

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: 10/09/2023 to 03/12/2023

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	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	27/11/2023	28/11/2023	29/11/2023	30/11/2023	01/12/2023	02/12/2023	03/12/2023		
Overall Call Volume	3,609	3,461	3,315	3,178	3,023	2,892	2,763	2,640	2,528	2,426	2,387	2,321	2,281	2,188	2,093	2,053	1,979	1,885	1,736	1,620	1,565	1,518	1,493	1,466	1,418	1,378	1,319	1,279	1,227	
Overall Calls Connected	3,177	3,110	2,961	2,890	2,854	2,726	2,596	2,479	2,346	2,238	2,168	2,092	2,000	1,903	1,831	1,766	1,757	1,714	1,647	1,600	1,593	1,590	1,580	1,566	1,561	1,545	1,544	1,544	1,561	
Caller Disconnected	0.07%	0.07%	0.07%	0.07%	0.11%	0.24%	0.15%	0.03%	0.04%	0.45%	0.12%	0.18%	0.34%	0.51%	0.16%	0.00%	0.30%	0.12%	0.24%	0.23%	0.21%	0.31%	0.50%	0.08%	0.08%	0.08%	0.20%	0.17%	0.36%	
Overall Avg Patient Journey Time	00:27:34	00:24:08	00:24:07	00:24:02	00:27:34	00:28:29	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	00:38:09	00:29:53	00:33:53	00:23:53	00:27:12	00:30:17	00:35:58	00:40:39	00:40:39	00:40:39
Tagged at First Contact %	98.62%	98.03%	97.58%	97.61%	95.23%	93.50%	94.35%	95.07%	96.75%	98.59%	98.84%	94.57%	91.95%	94.13%	98.19%	97.88%	97.47%	99.45%	96.51%	92.43%	94.44%	97.72%	98.29%	97.93%	99.17%	94.92%	92.57%	94.10%	94.10%	94.10%
Median Time to Answer	00:03:55	00:06:15	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	00:02:38	00:07:48	00:00:10	00:02:16	00:04:53	00:12:35	00:16:50	00:16:50	00:16:50
50th Percentile Time to Answer	00:20:21	00:16:39	00:17:44	00:09:23	00:28:07	00:42:40	00:28:25	00:23:19	00:16:25	00:28:55	00:29:08	00:44:25	00:41:15	00:55:57	00:17:34	00:20:09	00:32:59	00:28:31	00:46:51	00:26:16	00:32:24	00:41:28	00:35:54	00:13:02	00:22:56	00:27:21	00:28:49	00:39:07	00:39:07	00:39:07

Table 2

Week Ending Date	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	03/12/2023
Overall Call Volume	31,809	30,304	32,244	34,411	31,109	31,262	30,299	30,000	30,846	31,671	31,962	31,034	30,052
Overall Calls Connected	26,423	25,917	25,956	28,047	25,495	25,690	26,283	25,926	26,623	27,674	26,636	26,178	25,101
Caller Discontinued	0.21%	0.14%	0.38%	0.33%	0.27%	0.31%	0.17%	0.13%	0.12%	0.13%	0.29%	0.19%	0.25%
Overall Avg Patient Journey Time	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	00:33:33
Triaged at First Contact %	95.78%	94.84%	95.09%	94.82%	95.06%	95.13%	95.33%	95.64%	95.88%	95.94%	95.39%	95.81%	95.60%
Median Time to Answer	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	00:07:35
90th Percentile Time to Answer	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	00:31:04

