



Equality Mainstreaming Report 2023 - Workforce Data Update

April 2023

If you would like us to consider producing this report in a different format please contact us with details of your request. You can phone us on 0800 22 44 88 or if you have a textphone dial 18001 0800 22 44 88. If you prefer, you can also email us your request at NHS24.engagementteam@nhs24.scot.nhs.uk.

If you wish further information on the contents of this report, please email us using the email address above.

We have followed good practice guidance, intended to protect the identity of individual staff in groups totalling less than 10¹. In some cases, this has led us to anonymise totals.

1 Equality and Human Rights Commission (Scotland) publication titled – Evidence and the public sector equality duty: a guide for public authorities (Scotland).

<https://www.equalityhumanrights.com/en/publication-download/evidence-and-public-sector-equality-duty-guide-public-authorities>

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1. Introduction

1.1 Context

Mainstreaming is how we are integrating equality into the day to day working of our Board. This means taking it into account how we exercise our functions in terms of our patient experience, our staff experience, how we collaborate and engage with others, and how our staff, leaders, and our non-executive directors support mainstreaming. In other words, it is a component of all that we do.

Public Authorities like NHS 24 are required to publish a mainstreaming report every two years. This report, published in April 2023, highlights the changes to the composition of our workforce since our last update report published in April 2021.

Our aim is to embed equality in the structure, behaviour and culture of our service and that it is clear how we are promoting equality through all that we do. We recognise how this will contribute to our continuous improvement and better performance. Diversity enriches our ability to share different perspectives and value difference, thus informing and enhancing our ability to deliver person-centred care.

The Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012 (as amended) require NHS 24 to gather, publish and use our employee information. This report includes workforce data reported by the relevant protected characteristics and pay gap information

1.2. Legislative framework

All Health Boards across Scotland, including NHS 24 are required to comply with the three aims of the Public Sector Equality Duty under the Equality Act 2010, and meet the requirements of the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012 and Equality Act 2010 (Specific Duties) (Scotland) Amendment Regulations 2016.

The Equality Act 2010 cites 9 'Protected Characteristics'. These are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex and sexual orientation.

Section 149 of the Equality Act 2010 imposes a duty on 'public authorities' and other bodies when exercising public functions (activities which form part of our purpose) to have due regard to the three needs of the Public Sector Equality Duty (the general duty) - that is to:

- Eliminate discrimination, harassment and victimisation, and any other conduct that is prohibited under the act
- Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not
- Foster good relations between people who share a protected characteristic and those who do not.

1.3 Specific duties

In line with the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012 NHS 24 must report on the progress it has made towards integrating the public sector equality duty. The purpose of this report is to share:

- How we are mainstreaming our equality activity to meet the general duty
- How we are using the specific duties to support our progress towards meeting the general duty
- Provide a breakdown of the employee information we have gathered with details of how we are using this information to better perform the general duty.

1.4 Fairer Scotland Duty

In April 2018, the public sector duty regarding socio-economic inequalities was implemented in Scotland as the 'Fairer Scotland Duty'. A key requirement of this duty is for public authorities to actively consider, how they can reduce inequalities of outcome caused by socio-economic disadvantage in any strategic decision-making; and publish a written assessment showing how they have done this. A Fairer Scotland Duty impact assessment was undertaken when determining the locations of NHS 24's new offices. Due regard was given to factors that can influence employment opportunities for different groups of people, particularly those more likely to experience socio-economic disadvantage. Factors such as accessibility, transport, and the demographic composition of local areas were considered.

1.5 Status Update

This report is produced every two years, to help NHS 24 meet the requirements of the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012 (as amended). We have summarised some of the key findings from this report below:

- NHS 24 employed a total of 2336 staff during the period 1 October 2020 to 30 September 2021. This decreased slightly to a total of 2329 staff during the period 1 October 2021 to 30 September 2022.
- On 30 September 2021 NHS 24 employed 1887 staff. This decreased slightly to 1817 staff on 30 September 2022.
- Just over 77% of our staff identify as female in comparison to just over 79% in 2019/20.
- There has been a slight increase in the percentage of male staff (just over 22% of the workforce) since the last reporting period.
- Across both years, just over 55% of our staff were aged 25 to 49, with the majority aged 35 to 49 (35.40%).
- There has been a gradual, but significant, decrease in the percentage of staff who identify themselves as disabled. In 2018, 14.38% of staff identified as being disabled, however this decreased to 9.40% in 2022.
- In 2022, our annual pay gap comparison by sex was 3.50% in favour of men, this is a 0.95% increase from 2020.
- Over 94% of the workforce identifies as either British or Scottish. Less than 3% of the workforce identifies as a different nationality, and we do not hold nationality data for just over 2.8% of the workforce.
- Overall, the success rate for applicants in non-white, minority ethnic categories, continues to be disproportionately low. In 2021/22, the combined average success rate for all white categories was 13.84%. In the same year, the combined average success rate for all non-white, minority ethnic categories, was 6.40%.
- Scotland's 2011 census reported that Scotland's population was 96.0% white. 4% of health and social care staff who completed the national iMatter survey described their ethnicity as other than white. (6% chose not to answer the question). Improving the diversity of our workforce continues to be an area for improvement as per our equality outcome, however, the census data and comparator data from the iMatter survey shows that NHS 24 is not too far behind in terms of numerical proportionate representation.

2. Background to NHS 24 Workforce Data

2.1 Introduction

This report includes NHS 24 workforce data reported by the relevant protected characteristics and pay gap information, with the data relating to the period 1 October 2020 to 30 September 2022. This time period has been used by NHS 24 to allow time to collate, review, present and analyse the data for publication in April 2023. Throughout the report, reference to NHS 24 is made using the first person point of view.

NHS 24 has gathered the equality information in line with the Data Protection Act 1998 and in line with the General Data Protection Regulations 2018. The workforce diversity data within this report will be used by NHS 24 to:

- examine how policies and processes are working, and help to identify areas where improvements could be made
- provide an evidence base, which will inform the equality and diversity impact assessment process
- inform the development of equality outcomes, which are included within the Equality Mainstreaming Report
- provide indicators as to where positive action may be required, to address underrepresented protected characteristic groups within the workforce
- establish the need for new actions in the equality mainstreaming action plan
- measure performance and progress towards equality and diversity goals

Due to the sensitive nature of the equality information, we have either used a star symbol (*) or not included some data within the graphs/tables to help protect the identity of individual members of staff within demographic groups totalling less than 10. Where data has not been included in a graph/table, this has been noted, along with the relevant protected characteristic information excluded. In these instances, percentages within the data tables may total slightly less than 100%. Percentages have been rounded up to two decimal points.

The Equality Act 2010 Public Sector Duty (PSED) requires public bodies to report on the diversity of their workforce however it is not compulsory for staff to answer or provide the requested information. We have reported the number of staff who have declined to disclose their equality monitoring information. The data has been gathered from analysing information from NHS HR systems and the financial payroll system.

This report includes data relating to permanent and fixed-term staff only. It does not include staff recruited to seconded posts, temporary agency staff, self-employed contractors or sessional staff providing specialist clinical or technical expertise. In line with NHSScotland, NHS 24 operates a no compulsory redundancy scheme. We have provided an analysis of what the data reported indicates and where relevant, we have identified steps that will be taken to help eliminate discrimination, advance equality of opportunity and foster good relations. Any actions arising from

the report will be collated and used to inform our Equality Mainstreaming Action Plan.

2.2 Comparators

The report includes data collated across two years and highlights changes to our workforce over that period. Comparisons to workforce data previously reported are also referenced within this report.

In 2021, staff working within the 22 Health Boards and 28 Health and Social Care Partnerships (HSCP's) in Scotland took part in an [iMatter questionnaire](#) to better understand their wellbeing, and the steps that are required to maintain a healthy working environment. The survey received a 56% response rate.

The results from this survey have been used as an external data comparator (referred to as the iMatter Survey) where there is a direct read across from our workforce data sets. This analysis is noted in each relevant section of the report.

Scotland's 2022 census data is expected to be published in 2023. Any references to the census included within this report relate to Scotland's 2011 census, though it is acknowledged that this data may no longer truly reflect the diversity of the Scottish population today.

2.3 Recruitment – Advancing Equality

All NHS 24 job adverts state the following: NHS 24 is an equal opportunities employer committed to advancing equality and particularly welcomes applications from groups of people currently underrepresented within the workforce. We are a committed participant in the Disability Confident Leader Scheme and guarantee to interview all disabled applicants who meet the minimum essential criteria for our vacancies.

2.4 Board Diversity

The Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012 (as amended) requires relevant listed authorities to use information on board members gathered by the Scottish Ministers to help ensure that those appointed to public boards better reflects the diversity of the Scottish population.

The Equality and Human Rights Commission published guidance in October 2016 setting out that relevant listed authorities must publish:

1. the number of men and women who have been board members of the authority during the period covered by the report
2. how the information provided about the relevant protected characteristics of its board members has been used so far
3. how the authority proposes to use the information provided in the future to promote greater diversity of board membership

The Scottish Governments Public Appointments Team administer the regulated public appointments process on behalf of Scottish Ministers and the driver is the skills that the individual Board requires at a given time and ensuring that the regulated public appointments operates within the Ethical Standards Commissioner Code of Practice for Ministerial Appointments to Public Bodies and that appointments are made on merit.

The Scottish Governments Public Appointments Team advised that:

- In 2021, it exceeded the application targets for women, for people from a black and ethnic minority background, and for people whose sexual orientation is not heterosexual.
- For people whose sexual orientation is not heterosexual the target for applications was exceeded for the first time in 2021.
- For disabled people, the rate of appointment was higher than the rate of application in 2021
- For people who are from a black or ethnic minority background, the number of applications has continued to increase to its highest level in 2021. However, since 2017 the appointment rate continues to remain lower than the rate of application.

In 2022, a new eLearning module and suite of accompanying resources on Turas for board members, which aims to promote understanding of key issues relating to equality, and the ways in which those in senior leadership roles can help advance equality and eliminate discrimination was launched.

The e-learning module 'Equality and the role of Board members in meeting the Public Sector Duty' has been developed in collaboration by a project team from NHS Education for Scotland and the Equality and Human Rights Commission, with support and input from non-executives from across NHSScotland.

The resource aims to support senior leaders, both executive and non-executive board members to learn about key issues relating to equality, and why equality is central to everything they do. Upon completion of the module, learners will be able to identify what equality is and what their legal obligations are, recognise why equality is important in the NHS, and identify ways that they can contribute to improvements in equality in their own roles.

The Board Development TURAS Learn site is open to all and may be relevant to the wider health and care leadership and workforce. Anyone can access the equality eLearning module by typing TURAS Learn into any search engine; register and type Board Development in the search bar. The module is in the Essentials for Good Governance tab.

NHS 24 Board Gender balance

30 September 2021 42.85% female and 57.15% male

For more information on Board Member appointments, you can visit:

<http://www.appointed-for-scotland.org/About-public-bodies/Diversity/>

2.5 Reported Data

Data is collated during the application process, recorded, and this informs our recruitment data. Data is then requested again upon appointment. This is recorded on the HR system called e:ESS, and informs our staff in post workforce data. There can be inconsistencies between the data captured at these two points. Applicants who choose to disclose data during recruitment, may decide not to share this again upon appointment or vice versa. Information in relation to performance reviews and appraisals is taken from Turas, the NHSScotland performance management system.

Recruitment

During the year 2020 to 2021 there were 6439 applications for employment, this fell to 4493 in the year 2021 to 2022. Over both years, over 75% of applicants were shortlisted. Applicants who disclosed that they were disabled and met the minimum criteria were always provided an interview as part of our Disability Confident guarantee.

The recruitment charts show the percentage of applications received broken down across each protected characteristic group during the periods 2020/21 and 2021/22.

Where it is reported that applications were not progressed, this refers to any application that that was not progressed to the shortlisting stage. In 2020/21, 71.79% of the applications not progressed were due to the candidate withdrawing. In 2021/22, 78.97% of the applications not progressed were due to the candidate withdrawing. The other reason for applications not being progressed was due to the candidate not being eligible to apply. NHS 24 regularly receives applications from international candidates who at the time of application are either not qualified or have no right to work in the UK. NHS 24 also regularly receives applications from international candidates who are seeking an NHSScotland sponsor. The percentages shown for applications not progressed are based on the number of applicants for each category within a protected characteristic group. For example, in 2021/22, we did not hold any age-related data for 0.20% of applicants and 100% of these applications were not progressed, likely due to the applicant withdrawing.

During the year 2020 to 2021 there were 4931 applicants shortlisted for an interview, this fell to 3496 in the year 2021 to 2022. The percentages of applicants noted as being shortlisted in the tables are based on these figures.

During the year 2020 to 2021 there were 923 applicants who were successfully appointed, this fell to 512 in the year 2021 to 2022. The percentages of applicants noted as being appointed in the tables are based on these figures.

Staff in post

NHS 24 employed a total of 2336 staff during the period 1 October 2020 to 30 September 2021. This decreased slightly to a total of 2329 staff during the period 1 October 2021 to 30 September 2022. These figures do not include staff employed through agencies, staff seconded to NHS 24 or non-executive Board members/Chairperson. The staff in post data reported is based on these two figures.

Learning and Development

The Learning and Development data reported shows the percentage of the total number of staff employed during 2020/21 (2336) and 2021/22 (2329) who undertook any learning or development activity. The amount of classroom based and external training over the two-year period reported is very low for all staff groups and likely impacted by restrictions put in place to control the spread of COVID-19.

The figures reported for appraisals only relate to the discussion element for those who have received an appraisal.

Appraisals

The appraisals data is reported as the specific number of people who had appraisals broken down by each protected characteristic group.

Leavers

During the period 1 October 2020 to 30 September 2021, there were 449 leavers. This increased to 521 during the period 1 October 2021 to 30 September 2022.

Employee Relations

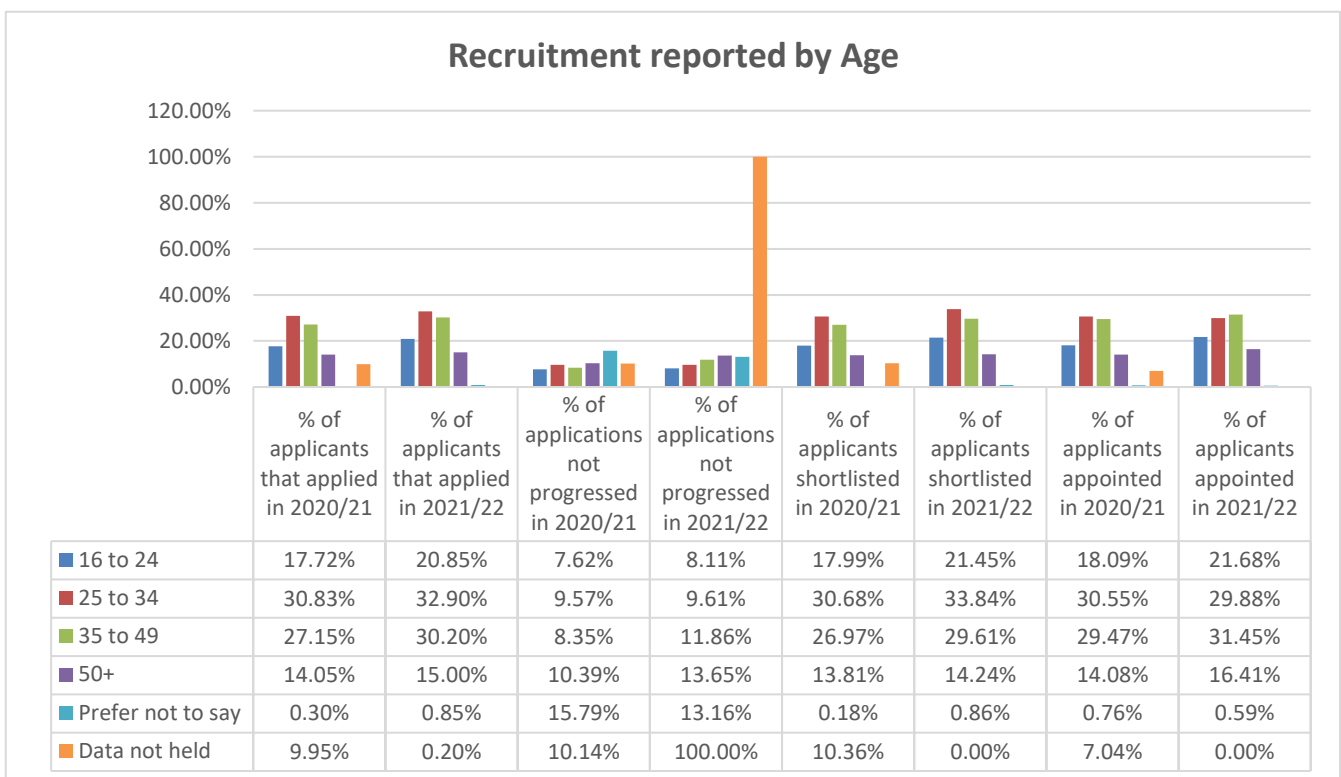
Due to the low number of Disciplinary, Grievance, Capability and Dignity at Work cases in each year reported, most of this information has been reported as a totalling less than 10 (<10).

3. Workforce Data: Protected Characteristics

This section of the report illustrates the composition of NHS 24’s workforce broken down by the protected characteristics and nationality.

3.1 Age

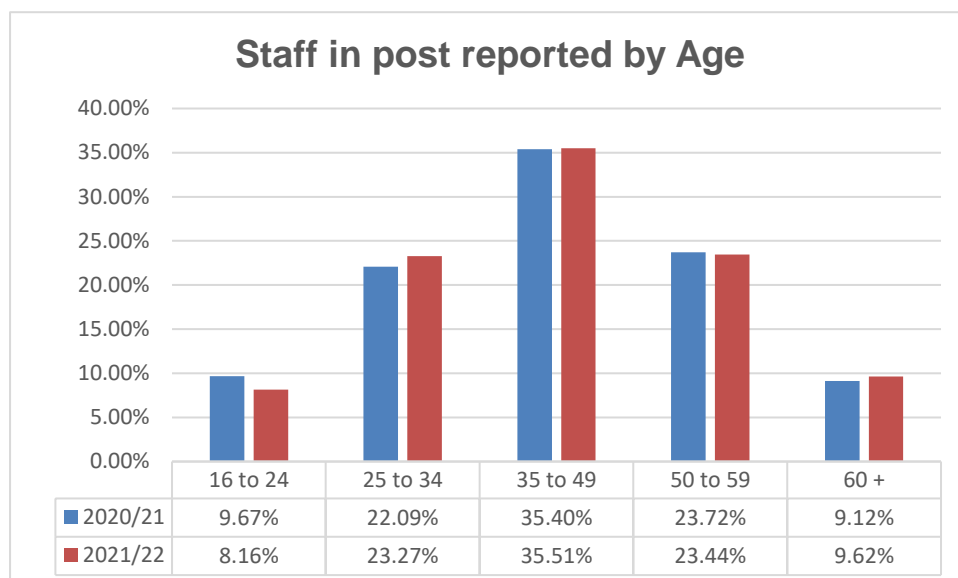
3.1.1 Recruitment



Analysis of the recruitment data

The data suggests that people aged 25 to 34 and 35 to 49 are most likely to apply. The success rate of applicants across each age group broadly reflects the application rate.

