



# NHS 24

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

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

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### Source:

Publication only contains information from the SAP Hana Data Warehouse.

This publication includes data for week ending: 03/09/2023 to 26/11/2023

### 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	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	20/11/2023	21/11/2023	22/11/2023	23/11/2023	24/11/2023	25/11/2023	26/11/2023
Overall Call Volume	3,414	2,900	3,178	3,054	3,416	7,633	7,262	3,609	3,481	3,316	3,178	3,403	7,592	7,093	3,540	3,258	3,276	2,987	3,521	7,891	7,489	3,628	3,293	3,253	3,079	3,285	7,236	7,160
Overall Calls Connected	3,023	2,688	2,828	2,781	2,836	6,335	6,132	3,177	3,110	2,981	2,880	2,964	6,276	6,206	3,079	2,946	2,738	2,568	2,922	6,300	5,993	3,131	2,866	2,757	2,714	2,647	6,080	5,983
Caller Disconnected	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%	0.40%	0.12%	0.18%	0.34%	0.51%	0.16%	0.00%	0.30%	0.12%	0.24%	0.23%	0.21%
Overall Avg Patient Journey Time	00:24:46	00:21:49	00:26:51	00:25:17	00:31:09	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	00:27:04	00:29:30	00:31:38	00:27:48	00:32:38	00:36:12	00:38:05
Tagged at First Contact %	98.73%	99.28%	99.51%	98.80%	95.60%	92.64%	93.68%	98.62%	99.03%	97.68%	97.81%	95.23%	93.50%	94.30%	99.07%	96.75%	98.59%	98.84%	94.57%	91.95%	94.13%	98.19%	97.88%	97.47%	99.40%	96.51%	92.43%	94.44%
Median Time to Answer	00:01:40	00:00:06	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	00:05:15	00:04:27	00:11:52	00:14:54	00:05:17	00:06:11	00:04:50	00:02:41	00:03:45	00:11:24	00:12:36
90th Percentile Time to Answer	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	00:28:08	00:44:25	00:41:15	00:55:57	00:17:34	00:20:00	00:32:59	00:28:31	00:46:51	00:28:16	00:32:24

**Table 2**

Week Ending Date	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	26/11/2023
Overall Call Volume	30,611	31,809	30,304	32,244	34,411	31,109	31,262	30,299	30,000	30,846	31,671	31,962	31,034
Overall Calls Connected	26,664	26,423	25,917	25,956	28,047	25,495	25,690	26,283	25,926	26,623	27,674	26,636	26,178
Caller Discontinued	0.11%	0.21%	0.14%	0.38%	0.33%	0.27%	0.31%	0.17%	0.13%	0.12%	0.13%	0.29%	0.19%
Overall Avg Patient Journey Time	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	00:33:10
Triaged at First Contact %	95.12%	95.78%	94.84%	95.09%	94.82%	95.06%	95.13%	95.33%	95.64%	95.88%	95.94%	95.39%	95.81%
Median Time to Answer	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	00:07:26
90th Percentile Time to Answer	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	00:28:18

Table 3

Health Board	Care Group	Endpoint	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	26/11/2023
NHS Ayrshire & Arran	PCARE	CPN (Dr) to phone patient within 1 Hr	17	16	16	12	14	8	9	11	9	6	15	14	7
NHS Ayrshire & Arran	PCARE	CPN (Dr) to phone patient within 2 Hrs	16	16	21	28	17	22	18	14	18	26	30	15	15
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 1 Hr		3	1	3	2	1				1	2	3	4
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 2 Hrs	2	1	1	1	2	2	2	1	2	2			2
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 4 Hrs	8	3	1	12	6	6	5	7	7	3	6	3	1
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	3	3	6	5	1	4	1	3	4	6	3	5	4
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	2		2					1	1	2		1	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	3
NHS Ayrshire & Arran	PCARE	Home Visit within 1 Hr	10	13	14	13	27	16	11	12	17	17	18	22	16
NHS Ayrshire & Arran	PCARE	Home Visit within 2 Hrs	35	35	21	43	33	37	32	33	41	33	33	28	42
NHS Ayrshire & Arran	PCARE	Home Visit within 4 Hrs	46	50	48	75	45	35	54	31	41	49	40	51	42
NHS Ayrshire & Arran	PCARE	In-Hours Action: Patient to Own GP within 4 hr	37												
NHS Ayrshire & Arran	PCARE	PCEC within 1 Hr	55	69	60	72	59	48	52	68	55	68	53	74	64
NHS Ayrshire & Arran	PCARE	PCEC within 2 Hrs	90	151	107	125	149	115	111	154	125	108	128	132	137
NHS Ayrshire & Arran	PCARE	PCEC within 4 Hrs	294	308	322	471	428	287	314	331	315	304	376	341	297
NHS Ayrshire & Arran	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	54	55	60	30	63	60	62	70	62	60	66	63	77
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice - For Information Only	3	8	4	10	12	4	8	6	9	7	5	7	8
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	7	13	3	3	4	5	6	17	9	11	10	2	3
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	32	31	42	24	40	39	28	36	26	46	41	38	30
NHS Ayrshire & Arran	PCARE	Routine Appointment with GP	1												
NHS Ayrshire & Arran	PCARE	Speak to clinician within 1 Hr	25	27	34	39	24	21	19	25	20	36	24	19	25
NHS Ayrshire & Arran	PCARE	Speak to clinician within 2 Hrs	41	29	33	48	43	38	38	41	27	33	36	37	29
NHS Ayrshire & Arran	PCARE	Speak to clinician within 4 Hrs	107	104	99	181	163	73	72	106	90	92	87	84	97
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	141	129	133	154	172	115	145	134	138	147	151	138	136
NHS Ayrshire & Arran	SCARE	Patient advised to go to A&E	126	108	123	129	147	133	129	96	113	140	118	134	138
NHS Ayrshire & Arran	SCARE	Patient advised to go to A&E	1	2	1	1			1	2	1	1		1	1
NHS Ayrshire & Arran	SCARE	Patient sent to A&E via Ambulance within 1 Hr	6	11	10	14	12	15	12	14	10	5	16	14	7
NHS Ayrshire & Arran	SCARE	Patient suitable for MIU 4hr - Flow Hub to arrange	81	94	78	55	67	65	82	77	79	82	83	68	68
NHS Ayrshire & Arran	SCARE	Speak to clinician 2 Hrs	17	20	16	15	14	10	16	7	13	16	15	22	18
NHS Ayrshire & Arran	SCARE	Speak to clinician within 4 Hrs	44	30	28	34	38	28	32	37	35	44	37	42	45
NHS Ayrshire & Arran	SLFC_NPA	Contact Breathing Space			1			1							
NHS Ayrshire & Arran	SLFC_NPA	Contact Midwife	1												
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour				1	2		1	1	2	1			
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	101	89	96	131	114	107	96	102	104	98	128	109	98
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1			4		1	1	4		1	1		1