Table 3

Health Board	Care Group	Endpoint	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	03/12/2023
NHS Ayrshire & Arran	PCARE	CPN (Dr) to phone patient within 1 Hr	16	16	12	14	8	9	11	9	6	15	14	7	15
NHS Ayrshire & Arran	PCARE	CPN (Dr) to phone patient within 2 Hrs	16	21	28	17	22	18	14	18	26	30	15	15	11
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 1 Hr	3	1	3	2	1				1	2	3	4	4
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 2 Hrs	1	1	1	2	2	2	1	2	2			2	3
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 4 Hrs	3	1	12	6	6	5	7	7	3	6	3	1	3
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	3	6	5	1	4	1	3	4	6	3	5	4	4
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)		2					1	1	2		1	1	
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	3	2		3	2	3	7	1	1	1	4	3	3
NHS Ayrshire & Arran	PCARE	Home Visit within 1 Hr	13	14	13	27	16	11	12	17	17	18	22	16	14
NHS Ayrshire & Arran	PCARE	Home Visit within 2 Hrs	35	21	43	33	37	32	33	41	33	33	28	42	30
NHS Ayrshire & Arran	PCARE	Home Visit within 4 Hrs	50	48	75	45	35	54	31	41	49	40	51	42	47
NHS Ayrshire & Arran	PCARE	PCEC within 1 Hr	69	60	72	59	48	52	68	55	68	53	74	64	55
NHS Ayrshire & Arran	PCARE	PCEC within 2 Hrs	151	107	125	149	115	111	154	125	108	128	132	137	126
NHS Ayrshire & Arran	PCARE	PCEC within 4 Hrs	308	322	471	428	287	314	331	315	304	376	341	297	309
NHS Ayrshire & Arran	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	55	60	30	63	60	62	70	62	60	66	63	77	74
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice - For Information Only	8	4	10	12	4	8	6	9	7	5	7	8	6
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	13	3	3	4	5	6	17	9	11	10	2	3	8
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	31	42	24	40	39	28	36	26	46	41	38	30	29
NHS Ayrshire & Arran	PCARE	Speak to clinician within 1 Hr	27	34	39	24	21	19	25	20	36	24	19	25	27
NHS Ayrshire & Arran	PCARE	Speak to clinician within 2 Hrs	29	33	48	43	38	38	41	27	33	36	37	29	30
NHS Ayrshire & Arran	PCARE	Speak to clinician within 4 Hrs	104	99	181	163	73	72	106	90	92	87	84	97	75
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	129	133	154	172	115	145	134	138	147	151	138	136	158
NHS Ayrshire & Arran	SCARE	Patient advised to go to A&E	108	123	129	147	133	129	96	113	140	118	134	138	131
NHS Ayrshire & Arran	SCARE	Patient advised to go to A&E	2	1	1			1	2	1	1		1	1	1
NHS Ayrshire & Arran	SCARE	Patient sent to A&E via Ambulance within 1 Hr	11	10	14	12	15	12	14	10	5	16	14	7	11
NHS Ayrshire & Arran	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	94	78	55	67	65	82	77	79	82	83	68	68	61
NHS Ayrshire & Arran	SCARE	Speak to clinician 2 Hrs	20	16	15	14	10	16	7	13	16	15	22	18	17
NHS Ayrshire & Arran	SCARE	Speak to clinician within 4 Hrs	30	28	34	38	28	32	37	35	44	37	42	45	32
NHS Ayrshire & Arran	SLFC_NPA	Contact Breathing Space		1			1								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	89	96	131	114	107	96	102	104	98	128	109	98	109
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour			4		1	1	4		1	1		1	
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Pharmacist	1												
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Not Triage/Assessed	6	3	5	3	3	5	2	5	6	7	2	2	7
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1	2	2	2	4			1	1			1	1

Table 3

Health Board	Care Group	Endpoint	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	03/12/2023
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Self Care			2	1	1	2	3	1	1	3	2		3
NHS Ayrshire & Arran	SLFC_NPA	Distress Brief Intervention	6	12	9	12	5	5	4	5	10	5	7	8	5
NHS Ayrshire & Arran	SLFC_NPA	For Information Only	36	48	45	55	48	32	46	44	37	46	39	36	32
NHS Ayrshire & Arran	SLFC_NPA	Patient advised to contact CPN Team - For Info Only		1	2	2	1			1	1	1	1	2	2
NHS Ayrshire & Arran	SLFC_NPA	Patient given self care advice - For Information Only	99	146	151	183	126	136	127	123	124	190	158	154	142
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Dentist - For Information Only	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	1	3	5	5	7	5	2	1	1	3	5	1	3
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Optician - For Information Only	2	2		1	2	4	3	2	4			1	4
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only		1					1				1		
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	18	14	21	27	27	21	21	14	13	14	20	14	25
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Police - For Information Only	2	8	6	2	5	5	3	2	3	5	6	1	5
NHS Ayrshire & Arran	SLFC_NPA	Pt given TOXBASE advice - For Information Only							1						
NHS Ayrshire & Arran	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	6	8	7	15	4	9	12	8	8	6	5	6	10
NHS Borders	PCARE	CPN (Dr) to phone patient within 1 Hr	4	3	6	6	3	3	3	3	3	2	1	3	5
NHS Borders	PCARE	CPN (Dr) to phone patient within 2 Hrs	6	3	2	3	3	6	3	7	4	5		6	10
NHS Borders	PCARE	DN (Dr) phone patient within 1 Hr	3	1	1	3	1	1	3	3	1	4	3	2	6
NHS Borders	PCARE	DN (Dr) phone patient within 2 Hrs	1	6	3	6	2	9	4	9	2	4	5	4	5
NHS Borders	PCARE	DN (Dr) phone patient within 4 Hrs	7	12	12	13	20	15	11	10	17	16	13	14	15
NHS Borders	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2	2	1	1	1			1	3	1	2	2	1
NHS Borders	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)		1		1									
NHS Borders	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	1		1		1	1			1			1	
NHS Borders	PCARE	Home Visit within 1 Hr	5	3	4	1	2	4	1	5	4	5	6		6
NHS Borders	PCARE	Home Visit within 2 Hrs	7	9	10	8	8	11	8	11	10	11	9	8	14
NHS Borders	PCARE	Home Visit within 4 Hrs	13	14	18	12	22	20	16	13	13	21	14	14	14
NHS Borders	PCARE	PCEC within 1 Hr	9	12	15	10	16	13	11	16	10	18	16	14	19
NHS Borders	PCARE	PCEC within 2 Hrs	23	28	16	7	23	27	33	29	28	38	21	28	17
NHS Borders	PCARE	PCEC within 4 Hrs	64	57	46	50	57	89	58	63	53	76	52	50	56
NHS Borders	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	19	20	17	13	21	15	17	21	23	26	27	24	17
NHS Borders	PCARE	Pt advised to contact practice - For Information Only	3	4	2	1		2	2	2	2	2	3	1	3
NHS Borders	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	2	1	2	6	2	3	3	2	3	4	1	2	2
NHS Borders	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	6	10	5	8	8	14	12	10	10	15	5	10	6
NHS Borders	PCARE	Speak to clinician within 1 Hr	7	7	3	5	9	5	2	6	8	6	7	6	3
NHS Borders	PCARE	Speak to clinician within 2 Hrs	11	10	3	7	6	8	7	9	8	10	2	7	12
NHS Borders	PCARE	Speak to clinician within 4 Hrs	17	23	14	17	18	16	18	25	16	22	18	17	17
NHS Borders	SCARE	999 contacted - For information only	29	34	30	30	34	31	57	33	37	42	39	31	31
NHS Borders	SCARE	Patient advised to go to A&E	38	40	33	32	42	24	37	31	36	30	31	35	36
NHS Borders	SCARE	Patient advised to go to A&E		1							1	2			