3.1.2 Staff in post

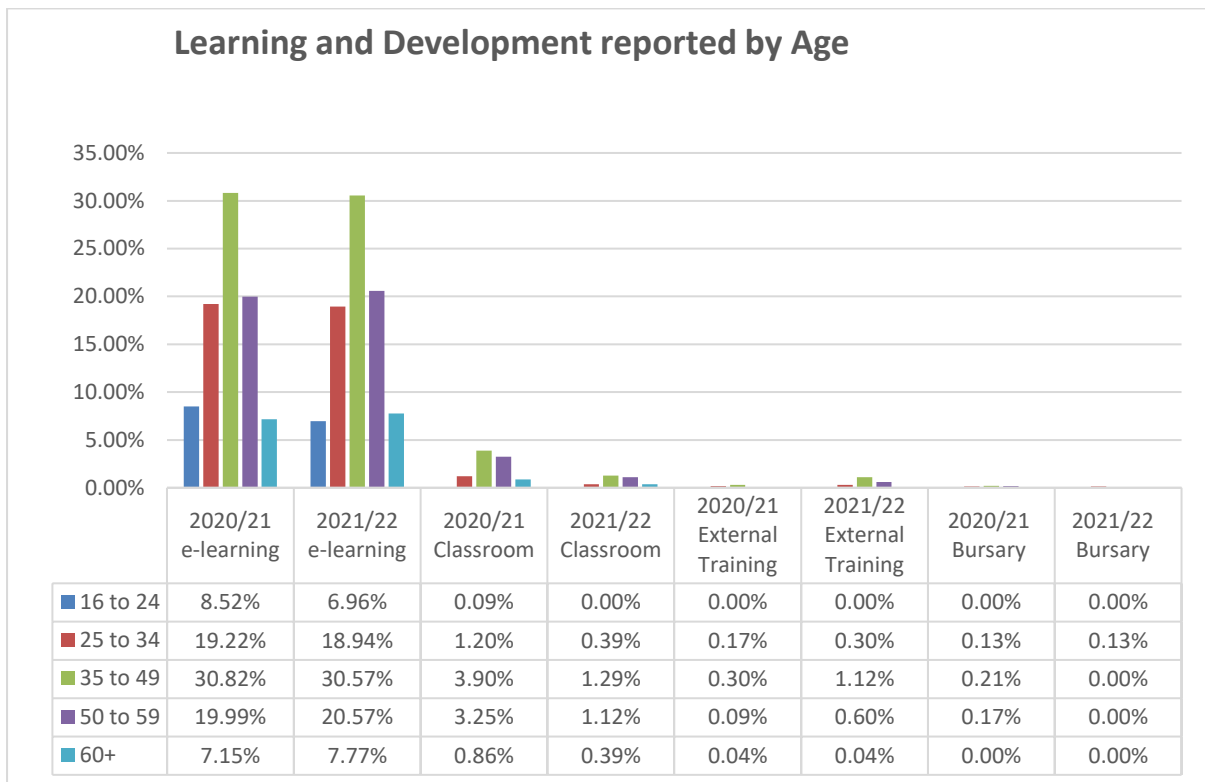


Analysis of staff in post

Across both years, just over 55% of our staff were aged 25 to 49, with the majority aged 35 to 49 (35.40%). When comparing our figures to census data, we are overrepresented in age categories 25 to 59 and underrepresented in age categories 16 to 24 and 60+. This is likely due to people retiring and the requirement for candidates to demonstrate a certain level of experience and competency, which is more likely to be achieved by people over 25.

The Health and Social Care Staff Experience Report on the iMatter survey notes that 11% of staff (11,414 people) chose not to provide their age. Of those that did, the majority of staff are aged between 35 and 64 years. As at September 2021, 27% (headcount) of NHSScotland workforce are under 34 years, 49% are aged 35 to 54 years and 24% of all staff are over 55 years. The age profile of our workforce broadly reflects that of other health and social care organisations in Scotland.

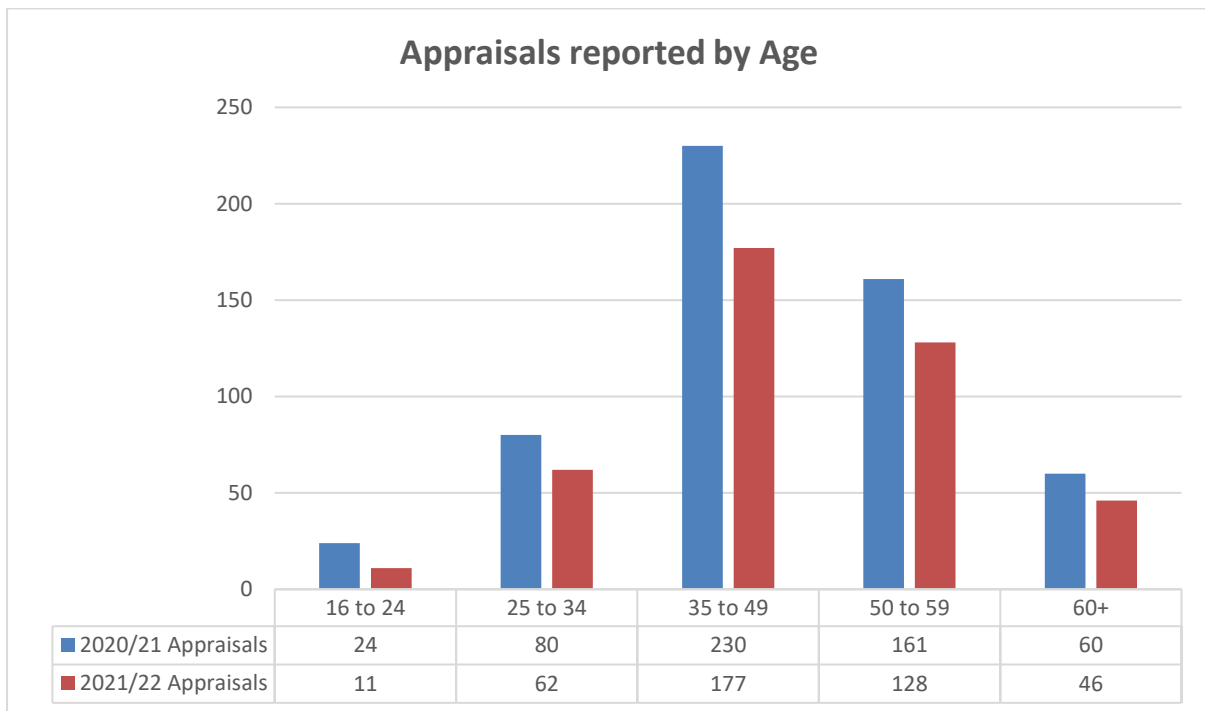
3.1.3 Learning and Development



3.1.4 Analysis

The data highlights that staff aged 35 to 49 are more likely to have accessed at least one or more training opportunities than staff in any other age group. Staff aged 60+ are the least likely group to access training, followed by staff aged 16 to 24. Training opportunities are available to all staff, regardless of their age and we will ensure that positive messages are sent to staff to encourage the uptake of training irrespective of age.

3.1.5 Performance Reviews/Appraisals



Analysis

The number of appraisals undertaken over the 2-year period across each age group broadly matches the composition of the workforce.

3.1.6 Disciplinary Procedure – by age

Age group	2020/21 Disciplinary	2021/22 Disciplinary
16 to 24	<10	<10
25 to 34	<10	<10
35 to 49	<10	<10
50 to 59	<10	<10
60+	<10	<10
Total	14	21

3.1.7 Grievance Procedure – by age

Age group	2020/21 Grievance	2021/22 Grievance
16 to 24	<10	<10
25 to 34	<10	<10
35 to 49	<10	<10
50 to 59	<10	<10
60+	<10	<10
Total	18	10

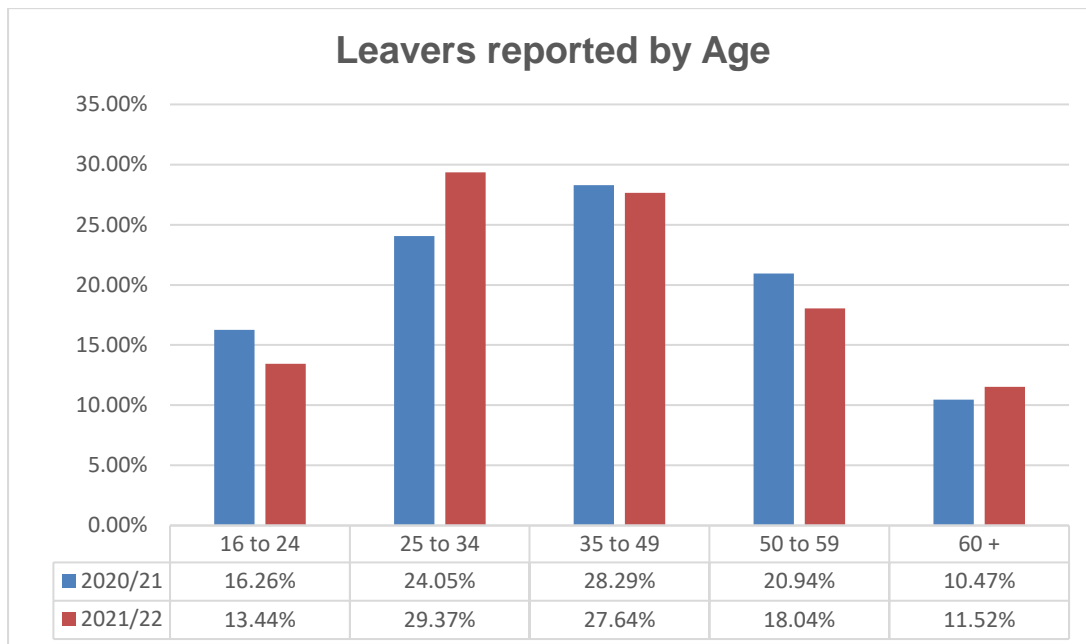
3.1.8 Dignity at Work Procedure – by age

Age group	2020/21 Dignity at Work	2021/22 Dignity at Work
16 to 24	<10	<10
25 to 34	<10	<10
35 to 49	<10	<10
50 to 59	<10	<10
60+	<10	<10
Total	4	2

3.1.9 Capability Procedure – by age

Age group	2020/21 Capability	2021/22 Capability
16 to 24	<10	<10
25 to 34	<10	<10
35 to 49	<10	<10
50 to 59	<10	<10
60+	<10	<10
Total	6	6

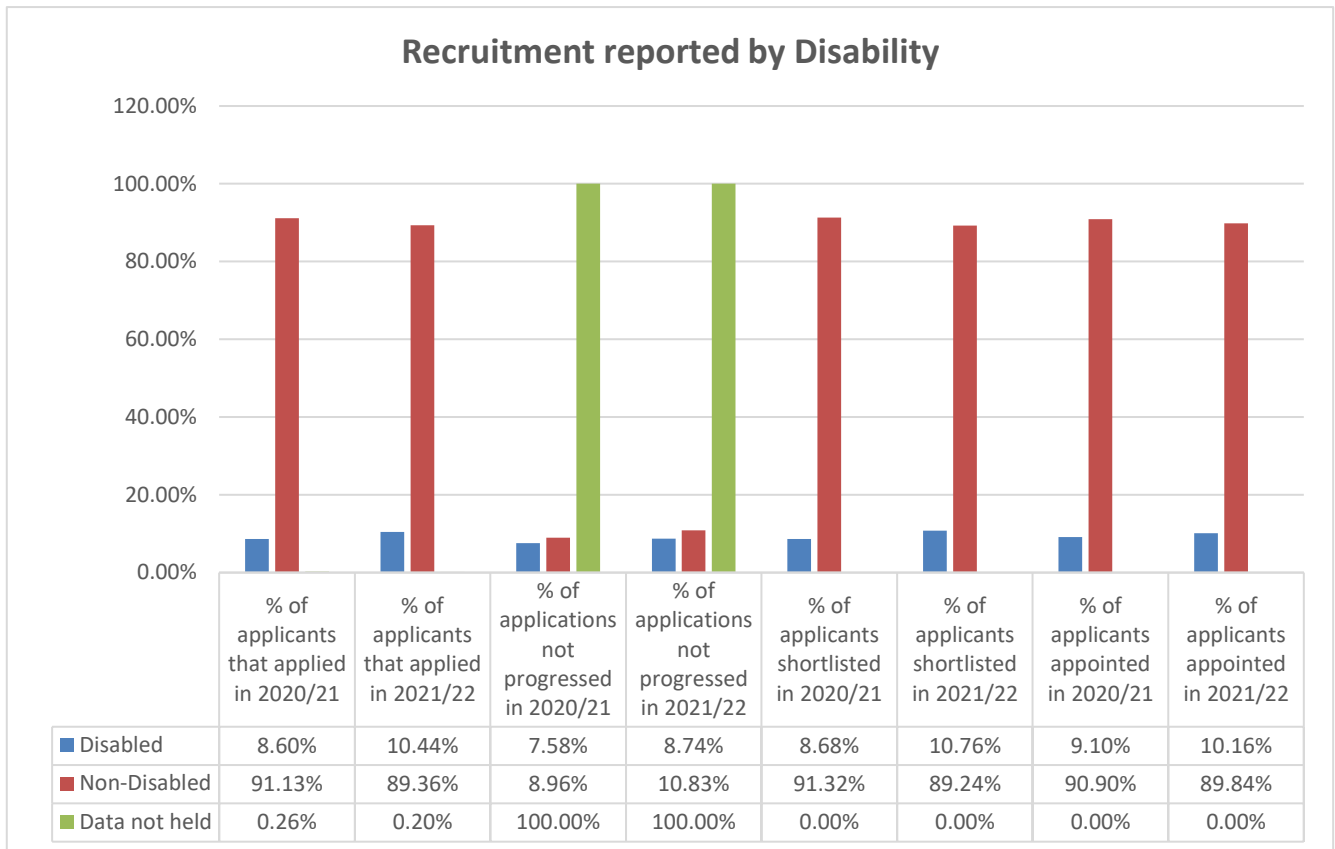
3.1.10 Leavers



The data highlights that over 50% of leavers are aged 25 to 49. We are keen to better understand people’s reasons for leaving and will consider appropriate action if any issues are identified.

3.2 Disability

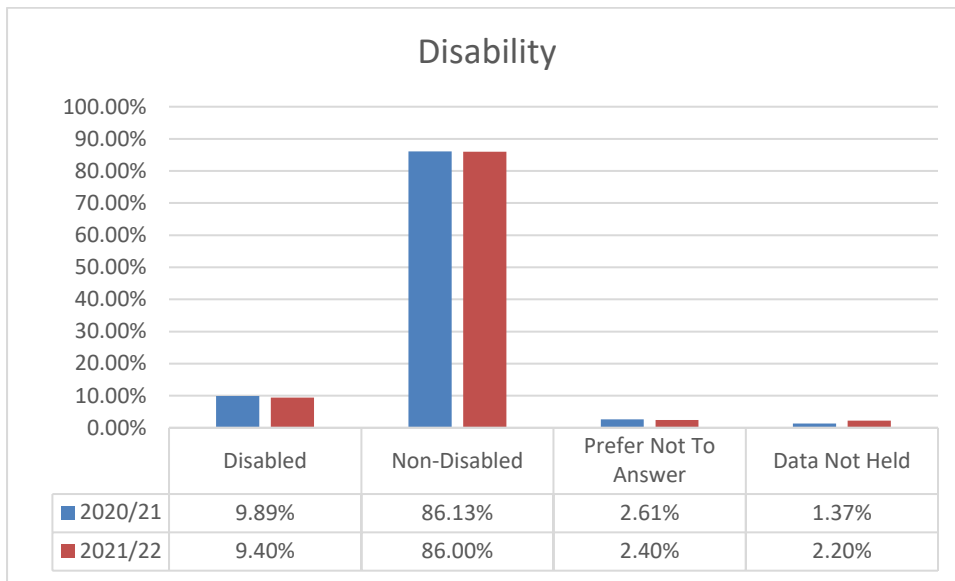
3.2.1 Recruitment



Analysis of the recruitment data

The data suggests that non-disabled people are significantly more likely to apply than disabled people. The success rate of applicants between those who are and are not disabled broadly reflects the application rate. When looking at the 2011 census data, 19.6% of people said their day-to-day activities were limited by a long-term health problem or disability. NHS 24 is a Disability Confident Employer and is already taking steps to attract and retain disabled staff.

3.2.2 Staff in post



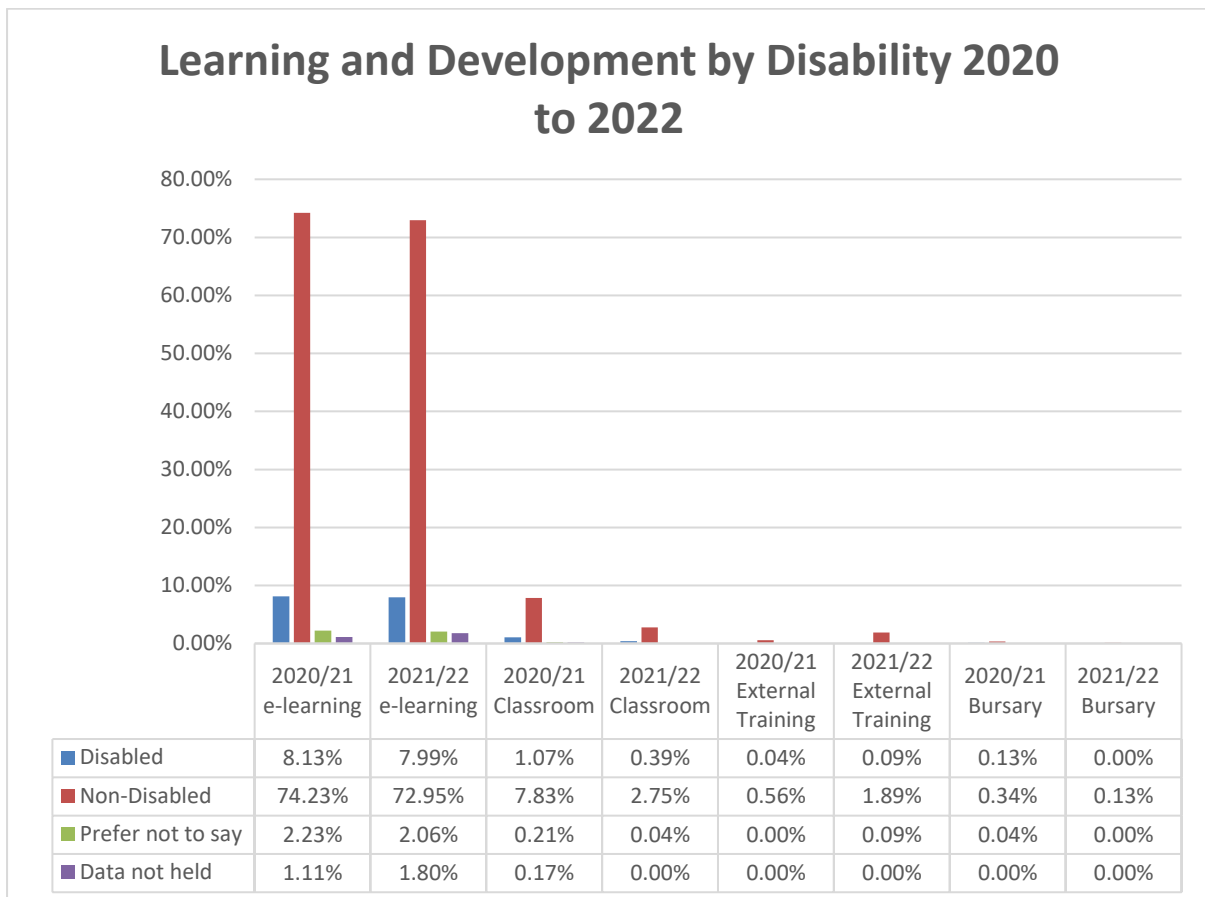
Analysis of staff in post

There has been a gradual, but noticeable, decrease in the percentage of staff who identify themselves as disabled. In 2019/20, 12.27% of the workforce identified as disabled, this has since decreased to 9.40% in 2021/22. However, in comparison to other health Boards, NHS 24 continues to employ a greater percentage of disabled staff.