Table 3

Health Board	Care Group	Endpoint	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	26/11/2023
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	2
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	2	1	2	2	2	4			1	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	9	6	12	9	12	5	5	4	5	10	5	7	8
NHS Ayrshire & Arran	SLFC_NPA	For Information Only	40	36	48	45	55	48	32	46	44	37	46	39	36
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	2	2	1			1	1	1	1	2
NHS Ayrshire & Arran	SLFC_NPA	Patient given self care advice - For Information Only	139	99	146	151	183	126	136	127	123	124	190	158	154
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1	1	1		3		1				2	1	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	5	1	3	5	5	7	5	2	1	1	3	5	1
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Optician - For Information Only	2	2	2		1	2	4	3	2	4			1
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	14	18	14	21	27	27	21	21	14	13	14	20	14
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Police - For Information Only	3	2	8	6	2	5	5	3	2	3	5	6	1
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	7	6	8	7	15	4	9	12	8	8	6	5	6
NHS Borders	PCARE	CPN (Dr) to phone patient within 1 Hr	4	4	3	6	6	3	3	3	3	3	2	1	3
NHS Borders	PCARE	CPN (Dr) to phone patient within 2 Hrs	7	6	3	2	3	3	6	3	7	4	5		6
NHS Borders	PCARE	DN (Dr) phone patient within 1 Hr	2	3	1	1	3	1	1	3	3	1	4	3	2
NHS Borders	PCARE	DN (Dr) phone patient within 2 Hrs	5	1	6	3	6	2	9	4	9	2	4	5	4
NHS Borders	PCARE	DN (Dr) phone patient within 4 Hrs	10	7	12	12	13	20	15	11	10	17	16	13	14
NHS Borders	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	1	2	2	1	1	1			1	3	1	2	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			1
NHS Borders	PCARE	Home Visit within 1 Hr	3	5	3	4	1	2	4	1	5	4	5	6	
NHS Borders	PCARE	Home Visit within 2 Hrs	11	7	9	10	8	8	11	8	11	10	11	9	8
NHS Borders	PCARE	Home Visit within 4 Hrs	19	13	14	18	12	22	20	16	13	13	21	14	14
NHS Borders	PCARE	In-Hours Action: Patient to Own GP within 4 hr	6												
NHS Borders	PCARE	PCEC within 1 Hr	11	9	12	15	10	16	13	11	16	10	18	16	14
NHS Borders	PCARE	PCEC within 2 Hrs	32	23	28	16	7	23	27	33	29	28	38	21	28
NHS Borders	PCARE	PCEC within 4 Hrs	44	64	57	46	50	57	89	58	63	53	76	52	50
NHS Borders	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	5	19	20	17	13	21	15	17	21	23	26	27	24
NHS Borders	PCARE	Pt advised to contact practice - For Information Only	1	3	4	2	1		2	2	2	2	2	3	1
NHS Borders	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	2	2	1	2	6	2	3	3	2	3	4	1	2
NHS Borders	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	7	6	10	5	8	8	14	12	10	10	15	5	10

Table 3

Health Board	Care Group	Endpoint	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	26/11/2023
NHS Borders	PCARE	Speak to clinician within 1 Hr	9	7	7	3	5	9	5	2	6	8	6	7	6
NHS Borders	PCARE	Speak to clinician within 2 Hrs	11	11	10	3	7	6	8	7	9	8	10	2	7
NHS Borders	PCARE	Speak to clinician within 4 Hrs	26	17	23	14	17	18	16	18	25	16	22	18	17
NHS Borders	SCARE	999 contacted - For information only	45	29	34	30	30	34	31	57	33	37	42	39	31
NHS Borders	SCARE	Patient advised to go to A&E	34	38	40	33	32	42	24	37	31	36	30	31	35
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	3	3	5	9	6	3	5	3	1	6	4	7	6
NHS Borders	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	36	41	32	49	36	29	32	28	42	31	41	31	50
NHS Borders	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub		1							1			1	
NHS Borders	SCARE	Speak to clinician 2 Hrs	11	18	13	12	12	6	8	10	6	3	18	15	11
NHS Borders	SCARE	Speak to clinician within 4 Hrs	20	13	18	18	18	14	16	15	20	13	16	10	14
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	27	21	21	25	18	17	19	27	26	23	21	29	25
NHS Borders	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour										1		1	1
NHS Borders	SLFC_NPA	Dental Nurse - Not Triaged/Assessed				2	3			2		3	1	2	3
NHS Borders	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1	1	1						1				
NHS Borders	SLFC_NPA	Dental Nurse - Self Care						1	2				1		
NHS Borders	SLFC_NPA	Distress Brief Intervention	3	2	2	2	4	3	2	2	1		2	1	2
NHS Borders	SLFC_NPA	For Information Only	9	9	5	12	10	10	7	11	9	13	9	11	15
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	31	35	42	38	28	32	36	33	46	47	48	39	28
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	1		2			1	1	1	1	2	1	2	
NHS Borders	SLFC_NPA	Pt advised to contact Optician - For Information Only	1	1	2	2	1		1			4	2	4	3
NHS Borders	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	1	4	7	8	9	8	3	4	1	2	1	2	4
NHS Borders	SLFC_NPA	Pt advised to contact Police - For Information Only	1		1	3	1	3	3			2	1		1
NHS Borders	SLFC_NPA	Self Care	1												
NHS Borders	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	1	2	2	3	1		2	1	2	2	4	2	3
NHS Dumfries & Gallo	PCARE	CPN (Dr) to phone patient within 1 Hr	2	3	3	4	1	1	6	1	1	1	1		3
NHS Dumfries & Gallo	PCARE	CPN (Dr) to phone patient within 2 Hrs	5	6	6	4	5	4	4	6	5	3	8	7	2
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		2	1	2	1		3	5	3	3	4	8	3
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 2 Hrs	14	12	10	4	8	11	12	8		2	4	7	7
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 4 Hrs	19	13	11	10	11	15	18	23	17	22	14	10	18
NHS Dumfries & Gallo	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	1					2	1		1		2		3

Table 3

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



Table 3

Health Board	Care Group	Endpoint	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	26/11/2023
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	1			2	2	1	4	2		1	1	1
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Optician - For Information Only	1			2		1	1	4			1		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	6	4	5	6	4	2	7	9	4	1	6	4
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Police - For Information Only	2	2	1	1			3	3		1	1		1
NHS Dumfries & Gallo	SLFC_NPA	Self Care	5												
NHS Dumfries & Gallo	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	2	3	1	4	2	4	1	5	2	5		4	1
NHS Dumfries & Gallo	Not assigned	Not assigned							1						
NHS Fife	PCARE	CPN (Dr) to phone patient within 1 Hr	32	19	21	11	16	18	22	12	14	18	18	16	14
NHS Fife	PCARE	CPN (Dr) to phone patient within 2 Hrs	22	32	31	24	24	35	21	23	23	15	18	26	28
NHS Fife	PCARE	Contact GP Practice within 36 Hours (Next Day appt.)	2												
NHS Fife	PCARE	DN (Dr) phone patient within 1 Hr	10	9	7	5	9	6	7	4	13	6	10	7	2
NHS Fife	PCARE	DN (Dr) phone patient within 2 Hrs	13	19	12	14	13	10	17	15	17	7	7	11	10
NHS Fife	PCARE	DN (Dr) phone patient within 4 Hrs	43	35	31	27	32	29	27	30	33	25	40	38	35
NHS Fife	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	3	1	4	6	4	3	3	5	1	2	6		4
NHS Fife	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1	1	1	1					1	1			
NHS Fife	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	3	1	1	2	1	3	1	2	2	1	2	1	1
NHS Fife	PCARE	Home Visit within 1 Hr	16	12	16	13	16	13	16	20	18	14	14	15	18
NHS Fife	PCARE	Home Visit within 2 Hrs	33	26	22	45	37	51	34	35	42	41	40	46	30
NHS Fife	PCARE	Home Visit within 4 Hrs	45	51	50	54	46	67	44	59	66	49	42	56	43
NHS Fife	PCARE	In-Hours Action: Patient to Own GP within 4 hr	34												
NHS Fife	PCARE	PCEC within 1 Hr	60	40	49	57	53	79	57	85	67	67	90	73	79
NHS Fife	PCARE	PCEC within 2 Hrs	93	115	120	105	103	177	124	100	102	140	149	135	131
NHS Fife	PCARE	PCEC within 4 Hrs	325	300	302	292	297	451	311	324	293	378	335	316	327
NHS Fife	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	38	69	65	46	55	59	61	66	78	76	86	75	69
NHS Fife	PCARE	Pt advised to contact practice - For Information Only	12	10	9	8	14	6	9	7	14	8	13	8	8
NHS Fife	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	12	7	10	8	8	9	8	7	7	13	17	15	7
NHS Fife	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	36	37	39	45	37	47	31	39	37	37	28	36	26
NHS Fife	PCARE	Speak to clinician within 1 Hr	30	31	25	22	25	26	29	22	29	28	34	20	23
NHS Fife	PCARE	Speak to clinician within 2 Hrs	57	38	32	42	35	38	33	31	32	36	45	39	42
NHS Fife	PCARE	Speak to clinician within 4 Hrs	100	92	80	77	98	126	90	88	84	92	96	77	97
NHS Fife	PCARE	Triage refused therefore Dr requested to phone patient													
NHS Fife	SCARE	999 contacted - For Information Only							1			1	1		
NHS Fife	SCARE	999 contacted - For information only	159	145	146	133	138	189	138	167	130	166	153	169	180
NHS Fife	SCARE	Patient advised to go to A&E	129	144	138	124	140	145	120	113	130	122	144	141	141
NHS Fife	SCARE	Patient advised to go to A&E		2		1		1	1	1	1	1		1	