Table 3

Health Board	Care Group	Endpoint	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	03/12/2023
NHS Borders	SCARE	Patient sent to A&E via Ambulance within 1 Hr	3	5	9	6	3	5	3	1	6	4	7	6	3
NHS Borders	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	41	32	49	36	29	32	28	42	31	41	31	50	35
NHS Borders	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	1							1			1		
NHS Borders	SCARE	Speak to clinician 2 Hrs	18	13	12	12	6	8	10	6	3	18	15	11	6
NHS Borders	SCARE	Speak to clinician within 4 Hrs	13	18	18	18	14	16	15	20	13	16	10	14	6
NHS Borders	SLFC_NPA	Contact Breathing Space				1									
NHS Borders	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	21	21	25	18	17	19	27	26	23	21	29	25	28
NHS Borders	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour									1		1	1	
NHS Borders	SLFC_NPA	Dental Nurse - Not Triage/Assessed			2	3			2		3	1	2	3	2
NHS Borders	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1	1						1					
NHS Borders	SLFC_NPA	Dental Nurse - Self Care					1	2				1			1
NHS Borders	SLFC_NPA	Distress Brief Intervention	2	2	2	4	3	2	2	1		2	1	2	1
NHS Borders	SLFC_NPA	For Information Only	9	5	12	10	10	7	11	9	13	9	11	15	10
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	35	42	38	28	32	36	33	46	47	48	39	28	37
NHS Borders	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only	1												
NHS Borders	SLFC_NPA	Pt advised to contact Midwife - For Information Only		2			1	1	1	1	2	1	2		
NHS Borders	SLFC_NPA	Pt advised to contact Optician - For Information Only	1	2	2	1		1			4	2	4	3	1
NHS Borders	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only													1
NHS Borders	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	4	7	8	9	8	3	4	1	2	1	2	4	5
NHS Borders	SLFC_NPA	Pt advised to contact Police - For Information Only		1	3	1	3	3			2	1		1	3
NHS Borders	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	2	2	3	1		2	1	2	2	4	2	3	4
NHS Dumfries & Gallo	PCARE	CPN (Dr) to phone patient within 1 Hr	3	3	4	1	1	6	1	1	1	1		3	2
NHS Dumfries & Gallo	PCARE	CPN (Dr) to phone patient within 2 Hrs	6	6	4	5	4	4	6	5	3	8	7	2	3
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 1 Hr	2	1	2	1		3	5	3	3	4	8	3	1
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 2 Hrs	12	10	4	8	11	12	8		2	4	7	7	5
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 4 Hrs	13	11	10	11	15	18	23	17	22	14	10	18	20
NHS Dumfries & Gallo	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)					2	1		1		2		3	1
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	4	2	5	1	2	5	7	6	4	4	4	9	4
NHS Dumfries & Gallo	PCARE	Home Visit within 2 Hrs	10	15	10	11	10	13	16	15	23	10	12	15	18
NHS Dumfries & Gallo	PCARE	Home Visit within 4 Hrs	13	19	21	23	29	19	27	18	11	11	17	8	13
NHS Dumfries & Gallo	PCARE	PCEC within 1 Hr	11	13	19	9	12	15	30	15	15	14	15	19	12
NHS Dumfries & Gallo	PCARE	PCEC within 2 Hrs	40	34	27	32	22	24	44	32	38	34	30	36	30
NHS Dumfries & Gallo	PCARE	PCEC within 4 Hrs	63	58	64	78	79	68	118	67	89	83	75	67	75
NHS Dumfries & Gallo	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	8	15	14	15	17	17	11	21	11	20	19	16	23
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice - For Information Only	4	4		1	2	2	2	2	3	5	3	1	1