NHS 24 has introduced a new Reasonable and Workplace Adjustment Policy, and it is hoped that this will positively impact the percentage of disabled people who disclose their status.

The Health and Social Care Staff Experience Report on the iMatter survey notes that as at March 2021, 1.1% of staff working in NHS Scotland identified as being disabled. In the 2011 census, one in five of Scotland’s population reported a long-term condition and about 7% of the population declared a physical disability.

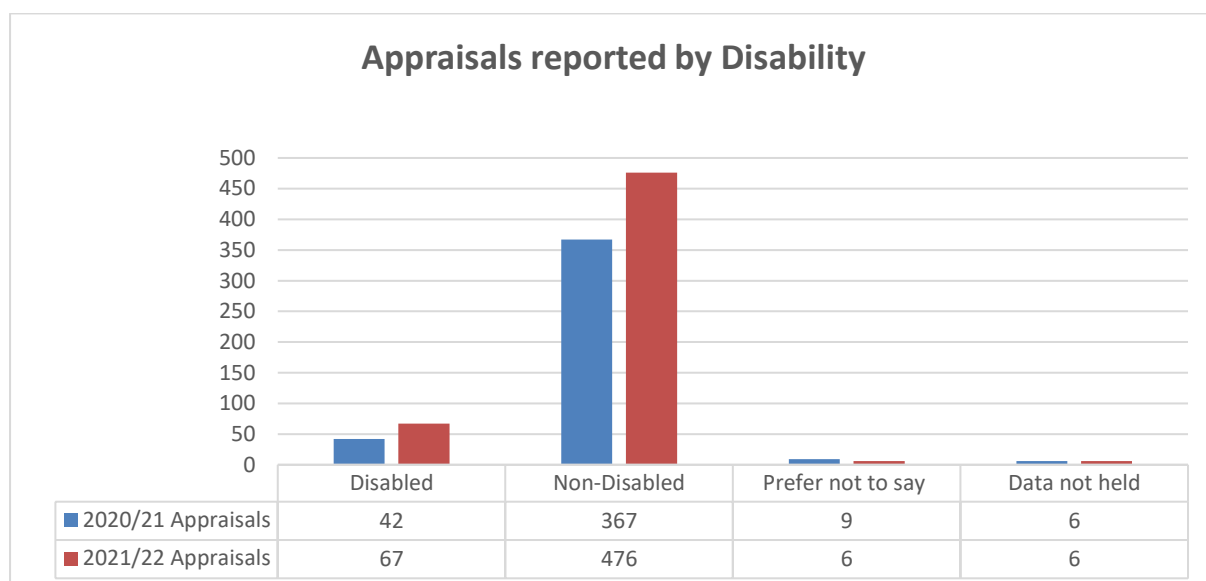
3.2.3 Learning and Development



Analysis

The data shows that the number of disabled staff taking up training opportunities in comparison to non-disabled staff, is largely commensurate with their overall percentage within the workforce.

3.2.4 Performance Reviews/Appraisals



Analysis

The percentage split of performance reviews between non-disabled and disabled staff is largely reflective of the overall staff composition.

3.2.5 Disciplinary procedure reported by Disability

	2020/21 Disciplinary	2021/22 Disciplinary
Disabled	<10	<10
Non-Disabled	10	15
Prefer not to say	<10	<10
Data not held	<10	<10
Total	14	21

3.2.6 Grievance Procedures raised reported by Disability

	2020/21 Grievance	2021/22 Grievance
Disabled	<10	<10
Non-Disabled	16	<10
Prefer not to say	<10	<10
Data not held	<10	<10
Total	18	10

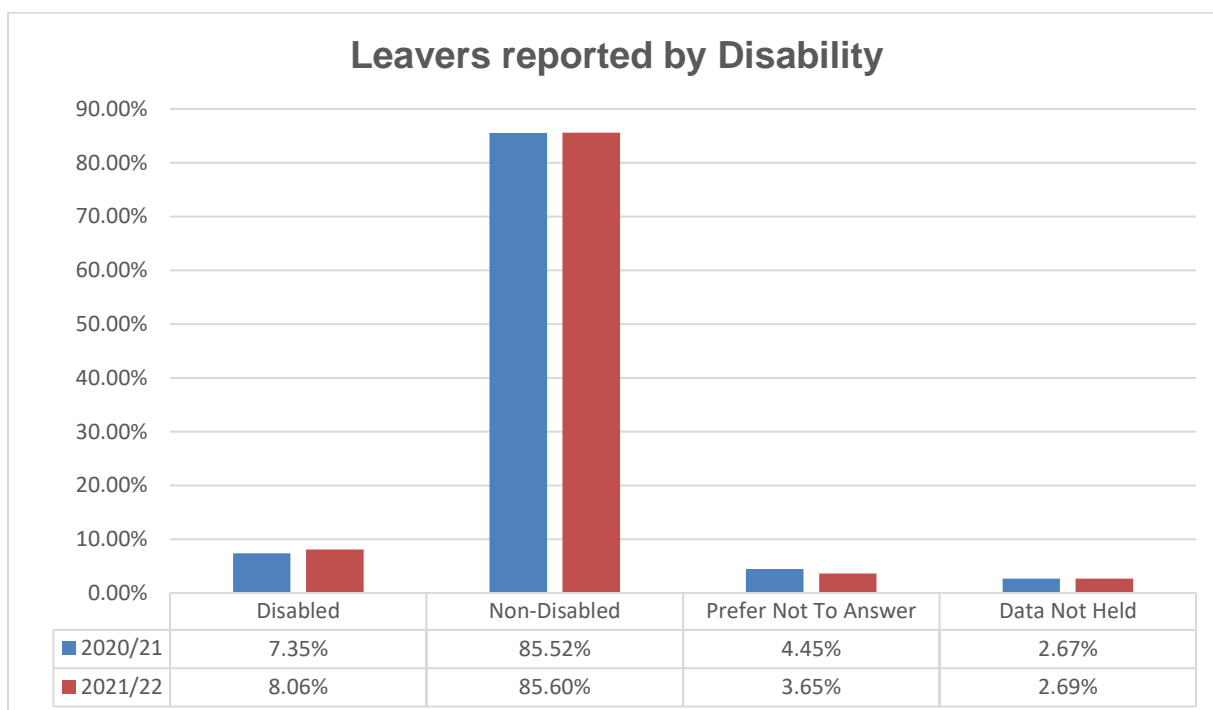
3.2.7 Dignity at Work reported by Disability

	2020/21 Dignity at Work	2021/22 Dignity at Work
Disabled	<10	<10
Non-Disabled	<10	<10
Prefer not to say	<10	<10
Data not held	<10	<10
Total	4	2

3.2.8 Capability procedure reported by Disability

	2020/21 Capability	2021/22 Capability
Disabled	<10	<10
Non-Disabled	<10	<10
Prefer not to say	<10	<10
Data not held	<10	<10
Total	6	6

3.2.9 Leavers reported by Disability



Analysis

In previous reporting years, the disability status of over 50% of leavers was unknown. The disclosure rate for this two-year period has greatly improved with less than 10%

of leavers not sharing any data around this protected characteristic group. The leavers percentage rate in both years for disabled and non-disabled staff is broadly commensurate with the composition of the workforce.

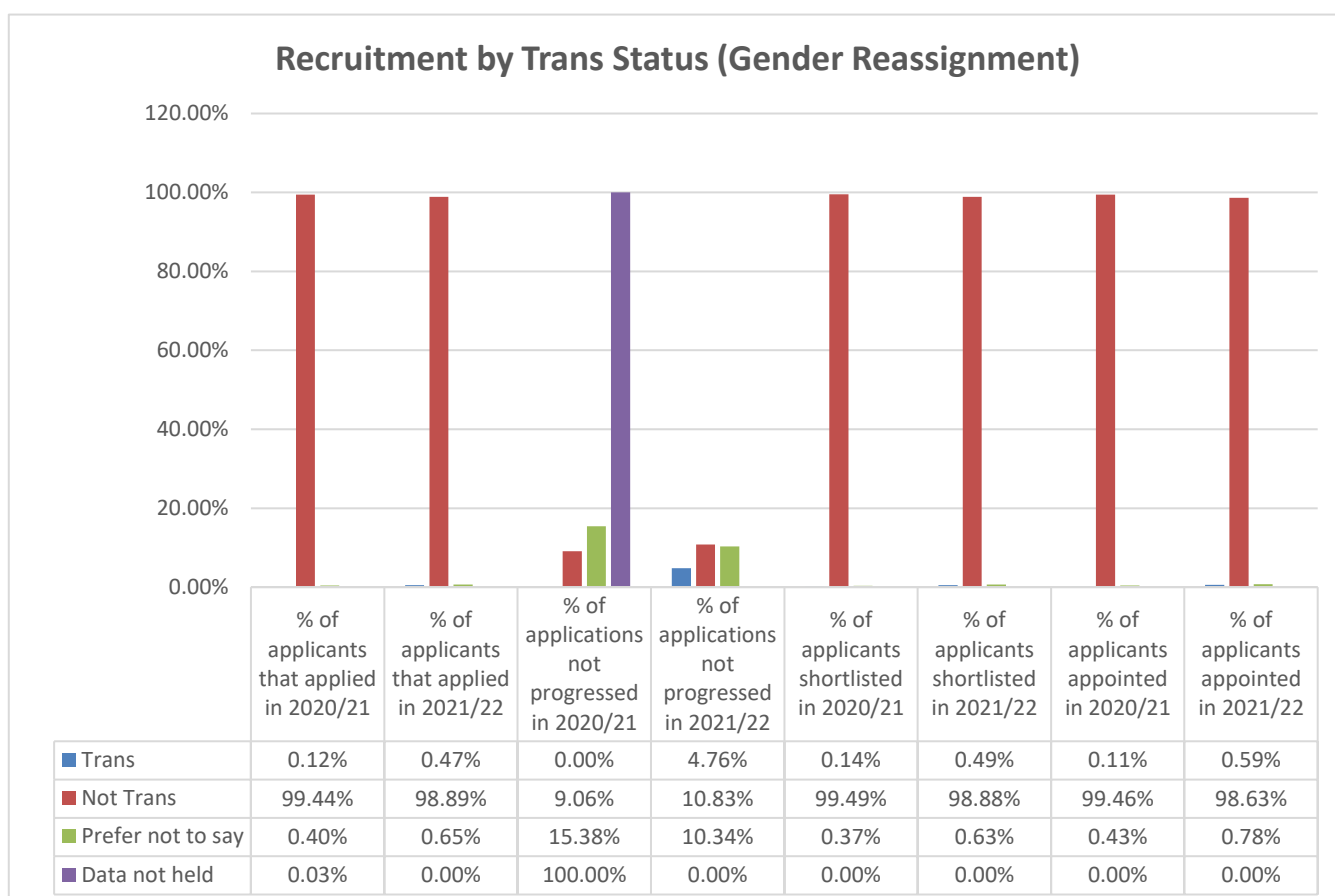
3.3 Trans Status (Gender Reassignment)

3.3.1 Recruitment

The application form used by NHS 24 is the same application form used by all NHSScotland's Health Boards.

The question asked at application is as follows: Have you undergone, are you undergoing, or do you intend to undergo gender reassignment? Though the question is asked in this way, we have chosen to refer to this protected characteristic group using the term Trans status, following guidance from leading organisations that support Trans equality.

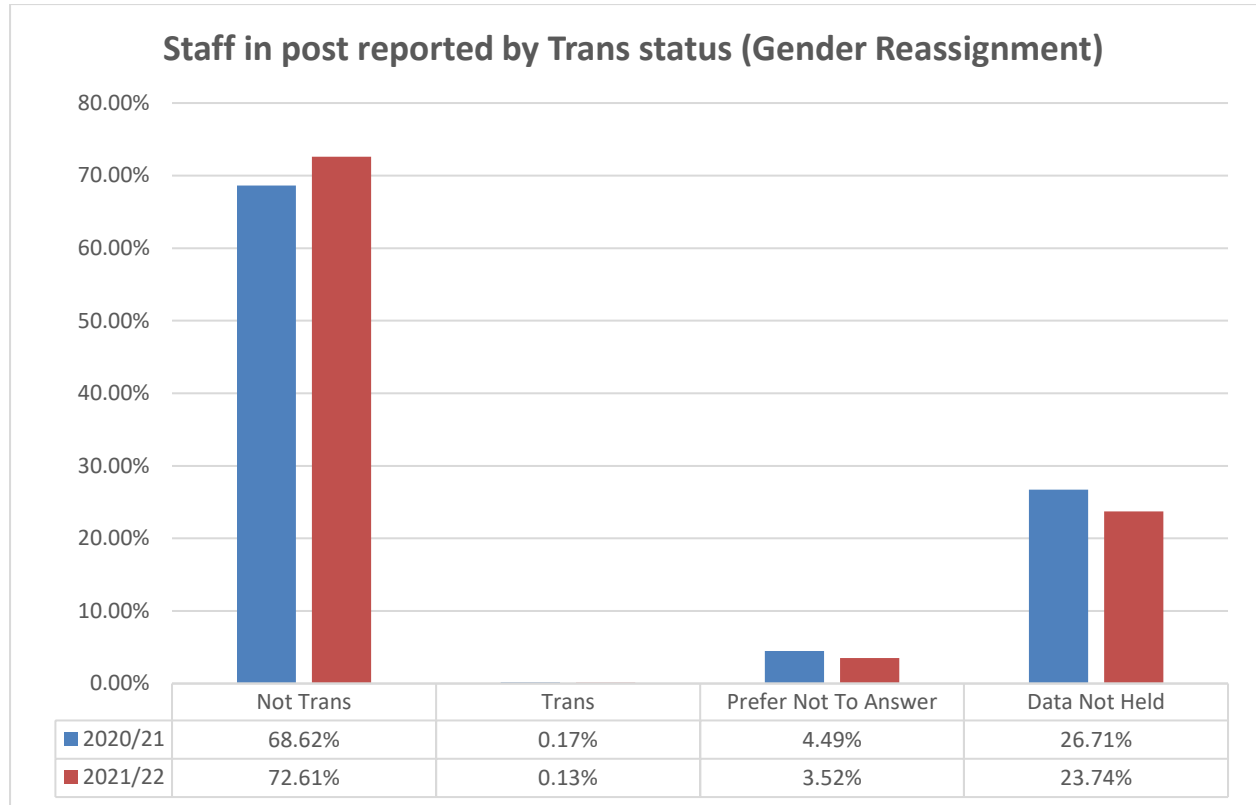
We understand that not everyone who has undergone, is undergoing, or intends to undergo gender reassignment will agree with the use of this term but we are using what we consider to be the most appropriate and respectful terminology at this time.



Analysis of recruitment

Though the percentage of trans applicants for each year was very low, the success rate broadly reflected the application rate. No census data currently exists to offer a comparison.

3.3.2 Staff in post

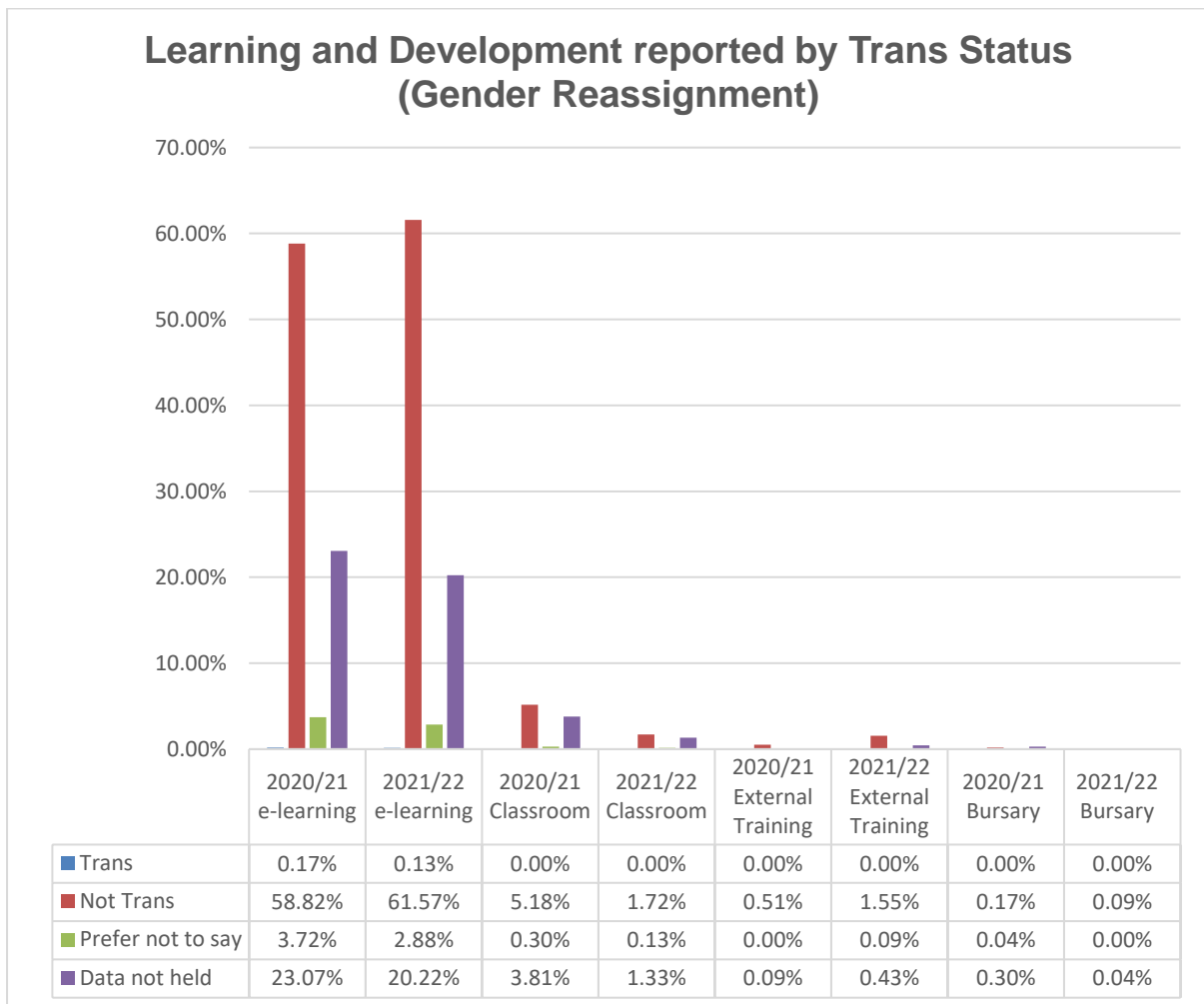


Analysis of staff in post

The data highlights that only a small percentage of staff identify as trans. No census data is currently available to provide a comparison however positive action to promote employment opportunities to trans people will continue to be considered.