Table 3

Health Board	Care Group	Endpoint	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	26/11/2023
NHS Fife	SCARE	Patient sent to A&E via Ambulance within 1 Hr	14	19	10	13	14	10	5	11	10	9	12	5	10
NHS Fife	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	86	94	83	68	61	98	65	101	86	86	100	89	100
NHS Fife	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	2	2		2			1		1		1	2	1
NHS Fife	SCARE	Speak to clinician 2 Hrs	28	25	24	18	22	18	14	9	14	25	20	25	14
NHS Fife	SCARE	Speak to clinician within 4 Hrs	36	29	40	26	32	44	34	34	43	39	33	37	38
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	105	103	100	105	113	103	102	116	103	107	86	111	90
NHS Fife	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1		1	2	1	4	1	1	1	1		3	1
NHS Fife	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	6	4	6	3	4	6	7	2	4	4	2	3	9
NHS Fife	SLFC_NPA	Dental Nurse - Routine Contact with Dentist		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	6	7	9	8	15	11	6	7	11	8	14	10	9
NHS Fife	SLFC_NPA	For Information Only	47	51	53	51	41	62	41	50	41	46	49	50	51
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	1
NHS Fife	SLFC_NPA	Patient given self care advice - For Information Only	187	199	221	218	213	214	165	177	185	205	195	197	160
NHS Fife	SLFC_NPA	Pt advised to contact Dentist - For Information Only	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	4	3	3	7	9	6	2	3	2	3	1		8
NHS Fife	SLFC_NPA	Pt advised to contact Optician - For Information Only	4	4	4	2	5	6	1	3	4	1	6	3	2
NHS Fife	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	18	22	20	23	19	22	18	20	20	29	23	18	19
NHS Fife	SLFC_NPA	Pt advised to contact Police - For Information Only	5	6	10	6	7	6	5	3	1	4	8	9	1
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	9	7	14	6	8	9	7	9	11	9	8	8	9
NHS Forth Valley	PCARE	CPN (Dr) to phone patient within 1 Hr	12	8	19	5	11	6	4	2	3	8	3	7	5
NHS Forth Valley	PCARE	CPN (Dr) to phone patient within 2 Hrs	11	9	14	8	12	11	16	7	10	8	17	9	12
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	3	5	2	4	4	2	3	10	4	7	6	6	5
NHS Forth Valley	PCARE	DN (Dr) phone patient within 2 Hrs	7	16	8	7	12	12	6	9	7	13	9	10	9
NHS Forth Valley	PCARE	DN (Dr) phone patient within 4 Hrs	37	34	26	28	24	38	30	29	25	33	28	28	30
NHS Forth Valley	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	1	2	2	2	4	1	5	1	1	2	4	5	10
NHS Forth Valley	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	2	2							1				

Table 3

Health Board	Care Group	Endpoint	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	26/11/2023
NHS Forth Valley	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)		2	1	1		4		1		2	4	2	4
NHS Forth Valley	PCARE	Home Visit within 1 Hr	11	12	8	6	7	2	18	5	9	8	4	13	7
NHS Forth Valley	PCARE	Home Visit within 2 Hrs	26	24	16	14	29	18	30	20	33	26	23	25	15
NHS Forth Valley	PCARE	Home Visit within 4 Hrs	40	47	28	34	30	25	35	34	32	29	38	27	26
NHS Forth Valley	PCARE	In-Hours Action: Patient to Own GP within 4 hr	35												
NHS Forth Valley	PCARE	PCEC within 1 Hr	47	64	51	46	55	57	59	60	48	66	56	51	53
NHS Forth Valley	PCARE	PCEC within 12 Hrs				1									
NHS Forth Valley	PCARE	PCEC within 2 Hrs	83	101	89	76	101	93	156	90	103	121	103	124	96
NHS Forth Valley	PCARE	PCEC within 4 Hrs	270	415	290	250	246	272	373	275	241	264	286	300	292
NHS Forth Valley	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	62	73	75	77	89	82	86	71	80	87	86	88	96
NHS Forth Valley	PCARE	Pt advised to contact practice - For Information Only	6	9	11	11	8	8	5	8	11	12	8	11	4
NHS Forth Valley	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	10	8	6	5	5		8	5	10	11	6	6	2
NHS Forth Valley	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	32	49	36	39	31	32	42	30	40	31	29	42	34
NHS Forth Valley	PCARE	Speak to clinician within 1 Hr	19	20	23	20	24	13	26	28	22	16	31	19	19
NHS Forth Valley	PCARE	Speak to clinician within 2 Hrs	31	30	25	28	20	33	38	31	23	35	21	27	23
NHS Forth Valley	PCARE	Speak to clinician within 4 Hrs	97	92	82	69	78	76	106	84	71	64	60	76	78
NHS Forth Valley	PCARE	Triage refused therefore Dr requested to phone patient									1				
NHS Forth Valley	SCARE	999 contacted - For information only	122	126	116	121	110	105	125	100	147	123	116	159	136
NHS Forth Valley	SCARE	Patient advised to go to A&E	176	179	163	146	152	182	152	132	158	159	142	153	178
NHS Forth Valley	SCARE	Patient advised to go to A&E		2	1				1	1	1			1	2
NHS Forth Valley	SCARE	Patient sent to A&E via Ambulance within 1 Hr	10	19	7	11	9	10	8	12	7	6	12	11	13
NHS Forth Valley	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	227	280	230	190	201	171	140	180	180	233	193	162	189
NHS Forth Valley	SCARE	Speak to clinician 2 Hrs	90	77	70	68	51	54	38	37	58	57	59	48	50
NHS Forth Valley	SCARE	Speak to clinician within 4 Hrs	57	77	68	51	48	69	56	39	54	66	79	57	60
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	96	80	75	89	74	73	72	85	88	73	48	77	46
NHS Forth Valley	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour					1			1	1		1	1	3
NHS Forth Valley	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	1	3	2	4	5	4	1	4	9	3	2	3	1
NHS Forth Valley	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1	1				1	1	1	1			2	1
NHS Forth Valley	SLFC_NPA	Dental Nurse - Self Care	2	2	2	3	1	1	1		1	2	1	5	1
NHS Forth Valley	SLFC_NPA	Distress Brief Intervention	11	6	6	11	8	9	6	5	7	8	11	12	7
NHS Forth Valley	SLFC_NPA	For Information Only	33	39	41	33	39	35	20	33	41	34	43	38	40
NHS Forth Valley	SLFC_NPA	Not Assessed / Triage Refused	14												
NHS Forth Valley	SLFC_NPA	Patient advised to contact CPN Team - For Info Only								1					
NHS Forth Valley	SLFC_NPA	Patient given self care advice - For Information Only	101	138	115	126	133	120	112	126	144	112	142	125	121
NHS Forth Valley	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1	2	1	1			1	1		2		1	