Table 3

Health Board	Care Group	Endpoint	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	03/12/2023
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	3			1	1	2		4	4	4	4	2	4
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	10	8	2	8	11	8	12	3	7	9	8	8	8
NHS Dumfries & Gallo	PCARE	Speak to clinician within 1 Hr	13	5	12	4	5	11	12	7	9	8	8	8	8
NHS Dumfries & Gallo	PCARE	Speak to clinician within 2 Hrs	16	11	15	13	18	13	13	11	15	13	7	10	5
NHS Dumfries & Gallo	PCARE	Speak to clinician within 4 Hrs	31	23	27	26	23	20	43	28	25	24	24	29	21
NHS Dumfries & Gallo	PCARE	Transport to PCEC within 1 Hr													1
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	34	42	40	41	40	50	69	50	47	43	40	41	35
NHS Dumfries & Gallo	SCARE	Patient advised to go to A&E	37	35	31	49	48	38	46	28	37	35	38	29	34
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	6	9	10	4	7	5	5	2	4	2	9	4	3
NHS Dumfries & Gallo	SCARE	Patient suitable for MIU 4hr - Flow Hub to arrange	10	13	6	14	9	11	13	11	9	15	6	8	12
NHS Dumfries & Gallo	SCARE	Speak to clinician 2 Hrs	4	6		3	5	4	7	4	3	5	2	3	3
NHS Dumfries & Gallo	SCARE	Speak to clinician within 4 Hrs	11	8	7	11	7	10	14	10	12	11	9	5	5
NHS Dumfries & Gallo	SLFC_NPA	Contact Breathing Space	1												
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	46	37	39	60	50	40	45	46	49	34	27	34	41
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		2	3	2	3		1		2	2	1
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Routine Contact with Dentist					1						1		
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Self Care		1	1	1	1	1		2		1		1	
NHS Dumfries & Gallo	SLFC_NPA	Distress Brief Intervention	4	2	1	1	5		5	2	1	1	2	2	2
NHS Dumfries & Gallo	SLFC_NPA	For Information Only	18	10	15	12	9	8	26	6	7	15	6	9	10
NHS Dumfries & Gallo	SLFC_NPA	Patient advised to contact CPN Team - For Info Only			1		1								1
NHS Dumfries & Gallo	SLFC_NPA	Patient given self care advice - For Information Only	37	40	33	28	27	31	40	32	29	29	38	35	36
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	1			2	2	1	4	2		1	1	1	
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Optician - For Information Only			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	6	4	5	6	4	2	7	9	4	1	6	4	4
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Police - For Information Only	2	1	1			3	3		1	1		1	
NHS Dumfries & Gallo	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	3	1	4	2	4	1	5	2	5		4	1	3
NHS Dumfries & Gallo	Not assigned	Not assigned						1							
NHS Fife	PCARE	CPN (Dr) to phone patient within 1 Hr	19	21	11	16	18	22	12	14	18	18	16	14	19
NHS Fife	PCARE	CPN (Dr) to phone patient within 2 Hrs	32	31	24	24	35	21	23	23	15	18	26	28	15
NHS Fife	PCARE	DN (Dr) phone patient within 1 Hr	9	7	5	9	6	7	4	13	6	10	7	2	8
NHS Fife	PCARE	DN (Dr) phone patient within 2 Hrs	19	12	14	13	10	17	15	17	7	7	11	10	11

