1 Hr	9	6	11	10	14	12	15	12	14	10	5	16	14
NHS Ayrshire & Arran	SCARE	Patient suitable for MIU 4hr - Flow Hub to arrange	83	81	94	78	55	67	65	82	77	79	82	83	68
NHS Ayrshire & Arran	SCARE	Speak to clinician 2 Hrs	19	17	20	16	15	14	10	16	7	13	16	15	22
NHS Ayrshire & Arran	SCARE	Speak to clinician within 4 Hrs	59	44	30	28	34	38	28	32	37	35	44	37	42
NHS Ayrshire & Arran	SLFC_NPA	Contact Breathing Space	1			1			1						
NHS Ayrshire & Arran	SLFC_NPA	Contact Midwife		1											
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	1				1	2		1	1	2	1		
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	104	101	89	96	131	114	107	96	102	104	98	128	109
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1	1			4		1	1	4		1	1	

Table 3

Health Board	Care Group	Endpoint	27/08/2023	03/09/2023	10/09/2023	17/09/2023	24/09/2023	01/10/2023	08/10/2023	15/10/2023	22/10/2023	29/10/2023	05/11/2023	12/11/2023	19/11/2023
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Pharmacist			1										
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Not Triage/Assessed		8	6	3	5	3	3	5	2	5	6	7	2
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Routine Contact with Dentist		2	1	2	2	2	4			1	1		
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Self Care		2			2	1	1	2	3	1	1	3	2
NHS Ayrshire & Arran	SLFC_NPA	Distress Brief Intervention	8	9	6	12	9	12	5	5	4	5	10	5	7
NHS Ayrshire & Arran	SLFC_NPA	For Information Only	49	40	36	48	45	55	48	32	46	44	37	46	39
NHS Ayrshire & Arran	SLFC_NPA	Not Assessed / Triage Refused		5											
NHS Ayrshire & Arran	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	1			1	2	2	1			1	1	1	1
NHS Ayrshire & Arran	SLFC_NPA	Patient given self care advice - For Information Only	131	139	99	146	151	183	126	136	127	123	124	190	158
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Dentist - For Information Only		1	1	1		3		1				2	1
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only		1							1				
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Midwife - For Information Only	2	5	1	3	5	5	7	5	2	1	1	3	5
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Optician - For Information Only	2	2	2	2		1	2	4	3	2	4		
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only				1					1				1
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	25	14	18	14	21	27	27	21	21	14	13	14	20
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Police - For Information Only	5	3	2	8	6	2	5	5	3	2	3	5	6
NHS Ayrshire & Arran	SLFC_NPA	Pt given TOXBASE advice - For Information Only									1				
NHS Ayrshire & Arran	SLFC_NPA	Self Care		11											
NHS Ayrshire & Arran	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	12	7	6	8	7	15	4	9	12	8	8	6	5
NHS Borders	PCARE	CPN (Dr) to phone patient within 1 Hr		4	4	3	6	6	3	3	3	3	3	2	1
NHS Borders	PCARE	CPN (Dr) to phone patient within 2 Hrs	6	7	6	3	2	3	3	6	3	7	4	5	
NHS Borders	PCARE	DN (Dr) phone patient within 1 Hr	5	2	3	1	1	3	1	1	3	3	1	4	3
NHS Borders	PCARE	DN (Dr) phone patient within 2 Hrs	5	5	1	6	3	6	2	9	4	9	2	4	5
NHS Borders	PCARE	DN (Dr) phone patient within 4 Hrs	5	10	7	12	12	13	20	15	11	10	17	16	13
NHS Borders	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	1	1	2	2	1	1	1			1	3	1	2
NHS Borders	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)				1		1							
NHS Borders	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)		1	1		1		1	1			1		
NHS Borders	PCARE	Home Visit within 1 Hr	2	3	5	3	4	1	2	4	1	5	4	5	6
NHS Borders	PCARE	Home Visit within 2 Hrs	13	11	7	9	10	8	8	11	8	11	10	11	9
NHS Borders	PCARE	Home Visit within 4 Hrs	7	19	13	14	18	12	22	20	16	13	13	21	14
NHS Borders	PCARE	In-Hours Action: Patient to Own GP within 4 hr		6											
NHS Borders	PCARE	PCEC within 1 Hr	6	11	9	12	15	10	16	13	11	16	10	18	16
NHS Borders	PCARE	PCEC within 2 Hrs	21	32	23	28	16	7	23	27	33	29	28	38	21
NHS Borders	PCARE	PCEC within 4 Hrs	47	44	64	57	46	50	57	89	58	63	53	76	52
NHS Borders	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	19	5	19	20	17	13	21	15	17	21	23	26	27
NHS Borders	PCARE	Pt advised to contact practice - For Information Only	2	1	3	4	2	1		2	2	2	2	2	3
NHS Borders	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	2	2	2	1	2	6	2	3	3	2	3	4	1
NHS Borders	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	8	7	6	10	5	8	8	14	12	10	10	15	5

Table 3

Health Board	Care Group	Endpoint	27/08/2023	03/09/2023	10/09/2023	17/09/2023	24/09/2023	01/10/2023	08/10/2023	15/10/2023	22/10/2023	29/10/2023	05/11/2023	12/11/2023	19/11/2023
NHS Borders	PCARE	Speak to clinician within 1 Hr	5	9	7	7	3	5	9	5	2	6	8	6	7
NHS Borders	PCARE	Speak to clinician within 2 Hrs	8	11	11	10	3	7	6	8	7	9	8	10	2
NHS Borders	PCARE	Speak to clinician within 4 Hrs	30	26	17	23	14	17	18	16	18	25	16	22	18
NHS Borders	SCARE	999 contacted - For information only	44	45	29	34	30	30	34	31	57	33	37	42	39
NHS Borders	SCARE	Patient advised to go to A&E	37	34	38	40	33	32	42	24	37	31	36	30	31
NHS Borders	SCARE	Patient advised to go to A&E				1							1	2	
NHS Borders	SCARE	Patient sent to A&E via Ambulance within 1 Hr	5	3	3	5	9	6	3	5	3	1	6	4	7
NHS Borders	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	44	36	41	32	49	36	29	32	28	42	31	41	31
NHS Borders	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	1		1							1			1
NHS Borders	SCARE	Speak to clinician 2 Hrs	14	11	18	13	12	12	6	8	10	6	3	18	15
NHS Borders	SCARE	Speak to clinician within 4 Hrs	17	20	13	18	18	18	14	16	15	20	13	16	10
NHS Borders	SLFC_NPA	Contact Breathing Space						1							
NHS Borders	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour		1											
NHS Borders	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	25	27	21	21	25	18	17	19	27	26	23	21	29
NHS Borders	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour											1		1
NHS Borders	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	3				2	3			2		3	1	2
NHS Borders	SLFC_NPA	Dental Nurse - Routine Contact with Dentist		1	1	1						1			
NHS Borders	SLFC_NPA	Dental Nurse - Self Care	2						1	2				1	
NHS Borders	SLFC_NPA	Distress Brief Intervention		3	2	2	2	4	3	2	2	1		2	1
NHS Borders	SLFC_NPA	For Information Only	6	9	9	5	12	10	10	7	11	9	13	9	11
NHS Borders	SLFC_NPA	Not Assessed / Triage Refused		2											
NHS Borders	SLFC_NPA	Patient advised to contact CPN Team - For Info Only						1		1					
NHS Borders	SLFC_NPA	Patient given self care advice - For Information Only	42	31	35	42	38	28	32	36	33	46	47	48	39
NHS Borders	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1												
NHS Borders	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only			1										
NHS Borders	SLFC_NPA	Pt advised to contact Midwife - For Information Only	2	1		2			1	1	1	1	2	1	2
NHS Borders	SLFC_NPA	Pt advised to contact Optician - For Information Only	1	1	1	2	2	1		1			4	2	4
NHS Borders	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	1	1	4	7	8	9	8	3	4	1	2	1	2
NHS Borders	SLFC_NPA	Pt advised to contact Police - For Information Only		1		1	3	1	3	3			2	1	
NHS Borders	SLFC_NPA	Self Care		1											
NHS Borders	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	4	1	2	2	3	1		2	1	2	2	4	2
NHS Dumfries & Gallo	PCARE	CPN (Dr) to phone patient within 1 Hr	2	2	3	3	4	1	1	6	1	1	1	1	
NHS Dumfries & Gallo	PCARE	CPN (Dr) to phone patient within 2 Hrs	2	5	6	6	4	5	4	4	6	5	3	8	7
NHS Dumfries & Gallo	PCARE	Contact GP Practice within 36 Hours (Next Day appt.)		1											
NHS Dumfries & Gallo	PCARE	Contact GP Practice within 4 Hours (ASAP)		5											
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 1 Hr	1		2	1	2	1		3	5	3	3	4	8
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 2 Hrs	5	14	12	10	4	8	11	12	8		2	4	7
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 4 Hrs	31	19	13	11	10	11	15	18	23	17	22	14	10