Table 3

Health Board	Care Group	Endpoint	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	26/11/2023
NHS Forth Valley	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only	1					1							
NHS Forth Valley	SLFC_NPA	Pt advised to contact Midwife - For Information Only	3	4	5	3	4	3	2	2	4	1	1	5	1
NHS Forth Valley	SLFC_NPA	Pt advised to contact Optician - For Information Only	4	4	10	4	3	1	6	3	5	5	2	4	2
NHS Forth Valley	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only					1	1		2	1	2			
NHS Forth Valley	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	13	15	19	14	13	24	16	14	14	16	22	18	24
NHS Forth Valley	SLFC_NPA	Pt advised to contact Police - For Information Only	6	13	4	5	5	4	4	1	2	3	4	1	1
NHS Forth Valley	SLFC_NPA	Pt advised to contact appropriate service - For Info Only		1											
NHS Forth Valley	SLFC_NPA	Pt given TOXBASE advice - For Information Only			1			1							
NHS Forth Valley	SLFC_NPA	Self Care	11												
NHS Forth Valley	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	11	12	6	9	8	10	7	4	12	7	7	4	7
NHS Forth Valley	Not assigned	Not assigned						1							1
NHS Grampian	PCARE	CPN (Dr) to phone patient within 1 Hr	13	13	14	13	18	18	16	9	10	7	17	11	10
NHS Grampian	PCARE	CPN (Dr) to phone patient within 2 Hrs	27	24	28	21	19	26	16	28	12	27	26	19	23
NHS Grampian	PCARE	Contact GP Practice within 12 Hours (Same Day)	1												
NHS Grampian	PCARE	DN (Dr) phone patient within 1 Hr	5	3	8	8	5	4	5	5	6	9	7	3	7
NHS Grampian	PCARE	DN (Dr) phone patient within 2 Hrs	8	8	14	8	17	10	6	7	7	5	9	8	10
NHS Grampian	PCARE	DN (Dr) phone patient within 4 Hrs	12	19	24	17	19	19	21	22	17	13	25	18	10
NHS Grampian	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2	4	4	2			5	2	4	4	8	3	7
NHS Grampian	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)		2	1	1	1				2			2	
NHS Grampian	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	7	3	7	7	11	5	4	5		2	3	4	
NHS Grampian	PCARE	Home Visit within 1 Hr	15	22	17	17	32	17	29	20	15	19	20	27	24
NHS Grampian	PCARE	Home Visit within 2 Hrs	55	55	45	63	72	40	56	47	54	53	56	60	71
NHS Grampian	PCARE	Home Visit within 4 Hrs	62	82	58	74	96	78	69	82	58	66	68	70	61
NHS Grampian	PCARE	In-Hours Action: Patient to Own GP within 4 hr	38												
NHS Grampian	PCARE	PCEC within 1 Hr	97	62	83	80	112	97	79	74	77	85	103	132	127
NHS Grampian	PCARE	PCEC within 2 Hrs	150	140	160	153	194	137	135	148	157	194	206	206	184
NHS Grampian	PCARE	PCEC within 4 Hrs	421	447	443	421	602	426	408	393	432	448	498	466	513
NHS Grampian	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	86	98	123	93	69	97	109	109	103	142	113	96	111
NHS Grampian	PCARE	Pt advised to contact practice - For Information Only	14	16	16	14	20	10	9	19	14	11	16	12	13
NHS Grampian	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	13	11	9	17	18	7	9	11	17	10	14	12	7
NHS Grampian	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	64	48	41	35	79	42	52	45	52	69	57	49	47
NHS Grampian	PCARE	Speak to clinician within 1 Hr	52	35	56	46	49	43	40	51	37	34	45	52	22
NHS Grampian	PCARE	Speak to clinician within 2 Hrs	54	42	44	64	80	55	55	37	75	46	50	44	51
NHS Grampian	PCARE	Speak to clinician within 4 Hrs	152	118	151	151	209	136	140	131	134	120	121	123	128
NHS Grampian	PCARE	Triage refused therefore Dr requested to phone patient		1				1							1
NHS Grampian	SCARE	999 contacted - For Information Only		1											
NHS Grampian	SCARE	999 contacted - For information only	198	222	212	210	185	194	211	232	218	264	223	237	250
NHS Grampian	SCARE	Patient advised to go to A&E	236	222	221	189	247	190	181	200	209	218	189	203	234

Table 3

Health Board	Care Group	Endpoint	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	26/11/2023
NHS Grampian	SCARE	Patient advised to go to A&E					1	1	1			1	1	2	1
NHS Grampian	SCARE	Patient sent to A&E via Ambulance within 1 Hr	19	17	17	12	15	29	19	12	26	15	26	14	15
NHS Grampian	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	258	248	236	174	190	180	180	168	161	204	177	171	184
NHS Grampian	SCARE	Speak to clinician 2 Hrs	54	69	57	35	58	41	41	34	31	37	57	43	38
NHS Grampian	SCARE	Speak to clinician within 4 Hrs	81	72	79	62	71	63	68	48	53	80	81	58	64
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	1
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	121	126	138	130	128	112	110	93	107	109	114	130	110
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	2	4		3	2	1	2		1	2		1	2
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Pharmacist										1			
NHS Grampian	SLFC_NPA	Dental Nurse - Not Triage/Assessed	7	9	6	7	4	4	6	8	4		3	6	6
NHS Grampian	SLFC_NPA	Dental Nurse - Routine Contact with Dentist		1	4	1	2		5	2	3	1	1		1
NHS Grampian	SLFC_NPA	Dental Nurse - Self Care	3	2	2	3	3		4	1		1	3	1	1
NHS Grampian	SLFC_NPA	Distress Brief Intervention	12	7	9	5	15	10	10	8	14	13	4	7	11
NHS Grampian	SLFC_NPA	For Information Only	73	109	100	82	138	82	121	106	120	96	147	90	115
NHS Grampian	SLFC_NPA	Hub to arrange appointment within 24 hours	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	191	220	161	235	220	177	205	216	211	219	207	190	210
NHS Grampian	SLFC_NPA	Pt advised to contact Dentist - For Information Only		1	1	2		1		1	2		2	2	1
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	1	7	1	2	6	2	7	5	11	5		4	2
NHS Grampian	SLFC_NPA	Pt advised to contact Optician - For Information Only	6	5			8	3	4	6	7	5	3	3	3
NHS Grampian	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	21	30	24	30	35	34	23	29	36	45	30	21	32
NHS Grampian	SLFC_NPA	Pt advised to contact Police - For Information Only	4	11	11	9	7	5	12	7	5	5	13	11	7
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	Pt given TOXBASE advice - For Information Only													1
NHS Grampian	SLFC_NPA	Self Care	22												
NHS Grampian	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	11	23	13	17	26	22	31	33	29	24	33	22	29
NHS Grampian	Not assigned	Not assigned					1								
NHS Greater Glasgow	PCARE	CPN (Dr) to phone patient within 1 Hr	44	38	49	53	40	27	41	44	42	39	43	48	43
NHS Greater Glasgow	PCARE	CPN (Dr) to phone patient within 2 Hrs	48	68	50	66	80	64	63	81	64	51	54	72	67
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 1 Hr	5	3	2	3	3	4	4	10	9	6	7	9	4