Less than 1% of respondents to the iMatter survey identified as trans, 93% said they are not and 7% chose not to answer the question.

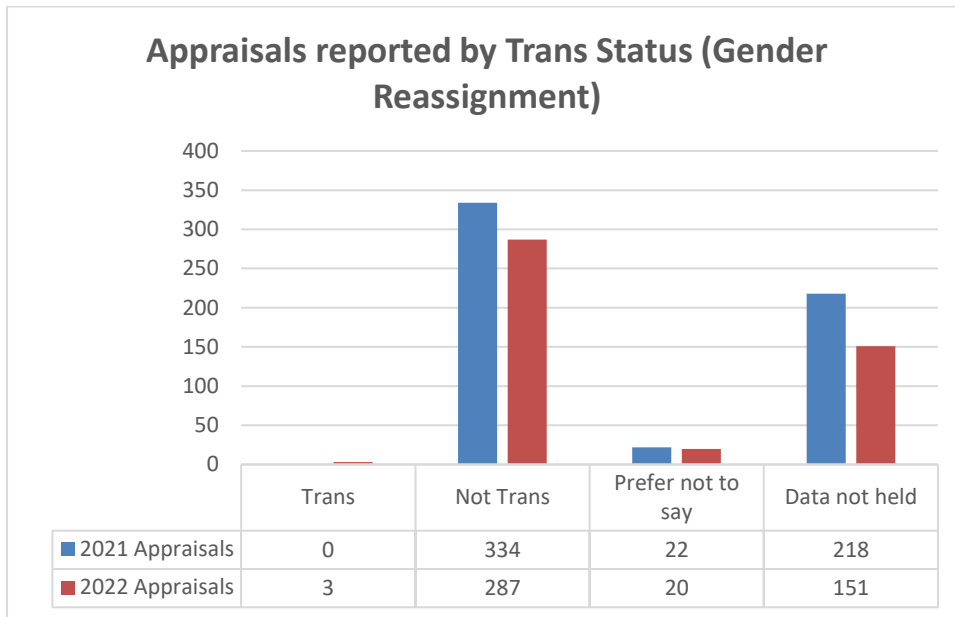
3.3.3 Learning and Development



3.3.4 Analysis

The data highlights that a very small number of staff who identify as trans access training opportunities. However, given the very low number of staff employed, this is not an unexpected figure.

3.3.5 Performance Reviews/Appraisals



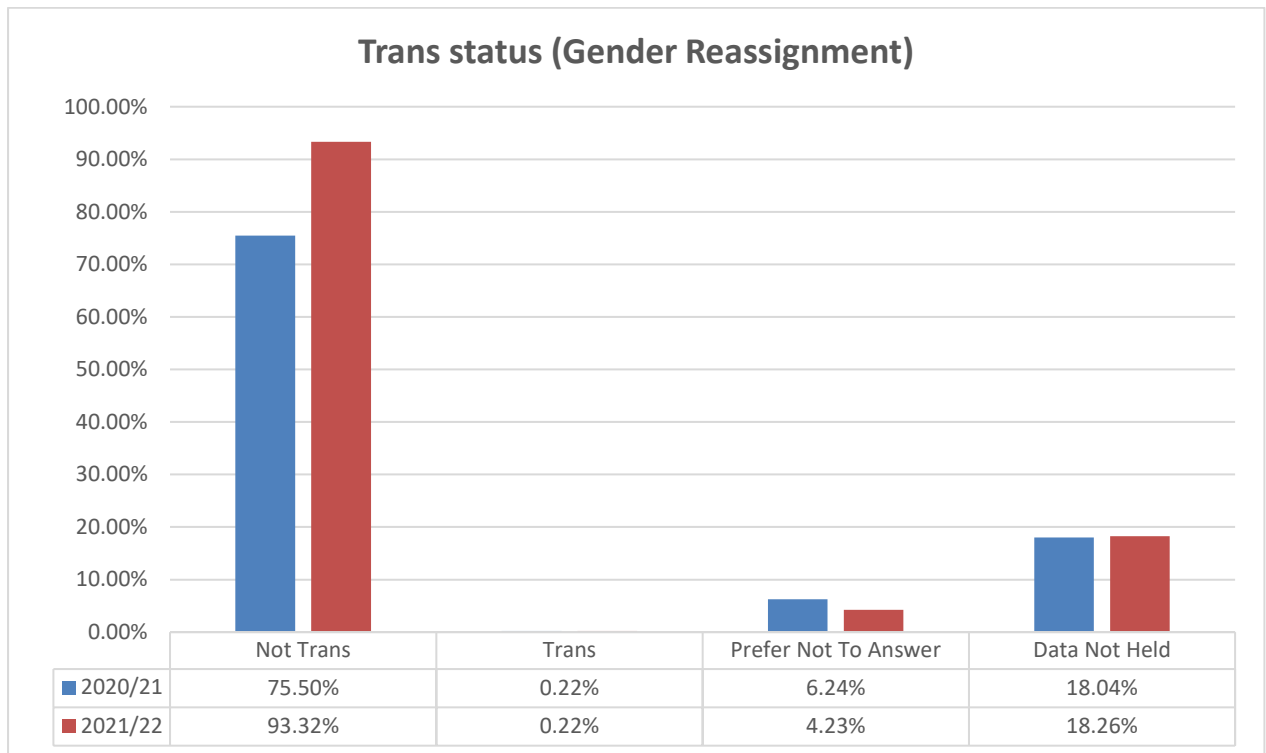
Analysis

Similar to training, the number of staff who identify as trans who have had a performance review is very low, though this is again reflective of the number of trans staff we currently employ.

3.3.6 Employee Relations

No staff who were the subject of a disciplinary, grievance, capability or dignity at work procedure identified as trans during the reporting periods 2020/21 or 2021/22.

3.3.7 Leavers



Analysis

The number of trans staff who have left is very low, but this is in line with the overall number of trans staff currently employed.

3.4 Pregnancy and Maternity

3.4.1 Maternity Leave

In 2020/21:

- 36 staff started their maternity leave
- 30 staff finished their maternity leave
- 2 staff members left by the end of their maternity leave
- 9 staff returned on reduced working hours

In 2021/22:

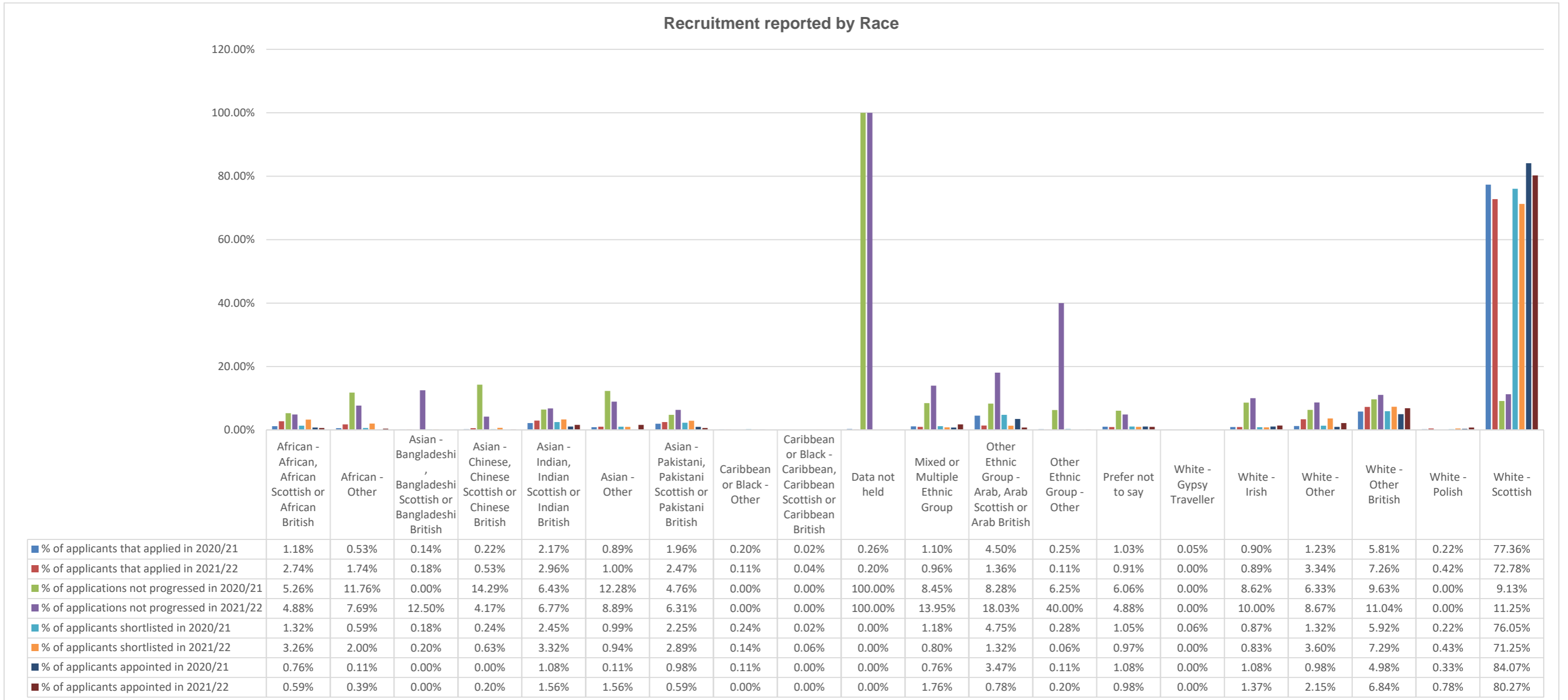
- 41 staff started their maternity leave
- 45 staff finished their maternity leave
- 11 staff left by the end of their maternity leave
- 9 staff returned on reduced working hours

3.4.2 Employee Relations

No pregnant members of staff, or those on maternity leave, were noted as being the subject of disciplinary, grievance, capability or dignity at work procedures during the reporting periods 2020/21 and 2021/22.

3.5 Race

3.5.1 Recruitment



Recruitment

Recruitment reported by Race - 2020/2021	% Applied	% Appointed	% Success Rate
White - Polish	0.22%	0.05%	21.43%
White - Irish	0.90%	0.16%	17.24%
White - Scottish	77.36%	12.05%	15.58%
Prefer not to say	1.03%	0.16%	15.15%
White - Other British	5.81%	0.71%	12.30%
White - Other	1.23%	0.14%	11.39%
Other Ethnic Group - Arab, Arab Scottish or Arab British	4.50%	0.50%	11.03%
Mixed or Multiple Ethnic Group	1.10%	0.11%	9.86%
African - African, African Scottish or African British	1.18%	0.11%	9.21%
Caribbean or Black - Other	0.20%	0.02%	7.69%
Asian - Indian, Indian Scottish or Indian British	2.17%	0.16%	7.14%
Asian - Pakistani, Pakistani Scottish or Pakistani British	1.96%	0.14%	7.14%
Other Ethnic Group - Other	0.25%	0.02%	6.25%
African - Other	0.53%	0.02%	2.94%
Asian - Other	0.89%	0.02%	1.75%
Asian - Bangladeshi, Bangladeshi Scottish or Bangladeshi British	0.14%	0.00%	0.00%
Asian - Chinese, Chinese Scottish or Chinese British	0.22%	0.00%	0.00%
Caribbean or Black - Caribbean, Caribbean Scottish or Caribbean British	0.02%	0.00%	0.00%
Data not held	0.26%	0.00%	0.00%
White - Gypsy Traveller	0.05%	0.00%	0.00%

Recruitment reported by Race - 2021/2022	% Applied	% Appointed	% Success rate
White - Polish	0.42%	0.09%	21.05%
Mixed or Multiple Ethnic Group	0.96%	0.20%	20.93%
Other Ethnic Group - Other	0.11%	0.02%	20.00%
Asian - Other	1.00%	0.18%	17.78%
White - Irish	0.89%	0.16%	17.50%
White - Scottish	72.78%	9.15%	12.57%
Prefer not to say	0.91%	0.11%	12.20%
White - Other British	7.26%	0.78%	10.74%
White - Other	3.34%	0.24%	7.33%
Other Ethnic Group - Arab, Arab Scottish or Arab British	1.36%	0.09%	6.56%
Asian - Indian, Indian Scottish or Indian British	2.96%	0.18%	6.02%
Asian - Chinese, Chinese Scottish or Chinese British	0.53%	0.02%	4.17%
Asian - Pakistani, Pakistani Scottish or Pakistani British	2.47%	0.07%	2.70%
African - Other	1.74%	0.04%	2.56%
African - African, African Scottish or African British	2.74%	0.07%	2.44%
Asian - Bangladeshi, Bangladeshi Scottish or Bangladeshi British	0.18%	0.00%	0.00%

Caribbean or Black - Other	0.11%	0.00%	0.00%
Caribbean or Black - Caribbean, Caribbean Scottish or Caribbean British	0.04%	0.00%	0.00%
Data not held	0.20%	0.00%	0.00%

Analysis of the recruitment data

As NHS 24 set an equality outcome intended to help improve the experience of minority ethnic people applying for and working with NHS 24, we have included additional data that highlights the success rate of applicants for each ethnic category within this protected characteristic group.

In 2020/21, 14.33% of all applicants were successfully appointed. Recruitment data from this year suggests that minority ethnic people were generally less likely to be successful in their application to join NHS 24. In 2020/21, 77.36% of all applicants identified as White - Scottish, with 12.05% of these applicants being successfully appointed. This gives a success rate of 15.58%. In the same year, only White - Irish and White - Polish applicants had a greater success rate, however the combined percentage of people applying from these two groups was 1.12% of total applications.

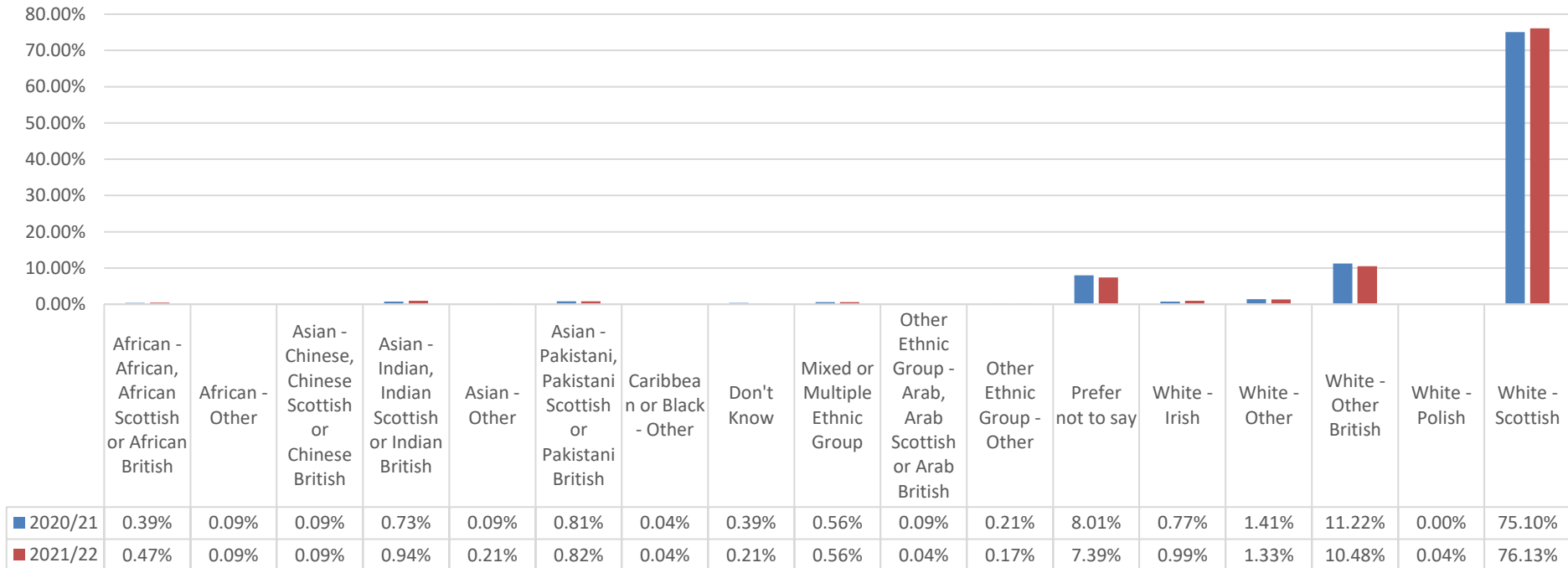
In 2021/22, 11.4% of all applicants were successfully appointed. Recruitment data from this year suggests that minority ethnic people continued to be generally less likely to be successful, though there is some improvement for two minority ethnic categories, with the Asian – Other and Mixed or Multiple Ethnic Group both showing a greater success rate than those in the White - Scottish category. Overall, the success rate for applicants in non-white minority ethnic categories continues to be disproportionately low. In 2021/22, the combined average success rate for all white categories was 13.84%. The combined average success rate for all non-white minority ethnic categories was 6.40%.

It is important to note that NHS 24 does receive applications from international candidates, who at the time of application are either not qualified or have no right to work in the UK. NHS 24 also regularly receives applications from international candidates who are seeking an NHSScotland sponsor. These two factors could impact on the overall success rate of minority ethnic candidates.

As part of our equality outcome work, we have been engaging with organisations and groups that represent minority ethnic communities to support improvements in this area. This work will continue to be a priority.