Table 3

Health Board	Care Group	Endpoint	27/08/2023	03/09/2023	10/09/2023	17/09/2023	24/09/2023	01/10/2023	08/10/2023	15/10/2023	22/10/2023	29/10/2023	05/11/2023	12/11/2023	19/11/2023
NHS Dumfries & Gallo	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2	1					2	1		1		2	
NHS Dumfries & Gallo	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)						1							1
NHS Dumfries & Gallo	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	1				2						1		
NHS Dumfries & Gallo	PCARE	Home Visit within 1 Hr	9	3	4	2	5	1	2	5	7	6	4	4	4
NHS Dumfries & Gallo	PCARE	Home Visit within 2 Hrs	13	15	10	15	10	11	10	13	16	15	23	10	12
NHS Dumfries & Gallo	PCARE	Home Visit within 4 Hrs	17	26	13	19	21	23	29	19	27	18	11	11	17
NHS Dumfries & Gallo	PCARE	In-Hours Action: Patient to Own GP within 4 hr		8											
NHS Dumfries & Gallo	PCARE	PCEC within 1 Hr	15	21	11	13	19	9	12	15	30	15	15	14	15
NHS Dumfries & Gallo	PCARE	PCEC within 2 Hrs	33	40	40	34	27	32	22	24	44	32	38	34	30
NHS Dumfries & Gallo	PCARE	PCEC within 4 Hrs	86	115	63	58	64	78	79	68	118	67	89	83	75
NHS Dumfries & Gallo	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	17	6	8	15	14	15	17	17	11	21	11	20	19
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice - For Information Only	2	4	4	4		1	2	2	2	2	3	5	3
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	1	4	3			1	1	2		4	4	4	4
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	9	10	10	8	2	8	11	8	12	3	7	9	8
NHS Dumfries & Gallo	PCARE	Speak to clinician within 1 Hr	17	11	13	5	12	4	5	11	12	7	9	8	8
NHS Dumfries & Gallo	PCARE	Speak to clinician within 2 Hrs	11	14	16	11	15	13	18	13	13	11	15	13	7
NHS Dumfries & Gallo	PCARE	Speak to clinician within 4 Hrs	27	43	31	23	27	26	23	20	43	28	25	24	24
NHS Dumfries & Gallo	PCARE	Transport to PCEC within 1 Hr		2											
NHS Dumfries & Gallo	PCARE	Transport to PCEC within 2 Hrs								1				1	
NHS Dumfries & Gallo	PCARE	Transport to PCEC within 4 hrs			1	1				1					
NHS Dumfries & Gallo	SCARE	999 contacted - For information only	30	50	34	42	40	41	40	50	69	50	47	43	40
NHS Dumfries & Gallo	SCARE	Patient advised to go to A&E	33	46	37	35	31	49	48	38	46	28	37	35	38
NHS Dumfries & Gallo	SCARE	Patient advised to go to A&E				1	1				1			1	
NHS Dumfries & Gallo	SCARE	Patient sent to A&E via Ambulance within 1 Hr	5	7	6	9	10	4	7	5	5	2	4	2	9
NHS Dumfries & Gallo	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	12	17	10	13	6	14	9	11	13	11	9	15	6
NHS Dumfries & Gallo	SCARE	Speak to clinician 2 Hrs	3	4	4	6		3	5	4	7	4	3	5	2
NHS Dumfries & Gallo	SCARE	Speak to clinician within 4 Hrs	10	13	11	8	7	11	7	10	14	10	12	11	9
NHS Dumfries & Gallo	SLFC_NPA	Contact Breathing Space			1										
NHS Dumfries & Gallo	SLFC_NPA	Contact Optician		2											
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	49	43	46	37	39	60	50	40	45	46	49	34	27
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1				2	1			1	1			1
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	2	3		3		2	3	2	3		1		2
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Routine Contact with Dentist		2					1						1
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Self Care		1		1	1	1	1	1		2		1	
NHS Dumfries & Gallo	SLFC_NPA	Distress Brief Intervention	3	4	4	2	1	1	5		5	2	1	1	2
NHS Dumfries & Gallo	SLFC_NPA	For Information Only	7	18	18	10	15	12	9	8	26	6	7	15	6
NHS Dumfries & Gallo	SLFC_NPA	Not Assessed / Triage Refused		2											
NHS Dumfries & Gallo	SLFC_NPA	Patient advised to contact CPN Team - For Info Only					1		1						

Table 3

Health Board	Care Group	Endpoint	27/08/2023	03/09/2023	10/09/2023	17/09/2023	24/09/2023	01/10/2023	08/10/2023	15/10/2023	22/10/2023	29/10/2023	05/11/2023	12/11/2023	19/11/2023
NHS Dumfries & Gallo	SLFC_NPA	Patient given self care advice - For Information Only	33	39	37	40	33	28	27	31	40	32	29	29	38
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Dentist - For Information Only									1				
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only											1		1
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Midwife - For Information Only	2	2	1			2	2	1	4	2		1	1
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Optician - For Information Only		1				2	1	1	4			1	
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only					1								
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	3	3	6	4	5	6	4	2	7	9	4	1	6
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Police - For Information Only	1	2	2	1	1			3	3		1	1	
NHS Dumfries & Gallo	SLFC_NPA	Self Care		5											
NHS Dumfries & Gallo	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	1	2	3	1	4	2	4	1	5	2	5		4
NHS Dumfries & Gallo	Not assigned	Not assigned								1					
NHS Fife	PCARE	CPN (Dr) to phone patient within 1 Hr	15	32	19	21	11	16	18	22	12	14	18	18	16
NHS Fife	PCARE	CPN (Dr) to phone patient within 2 Hrs	30	22	32	31	24	24	35	21	23	23	15	18	26
NHS Fife	PCARE	Contact GP Practice within 36 Hours (Next Day appt.)		2											
NHS Fife	PCARE	DN (Dr) phone patient within 1 Hr	6	10	9	7	5	9	6	7	4	13	6	10	7
NHS Fife	PCARE	DN (Dr) phone patient within 2 Hrs	18	13	19	12	14	13	10	17	15	17	7	7	11
NHS Fife	PCARE	DN (Dr) phone patient within 4 Hrs	44	43	35	31	27	32	29	27	30	33	25	40	38
NHS Fife	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2	3	1	4	6	4	3	3	5	1	2	6	
NHS Fife	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1	1	1	1	1					1	1		
NHS Fife	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	2	3	1	1	2	1	3	1	2	2	1	2	1
NHS Fife	PCARE	Home Visit within 1 Hr	12	16	12	16	13	16	13	16	20	18	14	14	15
NHS Fife	PCARE	Home Visit within 2 Hrs	25	33	26	22	45	37	51	34	35	42	41	40	46
NHS Fife	PCARE	Home Visit within 4 Hrs	41	45	51	50	54	46	67	44	59	66	49	42	56
NHS Fife	PCARE	In-Hours Action: Patient to Own GP within 4 hr		34											
NHS Fife	PCARE	PCEC within 1 Hr	44	60	40	49	57	53	79	57	85	67	67	90	73
NHS Fife	PCARE	PCEC within 2 Hrs	101	93	115	120	105	103	177	124	100	102	140	149	135
NHS Fife	PCARE	PCEC within 4 Hrs	289	325	300	302	292	297	451	311	324	293	378	335	316
NHS Fife	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	83	38	69	65	46	55	59	61	66	78	76	86	75
NHS Fife	PCARE	Pt advised to contact practice - For Information Only	9	12	10	9	8	14	6	9	7	14	8	13	8
NHS Fife	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	9	12	7	10	8	8	9	8	7	7	13	17	15
NHS Fife	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	30	36	37	39	45	37	47	31	39	37	37	28	36
NHS Fife	PCARE	Speak to clinician within 1 Hr	45	30	31	25	22	25	26	29	22	29	28	34	20
NHS Fife	PCARE	Speak to clinician within 2 Hrs	46	57	38	32	42	35	38	33	31	32	36	45	39
NHS Fife	PCARE	Speak to clinician within 4 Hrs	98	100	92	80	77	98	126	90	88	84	92	96	77
NHS Fife	PCARE	Triage refused therefore Dr requested to phone patient													1
NHS Fife	SCARE	999 contacted - For Information Only								1			1	1	
NHS Fife	SCARE	999 contacted - For information only	145	159	145	146	133	138	189	138	167	130	166	153	169
NHS Fife	SCARE	Patient advised to go to A&E	135	129	144	138	124	140	145	120	113	130	122	144	141