Table 3

Health Board	Care Group	Endpoint	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	26/11/2023
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 2 Hrs	11	10	6	6	12	5	11	7	6	3	9	5	3
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 4 Hrs	13	9	14	8	19	9	12	17	16	12	19	22	17
NHS Greater Glasgow	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	8	6	9	11	13	4	11	15	7	10	18	13	15
NHS Greater Glasgow	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	3	1	3	2	3	2	1		2	2		2	2
NHS Greater Glasgow	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	6	5	5	9	11	7	9	4	3	7	5	9	6
NHS Greater Glasgow	PCARE	Home Visit within 1 Hr	47	33	37	52	55	35	36	43	53	46	41	63	30
NHS Greater Glasgow	PCARE	Home Visit within 2 Hrs	88	94	90	90	120	71	91	95	92	91	102	83	95
NHS Greater Glasgow	PCARE	Home Visit within 4 Hrs	172	141	136	148	145	138	126	150	130	126	118	142	114
NHS Greater Glasgow	PCARE	PCEC within 1 Hr	190	177	168	191	215	158	195	178	182	194	200	234	212
NHS Greater Glasgow	PCARE	PCEC within 12 Hrs												1	
NHS Greater Glasgow	PCARE	PCEC within 2 Hrs	336	366	358	336	483	349	366	382	394	396	429	433	406
NHS Greater Glasgow	PCARE	PCEC within 4 Hrs	1,004	1,063	1,021	1,084	1,409	1,004	992	1,070	1,052	1,004	1,082	1,113	1,055
NHS Greater Glasgow	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	271	237	259	209	204	268	281	261	242	275	292	284	250
NHS Greater Glasgow	PCARE	Pt advised to contact practice - For Information Only	33	37	43	22	39	31	29	38	30	35	42	32	36
NHS Greater Glasgow	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	29	25	21	23	32	29	32	26	20	35	42	37	35
NHS Greater Glasgow	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	124	141	125	86	181	126	117	104	162	124	138	130	115
NHS Greater Glasgow	PCARE	Speak to clinician within 1 Hr	91	92	90	98	97	99	98	77	84	86	91	73	107
NHS Greater Glasgow	PCARE	Speak to clinician within 2 Hrs	142	124	113	120	142	97	111	112	118	117	131	108	115
NHS Greater Glasgow	PCARE	Speak to clinician within 4 Hrs	327	311	303	304	449	295	311	346	270	297	297	289	299
NHS Greater Glasgow	PCARE	Transport to PCEC within 4 hrs	4	8	6	4	2	4	4	6	3	6	6	11	4
NHS Greater Glasgow	PCARE	Triage refused therefore Dr requested to phone patient						2		1					
NHS Greater Glasgow	SCARE	999 contacted - For information only	445	434	429	399	472	416	420	439	447	447	460	415	432
NHS Greater Glasgow	SCARE	Patient advised to go to A&E	492	494	509	423	519	521	470	503	453	482	527	509	473
NHS Greater Glasgow	SCARE	Patient advised to go to A&E	3	3	4	5	2	3	1	1	1	1	1		2
NHS Greater Glasgow	SCARE	Patient sent to A&E via Ambulance within 1 Hr	39	51	37	34	37	36	31	38	28	33	39	33	31
NHS Greater Glasgow	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	356	356	365	307	332	328	303	339	326	317	332	325	312
NHS Greater Glasgow	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub					1	1	1	1					
NHS Greater Glasgow	SCARE	Speak to clinician 2 Hrs	91	83	73	50	55	59	75	45	75	61	87	47	62
NHS Greater Glasgow	SCARE	Speak to clinician within 4 Hrs	135	137	136	107	163	144	147	135	150	161	171	137	113
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	2	4	9	3	2	4		2	5	2	3	4	
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	299	313	318	330	335	281	308	305	268	261	316	276	291
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	11		4	8	3	6	2	6	2	5	5	2	3
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	15	20	14	12	19	13	13	14	18	7	18	16	10
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	6	8	8	7	3	3	5	7	5	3	3	2	5
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Self Care	4	7	8	6	10	4	12	9	4	3	7	4	5
NHS Greater Glasgow	SLFC_NPA	Distress Brief Intervention	21	28	20	30	27	35	18	25	24	31	27	31	25
NHS Greater Glasgow	SLFC_NPA	For Information Only	165	168	159	162	171	141	170	185	179	173	186	153	145





Table 3

Health Board	Care Group	Endpoint	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	26/11/2023
NHS HIGHLAND	SCARE	999 contacted - For information only	113	98	108	103	102	96	114	100	94	115	113	105	96
NHS HIGHLAND	SCARE	Patient advised to go to A&E	90	70	77	67	59	57	69	89	77	91	89	65	74
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	4	13	7	6	3	9	11	8	4	5	8	5	6
NHS HIGHLAND	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	68	80	68	51	63	60	51	44	47	51	68	56	51
NHS HIGHLAND	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	17	20	19	23	24	23	17	23	33	14	17	17	18
NHS HIGHLAND	SCARE	Speak to clinician 2 Hrs	18	18	23	17	20	13	12	10	17	13	19	16	16
NHS HIGHLAND	SCARE	Speak to clinician within 4 Hrs	35	35	25	22	33	33	24	31	21	25	28	29	17
NHS HIGHLAND	SLFC_NPA	Contact Breathing Space		1	4										
NHS HIGHLAND	SLFC_NPA	Distress Brief Intervention	7	7	4	2	2	5	8		3	3	8	4	6
NHS HIGHLAND	SLFC_NPA	For Information Only	34	30	34	26	38	31	31	37	36	35	36	30	32
NHS HIGHLAND	SLFC_NPA	Hub to arrange appointment within 24 hours	78	58	83	64	68	65	70	69	79	75	70	70	54
NHS HIGHLAND	SLFC_NPA	Patient advised to contact CPN Team - For Info Only					1				1	1	1	2	1
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	6	8	12	28	10	12	14	10	12	4	8	11
NHS HIGHLAND	SLFC_NPA	Patient given self care advice - For Information Only	108	98	99	94	96	100	93	108	110	79	94	91	89
NHS HIGHLAND	SLFC_NPA	Patient given self care dental advice - For Information Only	1		1	2	1	1	3	1	1		3		4
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		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	3
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	15	13	13	9	18	11	15	16	13	17	6	12	12
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Police - For Information Only	4	1	2	1	4	3	2	4	7	4	7	5	2
NHS HIGHLAND	SLFC_NPA	Pt given TOXBASE advice - For Information Only								1					
NHS HIGHLAND	SLFC_NPA	Triage refused - For Information Only	8	9	8	4	6	2	2	6	4	2	5	1	4
NHS HIGHLAND	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	9	12	9	8	10	10	8	7	15	5	13	11	11
NHS LANARKSHIRE	PCARE	CPN (Dr) to phone patient within 1 Hr	23	19	8	14	19	12	14	11	11	10	13	16	14
NHS LANARKSHIRE	PCARE	CPN (Dr) to phone patient within 2 Hrs	19	14	24	24	31	27	15	20	31	15	22	19	31
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 1 Hr	1	1	1	1	4	1	2	2	2		2	2	4
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 2 Hrs	1	4	2	5	3	5	6	4	4	5	4	6	5
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 4 Hrs	7	8	7	5	14	6	6	6	3	4	6	6	5
NHS LANARKSHIRE	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	6	6	8	3	4	2	10	3	3	3	7	5	7
NHS LANARKSHIRE	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)				1			1		1	1		1	2
NHS LANARKSHIRE	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	2	7	4	3	9	2	2	2	1	3	3	3	3
NHS LANARKSHIRE	PCARE	Home Visit within 1 Hr	13	14	15	19	15	10	10	8	26	17	17	15	14
NHS LANARKSHIRE	PCARE	Home Visit within 2 Hrs	34	44	42	49	35	32	34	29	44	37	36	37	46
NHS LANARKSHIRE	PCARE	Home Visit within 4 Hrs	40	59	58	52	65	45	59	60	53	45	57	64	58



Table 3

Health Board	Care Group	Endpoint	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	26/11/2023
NHS LANARKSHIRE	PCARE	PCEC within 1 Hr	87	66	117	109	108	87	90	112	116	103	122	129	122
NHS LANARKSHIRE	PCARE	PCEC within 2 Hrs	179	170	155	168	268	195	198	215	220	197	232	221	201
NHS LANARKSHIRE	PCARE	PCEC within 4 Hrs	454	513	495	522	701	514	503	519	534	529	574	577	564
NHS LANARKSHIRE	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	129	89	94	97	93	113	103	110	122	120	112	88	127
NHS LANARKSHIRE	PCARE	Pt advised to contact practice - For Information Only	11	8	25	19	11	17	13	12	16	10	14	13	22
NHS LANARKSHIRE	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	11	10	8	12	9	8	8	14	15	16	18	15	11
NHS LANARKSHIRE	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	57	70	68	42	71	65	56	62	65	72	65	64	56
NHS LANARKSHIRE	PCARE	Speak to clinician within 1 Hr	38	47	36	44	56	40	27	38	41	26	39	30	37
NHS LANARKSHIRE	PCARE	Speak to clinician within 2 Hrs	57	66	42	41	79	57	42	43	53	50	45	45	57
NHS LANARKSHIRE	PCARE	Speak to clinician within 4 Hrs	145	143	111	146	206	124	124	167	143	146	137	91	138
NHS LANARKSHIRE	PCARE	Transport to PCEC within 2 Hrs			1		1	1	3	1				2	
NHS LANARKSHIRE	PCARE	Transport to PCEC within 4 hrs	2		1	2	4	1		3	1		3	2	1
NHS LANARKSHIRE	PCARE	Triage refused therefore Dr requested to phone patient										1			
NHS LANARKSHIRE	SCARE	999 contacted - For information only	203	187	198	164	205	180	194	215	199	209	211	212	233
NHS LANARKSHIRE	SCARE	Patient advised to go to A&E	273	233	274	224	253	245	252	263	203	275	279	254	262
NHS LANARKSHIRE	SCARE	Patient advised to go to A&E	2	1		2	2	2	2		1	1	1	3	
NHS LANARKSHIRE	SCARE	Patient sent to A&E via Ambulance within 1 Hr	22	16	22	20	13	23	25	17	16	23	18	28	12
NHS LANARKSHIRE	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	126	140	120	107	99	91	90	88	114	99	103	105	111
NHS LANARKSHIRE	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub									1				
NHS LANARKSHIRE	SCARE	Speak to clinician 2 Hrs	34	34	30	25	29	21	32	28	28	22	23	26	22
NHS LANARKSHIRE	SCARE	Speak to clinician within 4 Hrs	47	40	68	56	49	49	48	57	52	62	58	51	53
NHS LANARKSHIRE	SLFC_NPA	Contact Breathing Space		1		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	138	159	142	147	220	175	146	141	141	146	144	162	154
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	3	3	2	1					1	1		1	2
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Not Triage/Assessed	3	7	6	6	5	3	11	6	7	3	6	8	4
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	2	4	1	2	2	1	3	1	2	1	1	2	1
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Self Care	3	4	2	3	2	4	5	2	3	3	2	1	2
NHS LANARKSHIRE	SLFC_NPA	Distress Brief Intervention	17	8	8	16	10	11	12	12	13	19	16	14	14
NHS LANARKSHIRE	SLFC_NPA	For Information Only	58	55	48	52	84	61	54	55	60	70	79	62	61
NHS LANARKSHIRE	SLFC_NPA	Patient advised to contact CPN Team - For Info Only		2	1		1		1		1	2			1
NHS LANARKSHIRE	SLFC_NPA	Patient given self care advice - For Information Only	185	216	180	190	196	178	156	170	210	206	229	205	203
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	12	3	4	4	7	3	7	7	7	5	6	13	5
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Optician - For Information Only	4	5	2	5	3	6	6	1	5	5	2	1	8
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	54	23	25	33	41	32	30	39	29	36	29	18	35
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Police - For Information Only	7	10	6	7	2	7	5	8	8	6	1	3	3