Table 3

Health Board	Care Group	Endpoint	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	03/12/2023
NHS Fife	PCARE	DN (Dr) phone patient within 4 Hrs	35	31	27	32	29	27	30	33	25	40	38	35	46
NHS Fife	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	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				
NHS Fife	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	1	1	2	1	3	1	2	2	1	2	1	1	3
NHS Fife	PCARE	Home Visit within 1 Hr	12	16	13	16	13	16	20	18	14	14	15	18	16
NHS Fife	PCARE	Home Visit within 2 Hrs	26	22	45	37	51	34	35	42	41	40	46	30	30
NHS Fife	PCARE	Home Visit within 4 Hrs	51	50	54	46	67	44	59	66	49	42	56	43	53
NHS Fife	PCARE	PCEC within 1 Hr	40	49	57	53	79	57	85	67	67	90	73	79	74
NHS Fife	PCARE	PCEC within 2 Hrs	115	120	105	103	177	124	100	102	140	149	135	131	98
NHS Fife	PCARE	PCEC within 4 Hrs	300	302	292	297	451	311	324	293	378	335	316	327	304
NHS Fife	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	69	65	46	55	59	61	66	78	76	86	75	69	89
NHS Fife	PCARE	Pt advised to contact practice - For Information Only	10	9	8	14	6	9	7	14	8	13	8	8	8
NHS Fife	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	7	10	8	8	9	8	7	7	13	17	15	7	5
NHS Fife	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	37	39	45	37	47	31	39	37	37	28	36	26	38
NHS Fife	PCARE	Speak to clinician within 1 Hr	31	25	22	25	26	29	22	29	28	34	20	23	23
NHS Fife	PCARE	Speak to clinician within 2 Hrs	38	32	42	35	38	33	31	32	36	45	39	42	32
NHS Fife	PCARE	Speak to clinician within 4 Hrs	92	80	77	98	126	90	88	84	92	96	77	97	77
NHS Fife	PCARE	Triage refused therefore Dr requested to phone patient											1		
NHS Fife	SCARE	999 contacted - For Information Only						1			1	1			
NHS Fife	SCARE	999 contacted - For information only	145	146	133	138	189	138	167	130	166	153	169	180	172
NHS Fife	SCARE	Patient advised to go to A&E	144	138	124	140	145	120	113	130	122	144	141	141	110
NHS Fife	SCARE	Patient advised to go to A&E	2		1		1	1	1	1	1		1		
NHS Fife	SCARE	Patient sent to A&E via Ambulance within 1 Hr	19	10	13	14	10	5	11	10	9	12	5	10	14
NHS Fife	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	94	83	68	61	98	65	101	86	86	100	89	100	105
NHS Fife	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	2		2			1		1		1	2	1	
NHS Fife	SCARE	Speak to clinician 2 Hrs	25	24	18	22	18	14	9	14	25	20	25	14	18
NHS Fife	SCARE	Speak to clinician within 4 Hrs	29	40	26	32	44	34	34	43	39	33	37	38	37
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	103	100	105	113	103	102	116	103	107	86	111	90	95
NHS Fife	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour		1	2	1	4	1	1	1	1		3	1	
NHS Fife	SLFC_NPA	Dental Nurse - Not Triage/Assessed	4	6	3	4	6	7	2	4	4	2	3	9	4
NHS Fife	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	2	1	2	2	3	1		3	1		2		1
NHS Fife	SLFC_NPA	Dental Nurse - Self Care		3	3	1		1	2	2		1	1		
NHS Fife	SLFC_NPA	Distress Brief Intervention	7	9	8	15	11	6	7	11	8	14	10	9	6
NHS Fife	SLFC_NPA	For Information Only	51	53	51	41	62	41	50	41	46	49	50	52	43
NHS Fife	SLFC_NPA	Patient advised to contact CPN Team - For Info Only		4				1	2	1			3	1	
NHS Fife	SLFC_NPA	Patient given self care advice - For Information Only	199	221	218	213	214	165	177	185	205	195	197	160	148
NHS Fife	SLFC_NPA	Pt advised to contact Dentist - For Information Only		1	1	1	2				1	1	2		