Table 3

Health Board	Care Group	Endpoint	27/08/2023	03/09/2023	10/09/2023	17/09/2023	24/09/2023	01/10/2023	08/10/2023	15/10/2023	22/10/2023	29/10/2023	05/11/2023	12/11/2023	19/11/2023
NHS Fife	SCARE	Patient advised to go to A&E			2		1		1	1	1	1	1		1
NHS Fife	SCARE	Patient sent to A&E via Ambulance within 1 Hr	8	14	19	10	13	14	10	5	11	10	9	12	5
NHS Fife	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	101	86	94	83	68	61	98	65	101	86	86	100	89
NHS Fife	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	1	2	2		2			1		1		1	2
NHS Fife	SCARE	Speak to clinician 2 Hrs	21	28	25	24	18	22	18	14	9	14	25	20	25
NHS Fife	SCARE	Speak to clinician within 4 Hrs	34	36	29	40	26	32	44	34	34	43	39	33	37
NHS Fife	SLFC_NPA	Contact Mental Healthcare Team		1											
NHS Fife	SLFC_NPA	Contact Pharmacist		1											
NHS Fife	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour			1	1					1			1	
NHS Fife	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	129	105	103	100	105	113	103	102	116	103	107	86	111
NHS Fife	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1	1		1	2	1	4	1	1	1	1		3
NHS Fife	SLFC_NPA	Dental Nurse - Not Triage/Assessed	4	6	4	6	3	4	6	7	2	4	4	2	3
NHS Fife	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1		2	1	2	2	3	1		3	1		2
NHS Fife	SLFC_NPA	Dental Nurse - Self Care		4		3	3	1		1	2	2		1	1
NHS Fife	SLFC_NPA	Distress Brief Intervention	7	6	7	9	8	15	11	6	7	11	8	14	10
NHS Fife	SLFC_NPA	For Information Only	49	47	51	53	51	41	62	41	50	41	46	49	50
NHS Fife	SLFC_NPA	Not Assessed / Triage Refused		2											
NHS Fife	SLFC_NPA	Patient advised to contact CPN Team - For Info Only		1		4				1	2	1			3
NHS Fife	SLFC_NPA	Patient given self care advice - For Information Only	188	187	199	221	218	213	214	165	177	185	205	195	197
NHS Fife	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1	2		1	1	1	2				1	1	2
NHS Fife	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only				1		1			1				
NHS Fife	SLFC_NPA	Pt advised to contact Midwife - For Information Only	5	4	3	3	7	9	6	2	3	2	3	1	
NHS Fife	SLFC_NPA	Pt advised to contact Optician - For Information Only	1	4	4	4	2	5	6	1	3	4	1	6	3
NHS Fife	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only	1												
NHS Fife	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	24	18	22	20	23	19	22	18	20	20	29	23	18
NHS Fife	SLFC_NPA	Pt advised to contact Police - For Information Only	5	5	6	10	6	7	6	5	3	1	4	8	9
NHS Fife	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information					1								
NHS Fife	SLFC_NPA	Pt advised to contact appropriate service - For Info Only				1									
NHS Fife	SLFC_NPA	Pt given TOXBASE advice - For Information Only			1										
NHS Fife	SLFC_NPA	Self Care		17											
NHS Fife	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	10	9	7	14	6	8	9	7	9	11	9	8	8
NHS Forth Valley	PCARE	CPN (Dr) to phone patient within 1 Hr	12	12	8	19	5	11	6	4	2	3	8	3	7
NHS Forth Valley	PCARE	CPN (Dr) to phone patient within 2 Hrs	7	11	9	14	8	12	11	16	7	10	8	17	9
NHS Forth Valley	PCARE	Contact GP Practice within 36 Hours (Next Day appt.)		1											
NHS Forth Valley	PCARE	Contact GP Practice within 4 Hours (ASAP)		1											
NHS Forth Valley	PCARE	DN (Dr) phone patient within 1 Hr	11	3	5	2	4	4	2	3	10	4	7	6	6
NHS Forth Valley	PCARE	DN (Dr) phone patient within 2 Hrs	15	7	16	8	7	12	12	6	9	7	13	9	10
NHS Forth Valley	PCARE	DN (Dr) phone patient within 4 Hrs	29	37	34	26	28	24	38	30	29	25	33	28	28

Table 3

Health Board	Care Group	Endpoint	27/08/2023	03/09/2023	10/09/2023	17/09/2023	24/09/2023	01/10/2023	08/10/2023	15/10/2023	22/10/2023	29/10/2023	05/11/2023	12/11/2023	19/11/2023
NHS Forth Valley	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2	1	2	2	2	4	1	5	1	1	2	4	5
NHS Forth Valley	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1	2	2							1			
NHS Forth Valley	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)			2	1	1		4		1		2	4	2
NHS Forth Valley	PCARE	Home Visit within 1 Hr	9	11	12	8	6	7	2	18	5	9	8	4	13
NHS Forth Valley	PCARE	Home Visit within 2 Hrs	20	26	24	16	14	29	18	30	20	33	26	23	25
NHS Forth Valley	PCARE	Home Visit within 4 Hrs	32	40	47	28	34	30	25	35	34	32	29	38	27
NHS Forth Valley	PCARE	In-Hours Action: Patient to Own GP within 4 hr		35											
NHS Forth Valley	PCARE	PCEC within 1 Hr	47	47	64	51	46	55	57	59	60	48	66	56	51
NHS Forth Valley	PCARE	PCEC within 12 Hrs					1								
NHS Forth Valley	PCARE	PCEC within 2 Hrs	83	83	101	89	76	101	93	156	90	103	121	103	124
NHS Forth Valley	PCARE	PCEC within 4 Hrs	262	270	415	290	250	246	272	373	275	241	264	286	300
NHS Forth Valley	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	81	62	73	75	77	89	82	86	71	80	87	86	88
NHS Forth Valley	PCARE	Pt advised to contact practice - For Information Only	5	6	9	11	11	8	8	5	8	11	12	8	11
NHS Forth Valley	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	6	10	8	6	5	5		8	5	10	11	6	6
NHS Forth Valley	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	27	32	49	36	39	31	32	42	30	40	31	29	42
NHS Forth Valley	PCARE	Speak to clinician within 1 Hr	26	19	20	23	20	24	13	26	28	22	16	31	19
NHS Forth Valley	PCARE	Speak to clinician within 2 Hrs	29	31	30	25	28	20	33	38	31	23	35	21	27
NHS Forth Valley	PCARE	Speak to clinician within 4 Hrs	91	97	92	82	69	78	76	106	84	71	64	60	76
NHS Forth Valley	PCARE	Triage refused therefore Dr requested to phone patient										1			
NHS Forth Valley	SCARE	999 contacted - For information only	124	122	126	116	121	110	105	125	100	147	123	116	159
NHS Forth Valley	SCARE	Patient advised to go to A&E	181	176	179	163	146	152	182	152	132	158	159	142	153
NHS Forth Valley	SCARE	Patient advised to go to A&E	1		2	1				1	1	1			1
NHS Forth Valley	SCARE	Patient sent to A&E via Ambulance within 1 Hr	9	10	19	7	11	9	10	8	12	7	6	12	11
NHS Forth Valley	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	198	227	280	230	190	201	171	140	180	180	233	193	162
NHS Forth Valley	SCARE	Speak to clinician 2 Hrs	75	90	77	70	68	51	54	38	37	58	57	59	48
NHS Forth Valley	SCARE	Speak to clinician within 4 Hrs	49	57	77	68	51	48	69	56	39	54	66	79	57
NHS Forth Valley	SLFC_NPA	Contact Midwife		1											
NHS Forth Valley	SLFC_NPA	Contact Pharmacist		2											
NHS Forth Valley	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour							1			1			
NHS Forth Valley	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	71	96	80	75	89	74	73	72	85	88	73	48	77
NHS Forth Valley	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1					1			1	1		1	1
NHS Forth Valley	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	1	1	3	2	4	5	4	1	4	9	3	2	3
NHS Forth Valley	SLFC_NPA	Dental Nurse - Routine Contact with Dentist		1	1				1	1	1	1			2
NHS Forth Valley	SLFC_NPA	Dental Nurse - Self Care	2	2	2	2	3	1	1	1		1	2	1	5
NHS Forth Valley	SLFC_NPA	Distress Brief Intervention	11	11	6	6	11	8	9	6	5	7	8	11	12
NHS Forth Valley	SLFC_NPA	For Information Only	45	33	39	41	33	39	35	20	33	41	34	43	38
NHS Forth Valley	SLFC_NPA	Not Assessed / Triage Refused		14											
NHS Forth Valley	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	2								1				