3.5.2 Staff in post

Staff in post reported by Race



Analysis of the staff in post data

When looking at the percentage of the workforce who identify as “African - African, African Scottish or African British”, “African – Other”, “Asian – Chinese”, “Chinese Scottish or Chinese British”, “Asian - Indian, Indian Scottish or Indian British”, “Asian – Other”,

“Asian - Pakistani, Pakistani Scottish or Pakistani British”, “Caribbean or Black – Other”, “Don't Know”, “Mixed or Multiple Ethnic Group” and “Other Ethnic Group - Arab, Arab Scottish or Arab British”, it gives a combined total of 3.26%.

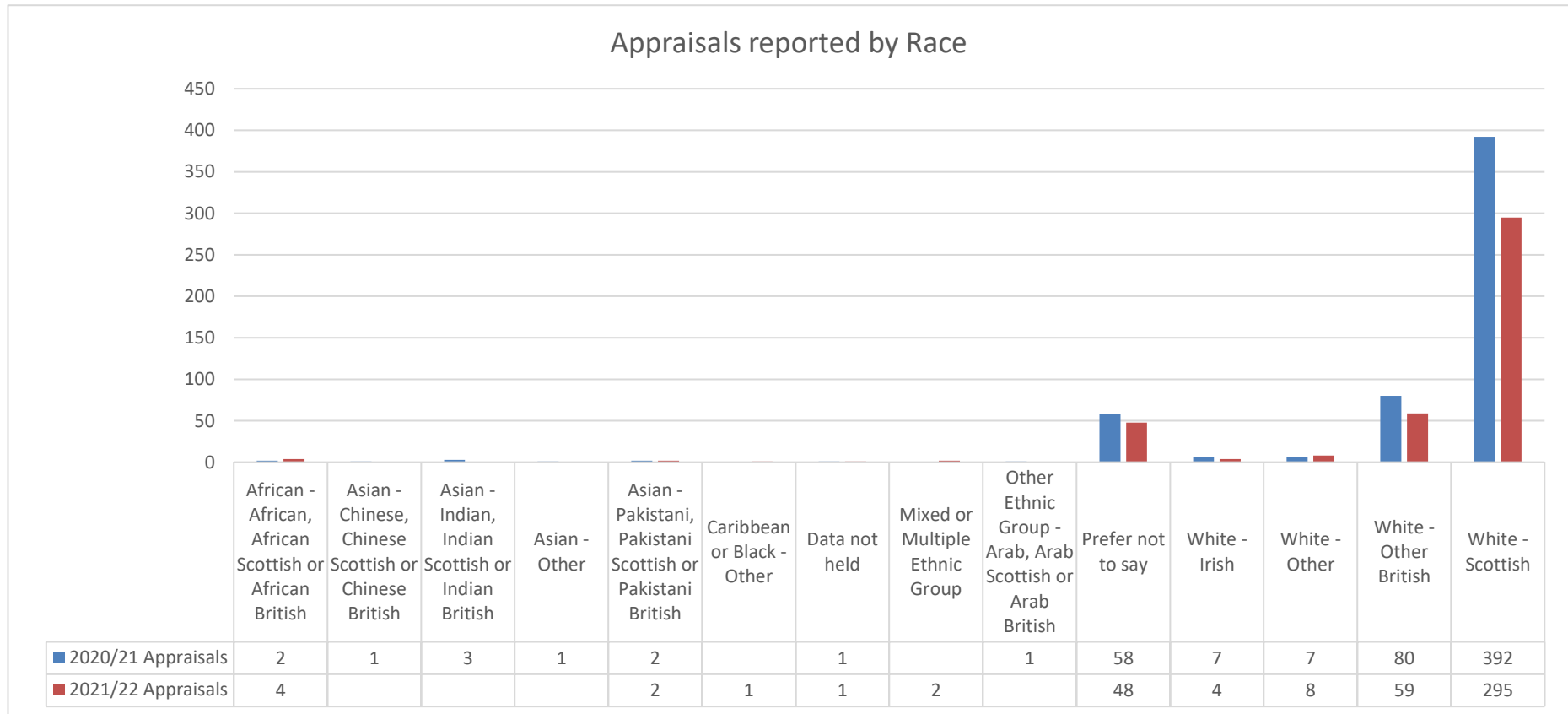
Scotland's 2011 census reported that:

- Scotland's population was 96.0% white
- 91.8% of people identified as 'White: Scottish' or 'White: Other British'
- 4.2% of people identified as Polish, Irish, Gypsy/Traveller or 'White: Other'
- the population in Asian, African, Caribbean or Black, Mixed or Other ethnic groups was 4%

The iMatter survey reported that 90% of respondents described their ethnicity as 'white' with the majority of those people saying they are Scottish. 4% of staff described their ethnicity as other than white and 6% chose not to answer the question.

Though this continues to be an area for improvement as per our equality outcome, the census data and comparator data from the iMatter survey shows that NHS 24 is not too far behind in terms of proportionate representation.

3.5.4 Performance Reviews/Appraisals



3.5.5 Disciplinary Procedures

	2020/21 Disciplinary	2021/22 Disciplinary
Asian - Indian, Indian Scottish or Indian British	0	<10
Prefer not to say	<10	<10
White - Other	0	<10
White - Other British	<10	<10
White - Scottish	<10	15
Total	14	21

3.5.6 Grievance Procedure by Race

	2020/21 Grievance	2021/22 Grievance
Asian - Indian, Indian Scottish or Indian British	0	<10
White - Other British	<10	<10
White - Scottish	15	<10
Total	18	10

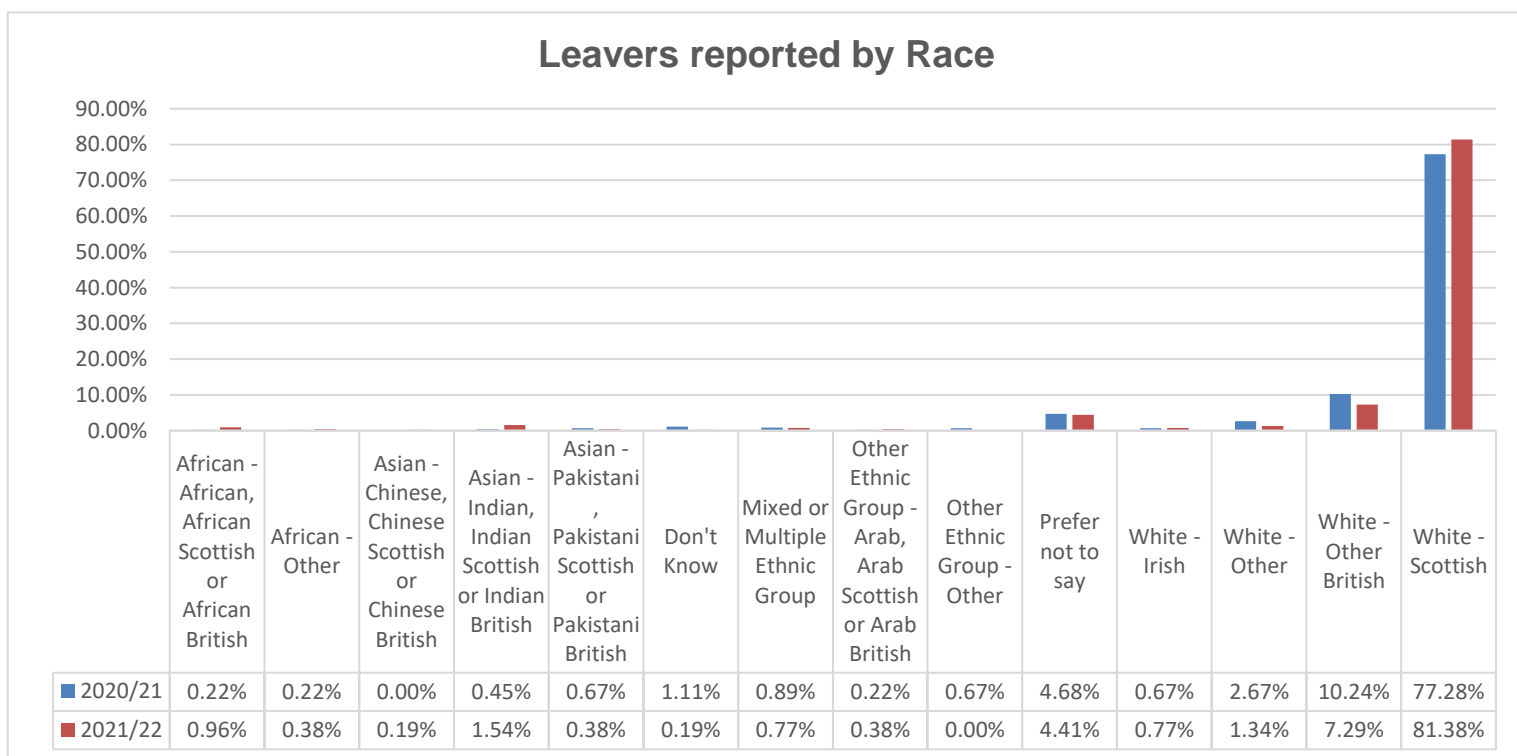
3.5.7 Dignity at Work by Race

	2020/21 Dignity at Work	2021/22 Dignity at Work
African - African, African Scottish or African British	<10	0
Asian - Indian, Indian Scottish or Indian British	<10	0
White - Scottish	<10	<10
Total	4	2

3.5.8 Capability Procedure by Race

	2020/21 Capability	2021/22 Capability
African - African, African Scottish or African British	<10	<10
African - Other		<10
Prefer not to say	<10	0
White - Other British	0	<10
White - Scottish	<10	<10
Total	6	6

3.5.9 Leavers



Analysis

4.61% of leavers during the period 2021/22 identified as being from a non-white, minority ethnic background. This is slightly higher than the percentage of staff in post who identified as being from a non-white minority ethnic group for the same period, which was 3.26 %.

3.6 Nationality

3.6.1 Recruitment

Nationality	% of applicants that applied in 2020/21	% of applicants that applied in 2021/22	% of applications not progressed in 2020/21	% of applications not progressed in 2021/22	% of applicants shortlisted in 2020/21	% of applicants shortlisted in 2021/22	% of applicants appointed in 2020/21	% of applicants appointed in 2021/22
American	0.19%	0.51%	0.17%	0.21%	0.22%	0.51%	0.00%	0.00%
British	52.54%	49.77%	56.70%	50.93%	52.49%	49.23%	51.35%	52.76%
Canadian	0.25%	0.29%	0.35%	0.21%	0.20%	0.29%	0.43%	0.39%
Data not held	0.26%	0.20%	1.22%	1.86%	0.00%	0.00%	0.00%	0.00%
English	1.85%	2.07%	1.39%	2.27%	1.93%	2.09%	1.73%	1.77%
German	0.19%	0.18%	0.00%	0.00%	0.22%	0.23%	0.11%	0.00%
Greek	0.20%	0.27%	0.00%	0.00%	0.24%	0.31%	0.11%	0.20%
Indian	1.29%	2.11%	0.70%	1.65%	1.61%	2.43%	0.00%	0.39%
Irish	0.67%	0.58%	0.70%	0.82%	0.63%	0.51%	0.87%	0.79%
Italian	0.19%	0.33%	0.00%	0.00%	0.24%	0.43%	0.00%	0.00%
Nigerian	0.79%	2.96%	0.00%	1.65%	0.96%	3.52%	0.43%	0.39%
Pakistani	0.39%	0.65%	0.00%	0.00%	0.49%	0.83%	0.11%	0.00%
Polish	0.70%	0.65%	0.35%	0.62%	0.77%	0.63%	0.54%	0.79%
Portugese	0.17%	0.22%	0.17%	0.62%	0.20%	0.20%	0.00%	0.00%
Romanian	0.16%	0.04%	0.35%	0.00%	0.16%	0.06%	0.00%	0.00%
Scottish	37.83%	36.28%	35.30%	36.29%	37.19%	35.64%	43.66%	40.94%
Spanish	0.19%	0.20%	0.35%	0.00%	0.20%	0.23%	0.00%	0.20%

* Fewer than ten people who applied between 1 October 2020 and 30 September 2022 identified themselves from at least one each of the following nationalities:

Afghan	Chinese	Filipino	Lithuanian	Slovakian	Welsh
Argentinean	Colombian	Finnish	Malaysian	Slovenian	Zambian
Australian	Croatian	French	Maltese	South African	Zimbabwean
Bangladeshi	Cypriot	Ghanaian	Mauritian	Sri Lankan	
Belarusian	Czech	Hungarian	Namibian	Sudanese	
Brazilian	Danish	Indonesian	Netherlander	Swedish	
Bulgarian	Dutch	Iranian	New Zealander	Swiss	
Burmese	Ecuadorian	Jamaican	Northern Irish	Turkish	

Burundian	Egyptian	Kenyan	Prefer not to say	Trinidadian or Tobagonian	
Chadian	Estonian	Latvian	Rwandan	Vietnamese	

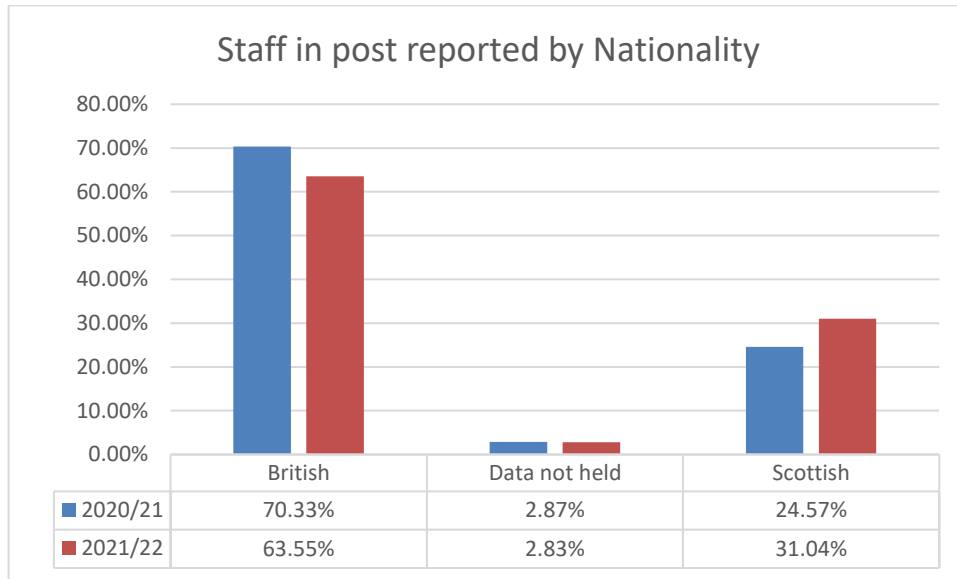
Fewer than ten members of staff who were appointed to NHS 24 between 1 October 2020 and 30 September 2022 identified themselves from each of the following nationalities:

Dutch	Lithuanian
French	Northern Irish
Hungarian	Prefer not to say
Lithuanian	Sri Lankan
Northern Irish	

No appointments were made between 1 October 2020 and 30 September 2021 of people who identified themselves from each of the following nationalities:

Afghan	Croatian	Jamaican	South African
Argentinean	Cypriot	Kenyan	Sudanese
Australian	Czech	Latvian	Swedish
Bangladeshi	Danish	Malaysian	Swiss
Belarusian	Ecuadorian	Maltese	Turkish
Brazilian	Egyptian	Mauritian	Trinidadian or Tobagonian
Bulgarian	Estonian	Namibian	Vietnamese
Burmese	Filipino	Netherlander	Welsh
Burundian	Finnish	New Zealander	Zambian
Chadian	Ghanaian	Rwandan	Zimbabwean
Chinese	Indonesian	Slovakian	
Colombian	Iranian	Slovenian	

3.6.2 Staff in Post



In both years reported, over 94% of the workforce identifies as either British or Scottish. We do not hold nationality data for just over 2.8% of the workforce. Less than 3% of the workforce identify as one of the following nationalities:

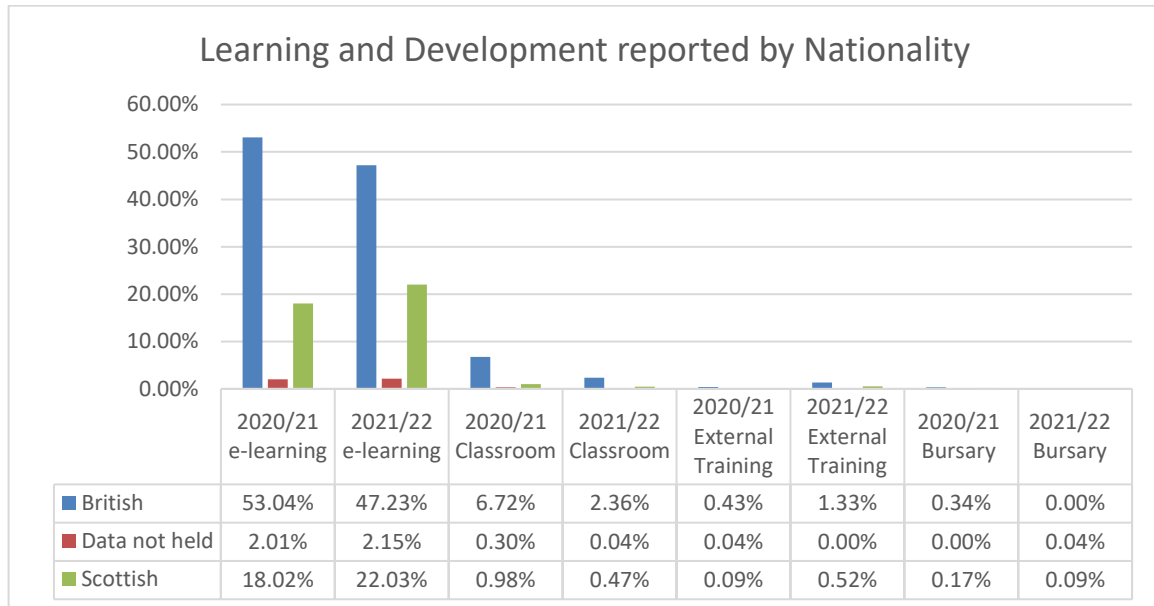
American	Ghanaian	Spanish
Belarusian	Greek	Sri Lankan
Bulgarian	Hungarian	South African
Canadian	Indian	Swedish
Cypriot	Irish	Welsh
Czech	Italian	Zambian
Dutch	Nigerian	Zimbabwean
English	Northern Irish	
French	Pakistani	
Gambian	Polish	
German	Romanian	

Analysis

The 2011 census asked people what country or countries they felt an affiliation to. National identity is not tied to ethnicity or country of birth. A foreign citizen living in Scotland is free to choose 'Scottish' as their national identity. In 2011, 82.7% of

people living in Scotland said they had some Scottish national identity. 62.4% of Scotland's population said they were 'Scottish only'. 28.2% of people in minority ethnic groups said they had some Scottish identity. 8.4% of the population said they had 'British identity only'. 4.4% of people said they had no UK identity.