Table 3

Health Board	Care Group	Endpoint	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	26/11/2023
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information													1
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact appropriate service - For Info Only		1			1	1							
NHS LANARKSHIRE	SLFC_NPA	Pt given TOXBASE advice - For Information Only								1					
NHS LANARKSHIRE	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	8	8	11	14	7	7	9	10	16	11	9	8	10
NHS Lothian	PCARE	CPN (Dr) to phone patient within 1 Hr	23	16	11	17	10	13	23	17	26	20	15	21	12
NHS Lothian	PCARE	CPN (Dr) to phone patient within 2 Hrs	18	23	28	26	16	28	34	25	32	29	22	20	24
NHS Lothian	PCARE	Contact GP Practice within 12 Hours (Same Day)										4			
NHS Lothian	PCARE	Contact GP Practice within 36 Hours (Next Day appt.)	3									11			
NHS Lothian	PCARE	Contact GP Practice within 4 Hours (ASAP)	2									2			
NHS Lothian	PCARE	DN (Dr) phone patient within 1 Hr	6	4	4	4	4	3	4	5	2	7	4	6	1
NHS Lothian	PCARE	DN (Dr) phone patient within 2 Hrs	16	13	15	15	10	16	13	13	17	8	13	11	16
NHS Lothian	PCARE	DN (Dr) phone patient within 4 Hrs	33	24	40	35	33	17	37	27	36	35	31	34	33
NHS Lothian	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	7	8	10	10	10	9	10	8	5	13	10	9	10
NHS Lothian	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1			1	1	1			1	1	1	3	2
NHS Lothian	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	7	3	4	5	9	2	6	5	9	5	6	4	6
NHS Lothian	PCARE	Home Visit within 1 Hr	24	21	17	48	25	32	23	24	23	28	29	28	23
NHS Lothian	PCARE	Home Visit within 2 Hrs	61	64	62	74	65	67	63	56	59	71	59	64	53
NHS Lothian	PCARE	Home Visit within 4 Hrs	103	87	94	108	73	86	77	96	102	103	105	94	75
NHS Lothian	PCARE	In-Hours Action: Patient to Own GP within 4 hr	55									95			
NHS Lothian	PCARE	PCEC within 1 Hr	120	118	107	146	126	123	122	143	124	150	159	153	148
NHS Lothian	PCARE	PCEC within 2 Hrs	237	263	247	272	247	253	252	248	269	283	301	301	293
NHS Lothian	PCARE	PCEC within 4 Hrs	730	762	788	1,005	724	776	718	868	804	836	827	881	860
NHS Lothian	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	184	202	222	160	211	218	256	230	264	126	241	195	221
NHS Lothian	PCARE	Pt advised to contact practice - For Information Only	23	24	39	25	26	32	12	27	32	19	32	27	25
NHS Lothian	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	27	21	18	12	23	19	22	19	23	32	41	26	23
NHS Lothian	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	83	107	75	101	87	112	87	110	121	113	95	82	84
NHS Lothian	PCARE	Routine Appointment with GP	3									2			
NHS Lothian	PCARE	Speak to clinician within 1 Hr	61	57	59	89	64	46	43	50	58	67	64	66	65
NHS Lothian	PCARE	Speak to clinician within 2 Hrs	87	86	85	112	71	63	93	73	86	91	87	76	91
NHS Lothian	PCARE	Speak to clinician within 4 Hrs	244	259	220	296	243	219	242	231	194	213	234	246	234
NHS Lothian	PCARE	Transport to PCEC within 2 Hrs	2	2		3	3	1	2	1	1	2	1		2
NHS Lothian	PCARE	Transport to PCEC within 4 hrs	1	2	1	1	1	4	3	1	2	4	2	1	1
NHS Lothian	PCARE	Triage refused therefore Dr requested to phone patient												1	1
NHS Lothian	SCARE	999 contacted - For Information Only			1				1	1					
NHS Lothian	SCARE	999 contacted - For information only	286	250	279	307	238	256	252	297	319	300	288	278	317
NHS Lothian	SCARE	Patient advised to go to A&E	395	387	368	470	389	367	415	362	353	398	402	381	437
NHS Lothian	SCARE	Patient advised to go to A&E		1	2			2	1	1	2		1	3	2
NHS Lothian	SCARE	Patient sent to A&E via Ambulance within 1 Hr	28	17	28	28	34	28	29	33	20	29	27	27	24

Table 3

Health Board	Care Group	Endpoint	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	26/11/2023
NHS Lothian	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	450	457	415	347	389	351	409	376	357	387	420	363	351
NHS Lothian	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub							1	4	1				
NHS Lothian	SCARE	Speak to clinician 2 Hrs	104	114	73	81	71	73	55	42	60	62	72	43	61
NHS Lothian	SCARE	Speak to clinician within 4 Hrs	154	126	133	120	135	141	107	122	136	140	154	143	126
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	6	1		2	1	4	2	2	1	3	3	1	3
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	229	194	228	250	238	214	232	231	207	236	208	232	223
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	2		1	3	1	3	4	5	1	1	1	2	1
NHS Lothian	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	9	14	5	10	12	10	14	15	11	8	11	5	10
NHS Lothian	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	4	5	6	3	2	3	3	3	4	4	6	2	7
NHS Lothian	SLFC_NPA	Dental Nurse - Self Care	5	8	7	12	5	6	4	7	1	3	5	5	3
NHS Lothian	SLFC_NPA	Distress Brief Intervention	11	21	14	16	15	23	18	13	21	30	15	20	20
NHS Lothian	SLFC_NPA	For Information Only	80	93	104	91	97	103	97	104	98	102	106	119	86
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	1	2		1	1			4		
NHS Lothian	SLFC_NPA	Patient given self care advice - For Information Only	336	348	383	378	372	364	315	384	409	408	416	387	383
NHS Lothian	SLFC_NPA	Pt advised to contact Dentist - For Information Only	3		2	2		1	2	1	2		4	2	1
NHS Lothian	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only	1	1			3	1	2		1		1		1
NHS Lothian	SLFC_NPA	Pt advised to contact Midwife - For Information Only	14	13	11	16	8	7	13	8	15	15	10	20	13
NHS Lothian	SLFC_NPA	Pt advised to contact Optician - For Information Only	6	12	7	7	17	13	15	14	8	10	11	8	14
NHS Lothian	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only	1		1	1		1	1	1		1	1		
NHS Lothian	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	52	66	73	70	83	52	62	61	70	60	63	57	57
NHS Lothian	SLFC_NPA	Pt advised to contact Police - For Information Only	10	9	12	13	13	11	6	17	9	12	6	12	9
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				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	15	13	17	17	13	15	25	20	23	11	15	13	24
NHS Lothian	SLFC_NPA	Untriaged call - OOH Service clinician to phone patient					1								
NHS Lothian	Not assigned	Not assigned			1			1				1			
NHS Orkney	PCARE	CPN (Dr) to phone patient within 1 Hr									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			1