Table 3

Health Board	Care Group	Endpoint	27/08/2023	03/09/2023	10/09/2023	17/09/2023	24/09/2023	01/10/2023	08/10/2023	15/10/2023	22/10/2023	29/10/2023	05/11/2023	12/11/2023	19/11/2023
NHS Grampian	SCARE	999 contacted - For information only	216	198	222	212	210	185	194	211	232	218	264	223	237
NHS Grampian	SCARE	Patient advised to go to A&E	193	236	222	221	189	247	190	181	200	209	218	189	203
NHS Grampian	SCARE	Patient advised to go to A&E						1	1	1			1	1	2
NHS Grampian	SCARE	Patient sent to A&E via Ambulance within 1 Hr	25	19	17	17	12	15	29	19	12	26	15	26	14
NHS Grampian	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	219	258	248	236	174	190	180	180	168	161	204	177	171
NHS Grampian	SCARE	Speak to clinician 2 Hrs	60	54	69	57	35	58	41	41	34	31	37	57	43
NHS Grampian	SCARE	Speak to clinician within 4 Hrs	70	81	72	79	62	71	63	68	48	53	80	81	58
NHS Grampian	SLFC_NPA	Contact Breathing Space			1									1	1
NHS Grampian	SLFC_NPA	Contact Midwife		1											
NHS Grampian	SLFC_NPA	Contact Optician		1											
NHS Grampian	SLFC_NPA	Contact Pharmacist		1											
NHS Grampian	SLFC_NPA	Contact Police		1											
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour		2			1	1		1	1	1	3	1	3
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	131	121	126	138	130	128	112	110	93	107	109	114	130
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1	2	4		3	2	1	2		1	2		1
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Pharmacist											1		
NHS Grampian	SLFC_NPA	Dental Nurse - Not Triage/Assessed	8	7	9	6	7	4	4	6	8	4		3	6
NHS Grampian	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1		1	4	1	2		5	2	3	1	1	
NHS Grampian	SLFC_NPA	Dental Nurse - Self Care	2	3	2	2	3	3		4	1		1	3	1
NHS Grampian	SLFC_NPA	Distress Brief Intervention	7	12	7	9	5	15	10	10	8	14	13	4	7
NHS Grampian	SLFC_NPA	For Information Only	119	73	109	100	82	138	82	121	106	120	96	147	90
NHS Grampian	SLFC_NPA	Hub to arrange appointment within 24 hours	1	1											
NHS Grampian	SLFC_NPA	Not Assessed / Triage Refused		20											
NHS Grampian	SLFC_NPA	Patient advised to contact CPN Team - For Info Only			1					2	1	3	2		
NHS Grampian	SLFC_NPA	Patient given self care advice - For Information Only	211	191	220	161	235	220	177	205	216	211	219	207	190
NHS Grampian	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1		1	1	2		1		1	2		2	2
NHS Grampian	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only		2			3		1			1		1	1
NHS Grampian	SLFC_NPA	Pt advised to contact Midwife - For Information Only	6	1	7	1	2	6	2	7	5	11	5		4
NHS Grampian	SLFC_NPA	Pt advised to contact Optician - For Information Only	5	6	5			8	3	4	6	7	5	3	3
NHS Grampian	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	27	21	30	24	30	35	34	23	29	36	45	30	21
NHS Grampian	SLFC_NPA	Pt advised to contact Police - For Information Only	7	4	11	11	9	7	5	12	7	5	5	13	11
NHS Grampian	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information				1									
NHS Grampian	SLFC_NPA	Pt advised to contact appropriate service - For Info Only				1							1		1
NHS Grampian	SLFC_NPA	Self Care		22											
NHS Grampian	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	18	11	23	13	17	26	22	31	33	29	24	33	22
NHS Grampian	Not assigned	Not assigned						1							
NHS Greater Glasgow	PCARE	CPN (Dr) to phone patient within 1 Hr	54	44	38	49	53	40	27	41	44	42	39	43	48
NHS Greater Glasgow	PCARE	CPN (Dr) to phone patient within 2 Hrs	62	48	68	50	66	80	64	63	81	64	51	54	72

Table 3

Health Board	Care Group	Endpoint	27/08/2023	03/09/2023	10/09/2023	17/09/2023	24/09/2023	01/10/2023	08/10/2023	15/10/2023	22/10/2023	29/10/2023	05/11/2023	12/11/2023	19/11/2023
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 1 Hr	8	5	3	2	3	3	4	4	10	9	6	7	9
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 2 Hrs	1	11	10	6	6	12	5	11	7	6	3	9	5
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 4 Hrs	10	13	9	14	8	19	9	12	17	16	12	19	22
NHS Greater Glasgow	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	11	8	6	9	11	13	4	11	15	7	10	18	13
NHS Greater Glasgow	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	2	3	1	3	2	3	2	1		2	2		2
NHS Greater Glasgow	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	5	6	5	5	9	11	7	9	4	3	7	5	9
NHS Greater Glasgow	PCARE	Home Visit within 1 Hr	47	47	33	37	52	55	35	36	43	53	46	41	63
NHS Greater Glasgow	PCARE	Home Visit within 2 Hrs	74	88	94	90	90	120	71	91	95	92	91	102	83
NHS Greater Glasgow	PCARE	Home Visit within 4 Hrs	122	172	141	136	148	145	138	126	150	130	126	118	142
NHS Greater Glasgow	PCARE	PCEC within 1 Hr	180	190	177	168	191	215	158	195	178	182	194	200	234
NHS Greater Glasgow	PCARE	PCEC within 12 Hrs													1
NHS Greater Glasgow	PCARE	PCEC within 2 Hrs	339	336	366	358	336	483	349	366	382	394	396	429	433
NHS Greater Glasgow	PCARE	PCEC within 4 Hrs	1,005	1,004	1,063	1,021	1,084	1,409	1,004	992	1,070	1,052	1,004	1,082	1,113
NHS Greater Glasgow	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	282	271	237	259	209	204	268	281	261	242	275	292	284
NHS Greater Glasgow	PCARE	Pt advised to contact practice - For Information Only	38	33	37	43	22	39	31	29	38	30	35	42	32
NHS Greater Glasgow	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	21	29	25	21	23	32	29	32	26	20	35	42	37
NHS Greater Glasgow	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	126	124	141	125	86	181	126	117	104	162	124	138	130
NHS Greater Glasgow	PCARE	Speak to clinician within 1 Hr	102	91	92	90	98	97	99	98	77	84	86	91	73
NHS Greater Glasgow	PCARE	Speak to clinician within 2 Hrs	118	142	124	113	120	142	97	111	112	118	117	131	108
NHS Greater Glasgow	PCARE	Speak to clinician within 4 Hrs	327	327	311	303	304	449	295	311	346	270	297	297	289
NHS Greater Glasgow	PCARE	Transport to PCEC within 4 hrs	3	4	8	6	4	2	4	4	6	3	6	6	11
NHS Greater Glasgow	PCARE	Triage refused therefore Dr requested to phone patient							2		1				
NHS Greater Glasgow	SCARE	999 contacted - For information only	416	445	434	429	399	472	416	420	439	447	447	460	415
NHS Greater Glasgow	SCARE	Patient advised to go to A&E	496	492	494	509	423	519	521	470	503	453	482	527	509
NHS Greater Glasgow	SCARE	Patient advised to go to A&E	1	3	3	4	5	2	3	1	1	1	1	1	
NHS Greater Glasgow	SCARE	Patient sent to A&E via Ambulance within 1 Hr	30	39	51	37	34	37	36	31	38	28	33	39	33
NHS Greater Glasgow	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	353	356	356	365	307	332	328	303	339	326	317	332	325
NHS Greater Glasgow	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	1					1	1	1	1				
NHS Greater Glasgow	SCARE	Speak to clinician 2 Hrs	93	91	83	73	50	55	59	75	45	75	61	87	47
NHS Greater Glasgow	SCARE	Speak to clinician within 4 Hrs	161	135	137	136	107	163	144	147	135	150	161	171	137
NHS Greater Glasgow	SLFC_NPA	Contact Breathing Space		1					1		1		1	2	
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	3	2	4	9	3	2	4		2	5	2	3	4
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	317	299	313	318	330	335	281	308	305	268	261	316	276
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1	11		4	8	3	6	2	6	2	5	5	2
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Not Triage/Assessed	19	15	20	14	12	19	13	13	14	18	7	18	16
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	7	6	8	8	7	3	3	5	7	5	3	3	2
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Self Care	6	4	7	8	6	10	4	12	9	4	3	7	4
NHS Greater Glasgow	SLFC_NPA	Distress Brief Intervention	27	21	28	20	30	27	35	18	25	24	31	27	31