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Health Board	Care Group	Endpoint	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	03/12/2023
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	3	3	7	9	6	2	3	2	3	1		8	7
NHS Fife	SLFC_NPA	Pt advised to contact Optician - For Information Only	4	4	2	5	6	1	3	4	1	6	3	2	1
NHS Fife	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only													1
NHS Fife	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	22	20	23	19	22	18	20	20	29	23	18	19	19
NHS Fife	SLFC_NPA	Pt advised to contact Police - For Information Only	6	10	6	7	6	5	3	1	4	8	9	1	5
NHS Fife	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information			1										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	Triage refused - Pt terminated call - For Information Only	7	14	6	8	9	7	9	11	9	8	8	9	8
NHS Forth Valley	PCARE	CPN (Dr) to phone patient within 1 Hr	8	19	5	11	6	4	2	3	8	3	7	5	12
NHS Forth Valley	PCARE	CPN (Dr) to phone patient within 2 Hrs	9	14	8	12	11	16	7	10	8	17	9	12	8
NHS Forth Valley	PCARE	DN (Dr) phone patient within 1 Hr	5	2	4	4	2	3	10	4	7	6	6	5	4
NHS Forth Valley	PCARE	DN (Dr) phone patient within 2 Hrs	16	8	7	12	12	6	9	7	13	9	10	9	10
NHS Forth Valley	PCARE	DN (Dr) phone patient within 4 Hrs	34	26	28	24	38	30	29	25	33	28	28	30	22
NHS Forth Valley	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2	2	2	4	1	5	1	1	2	4	5	10	1
NHS Forth Valley	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	2							1					
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	12	8	6	7	2	18	5	9	8	4	13	7	12
NHS Forth Valley	PCARE	Home Visit within 2 Hrs	24	16	14	29	18	30	20	33	26	23	25	15	19
NHS Forth Valley	PCARE	Home Visit within 4 Hrs	47	28	34	30	25	35	34	32	29	38	27	26	32
NHS Forth Valley	PCARE	PCEC within 1 Hr	64	51	46	55	57	59	60	48	66	56	51	53	53
NHS Forth Valley	PCARE	PCEC within 12 Hrs			1										
NHS Forth Valley	PCARE	PCEC within 2 Hrs	101	89	76	101	93	156	90	103	121	103	124	96	115
NHS Forth Valley	PCARE	PCEC within 4 Hrs	415	290	250	246	272	373	275	241	264	286	300	292	257
NHS Forth Valley	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	73	75	77	89	82	86	71	80	87	86	88	96	54
NHS Forth Valley	PCARE	Pt advised to contact practice - For Information Only	9	11	11	8	8	5	8	11	12	8	11	4	9
NHS Forth Valley	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	8	6	5	5		8	5	10	11	6	6	2	7
NHS Forth Valley	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	49	36	39	31	32	42	30	40	31	29	42	34	28
NHS Forth Valley	PCARE	Speak to clinician within 1 Hr	20	23	20	24	13	26	28	22	16	31	19	19	16
NHS Forth Valley	PCARE	Speak to clinician within 2 Hrs	30	25	28	20	33	38	31	23	35	21	27	23	24
NHS Forth Valley	PCARE	Speak to clinician within 4 Hrs	92	82	69	78	76	106	84	71	64	60	76	78	55
NHS Forth Valley	PCARE	Triage refused therefore Dr requested to phone patient								1					
NHS Forth Valley	SCARE	999 contacted - For information only	126	116	121	110	105	125	100	147	123	116	159	136	100
NHS Forth Valley	SCARE	Patient advised to go to A&E	179	163	146	152	182	152	132	158	159	142	153	178	179
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	19	7	11	9	10	8	12	7	6	12	11	13	11
NHS Forth Valley	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	280	230	190	201	171	140	180	180	233	193	162	189	196

Table 3

Health Board	Care Group	Endpoint	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	03/12/2023
NHS Forth Valley	SCARE	Speak to clinician 2 Hrs	77	70	68	51	54	38	37	58	57	59	48	50	44
NHS Forth Valley	SCARE	Speak to clinician within 4 Hrs	77	68	51	48	69	56	39	54	66	79	57	60	53
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	80	75	89	74	73	72	85	88	73	48	77	46	72
NHS Forth Valley	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour				1			1	1		1	1	3	1
NHS Forth Valley	SLFC_NPA	Dental Nurse - Not Triage/Assessed	3	2	4	5	4	1	4	9	3	2	3	1	2
NHS Forth Valley	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1				1	1	1	1			2	1	1
NHS Forth Valley	SLFC_NPA	Dental Nurse - Self Care	2	2	3	1	1	1		1	2	1	5	1	1
NHS Forth Valley	SLFC_NPA	Distress Brief Intervention	6	6	11	8	9	6	5	7	8	11	12	7	8
NHS Forth Valley	SLFC_NPA	For Information Only	39	41	33	39	35	20	33	41	34	43	38	41	46
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	138	115	126	133	120	112	126	144	112	142	125	121	107
NHS Forth Valley	SLFC_NPA	Pt advised to contact Dentist - For Information Only	2	1	1			1	1		2		1		
NHS Forth Valley	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only					1								
NHS Forth Valley	SLFC_NPA	Pt advised to contact Midwife - For Information Only	4	5	3	4	3	2	2	4	1	1	5	1	3
NHS Forth Valley	SLFC_NPA	Pt advised to contact Optician - For Information Only	4	10	4	3	1	6	3	5	5	2	4	2	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	15	19	14	13	24	16	14	14	16	22	18	24	29
NHS Forth Valley	SLFC_NPA	Pt advised to contact Police - For Information Only	13	4	5	5	4	4	1	2	3	4	1	1	3
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	Triage refused - Pt terminated call - For Information Only	12	6	9	8	10	7	4	12	7	7	4	7	7
NHS Forth Valley	Not assigned	Not assigned					1							1	
NHS Grampian	PCARE	CPN (Dr) to phone patient within 1 Hr	13	14	13	18	18	16	9	10	7	17	11	10	17
NHS Grampian	PCARE	CPN (Dr) to phone patient within 2 Hrs	24	28	21	19	26	16	28	12	27	26	19	23	22
NHS Grampian	PCARE	DN (Dr) phone patient within 1 Hr	3	8	8	5	4	5	5	6	9	7	3	7	4
NHS Grampian	PCARE	DN (Dr) phone patient within 2 Hrs	8	14	8	17	10	6	7	7	5	9	8	10	10
NHS Grampian	PCARE	DN (Dr) phone patient within 4 Hrs	19	24	17	19	19	21	22	17	13	25	18	10	13
NHS Grampian	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	4	4	2			5	2	4	4	8	3	7	5
NHS Grampian	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	2	1	1	1				2			2		2
NHS Grampian	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	3	7	7	11	5	4	5		2	3	4		2
NHS Grampian	PCARE	Home Visit within 1 Hr	22	17	17	32	17	29	20	15	19	20	27	24	23
NHS Grampian	PCARE	Home Visit within 2 Hrs	55	45	63	72	40	56	47	54	53	56	60	71	51
NHS Grampian	PCARE	Home Visit within 4 Hrs	82	58	74	96	78	69	82	58	66	68	70	61	75
NHS Grampian	PCARE	PCEC within 1 Hr	62	83	80	112	97	79	74	77	85	103	132	127	102
NHS Grampian	PCARE	PCEC within 2 Hrs	140	160	153	194	137	135	148	157	194	206	206	184	195
NHS Grampian	PCARE	PCEC within 4 Hrs	447	443	421	602	426	408	393	432	448	498	466	513	475
NHS Grampian	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	98	123	93	69	97	109	109	103	142	113	96	111	117