Table 3

Health Board	Care Group	Endpoint	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	26/11/2023
NHS Orkney	PCARE	DN (Dr) phone patient within 4 Hrs	1	1	2	1	1	2	1	1			3	1	3
NHS Orkney	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)										1			
NHS Orkney	PCARE	Home Visit within 1 Hr		3	1	1	2	2	2	2		1	2	2	
NHS Orkney	PCARE	Home Visit within 2 Hrs	1	2		2			4	1	4	4	1	2	1
NHS Orkney	PCARE	Home Visit within 4 Hrs	5	5	3	1	5	3	1	1	1	5	2		1
NHS Orkney	PCARE	PCEC within 1 Hr	1	1	1	3	1	2	1	1		2		1	2
NHS Orkney	PCARE	PCEC within 2 Hrs	4	2		1	5	1	1	1		1	2	3	5
NHS Orkney	PCARE	PCEC within 4 Hrs	4	10	12	14	8	7	4	3	5	11	8	12	6
NHS Orkney	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	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	1
NHS Orkney	PCARE	Speak to clinician within 1 Hr	1	3	1	1	1		1				1		2
NHS Orkney	PCARE	Speak to clinician within 2 Hrs		2			1	1	1		1	3	1	1	2
NHS Orkney	PCARE	Speak to clinician within 4 Hrs	6	2	2	5	4	1	3	1	6	3	1	3	1
NHS Orkney	SCARE	999 contacted - For information only	2	4	3	6	4	4	3	4	4	5	5	4	4
NHS Orkney	SCARE	Patient advised to go to A&E	1	5	3	3	4	7	3	1		2	5	3	2
NHS Orkney	SCARE	Patient sent to A&E via Ambulance within 1 Hr				1					1				1
NHS Orkney	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	2			2		1					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		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	1
NHS Orkney	SLFC_NPA	Hub to arrange appointment within 24 hours	5		3	1	5	5	4	3	3	1	3	5	1
NHS Orkney	SLFC_NPA	Hub to arrange contact with Clinician within 1 hour	1								1				
NHS Orkney	SLFC_NPA	Patient advised to contact registered GDP - Info Only	1	1	2		3		1	1	1		1	2	1
NHS Orkney	SLFC_NPA	Patient given self care advice - For Information Only	8	3	5	10	15	1	6	4	4	4	6	3	2
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		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	2	2	1				1		1	1	1	1	1
NHS Shetland	PCARE	DN (Dr) phone patient within 1 Hr				1	1						1		1
NHS Shetland	PCARE	DN (Dr) phone patient within 2 Hrs	1					1				1			
NHS Shetland	PCARE	DN (Dr) phone patient within 4 Hrs	1	1			1		2			3	4	2	4
NHS Shetland	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)										1	1		

Table 3

Health Board	Care Group	Endpoint	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	26/11/2023
NHS Shetland	PCARE	Home Visit within 1 Hr	1		1	1					1	1	1	2	1
NHS Shetland	PCARE	Home Visit within 2 Hrs	3	1	1	2		3	1	1	1	1		3	3
NHS Shetland	PCARE	Home Visit within 4 Hrs	1		1	2		2		2	2	3	4	2	1
NHS Shetland	PCARE	PCEC within 1 Hr	1	1	2		1		1	2	2	1	2		2
NHS Shetland	PCARE	PCEC within 2 Hrs	1	3	2		3	3	4	2	1	5	3	6	2
NHS Shetland	PCARE	PCEC within 4 Hrs	5	7	9	3	4	5	11	6	8	5	8	11	7
NHS Shetland	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	2			1	1	2	1	3		2		2	1
NHS Shetland	PCARE	Pt advised to contact practice - For Information Only						1		1					
NHS Shetland	PCARE	Pt advised to contact practice within 12 Hrs - Info Only				1			1		2				
NHS Shetland	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	2	1		2		2			1			3	
NHS Shetland	PCARE	Speak to clinician within 1 Hr	1	1			1	3		1	2	2			
NHS Shetland	PCARE	Speak to clinician within 2 Hrs	1	2	1		5				2	2	4	2	1
NHS Shetland	PCARE	Speak to clinician within 4 Hrs	5	1		7	2	7	1	3	2	4	5	1	4
NHS Shetland	SCARE	999 contacted - For information only	5	6	4	7	5	3	6	4	8	6	10	1	4
NHS Shetland	SCARE	Patient advised to go to A&E	3	3	6	3	4	3	1	6	6	2	2	2	5
NHS Shetland	SCARE	Patient sent to A&E via Ambulance within 1 Hr			1		2								
NHS Shetland	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange		2	1	1	1	1		1	2		2	1	
NHS Shetland	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	2	1		1	1		1		1		1	2	
NHS Shetland	SCARE	Speak to clinician 2 Hrs			1	1				1					
NHS Shetland	SCARE	Speak to clinician within 4 Hrs			1	1								1	
NHS Shetland	SLFC_NPA	Distress Brief Intervention		1			1	1			1				
NHS Shetland	SLFC_NPA	For Information Only	1		2	1	1	1		2	1	4	1	1	
NHS Shetland	SLFC_NPA	Hub to arrange appointment within 24 hours	1	6	3	2	2	3			1	3	2	1	7
NHS Shetland	SLFC_NPA	Hub to arrange contact with Clinician within 1 hour									1		1		
NHS Shetland	SLFC_NPA	Patient advised to contact registered GDP - Info Only	2		1	1	1	2		1					
NHS Shetland	SLFC_NPA	Patient given self care advice - For Information Only	5	4	3	4	6	4	5	2	3	3	4	3	
NHS Shetland	SLFC_NPA	Patient given self care dental advice - For Information Only				1							1		
NHS Shetland	SLFC_NPA	Pt advised to contact Midwife - For Information Only							1		1				
NHS Shetland	SLFC_NPA	Pt advised to contact Optician - For Information Only								1					
NHS Shetland	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only				1	1	1				1			
NHS Shetland	SLFC_NPA	Pt advised to contact Police - For Information Only								1					
NHS Shetland	SLFC_NPA	Triage refused - For Information Only													1
NHS Shetland	SLFC_NPA	Triage refused - Pt terminated call - For Information Only		1				1			1		1		
NHS TAYSIDE	PCARE	CPN (Dr) to phone patient within 1 Hr	22	17	20	12	10	13	16	19	12	8	16	11	10
NHS TAYSIDE	PCARE	CPN (Dr) to phone patient within 2 Hrs	21	22	26	23	27	30	29	30	28	16	22	14	22
NHS TAYSIDE	PCARE	Contact GP Practice within 12 Hours (Same Day)	1												
NHS TAYSIDE	PCARE	Contact GP Practice within 4 Hours (ASAP)	1												
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 1 Hr	4	4	3	6	6	2	6	4	8	3	11	4	8