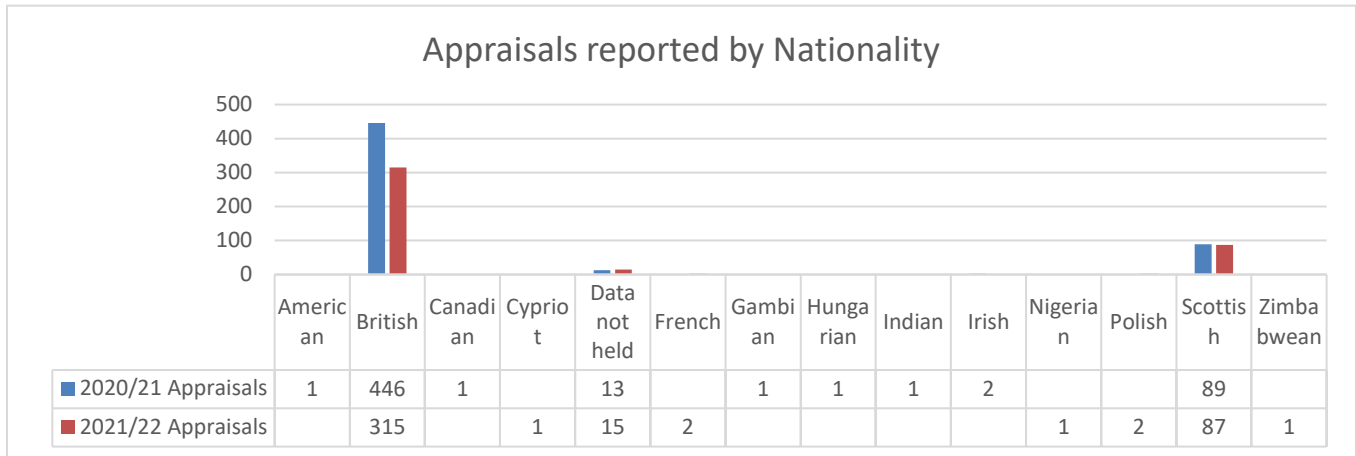
3.6.3 Learning and Development by Nationality



*Fewer than ten members of staff who attended and or completed training in each of the individual categories identified themselves from each of the following nationalities:

American	Dutch	Ghanaian	Northern Irish	Sri Lankan
Belarusian	English	Hungarian	Pakistani	Swedish
Bulgarian	French	Indian	Polish	Welsh
Canadian	Gambian	Irish	South African	Zambian
Cypriot	Greek	Nigerian	Spanish	Zimbabwean

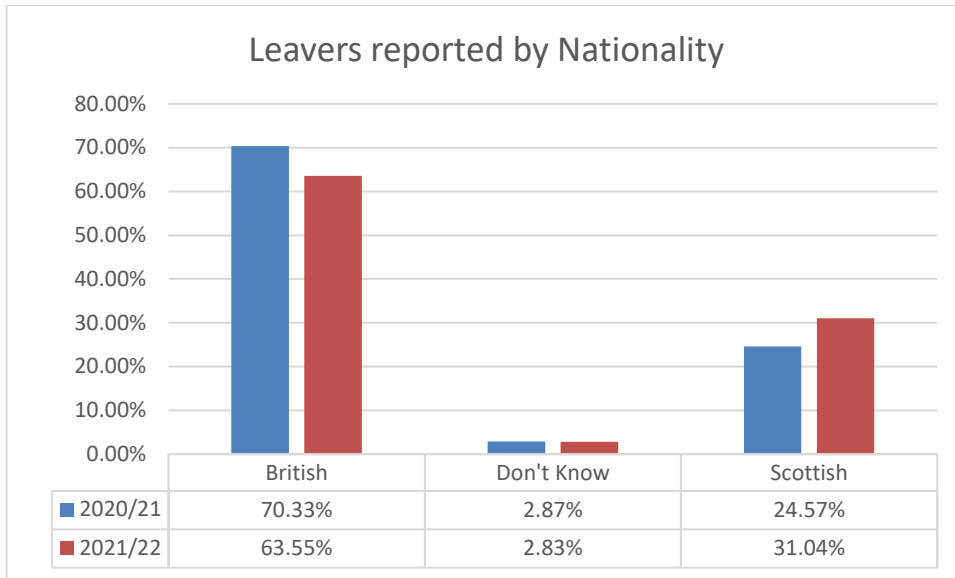
3.6.4 Appraisals reported by Nationality



Over the 2-year period reported, fewer than ten staff had an appraisal recorded, who identified themselves from each of the following nationalities:

American	French	Indian	Polish
Canadian	Gambian	Irish	Zimbabwean
Cypriot	Hungarian	Nigerian	

3.6.5 Leavers



Over the 2-year period reported, fewer than ten staff had an appraisal recorded, who identified themselves from each of the following nationalities:

American	French	Italian	South African
Belarusian	Gambian	Nigerian	Swedish
Bulgarian	German	Northern Irish	Welsh
Canadian	Ghanaian	Pakistani	Zambian
Cypriot	Greek	Polish	Zimbabwean
Czech	Hungarian	Romanian	
Dutch	Indian	Spanish	
English	Irish	Sri Lankan	

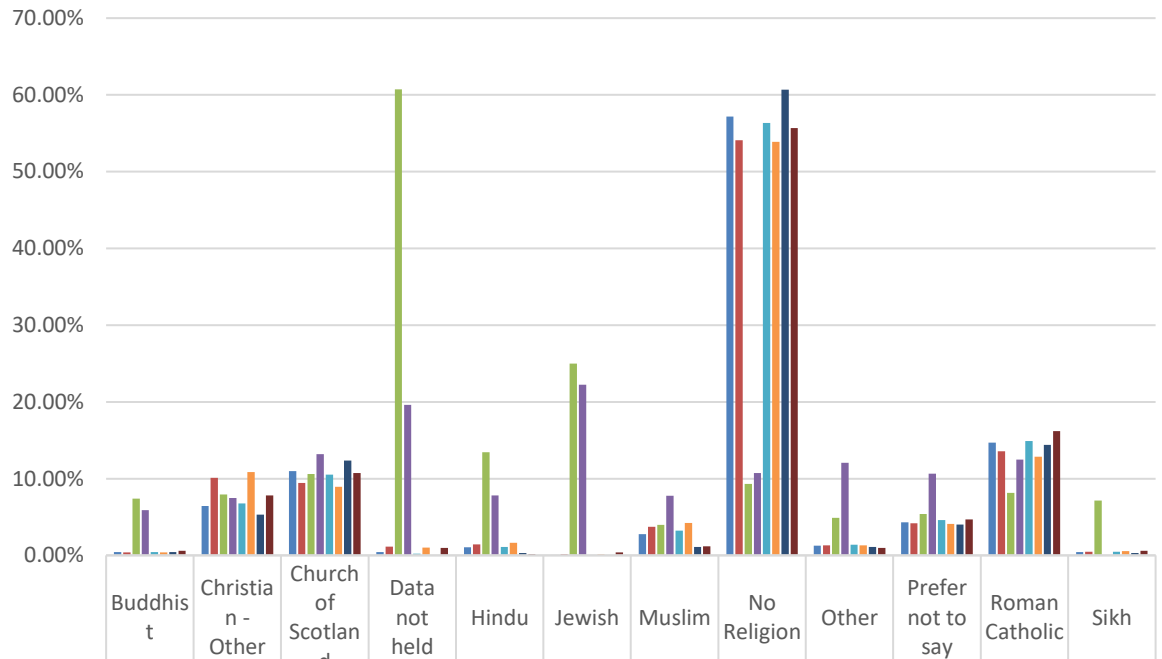
3.6.6 Employee Relations

Over the two-year period reported only 1 member of staff who did not identify as either Scottish, British or Data not held was the subject of a disciplinary, grievance, capability or dignity at work procedure.

3.7 Religion and Belief

3.7.1 Recruitment

Recruitment reported by Religion and Belief



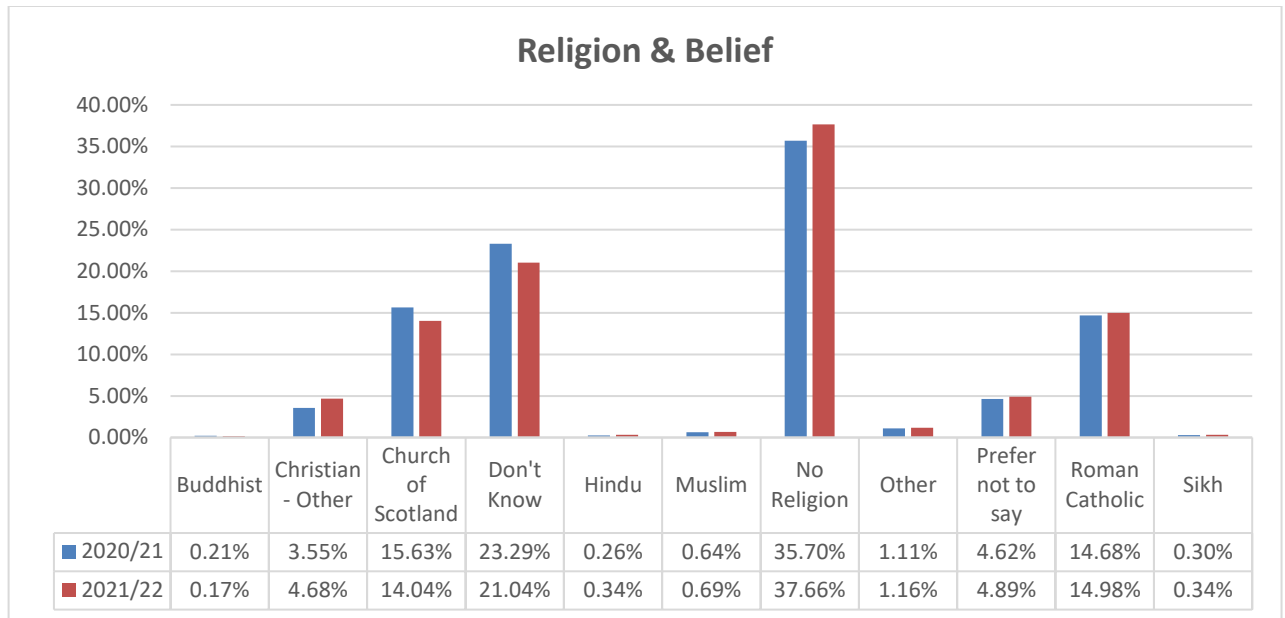
	Buddhist	Christian - Other	Church of Scotland	Data not held	Hindu	Jewish	Muslim	No Religion	Other	Prefer not to say	Roman Catholic	Sikh
■ % of applicants that applied in 2020/21	0.42%	6.45%	10.98%	0.43%	1.04%	0.06%	2.75%	57.17%	1.27%	4.32%	14.68%	0.43%
■ % of applicants that applied in 2021/22	0.38%	10.10%	9.44%	1.14%	1.42%	0.20%	3.72%	54.08%	1.29%	4.18%	13.55%	0.49%
■ % of applications not progressed in 2020/21	7.41%	7.95%	10.61%	60.71%	13.43%	25.00%	3.95%	9.32%	4.88%	5.40%	8.15%	7.14%
■ % of applications not progressed in 2021/22	5.88%	7.49%	13.21%	19.61%	7.81%	22.22%	7.78%	10.74%	12.07%	10.64%	12.48%	0.00%
■ % of applicants shortlisted in 2020/21	0.43%	6.75%	10.50%	0.22%	1.12%	0.06%	3.24%	56.34%	1.38%	4.58%	14.91%	0.47%
■ % of applicants shortlisted in 2021/22	0.37%	10.87%	8.95%	1.03%	1.66%	0.14%	4.23%	53.89%	1.32%	4.12%	12.87%	0.54%
■ % of applicants appointed in 2020/21	0.43%	5.31%	12.35%	0.00%	0.33%	0.00%	1.08%	60.67%	1.08%	4.01%	14.41%	0.33%
■ % of applicants appointed in 2021/22	0.59%	7.81%	10.74%	0.98%	0.20%	0.39%	1.17%	55.66%	0.98%	4.69%	16.21%	0.59%

Analysis of the recruitment data

The success rate of applicants across most religion or belief groups broadly reflects the application rate. There are slight differences in the success rate of people who identified as either Hindu or Muslim in both years. This concurs with the data reported in relation to race, assuming that the majority of people who identified as either Asian - Indian, Indian Scottish or Indian British, Asian - Bangladeshi, Bangladeshi Scottish or Bangladeshi British or Asian - Pakistani, Pakistani Scottish or Pakistani British would have identified as either Hindu or Muslim. Further analysis on the intersectional nature of these two characteristics

will be undertaken and appropriate actions will be taken to address any potential inequalities.

3.7.2 Staff in Post



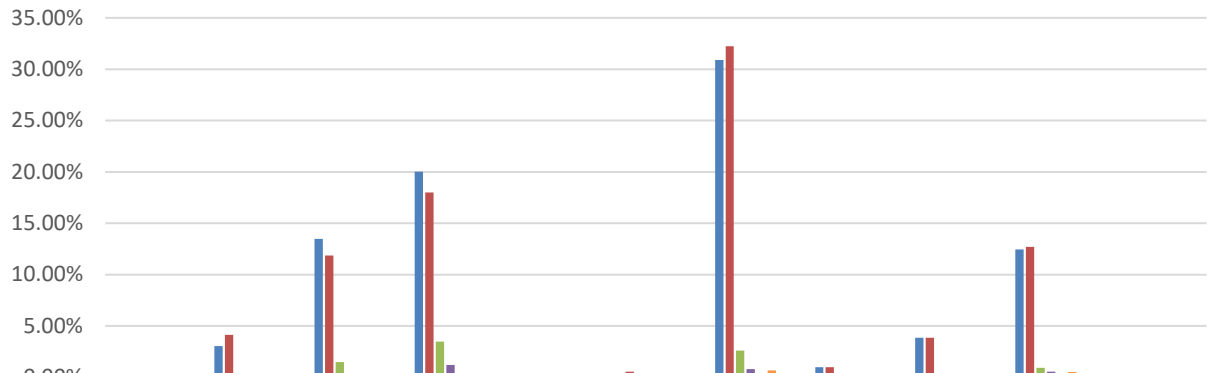
Analysis of the staff in post data

In comparison to census data, the most significantly underrepresented groups would be Church of Scotland and Muslim. Scotland’s 2011 census noted that 32.4% of people identified their religion as Church of Scotland and 1.4% of people said they were Muslim. The census reported that 36.7% of people said they had no religion and 15.88% identified as Roman Catholic. 0.7% of the population identified as either Buddhists, Hindus, or Sikhs, and 0.11% identified as Jewish.

Half of staff taking part in iMatter survey are reported to have no religion. 21% of staff identified their religion as Church of Scotland and 14% are Roman Catholic. 7% chose not to answer the question. The iMatter survey notes that 32% of staff employed by NHSScotland declared their religion as Christian, of which Roman Catholic and Church of Scotland made up of 16% and 10% of this respectively. 28% declared they follow no religion.

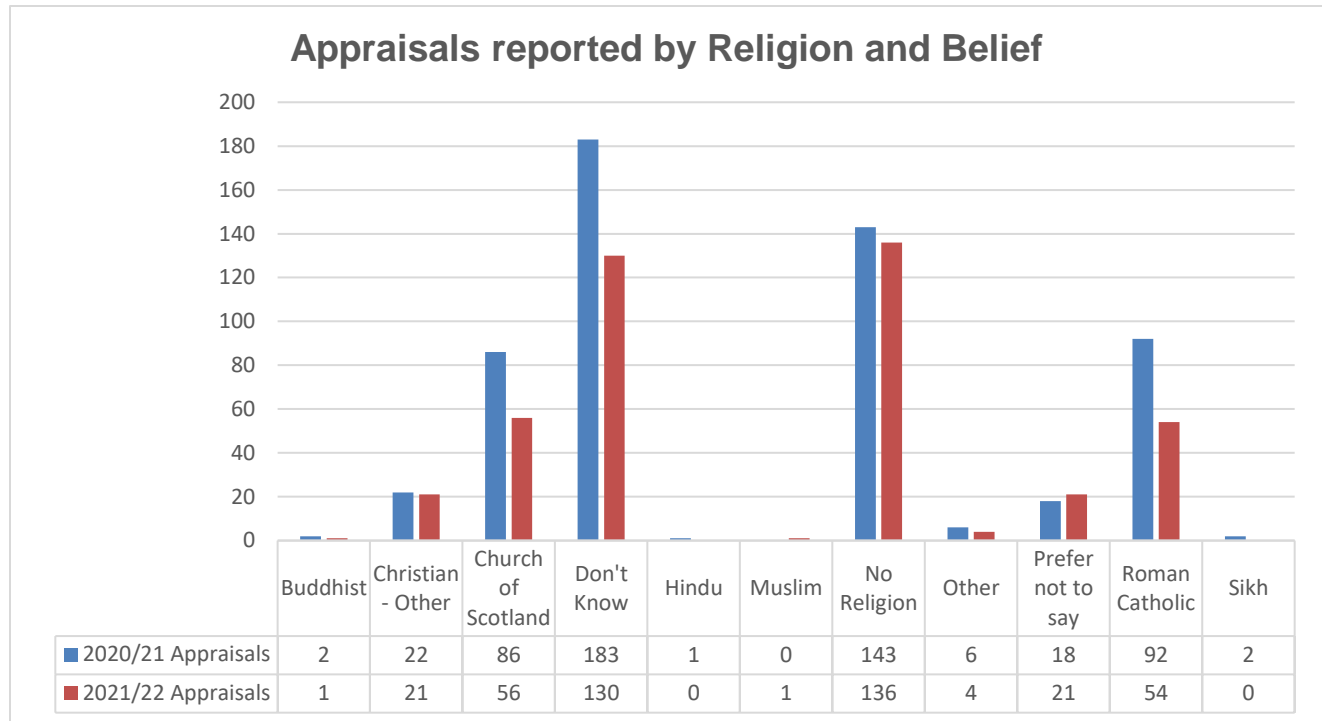
3.7.3 Learning and Development

Learning and Development reported by Religion and Belief



	Buddhist	Christian - Other	Church of Scotland	Don't Know	Hindu	Muslim	No Religion	Other	Prefer not to say	Roman Catholic	Sikh
2020/21 e-learning	0.17%	3.04%	13.48%	20.03%	0.21%	0.30%	30.91%	0.98%	3.85%	12.46%	0.26%
2021/22 e-learning	0.17%	4.12%	11.85%	17.99%	0.30%	0.56%	32.25%	0.99%	3.86%	12.71%	0.30%
2020/21 Classroom	0.04%	0.39%	1.50%	3.47%	0.00%	0.04%	2.61%	0.04%	0.26%	0.94%	0.00%
2021/22 Classroom	0.00%	0.04%	0.39%	1.20%	0.00%	0.00%	0.82%	0.04%	0.17%	0.56%	0.00%
2020/21 External Training	0.00%	0.00%	0.21%	0.00%	0.04%	0.00%	0.21%	0.04%	0.00%	0.09%	0.00%
2021/22 External Training	0.00%	0.09%	0.21%	0.39%	0.00%	0.00%	0.69%	0.00%	0.17%	0.52%	0.00%
2020/21 Bursary	0.00%	0.00%	0.09%	0.21%	0.00%	0.00%	0.13%	0.04%	0.00%	0.04%	0.00%
2021/22 Bursary	0.00%	0.00%	0.00%	0.04%	0.00%	0.00%	0.09%	0.00%	0.00%	0.00%	0.00%