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Health Board	Care Group	Endpoint	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	03/12/2023
NHS Greater Glasgow	PCARE	CPN (Dr) to phone patient within 1 Hr	38	49	53	40	27	41	44	42	39	43	48	43	40
NHS Greater Glasgow	PCARE	CPN (Dr) to phone patient within 2 Hrs	68	50	66	80	64	63	81	64	51	54	72	67	61
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 1 Hr	3	2	3	3	4	4	10	9	6	7	9	4	7
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 2 Hrs	10	6	6	12	5	11	7	6	3	9	5	3	16
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 4 Hrs	9	14	8	19	9	12	17	16	12	19	22	17	20
NHS Greater Glasgow	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	6	9	11	13	4	11	15	7	10	18	13	15	13
NHS Greater Glasgow	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1	3	2	3	2	1		2	2		2	2	3
NHS Greater Glasgow	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	5	5	9	11	7	9	4	3	7	5	9	6	10
NHS Greater Glasgow	PCARE	Home Visit within 1 Hr	33	37	52	55	35	36	43	53	46	41	63	30	44
NHS Greater Glasgow	PCARE	Home Visit within 2 Hrs	94	90	90	120	71	91	95	92	91	102	83	95	85
NHS Greater Glasgow	PCARE	Home Visit within 4 Hrs	141	136	148	145	138	126	150	130	126	118	142	114	123
NHS Greater Glasgow	PCARE	PCEC within 1 Hr	177	168	191	215	158	195	178	182	194	200	234	212	175
NHS Greater Glasgow	PCARE	PCEC within 12 Hrs											1		
NHS Greater Glasgow	PCARE	PCEC within 2 Hrs	366	358	336	483	349	366	382	394	396	429	433	406	390
NHS Greater Glasgow	PCARE	PCEC within 4 Hrs	1,063	1,021	1,084	1,409	1,004	992	1,070	1,052	1,004	1,082	1,113	1,055	1,059
NHS Greater Glasgow	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	237	259	209	204	268	281	261	242	275	292	284	250	255
NHS Greater Glasgow	PCARE	Pt advised to contact practice - For Information Only	37	43	22	39	31	29	38	30	35	42	32	36	28
NHS Greater Glasgow	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	25	21	23	32	29	32	26	20	35	42	37	35	30
NHS Greater Glasgow	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	141	125	86	181	126	117	104	162	124	138	130	115	118
NHS Greater Glasgow	PCARE	Speak to clinician within 1 Hr	92	90	98	97	99	98	77	84	86	91	73	107	65
NHS Greater Glasgow	PCARE	Speak to clinician within 2 Hrs	124	113	120	142	97	111	112	118	117	131	108	115	112
NHS Greater Glasgow	PCARE	Speak to clinician within 4 Hrs	311	303	304	449	295	311	346	270	297	297	289	299	264
NHS Greater Glasgow	PCARE	Transport to PCEC within 4 hrs	8	6	4	2	4	4	6	3	6	6	11	4	4
NHS Greater Glasgow	PCARE	Triage refused therefore Dr requested to phone patient					2		1						
NHS Greater Glasgow	SCARE	999 contacted - For information only	434	429	399	472	416	420	439	447	447	460	415	432	388
NHS Greater Glasgow	SCARE	Patient advised to go to A&E	494	509	423	519	521	470	503	453	482	527	509	473	478
NHS Greater Glasgow	SCARE	Patient advised to go to A&E	3	4	5	2	3	1	1	1	1	1		2	5
NHS Greater Glasgow	SCARE	Patient sent to A&E via Ambulance within 1 Hr	51	37	34	37	36	31	38	28	33	39	33	31	47
NHS Greater Glasgow	SCARE	Patient suitable for MIU 4hr - Flow Hub to arrange	356	365	307	332	328	303	339	326	317	332	325	312	300
NHS Greater Glasgow	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub				1	1	1	1						1
NHS Greater Glasgow	SCARE	Speak to clinician 2 Hrs	83	73	50	55	59	75	45	75	61	87	47	62	63
NHS Greater Glasgow	SCARE	Speak to clinician within 4 Hrs	137	136	107	163	144	147	135	150	161	171	137	113	134
NHS Greater Glasgow	SLFC_NPA	Contact Breathing Space					1		1		1	2			
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	4	9	3	2	4		2	5	2	3	4		4
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	313	318	330	335	281	308	305	268	261	316	276	291	269
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour		4	8	3	6	2	6	2	5	5	2	3	3
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Not Triage/Assessed	20	14	12	19	13	13	14	18	7	18	16	10	13
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	8	8	7	3	3	5	7	5	3	3	2	5	4