Table 3

Health Board	Care Group	Endpoint	27/08/2023	03/09/2023	10/09/2023	17/09/2023	24/09/2023	01/10/2023	08/10/2023	15/10/2023	22/10/2023	29/10/2023	05/11/2023	12/11/2023	19/11/2023
NHS Greater Glasgow	SLFC_NPA	For Information Only	156	165	168	159	162	171	141	170	185	179	173	186	153
NHS Greater Glasgow	SLFC_NPA	Hub to arrange appointment within 24 hours						1							
NHS Greater Glasgow	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	7	3	8	6	3	3	4	4	4	6	2	2	6
NHS Greater Glasgow	SLFC_NPA	Patient given self care advice - For Information Only	625	603	597	594	616	622	575	541	647	616	623	618	658
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Dentist - For Information Only	4	1	3	3	3		1	4		3	1		2
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only	2	1	1		2	1	2	3		2	1	2	2
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Midwife - For Information Only	9	11	14	3	9	21	11	13	8	12	12	8	14
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Optician - For Information Only	12	8	10	9	13	18	17	15	11	13	12	16	5
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only	1			1			2	2			1		
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	92	102	83	79	75	100	75	66	74	86	79	84	89
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Police - For Information Only	19	16	13	20	23	26	13	3	18	12	13	20	15
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information									2				
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact appropriate service - For Info Only		1	1			1	1	1				1	1
NHS Greater Glasgow	SLFC_NPA	Pt given TOXBASE advice - For Information Only	1											1	
NHS Greater Glasgow	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	33	35	30	49	41	40	42	34	51	43	36	60	36
NHS Greater Glasgow	Not assigned	Not assigned				1			1			1			
NHS HIGHLAND	PCARE	CPN (Dr) to phone patient within 1 Hr	7	7	9	11	11	9	8	16	7	7	7	6	10
NHS HIGHLAND	PCARE	CPN (Dr) to phone patient within 2 Hrs	12	8	8	7	5	6	13	17	17	14	9	11	9
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 1 Hr	2	6	4	3	1	5	2	1	3	5	1	4	2
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 2 Hrs	10	6	4	7	5	4	3	5	7	3	4	4	6
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 4 Hrs	15	8	7	8	11	11	14	7	16	11	12	17	16
NHS HIGHLAND	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	5	2	2		1	4	1		4	2	1	2	
NHS HIGHLAND	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)				1			1		1		1		1
NHS HIGHLAND	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	4	1	3		1		4	1		3	1	1	4
NHS HIGHLAND	PCARE	Home Visit within 1 Hr	8	10	10	11	10	12	5	9	10	10	6	12	8
NHS HIGHLAND	PCARE	Home Visit within 2 Hrs	17	18	20	18	23	20	20	24	18	26	23	28	30
NHS HIGHLAND	PCARE	Home Visit within 4 Hrs	25	21	27	29	33	40	37	43	26	35	37	24	34
NHS HIGHLAND	PCARE	PCEC within 1 Hr	32	27	34	26	20	45	28	53	46	46	44	40	38
NHS HIGHLAND	PCARE	PCEC within 2 Hrs	66	69	65	67	65	76	66	74	67	66	66	80	81
NHS HIGHLAND	PCARE	PCEC within 4 Hrs	186	175	182	176	187	176	172	249	187	176	174	178	194
NHS HIGHLAND	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	51	52	52	47	31	52	49	27	60	41	49	46	33
NHS HIGHLAND	PCARE	Pt advised to contact practice - For Information Only	2	8	4	6	11	6	3	7	9	4	4	4	6
NHS HIGHLAND	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	8	3	2	6	2	2	4	9	3	6	11	11	6
NHS HIGHLAND	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	19	15	20	14	9	25	14	21	32	26	26	21	21
NHS HIGHLAND	PCARE	Speak to clinician within 1 Hr	26	20	25	27	10	26	25	29	19	30	29	20	20
NHS HIGHLAND	PCARE	Speak to clinician within 2 Hrs	26	38	20	27	18	22	23	35	32	29	22	29	20
NHS HIGHLAND	PCARE	Speak to clinician within 4 Hrs	58	77	76	53	51	76	67	99	57	49	60	59	49
NHS HIGHLAND	PCARE	Transport to PCEC within 2 Hrs		1							1				

Table 3

Health Board	Care Group	Endpoint	27/08/2023	03/09/2023	10/09/2023	17/09/2023	24/09/2023	01/10/2023	08/10/2023	15/10/2023	22/10/2023	29/10/2023	05/11/2023	12/11/2023	19/11/2023
NHS HIGHLAND	PCARE	Transport to PCEC within 4 hrs	1												
NHS HIGHLAND	PCARE	Triage refused therefore Dr requested to phone patient	1												
NHS HIGHLAND	SCARE	999 contacted - For information only	96	113	98	108	103	102	96	114	100	94	115	113	105
NHS HIGHLAND	SCARE	Patient advised to go to A&E	80	90	70	77	67	59	57	69	89	77	91	89	65
NHS HIGHLAND	SCARE	Patient advised to go to A&E		1		2					2		1		1
NHS HIGHLAND	SCARE	Patient sent to A&E via Ambulance within 1 Hr	9	4	13	7	6	3	9	11	8	4	5	8	5
NHS HIGHLAND	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	74	68	80	68	51	63	60	51	44	47	51	68	56
NHS HIGHLAND	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	28	17	20	19	23	24	23	17	23	33	14	17	17
NHS HIGHLAND	SCARE	Speak to clinician 2 Hrs	21	18	18	23	17	20	13	12	10	17	13	19	16
NHS HIGHLAND	SCARE	Speak to clinician within 4 Hrs	35	35	35	25	22	33	33	24	31	21	25	28	29
NHS HIGHLAND	SLFC_NPA	Contact Breathing Space			1	4									
NHS HIGHLAND	SLFC_NPA	Distress Brief Intervention	6	7	7	4	2	2	5	8		3	3	8	4
NHS HIGHLAND	SLFC_NPA	For Information Only	28	34	30	34	26	38	31	31	37	36	35	36	30
NHS HIGHLAND	SLFC_NPA	Hub to arrange appointment within 24 hours	76	78	58	83	64	68	65	70	69	79	75	70	70
NHS HIGHLAND	SLFC_NPA	Patient advised to contact CPN Team - For Info Only						1				1	1	1	2
NHS HIGHLAND	SLFC_NPA	Patient advised to contact dental advice line - Info Only		1		1		1	1			1		1	2
NHS HIGHLAND	SLFC_NPA	Patient advised to contact registered GDP - Info Only	12	12	6	8	12	28	10	12	14	10	12	4	8
NHS HIGHLAND	SLFC_NPA	Patient given self care advice - For Information Only	111	108	98	99	94	96	100	93	108	110	79	94	91
NHS HIGHLAND	SLFC_NPA	Patient given self care dental advice - For Information Only	1	1		1	2	1	1	3	1	1		3	
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Dentist - For Information Only		1	2	1		1					1	1	
NHS HIGHLAND	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only					1			1					
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Midwife - For Information Only	2	2	2	2		3	1	3		1	3		1
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Optician - For Information Only		1	2	4	2		3	1	4	2	1	4	2
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only			1				1						
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	12	15	13	13	9	18	11	15	16	13	17	6	12
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Police - For Information Only	5	4	1	2	1	4	3	2	4	7	4	7	5
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information	1												
NHS HIGHLAND	SLFC_NPA	Pt given TOXBASE advice - For Information Only									1				
NHS HIGHLAND	SLFC_NPA	Triage refused - For Information Only	6	8	9	8	4	6	2	2	6	4	2	5	1
NHS HIGHLAND	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	11	9	12	9	8	10	10	8	7	15	5	13	11
NHS LANARKSHIRE	PCARE	CPN (Dr) to phone patient within 1 Hr	21	23	19	8	14	19	12	14	11	11	10	13	16
NHS LANARKSHIRE	PCARE	CPN (Dr) to phone patient within 2 Hrs	16	19	14	24	24	31	27	15	20	31	15	22	19
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 1 Hr	2	1	1	1	1	4	1	2	2	2		2	2
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 2 Hrs	2	1	4	2	5	3	5	6	4	4	5	4	6
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 4 Hrs	4	7	8	7	5	14	6	6	6	3	4	6	6
NHS LANARKSHIRE	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	3	6	6	8	3	4	2	10	3	3	3	7	5
NHS LANARKSHIRE	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)					1			1		1	1		1
NHS LANARKSHIRE	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	4	2	7	4	3	9	2	2	2	1	3	3	3