3.7.4 Performance Reviews/Appraisals



3.7.5 Disciplinary Procedure by Religion or Belief

	2020/21 Disciplinary	2021/22 Disciplinary
Christian - Other	0	<10
Church of Scotland	<10	0
Don't Know	<10	<10
No Religion	<10	<10
Other	0	<10
Roman Catholic	<10	<10
Sikh	0	<10
Total	14	21

3.7.6 Grievance Procedure by Religion or Belief

	2020/21 Grievance	2021/22 Grievance
Church of Scotland	<10	<10
Don't Know	<10	<10

No Religion	<10	<10
Other	<10	
Roman Catholic	<10	<10
Total	18	10

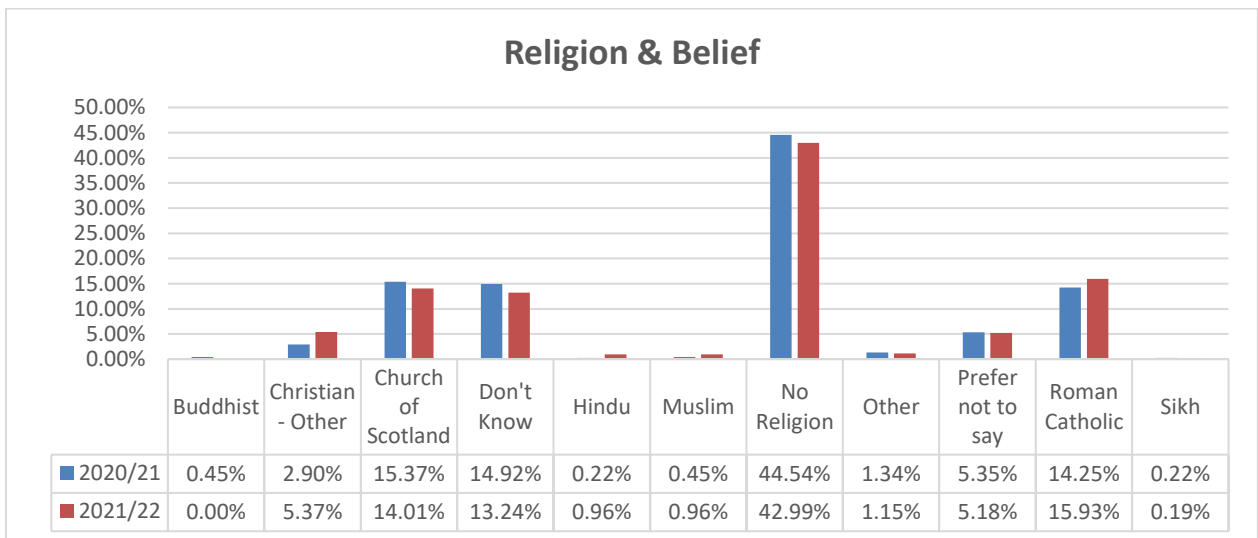
3.7.7 Dignity at Work by Religion or Belief

	2020/21 Dignity at Work	2021/22 Dignity at Work
Christian - Other	<10	0
Church of Scotland	0	<10
Don't Know	<10	<10
No Religion	0	<10
Roman Catholic	<10	0
Total	4	2

3.7.8 Capability Procedure by Religion or Belief

	2020/21 Capability	2021/22 Capability
Christian - Other	<10	<10
Church of Scotland		
Don't Know	<10	<10
No Religion	0	<10
Roman Catholic	<10	0
Total	6	6

3.7.9 Leavers

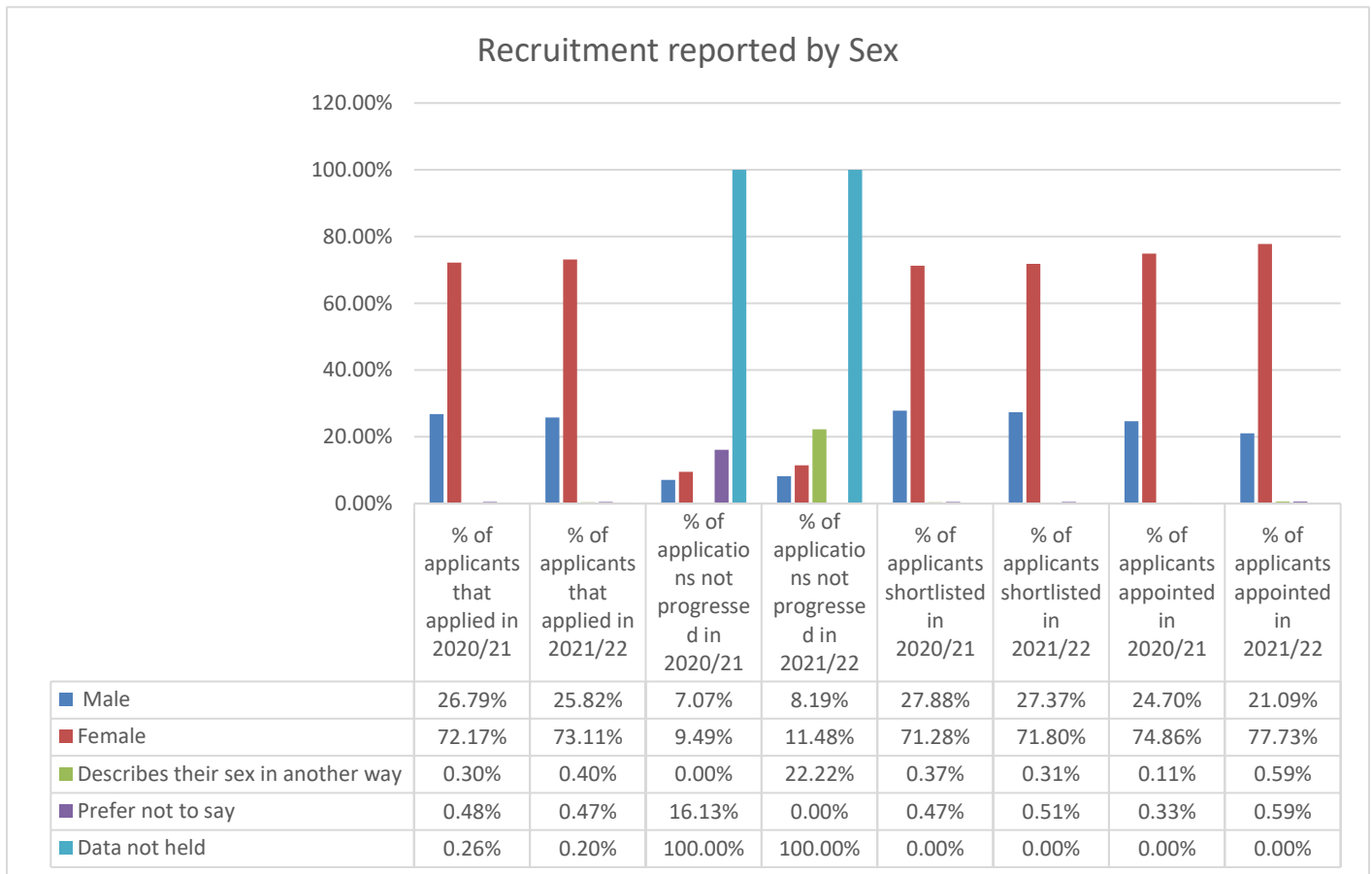


Analysis

The percentage split of leavers across each religion or belief largely corresponds with the percentage split of staff in post, with no unexpectedly high groups of leavers.

3.8 Sex

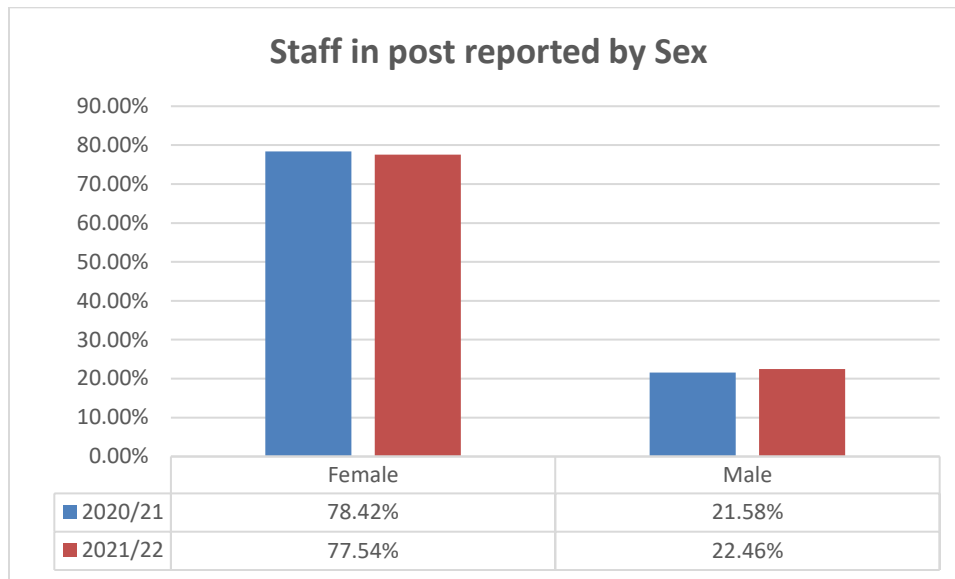
3.8.1 Recruitment



Analysis of the recruitment data

Across both years, female applicants were significantly greater than male applicants. The success rate of female applicants is slightly greater than the success rate of male applicants.

3.8.2 Staff in post

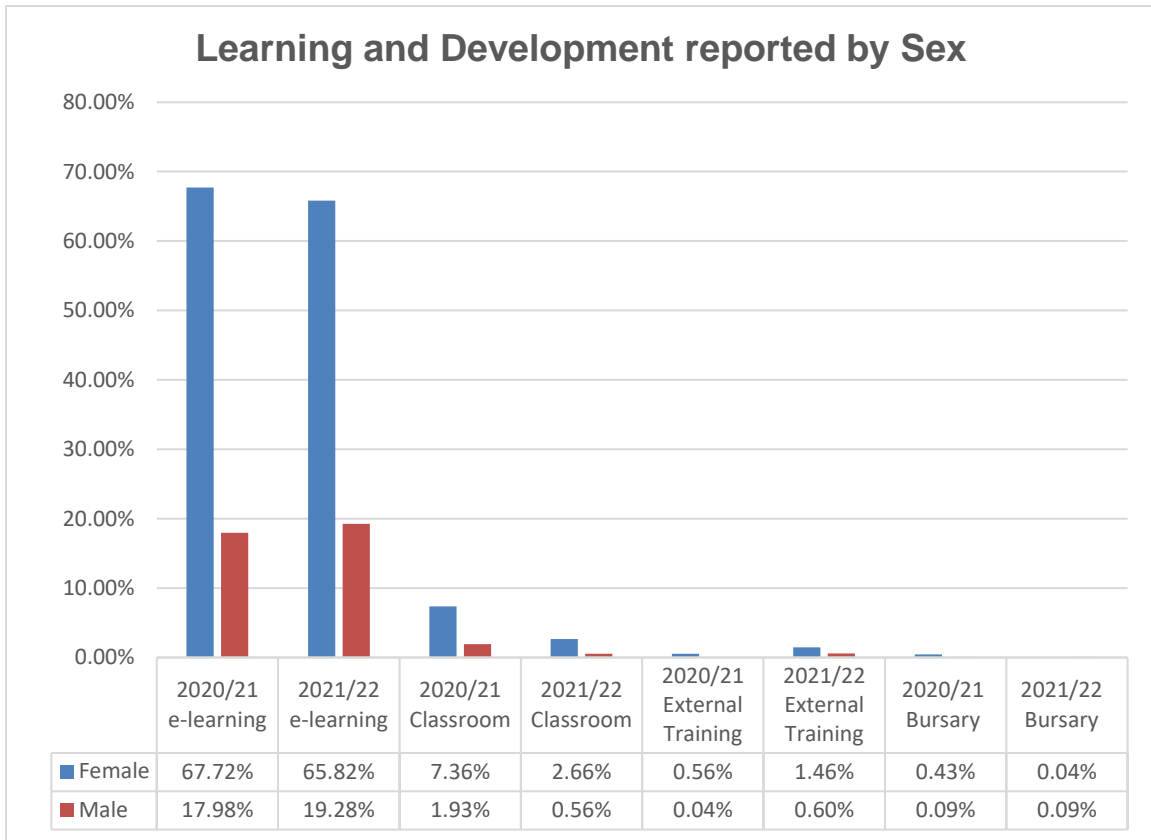


Analysis of the staff in post data

There has been a slight increase in the percentage of male staff since the last reporting period. Just over 77% of our staff identify as female in comparison to just over 79% in 2019/20. Nursing is the second largest job family within NHS 24, with all posts within this category requiring a professional qualification. Nursing is known to be a profession that experiences occupational segregation, with most nurses being women. Additionally, it is widely known that women are still more likely to apply for and occupy jobs within administrative roles, public sector bodies and the NHS.

The imbalance we have between female and male staff is broadly comparable to other NHS Boards and achieving a greater balance across the NHS in Scotland remains a national challenge.

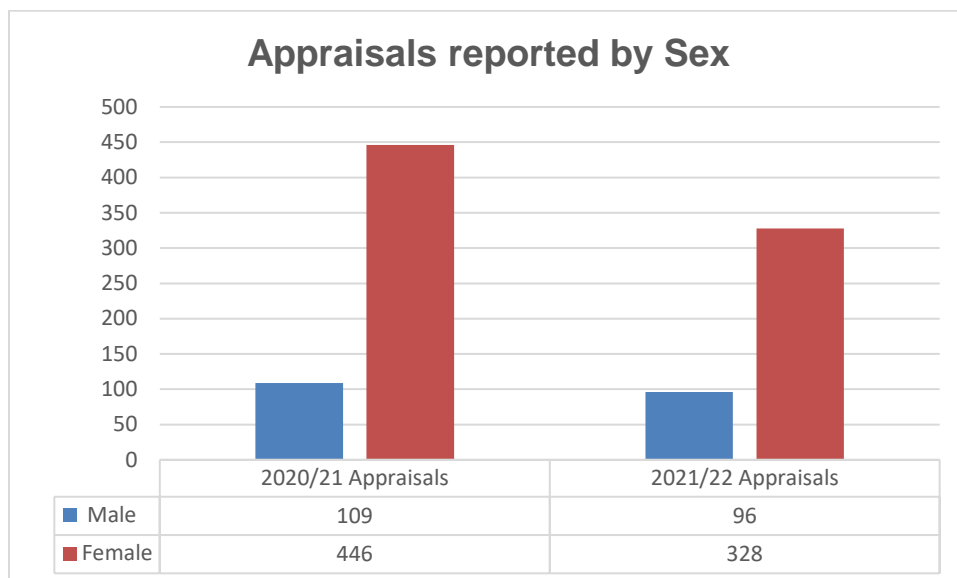
3.8.3 Learning and Development



Analysis

The percentage split of staff accessing training reported by sex is broadly similar to the staff in post split.

3.8.4 Performance Reviews/Appraisals



Analysis

The percentage split of staff undergoing a performance review reported by sex is broadly similar to the staff in post split.

3.8.5 Disciplinary Procedure by Sex

	2020/21 Disciplinary	2021/22 Disciplinary
Female	<10	<10
Male	<10	*
Total	14	21

3.8.6 Grievance Procedure by Sex

	2020/21 Grievance	2021/22 Grievance
Female	*	<10
Male	<10	<10
Total	18	10

3.8.7 Dignity at Work by Sex

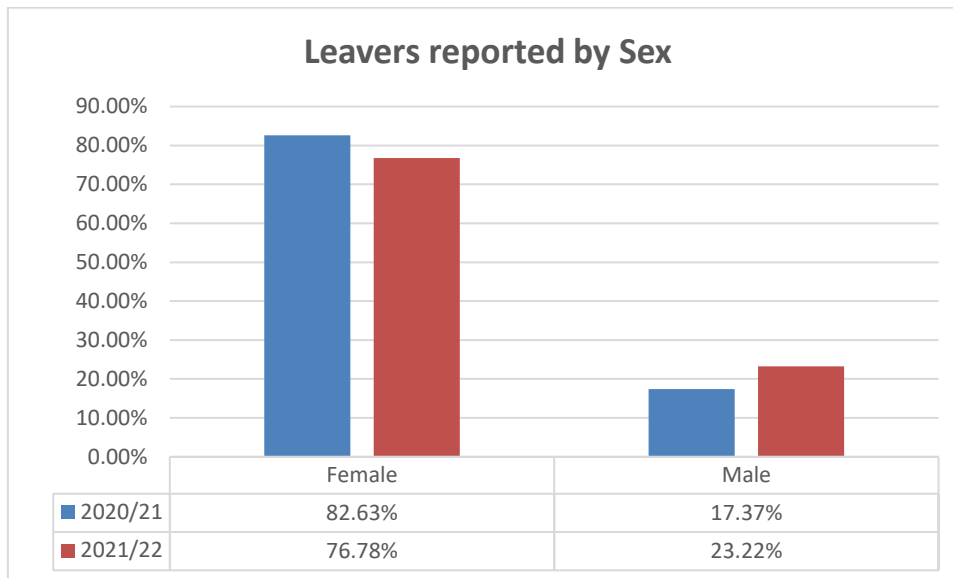
	2020/21 Dignity at Work	2021/22 Dignity at Work
Female	<10	<10
Male	<10	<10

Total	4	2
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3.8.8 Capability Procedure by Sex