Table 3

Health Board	Care Group	Endpoint	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	26/11/2023
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 2 Hrs	12	7	11	17	18	10	15	12	18	13	13	17	18
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 4 Hrs	31	37	41	43	44	31	50	38	39	50	43	42	51
NHS TAYSIDE	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	1	1	6	1	1	6	1	1	2	3	1	2	7
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	14	6	11	11	23	15	22	13	11	13	6	9	12
NHS TAYSIDE	PCARE	Home Visit within 2 Hrs	37	28	30	35	41	27	37	39	25	31	40	39	26
NHS TAYSIDE	PCARE	Home Visit within 4 Hrs	45	44	52	44	52	54	59	54	47	42	51	47	47
NHS TAYSIDE	PCARE	In-Hours Action: Patient to Own GP within 4 hr	18												
NHS TAYSIDE	PCARE	PCEC within 1 Hr	74	70	81	91	89	85	106	64	79	83	121	110	82
NHS TAYSIDE	PCARE	PCEC within 2 Hrs	110	125	117	112	131	132	163	134	114	124	149	156	151
NHS TAYSIDE	PCARE	PCEC within 4 Hrs	301	329	317	331	366	348	475	319	320	316	384	350	371
NHS TAYSIDE	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	54	52	68	44	69	65	56	76	52	75	87	77	76
NHS TAYSIDE	PCARE	Pt advised to contact practice - For Information Only	8	6	6	11	7	12	5	17	7	2	13	10	11
NHS TAYSIDE	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	15	5	7	10	7	4	4	8	13	12	12	9	10
NHS TAYSIDE	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	33	36	43	35	36	24	42	27	36	43	43	34	41
NHS TAYSIDE	PCARE	Routine Appointment with GP	1												
NHS TAYSIDE	PCARE	Speak to clinician within 1 Hr	41	32	32	31	28	30	37	22	27	40	39	29	30
NHS TAYSIDE	PCARE	Speak to clinician within 2 Hrs	38	37	38	39	27	41	45	28	37	34	35	34	30
NHS TAYSIDE	PCARE	Speak to clinician within 4 Hrs	98	87	70	91	112	128	141	110	107	73	111	95	83
NHS TAYSIDE	PCARE	Transport to PCEC within 1 Hr								1			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		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	152	148	151	164	132	164	156	169	169	163	190	142	162
NHS TAYSIDE	SCARE	Patient advised to go to A&E	92	93	74	80	82	73	110	91	88	101	94	100	103
NHS TAYSIDE	SCARE	Patient advised to go to A&E	1		4	1	1	3			1	2	1	3	1
NHS TAYSIDE	SCARE	Patient sent to A&E via Ambulance within 1 Hr	15	10	12	11	9	13	16	15	18	17	10	10	12
NHS TAYSIDE	SCARE	Patient suitable for MIU 4hr - Flow Hub to arrange	130	118	98	90	87	80	82	60	73	103	100	93	98
NHS TAYSIDE	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	5	5	6	3	7	2	6	4	1	4	2	2	2
NHS TAYSIDE	SCARE	Speak to clinician 2 Hrs	41	34	26	28	22	26	27	14	31	18	27	12	26
NHS TAYSIDE	SCARE	Speak to clinician within 4 Hrs	53	48	48	44	49	40	70	46	48	53	58	45	49
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		
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	127	116	176	119	120	131	139	126	110	112	147	119	115
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	3	1	1			2	3	1	1	1	2		1

Table 3

Health Board	Care Group	Endpoint	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	26/11/2023
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Not Triage/Assessed	7	5	5	12	6	5	9	3	4	2	3	8	5
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	2	1	3	1		4	2	3	2	1	1		2
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Self Care	1	4	6	2	5	2	4		1	3	1	2	2
NHS TAYSIDE	SLFC_NPA	Distress Brief Intervention	6	11	5	10	10	1	11	6	10	8	3	10	5
NHS TAYSIDE	SLFC_NPA	For Information Only	51	71	61	54	64	55	56	51	54	60	65	38	52
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	2	2			1	
NHS TAYSIDE	SLFC_NPA	Patient given self care advice - For Information Only	147	175	132	185	137	164	166	163	174	155	143	170	142
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Dentist - For Information Only		3	3	1				2					1
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	1	1	3	2	2	2	8	2	7		5	1	1
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Optician - For Information Only	4	8	3	5	6	3	7	4	3	2	4	3	4
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only			2										
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	29	19	15	23	13	21	18	23	17	33	30	19	23
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Police - For Information Only	5	4	6	3	6	3	3	4	5	3	5		4
NHS TAYSIDE	SLFC_NPA	Self Care	11												
NHS TAYSIDE	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	8	15	18	20	13	12	14	10	9	8	5	7	9
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			1		2					2
NHS Western Isles	PCARE	DN (Dr) phone patient within 1 Hr							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	1	1	4	2	1	4	2	3	6	2	1	2
NHS Western Isles	PCARE	Home Visit within 4 Hrs	6	1	5	4	3	3	6	6	1	5	3	8	3
NHS Western Isles	PCARE	PCEC within 1 Hr	4	2	5		2	3	2	4	2	6	2	6	4
NHS Western Isles	PCARE	PCEC within 2 Hrs	5	7	6	5	2	5	4	4	5	5	11	7	3
NHS Western Isles	PCARE	PCEC within 4 Hrs	19	15	17	16	13	9	15	12	7	16	9	18	16
NHS Western Isles	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	1	4	4	4	1	2	6	2	2	2	3	2	3
NHS Western Isles	PCARE	Pt advised to contact practice - For Information Only		1				1	1			1			2
NHS Western Isles	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	1	1			1			1	1				
NHS Western Isles	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	3	5	1		2		3		1		1		1
NHS Western Isles	PCARE	Speak to clinician within 1 Hr		4	2			2	1	2	1	1	2	1	
NHS Western Isles	PCARE	Speak to clinician within 2 Hrs	2	2		3		2	1	2	1	2	2		2

Table 3

Health Board	Care Group	Endpoint	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	26/11/2023
NHS Western Isles	PCARE	Speak to clinician within 4 Hrs	7	5	10	6	7	6	6	6	2	3	6	1	3
NHS Western Isles	SCARE	999 contacted - For information only	9	7	8	17	5	9	7	11	7	16	8	6	6
NHS Western Isles	SCARE	Patient advised to go to A&E	12	4	6	8	4	3	7	6	4	4	11	5	3
NHS Western Isles	SCARE	Patient sent to A&E via Ambulance within 1 Hr	1		2	2	1		1			1	1	1	1
NHS Western Isles	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	4	3	1	1	2	2	1	1	3	6	1	3	1
NHS Western Isles	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	2	1		1	3			1	4	1			
NHS Western Isles	SCARE	Speak to clinician 2 Hrs	3							2		2	1	1	2
NHS Western Isles	SCARE	Speak to clinician within 4 Hrs	3				2	2		2	1	1		1	1
NHS Western Isles	SLFC_NPA	Distress Brief Intervention		1				1						1	1
NHS Western Isles	SLFC_NPA	For Information Only		1	1	1	3		1	1	2	1	6	5	
NHS Western Isles	SLFC_NPA	Hub to arrange appointment within 24 hours	1	5	4	8	6	2	2	5	3	7	5	5	2
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	4	5	3		4	2	4	8	6	4	6	4	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		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 - 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											3	14	1
Not assigned	Not assigned	Not assigned	9	17	21	19	18	17	11	14	18	20	10	20	21



**Table 4**

Care Group	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	26/11/2023
PCARE	12,830	12,777	12,452	13,019	14,449	12,660	13,177	13,094	12,839	13,114	13,890	13,552	13,176
SCARE	7,253	7,100	6,916	6,345	6,669	6,471	6,410	6,460	6,451	6,921	7,055	6,632	6,748
SLFC_NPA	5,146	5,079	5,110	5,281	5,531	4,955	4,840	5,167	5,179	5,135	5,332	5,127	4,872
Not assigned	9	17	24	19	19	20	12	14	19	21	10	20	23
<b>Total</b>	<b>25,238</b>	<b>24,973</b>	<b>24,502</b>	<b>24,664</b>	<b>26,668</b>	<b>24,106</b>	<b>24,439</b>	<b>24,735</b>	<b>24,488</b>	<b>25,191</b>	<b>26,287</b>	<b>25,331</b>	<b>24,819</b>

Care Group	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	26/11/2023
PCARE	50.84%	51.16%	50.82%	52.79%	54.18%	52.52%	53.92%	52.94%	52.43%	52.06%	52.84%	53.50%	53.09%
SCARE	28.74%	28.43%	28.23%	25.73%	25.01%	26.84%	26.23%	26.12%	26.34%	27.47%	26.84%	26.18%	27.19%
SLFC_NPA	20.39%	20.34%	20.86%	21.41%	20.74%	20.56%	19.80%	20.89%	21.15%	20.38%	20.28%	20.24%	19.63%
Not assigned	0.04%	0.07%	0.10%	0.08%	0.07%	0.08%	0.05%	0.06%	0.08%	0.08%	0.04%	0.08%	0.09%

**Graphs**