Table 3

Health Board	Care Group	Endpoint	27/08/2023	03/09/2023	10/09/2023	17/09/2023	24/09/2023	01/10/2023	08/10/2023	15/10/2023	22/10/2023	29/10/2023	05/11/2023	12/11/2023	19/11/2023
NHS LANARKSHIRE	PCARE	Home Visit within 1 Hr	21	13	14	15	19	15	10	10	8	26	17	17	15
NHS LANARKSHIRE	PCARE	Home Visit within 2 Hrs	30	34	44	42	49	35	32	34	29	44	37	36	37
NHS LANARKSHIRE	PCARE	Home Visit within 4 Hrs	50	40	59	58	52	65	45	59	60	53	45	57	64
NHS LANARKSHIRE	PCARE	PCEC within 1 Hr	95	87	66	117	109	108	87	90	112	116	103	122	129
NHS LANARKSHIRE	PCARE	PCEC within 2 Hrs	150	179	170	155	168	268	195	198	215	220	197	232	221
NHS LANARKSHIRE	PCARE	PCEC within 4 Hrs	448	454	513	495	522	701	514	503	519	534	529	574	577
NHS LANARKSHIRE	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	106	129	89	94	97	93	113	103	110	122	120	112	88
NHS LANARKSHIRE	PCARE	Pt advised to contact practice - For Information Only	20	11	8	25	19	11	17	13	12	16	10	14	13
NHS LANARKSHIRE	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	9	11	10	8	12	9	8	8	14	15	16	18	15
NHS LANARKSHIRE	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	52	57	70	68	42	71	65	56	62	65	72	65	64
NHS LANARKSHIRE	PCARE	Speak to clinician within 1 Hr	36	38	47	36	44	56	40	27	38	41	26	39	30
NHS LANARKSHIRE	PCARE	Speak to clinician within 2 Hrs	46	57	66	42	41	79	57	42	43	53	50	45	45
NHS LANARKSHIRE	PCARE	Speak to clinician within 4 Hrs	166	145	143	111	146	206	124	124	167	143	146	137	91
NHS LANARKSHIRE	PCARE	Transport to PCEC within 2 Hrs	1			1		1	1	3	1				2
NHS LANARKSHIRE	PCARE	Transport to PCEC within 4 hrs		2		1	2	4	1		3	1		3	2
NHS LANARKSHIRE	PCARE	Triage refused therefore Dr requested to phone patient											1		
NHS LANARKSHIRE	SCARE	999 contacted - For information only	184	203	187	198	164	205	180	194	215	199	209	211	212
NHS LANARKSHIRE	SCARE	Patient advised to go to A&E	237	273	233	274	224	253	245	252	263	203	275	279	254
NHS LANARKSHIRE	SCARE	Patient advised to go to A&E	1	2	1		2	2	2	2		1	1	1	3
NHS LANARKSHIRE	SCARE	Patient sent to A&E via Ambulance within 1 Hr	25	22	16	22	20	13	23	25	17	16	23	18	28
NHS LANARKSHIRE	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	109	126	140	120	107	99	91	90	88	114	99	103	105
NHS LANARKSHIRE	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub										1			
NHS LANARKSHIRE	SCARE	Speak to clinician 2 Hrs	36	34	34	30	25	29	21	32	28	28	22	23	26
NHS LANARKSHIRE	SCARE	Speak to clinician within 4 Hrs	69	47	40	68	56	49	49	48	57	52	62	58	51
NHS LANARKSHIRE	SLFC_NPA	Contact Breathing Space			1		1		1	1					
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour		2	2	3			1	1		1		1	
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	168	138	159	142	147	220	175	146	141	141	146	144	162
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	2	3	3	2	1					1	1		1
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	9	3	7	6	6	5	3	11	6	7	3	6	8
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	3	2	4	1	2	2	1	3	1	2	1	1	2
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Self Care	1	3	4	2	3	2	4	5	2	3	3	2	1
NHS LANARKSHIRE	SLFC_NPA	Distress Brief Intervention	20	17	8	8	16	10	11	12	12	13	19	16	14
NHS LANARKSHIRE	SLFC_NPA	For Information Only	55	58	55	48	52	84	61	54	55	60	70	79	62
NHS LANARKSHIRE	SLFC_NPA	Patient advised to contact CPN Team - For Info Only			2	1		1		1		1	2		
NHS LANARKSHIRE	SLFC_NPA	Patient given self care advice - For Information Only	168	185	216	180	190	196	178	156	170	210	206	229	205
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Dentist - For Information Only		2		1	2		1	3	1	1	1	2	
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only		1		1									
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Midwife - For Information Only	5	12	3	4	4	7	3	7	7	7	5	6	13

Table 3

Health Board	Care Group	Endpoint	27/08/2023	03/09/2023	10/09/2023	17/09/2023	24/09/2023	01/10/2023	08/10/2023	15/10/2023	22/10/2023	29/10/2023	05/11/2023	12/11/2023	19/11/2023
NHS Lothian	SCARE	Patient advised to go to A&E	399	395	387	368	470	389	367	415	362	353	398	402	381
NHS Lothian	SCARE	Patient advised to go to A&E	3		1	2			2	1	1	2		1	3
NHS Lothian	SCARE	Patient sent to A&E via Ambulance within 1 Hr	20	28	17	28	28	34	28	29	33	20	29	27	27
NHS Lothian	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	426	450	457	415	347	389	351	409	376	357	387	420	363
NHS Lothian	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub								1	4	1			
NHS Lothian	SCARE	Speak to clinician 2 Hrs	70	104	114	73	81	71	73	55	42	60	62	72	43
NHS Lothian	SCARE	Speak to clinician within 4 Hrs	145	154	126	133	120	135	141	107	122	136	140	154	143
NHS Lothian	SLFC_NPA	Contact Breathing Space				1									1
NHS Lothian	SLFC_NPA	Contact Mental Healthcare Team		2											
NHS Lothian	SLFC_NPA	Contact Midwife											1		
NHS Lothian	SLFC_NPA	Contact Optician											2		
NHS Lothian	SLFC_NPA	Contact Pharmacist		3									3		
NHS Lothian	SLFC_NPA	Contact Police											1		
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	3	6	1		2	1	4	2	2	1	3	3	1
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	239	229	194	228	250	238	214	232	231	207	236	208	232
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	2	2		1	3	1	3	4	5	1	1	1	2
NHS Lothian	SLFC_NPA	Dental Nurse - Not Triage/Assessed	9	9	14	5	10	12	10	14	15	11	8	11	5
NHS Lothian	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1	4	5	6	3	2	3	3	3	4	4	6	2
NHS Lothian	SLFC_NPA	Dental Nurse - Self Care	3	5	8	7	12	5	6	4	7	1	3	5	5
NHS Lothian	SLFC_NPA	Distress Brief Intervention	17	11	21	14	16	15	23	18	13	21	30	15	20
NHS Lothian	SLFC_NPA	For Information Only	101	80	93	104	91	97	103	97	104	98	102	106	119
NHS Lothian	SLFC_NPA	Not Assessed / Triage Refused		13									28		
NHS Lothian	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	2	2		2	1	2		1	1			4	
NHS Lothian	SLFC_NPA	Patient given self care advice - For Information Only	322	336	348	383	378	372	364	315	384	409	408	416	387
NHS Lothian	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1	3		2	2		1	2	1	2		4	2
NHS Lothian	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only		1	1			3	1	2		1		1	
NHS Lothian	SLFC_NPA	Pt advised to contact Midwife - For Information Only	13	14	13	11	16	8	7	13	8	15	15	10	20
NHS Lothian	SLFC_NPA	Pt advised to contact Optician - For Information Only	14	6	12	7	7	17	13	15	14	8	10	11	8
NHS Lothian	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only	1	1		1	1		1	1	1		1	1	
NHS Lothian	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	64	52	66	73	70	83	52	62	61	70	60	63	57
NHS Lothian	SLFC_NPA	Pt advised to contact Police - For Information Only	8	10	9	12	13	13	11	6	17	9	12	6	12
NHS Lothian	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information									1			1	
NHS Lothian	SLFC_NPA	Pt advised to contact appropriate service - For Info Only		1		1	1		1		1	1			
NHS Lothian	SLFC_NPA	Pt given TOXBASE advice - For Information Only		1											
NHS Lothian	SLFC_NPA	Self Care		20									33		
NHS Lothian	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	11	15	13	17	17	13	15	25	20	23	11	15	13
NHS Lothian	SLFC_NPA	Untriated call - OOH Service clinician to phone patient						1							
NHS Lothian	Not assigned	Not assigned				1			1				1		