	2020/21 Capability	2021/22 Capability
Female	<10	<10
Male	<10	<10
Total	6	6

3.8.9 Leavers

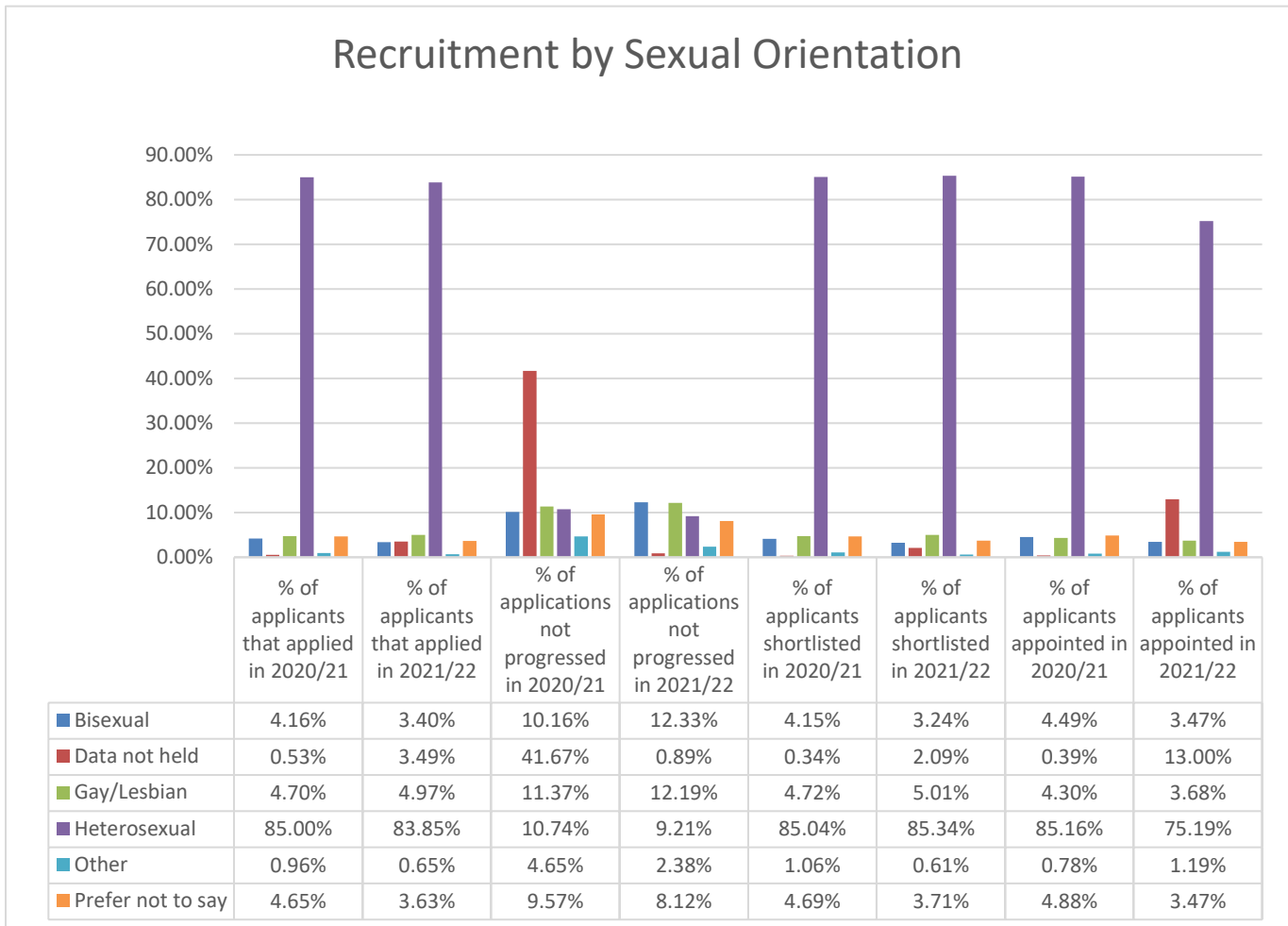


Analysis

The percentage split of staff leaving the organisation as reported by sex is broadly similar to the staff in post split.

3.9 Sexual Orientation

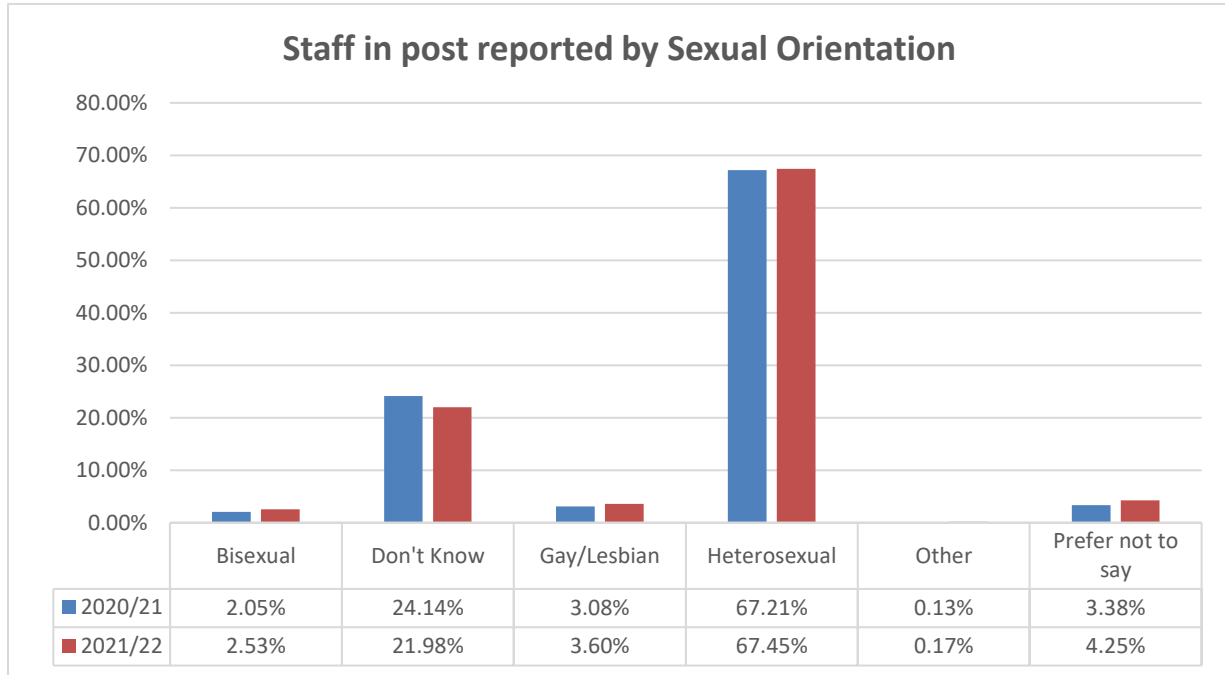
3.9.1 Recruitment



Analysis of the recruitment data

The success rate of applicants across each group in each year broadly reflects the application split. The biggest difference is in 2021/22 across applicants who identify as heterosexual and applicants whose data is not held. If an applicant does not complete the monitoring question upon appointment, then it is marked as data not held.

3.9.2 Staff in post

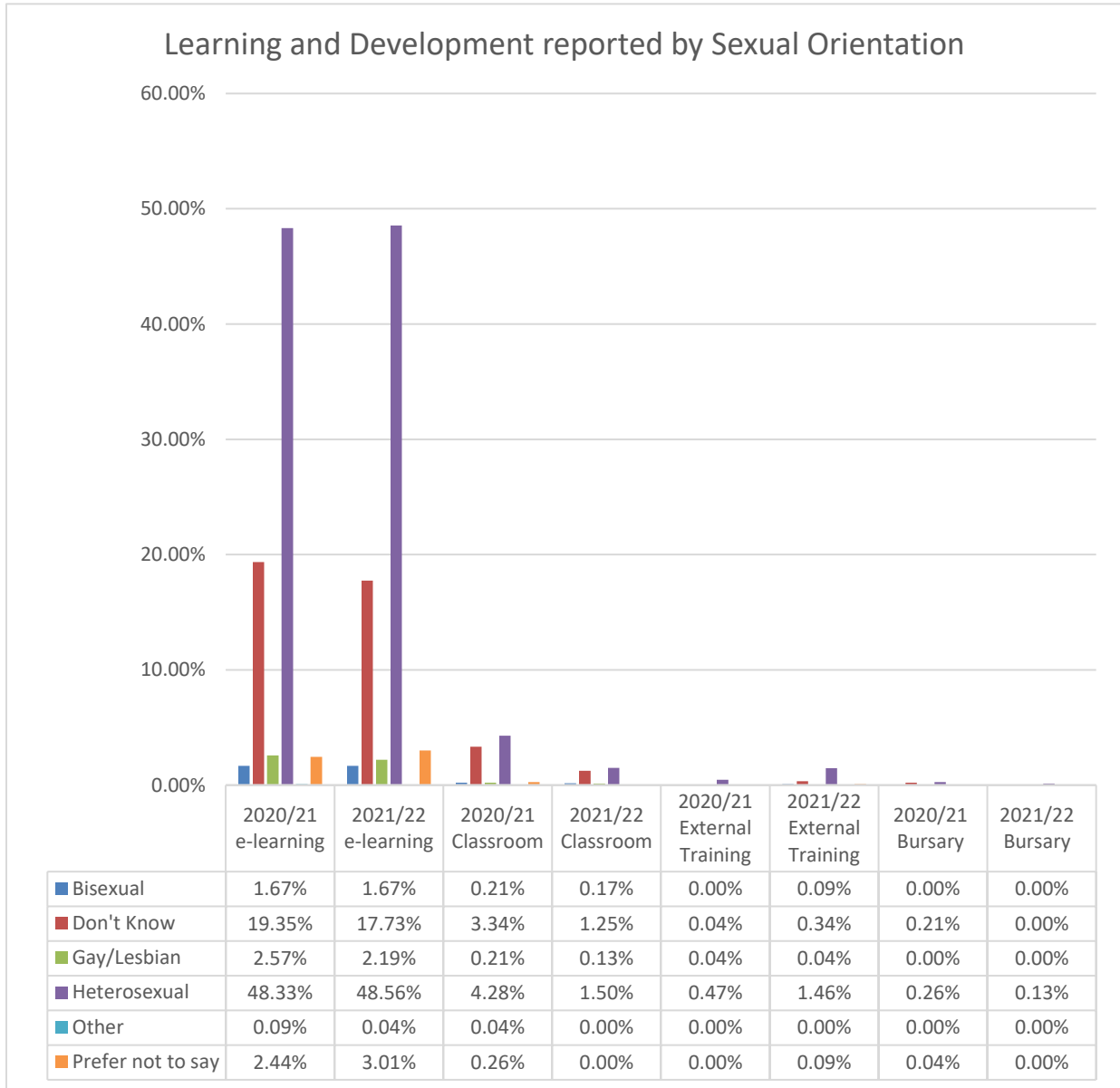


Analysis of the staff in post data

The question relating to sexual orientation has changed to offer people the option of selecting gay/lesbian rather than offering two separate options. This change was due to the introduction of a new national system. In 2021/22, 6.13% of staff identified as LGB, which is a percentage increase since 2019/20, when 4.35% of staff identified as LGB.

59% of the NHSScotland staff who responded to the iMatter survey declared their sexual orientation to be heterosexual, 2% declared to be gay, lesbian or bisexual while 39% declined to declare or were unknown. There is no comparable data within the 2011 Census Report for this protected characteristic group, however, the iMatter survey noted that the Scottish Surveys Core Question (2017) estimates that 3% of the Scottish population are LGBT.

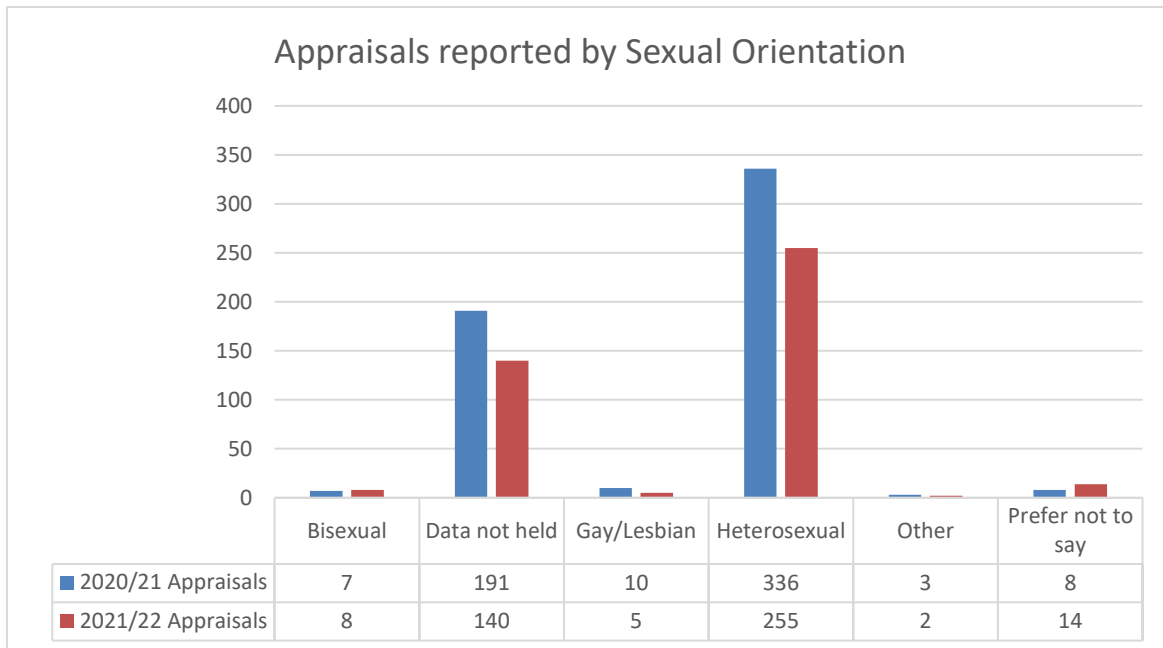
3.9.3 Learning and Development



Analysis

The percentage splits of staff who have accessed training reported by sexual orientation is broadly similar to that of the staff in post.

3.9.4 Performance Reviews/Appraisals



Analysis

The percentage splits of staff who have undergone a performance review/appraisal reported by sexual orientation is broadly similar to that of the staff in post.

3.9.5 Disciplinary Procedure by Sexual Orientation

	2020/21 Disciplinary	2021/22 Disciplinary
Bisexual	0	<10
Data not held	<10	<10
Gay/Lesbian	<10	<10
Heterosexual	<10	10
Prefer not to say	<10	<10
Total	14	21

3.9.6 Grievance Procedure by Sexual Orientation

	2020/21 Grievance	2021/22 Grievance
Bisexual	<10	0
Data not held	<10	<10
Gay/Lesbian	<10	0
Heterosexual	11	<10

Total	18	10
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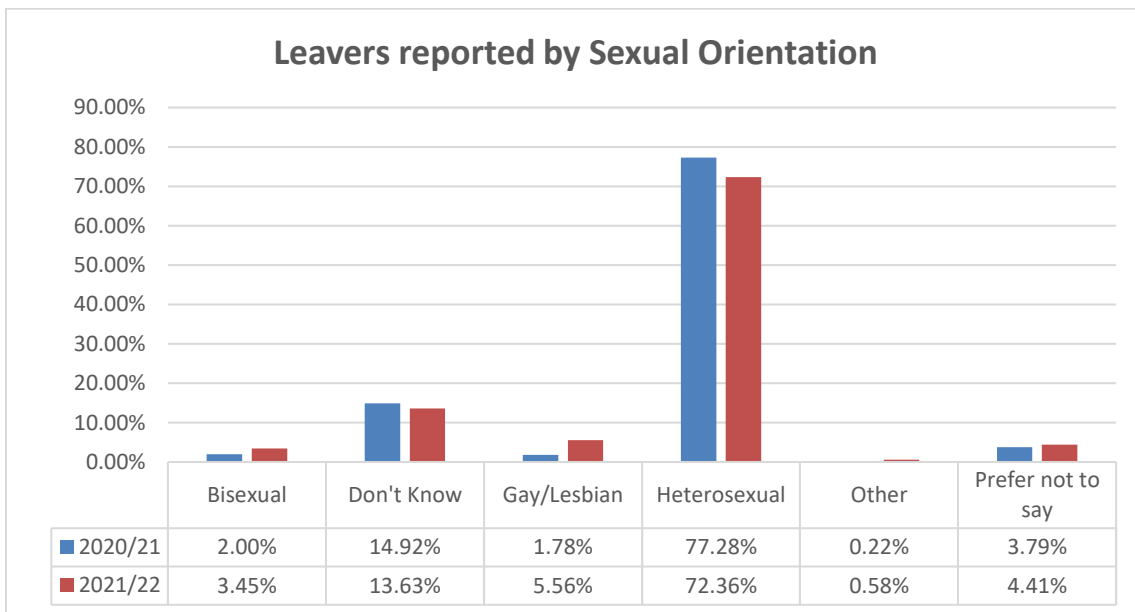
3.9.7 Dignity at Work by Sexual Orientation

	2020/21 Dignity at Work	2021/22 Dignity at Work
Data not held	<10	<10
Heterosexual	<10	<10
Total	4	2

3.9.8 Capability Procedure by Sexual Orientation

	2020/21 Capability	2021/22 Capability
Data not held	<10	<10
Heterosexual	<10	<10
Total	6	6

3.9.9 Leavers



Analysis

The percentage splits of staff who have left reported by sexual orientation is broadly similar to that of the staff in post.

4. Equal Pay

4.1 Annual equal pay gap comparison by sex

To calculate the pay gap, we first determined the basic hourly rate of pay for each employee. We then used the following formula, recommended by Close the Gap, to calculate the percentage difference.

$$\frac{A-B}{A} \times 100$$

A = mean hourly rate of pay of male employees
B = mean hourly rate of pay of female employees

2020/21

Mean hourly rate of male employees – £16.22

Mean hourly rate of female employees – £15.77

This provides a mean pay gap of 2.77% in favour of male employees.

2021/22

Mean hourly rate of male employees – £16.58

Mean hourly rate of female employees – £16.00

This provides a mean pay gap of 3.50% in favour of male employees.

Pay gap in previous years

In 2019, our annual pay gap comparison by sex was 4.13% in favour of men.

In 2020, our annual pay gap comparison by sex was 2.55% in favour of men.

4.2 Annual equal pay gap comparison by persons who fall into a minority ethnic group and persons who do not

	Any White category	Any Minority Ethnic category	Difference (£)	Difference (%)
2022	£15.93	£15.43	-£0.50	-3.14%
2021	£15.72	£16.34	+£0.62	3.99%
2020	£14.82	£14.83	-£0.01	-0.03%

2019	£14.55	£15.21	-£0.66	-4.54%
2018	£14.00	£14.61	-£0.62	-4.42%
2017	£13.29	£13.19	£0.10	0.73%
2016	£13.35	£13.58	-£0.23	-1.70%

4.3 Annual equal pay gap comparison by persons who are disabled and persons who are not

	Disabled	Non-disabled	Difference (£)	Difference (%)
2022	£17.25	£16.08	+£1.17	+7.27%
2021	£16.86	£15.85	+£1.01	+6.37%
2020	£16.04	£14.99	-1.04	+6.95%
2019	£15.44	£14.75	-0.69	-4.69%
2018	£14.72	£14.27	-£0.45	-3.12%
2017	£14.27	£13.57	-£0.71	-5.20%
2016	£14.18	£13.66	-£0.52	-3.82%

Contact NHS 24

If you would like us to consider producing this report in a different format please contact us with details of your request. You can phone us on 0800 22 44 88 or if you have a textphone dial 18001 0800 22 44 88. If you prefer, you can also email us your request at NHS24.engagementteam@nhs24.scot.nhs.uk.

If you wish further information on the contents of this report, please email us using the email address above.