Table 3

Health Board	Care Group	Endpoint	27/08/2023	03/09/2023	10/09/2023	17/09/2023	24/09/2023	01/10/2023	08/10/2023	15/10/2023	22/10/2023	29/10/2023	05/11/2023	12/11/2023	19/11/2023
NHS Orkney	PCARE	CPN (Dr) to phone patient within 1 Hr	1									1		1	
NHS Orkney	PCARE	DN (Dr) phone patient within 1 Hr		1											
NHS Orkney	PCARE	DN (Dr) phone patient within 2 Hrs		1		1		3	1	1	2		1		
NHS Orkney	PCARE	DN (Dr) phone patient within 4 Hrs	3	1	1	2	1	1	2	1	1			3	1
NHS Orkney	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)											1		
NHS Orkney	PCARE	Home Visit within 1 Hr	1		3	1	1	2	2	2	2		1	2	2
NHS Orkney	PCARE	Home Visit within 2 Hrs	1	1	2		2			4	1	4	4	1	2
NHS Orkney	PCARE	Home Visit within 4 Hrs	3	5	5	3	1	5	3	1	1	1	5	2	
NHS Orkney	PCARE	PCEC within 1 Hr	3	1	1	1	3	1	2	1	1		2		1
NHS Orkney	PCARE	PCEC within 2 Hrs	2	4	2		1	5	1	1	1		1	2	3
NHS Orkney	PCARE	PCEC within 4 Hrs	8	4	10	12	14	8	7	4	3	5	11	8	12
NHS Orkney	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	1	5	2	2		2	1	1	2	2	1	1	1
NHS Orkney	PCARE	Pt advised to contact practice - For Information Only						1			1				
NHS Orkney	PCARE	Pt advised to contact practice within 12 Hrs - Info Only									1			1	
NHS Orkney	PCARE	Pt advised to contact practice within 36 Hrs - Info Only		1	1		2				1	6		3	1
NHS Orkney	PCARE	Speak to clinician within 1 Hr	1	1	3	1	1	1		1				1	
NHS Orkney	PCARE	Speak to clinician within 2 Hrs	2		2			1	1	1		1	3	1	1
NHS Orkney	PCARE	Speak to clinician within 4 Hrs	3	6	2	2	5	4	1	3	1	6	3	1	3
NHS Orkney	SCARE	999 contacted - For information only	8	2	4	3	6	4	4	3	4	4	5	5	4
NHS Orkney	SCARE	Patient advised to go to A&E	1	1	5	3	3	4	7	3	1		2	5	3
NHS Orkney	SCARE	Patient sent to A&E via Ambulance within 1 Hr					1					1			
NHS Orkney	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange		2			2		1					1	1
NHS Orkney	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub				1	2		1	1				1	
NHS Orkney	SCARE	Speak to clinician 2 Hrs	1			1			1				1		
NHS Orkney	SCARE	Speak to clinician within 4 Hrs	1		3	1			1	2	4			2	1
NHS Orkney	SLFC_NPA	Distress Brief Intervention				1									
NHS Orkney	SLFC_NPA	For Information Only		1	1	1	1	2	2		1	1			1
NHS Orkney	SLFC_NPA	Hub to arrange appointment within 24 hours	4	5		3	1	5	5	4	3	3	1	3	5
NHS Orkney	SLFC_NPA	Hub to arrange contact with Clinician within 1 hour	1	1								1			
NHS Orkney	SLFC_NPA	Patient advised to contact registered GDP - Info Only		1	1	2		3		1	1	1		1	2
NHS Orkney	SLFC_NPA	Patient given self care advice - For Information Only	2	8	3	5	10	15	1	6	4	4	4	6	3
NHS Orkney	SLFC_NPA	Patient given self care dental advice - For Information Only					1								
NHS Orkney	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only									1	1		1	
NHS Orkney	SLFC_NPA	Triage refused - For Information Only						1							
NHS Orkney	SLFC_NPA	Triage refused - Pt terminated call - For Information Only						1							1
NHS Shetland	PCARE	CPN (Dr) to phone patient within 1 Hr			1		1	1	1		1		2		
NHS Shetland	PCARE	CPN (Dr) to phone patient within 2 Hrs	1	2	2	1				1		1	1	1	1
NHS Shetland	PCARE	DN (Dr) phone patient within 1 Hr					1	1						1	

Table 3

Health Board	Care Group	Endpoint	27/08/2023	03/09/2023	10/09/2023	17/09/2023	24/09/2023	01/10/2023	08/10/2023	15/10/2023	22/10/2023	29/10/2023	05/11/2023	12/11/2023	19/11/2023
NHS TAYSIDE	PCARE	Contact GP Practice within 4 Hours (ASAP)		1											
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 1 Hr	5	4	4	3	6	6	2	6	4	8	3	11	4
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 2 Hrs	7	12	7	11	17	18	10	15	12	18	13	13	17
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 4 Hrs	42	31	37	41	43	44	31	50	38	39	50	43	42
NHS TAYSIDE	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	1	1	1	6	1	1	6	1	1	2	3	1	2
NHS TAYSIDE	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)		1			1								
NHS TAYSIDE	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)		4	6	4	3	7	1	6	2	1	7		3
NHS TAYSIDE	PCARE	Home Visit within 1 Hr	12	14	6	11	11	23	15	22	13	11	13	6	9
NHS TAYSIDE	PCARE	Home Visit within 2 Hrs	32	37	28	30	35	41	27	37	39	25	31	40	39
NHS TAYSIDE	PCARE	Home Visit within 4 Hrs	43	45	44	52	44	52	54	59	54	47	42	51	47
NHS TAYSIDE	PCARE	In-Hours Action: Patient to Own GP within 4 hr		18											
NHS TAYSIDE	PCARE	PCEC within 1 Hr	79	74	70	81	91	89	85	106	64	79	83	121	110
NHS TAYSIDE	PCARE	PCEC within 2 Hrs	105	110	125	117	112	131	132	163	134	114	124	149	156
NHS TAYSIDE	PCARE	PCEC within 4 Hrs	272	301	329	317	331	366	348	475	319	320	316	384	350
NHS TAYSIDE	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	66	54	52	68	44	69	65	56	76	52	75	87	77
NHS TAYSIDE	PCARE	Pt advised to contact practice - For Information Only	10	8	6	6	11	7	12	5	17	7	2	13	10
NHS TAYSIDE	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	5	15	5	7	10	7	4	4	8	13	12	12	9
NHS TAYSIDE	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	29	33	36	43	35	36	24	42	27	36	43	43	34
NHS TAYSIDE	PCARE	Routine Appointment with GP		1											
NHS TAYSIDE	PCARE	Speak to clinician within 1 Hr	37	41	32	32	31	28	30	37	22	27	40	39	29
NHS TAYSIDE	PCARE	Speak to clinician within 2 Hrs	32	38	37	38	39	27	41	45	28	37	34	35	34
NHS TAYSIDE	PCARE	Speak to clinician within 4 Hrs	101	98	87	70	91	112	128	141	110	107	73	111	95
NHS TAYSIDE	PCARE	Transport to PCEC within 1 Hr									1			1	
NHS TAYSIDE	PCARE	Transport to PCEC within 2 Hrs		2				1	2	2	1			1	1
NHS TAYSIDE	PCARE	Transport to PCEC within 4 hrs	2		1	3		1	1	3			2	4	2
NHS TAYSIDE	PCARE	Triage refused therefore Dr requested to phone patient							2		1				
NHS TAYSIDE	SCARE	999 contacted - For Information Only											1		
NHS TAYSIDE	SCARE	999 contacted - For information only	154	152	148	151	164	132	164	156	169	169	163	190	142
NHS TAYSIDE	SCARE	Patient advised to go to A&E	100	92	93	74	80	82	73	110	91	88	101	94	100
NHS TAYSIDE	SCARE	Patient advised to go to A&E	1	1		4	1	1	3			1	2	1	3
NHS TAYSIDE	SCARE	Patient sent to A&E via Ambulance within 1 Hr	16	15	10	12	11	9	13	16	15	18	17	10	10
NHS TAYSIDE	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	113	130	118	98	90	87	80	82	60	73	103	100	93
NHS TAYSIDE	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	9	5	5	6	3	7	2	6	4	1	4	2	2
NHS TAYSIDE	SCARE	Speak to clinician 2 Hrs	37	41	34	26	28	22	26	27	14	31	18	27	12
NHS TAYSIDE	SCARE	Speak to clinician within 4 Hrs	51	53	48	48	44	49	40	70	46	48	53	58	45
NHS TAYSIDE	SLFC_NPA	Contact Breathing Space			2	1				1		1			
NHS TAYSIDE	SLFC_NPA	Contact Police		1											
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour			1	2	1					1	3	1	

Table 3

Health Board	Care Group	Endpoint	27/08/2023	03/09/2023	10/09/2023	17/09/2023	24/09/2023	01/10/2023	08/10/2023	15/10/2023	22/10/2023	29/10/2023	05/11/2023	12/11/2023	19/11/2023
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	97	127	116	176	119	120	131	139	126	110	112	147	119
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	3	3	1	1			2	3	1	1	1	2	
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Not Triage/Assessed	5	7	5	5	12	6	5	9	3	4	2	3	8
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	3	2	1	3	1		4	2	3	2	1	1	
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Self Care	2	1	4	6	2	5	2	4			3	1	2
NHS TAYSIDE	SLFC_NPA	Distress Brief Intervention	6	6	11	5	10	10	1	11	6	10	8	3	10
NHS TAYSIDE	SLFC_NPA	For Information Only	44	51	71	61	54	64	55	56	51	54	60	65	38
NHS TAYSIDE	SLFC_NPA	Hub to arrange appointment within 24 hours								1					
NHS TAYSIDE	SLFC_NPA	Not Assessed / Triage Refused		6											
NHS TAYSIDE	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	1		1	1	1		1	1	2	2			1
NHS TAYSIDE	SLFC_NPA	Patient given self care advice - For Information Only	168	147	175	132	185	137	164	166	163	174	155	143	170
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Dentist - For Information Only			3	3	1			2					
NHS TAYSIDE	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only				1									
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Midwife - For Information Only	2	1	1	3	2	2	2	8	2	7		5	1
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Optician - For Information Only	7	4	8	3	5	6	3	7	4	3	2	4	3
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only	2			2									
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	24	29	19	15	23	13	21	18	23	17	33	30	19
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Police - For Information Only	4	5	4	6	3	6	3	3	4	5	3	5	
NHS TAYSIDE	SLFC_NPA	Self Care		11											
NHS TAYSIDE	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	12	8	15	18	20	13	12	14	10	9	8	5	7
NHS TAYSIDE	Not assigned	Not assigned				1									
NHS Western Isles	PCARE	CPN (Dr) to phone patient within 1 Hr				1		1	1						1
NHS Western Isles	PCARE	CPN (Dr) to phone patient within 2 Hrs	2			2			1		2				
NHS Western Isles	PCARE	DN (Dr) phone patient within 1 Hr	1							1					1
NHS Western Isles	PCARE	DN (Dr) phone patient within 2 Hrs					1			1			1		
NHS Western Isles	PCARE	DN (Dr) phone patient within 4 Hrs		1	2	2					1	2	1		
NHS Western Isles	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)			1					2					
NHS Western Isles	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)					1								
NHS Western Isles	PCARE	Home Visit within 1 Hr			1		1	2	3	1		1	2		1
NHS Western Isles	PCARE	Home Visit within 2 Hrs	2	2	1	1	4	2	1	4	2	3	6	2	1
NHS Western Isles	PCARE	Home Visit within 4 Hrs	3	6	1	5	4	3	3	6	6	1	5	3	8
NHS Western Isles	PCARE	PCEC within 1 Hr	5	4	2	5		2	3	2	4	2	6	2	6
NHS Western Isles	PCARE	PCEC within 2 Hrs	5	5	7	6	5	2	5	4	4	5	5	11	7
NHS Western Isles	PCARE	PCEC within 4 Hrs	13	19	15	17	16	13	9	15	12	7	16	9	18
NHS Western Isles	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	5	1	4	4	4	1	2	6	2	2	2	3	2
NHS Western Isles	PCARE	Pt advised to contact practice - For Information Only			1				1	1			1		
NHS Western Isles	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	1	1	1			1			1	1			
NHS Western Isles	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	1	3	5	1		2		3		1		1	

Table 3

Health Board	Care Group	Endpoint	27/08/2023	03/09/2023	10/09/2023	17/09/2023	24/09/2023	01/10/2023	08/10/2023	15/10/2023	22/10/2023	29/10/2023	05/11/2023	12/11/2023	19/11/2023
NHS Western Isles	PCARE	Speak to clinician within 1 Hr	1		4	2			2	1	2	1	1	2	1
NHS Western Isles	PCARE	Speak to clinician within 2 Hrs	2	2	2		3		2	1	2	1	2	2	
NHS Western Isles	PCARE	Speak to clinician within 4 Hrs	5	7	5	10	6	7	6	6	6	2	3	6	1
NHS Western Isles	SCARE	999 contacted - For information only	5	9	7	8	17	5	9	7	11	7	16	8	6
NHS Western Isles	SCARE	Patient advised to go to A&E	5	12	4	6	8	4	3	7	6	4	4	11	5
NHS Western Isles	SCARE	Patient sent to A&E via Ambulance within 1 Hr		1		2	2	1		1			1	1	1
NHS Western Isles	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	2	4	3	1	1	2	2	1	1	3	6	1	3
NHS Western Isles	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	2	2	1		1	3			1	4	1		
NHS Western Isles	SCARE	Speak to clinician 2 Hrs	1	3							2		2	1	1
NHS Western Isles	SCARE	Speak to clinician within 4 Hrs	1	3				2	2		2	1	1		1
NHS Western Isles	SLFC_NPA	Distress Brief Intervention			1				1						1
NHS Western Isles	SLFC_NPA	For Information Only	1		1	1	1	3		1	1	2	1	6	5
NHS Western Isles	SLFC_NPA	Hub to arrange appointment within 24 hours	2	1	5	4	8	6	2	2	5	3	7	5	5
NHS Western Isles	SLFC_NPA	Hub to arrange contact with Clinician within 1 hour					1								
NHS Western Isles	SLFC_NPA	Patient advised to contact registered GDP - Info Only						2	1	1			1		
NHS Western Isles	SLFC_NPA	Patient given self care advice - For Information Only	6	4	5	3		4	2	4	8	6	4	6	4
NHS Western Isles	SLFC_NPA	Patient given self care dental advice - For Information Only									1				
NHS Western Isles	SLFC_NPA	Pt advised to contact Optician - For Information Only												1	
NHS Western Isles	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	2		1		2	1			1				2
NHS Western Isles	SLFC_NPA	Pt advised to contact Police - For Information Only			2										
NHS Western Isles	SLFC_NPA	Triage refused - For Information Only	1												
NHS Western Isles	SLFC_NPA	Triage refused - Pt terminated call - For Information Only					2				1			1	1
Not assigned	PCARE	Contact GP Practice within 12 Hours (Same Day)												1	1
Not assigned	PCARE	Contact GP Practice within 36 Hours (Next Day appt.)													3
Not assigned	PCARE	Contact GP Practice within 4 Hours (ASAP)												6	
Not assigned	PCARE	In-Hours Action: Patient to Own GP within 4 hr													31
Not assigned	PCARE	Routine Appointment with GP													1
Not assigned	PCARE	Speak to Doctor Next Working Day		1											
Not assigned	SCARE	999 contacted - For information only													13
Not assigned	SCARE	Accident & Emergency (ASAP)											1	2	51
Not assigned	SCARE	Accident & Emergency / MIU within 4 Hours													6
Not assigned	SLFC_NPA	Contact Dentist within 24 Hours												1	
Not assigned	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours			1			1	1						1
Not assigned	SLFC_NPA	Dental Nurse - Routine Contact with Dentist								1					
Not assigned	SLFC_NPA	Not Assessed / Triage Refused													6
Not assigned	SLFC_NPA	Self Care	1											3	14
Not assigned	Not assigned	Not assigned	12	9	17	21	19	18	17	11	14	18	20	10	20

Table 4

Care Group	27/08/2023	03/09/2023	10/09/2023	17/09/2023	24/09/2023	01/10/2023	08/10/2023	15/10/2023	22/10/2023	29/10/2023	05/11/2023	12/11/2023	19/11/2023
PCARE	12,295	12,830	12,777	12,452	13,019	14,449	12,660	13,177	13,094	12,839	13,114	13,890	13,552
SCARE	6,965	7,253	7,100	6,916	6,345	6,669	6,471	6,410	6,460	6,451	6,921	7,055	6,632
SLFC_NPA	5,108	5,146	5,079	5,110	5,281	5,531	4,955	4,840	5,167	5,179	5,135	5,332	5,127
Not assigned	12	9	17	24	19	19	20	12	14	19	21	10	20
Total	24,380	25,238	24,973	24,502	24,664	26,668	24,106	24,439	24,735	24,488	25,191	26,287	25,331

Care Group	27/08/2023	03/09/2023	10/09/2023	17/09/2023	24/09/2023	01/10/2023	08/10/2023	15/10/2023	22/10/2023	29/10/2023	05/11/2023	12/11/2023	19/11/2023
PCARE	50.43%	50.84%	51.16%	50.82%	52.79%	54.18%	52.52%	53.92%	52.94%	52.43%	52.06%	52.84%	53.50%
SCARE	28.57%	28.74%	28.43%	28.23%	25.73%	25.01%	26.84%	26.23%	26.12%	26.34%	27.47%	26.84%	26.18%
SLFC_NPA	20.95%	20.39%	20.34%	20.86%	21.41%	20.74%	20.56%	19.80%	20.89%	21.15%	20.38%	20.28%	20.24%
Not assigned	0.05%	0.04%	0.07%	0.10%	0.08%	0.07%	0.08%	0.05%	0.06%	0.08%	0.08%	0.04%	0.08%

Graphs