Table 3

Health Board	Care Group	Endpoint	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	03/12/2023
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Self Care	7	8	6	10	4	12	9	4	3	7	4	5	4
NHS Greater Glasgow	SLFC_NPA	Distress Brief Intervention	28	20	30	27	35	18	25	24	31	27	31	25	30
NHS Greater Glasgow	SLFC_NPA	For Information Only	168	159	162	171	141	170	185	179	173	186	153	145	142
NHS Greater Glasgow	SLFC_NPA	Hub to arrange appointment within 24 hours				1									
NHS Greater Glasgow	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	8	6	3	3	4	4	4	6	2	2	6	7	4
NHS Greater Glasgow	SLFC_NPA	Patient given self care advice - For Information Only	597	594	616	622	575	541	647	616	623	618	658	590	512
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Dentist - For Information Only	3	3	3		1	4		3	1		2	2	
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only	1		2	1	2	3		2	1	2	2	1	
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Midwife - For Information Only	14	3	9	21	11	13	8	12	12	8	14	8	4
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Optician - For Information Only	10	9	13	18	17	15	11	13	12	16	5	10	12
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only		1			2	2			1				1
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	83	79	75	100	75	66	74	86	79	84	89	88	96
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Police - For Information Only	13	20	23	26	13	3	18	12	13	20	15	16	15
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information							2						
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact appropriate service - For Info Only	1			1	1	1				1	1		
NHS Greater Glasgow	SLFC_NPA	Pt given TOXBASE advice - For Information Only										1			
NHS Greater Glasgow	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	30	49	41	40	42	34	51	43	36	60	36	43	36
NHS Greater Glasgow	Not assigned	Not assigned		1			1			1				1	
NHS HIGHLAND	PCARE	CPN (Dr) to phone patient within 1 Hr	9	11	11	9	8	16	7	7	7	6	10	5	6
NHS HIGHLAND	PCARE	CPN (Dr) to phone patient within 2 Hrs	8	7	5	6	13	17	17	14	9	11	9	14	9
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 1 Hr	4	3	1	5	2	1	3	5	1	4	2	4	3
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 2 Hrs	4	7	5	4	3	5	7	3	4	4	6	4	3
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 4 Hrs	7	8	11	11	14	7	16	11	12	17	16	11	9
NHS HIGHLAND	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2		1	4	1		4	2	1	2		1	
NHS HIGHLAND	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)		1			1		1		1		1		
NHS HIGHLAND	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	3		1		4	1		3	1	1	4		1
NHS HIGHLAND	PCARE	Home Visit within 1 Hr	10	11	10	12	5	9	10	10	6	12	8	9	7
NHS HIGHLAND	PCARE	Home Visit within 2 Hrs	20	18	23	20	20	24	18	26	23	28	30	21	24
NHS HIGHLAND	PCARE	Home Visit within 4 Hrs	27	29	33	40	37	43	26	35	37	24	34	27	35
NHS HIGHLAND	PCARE	PCEC within 1 Hr	34	26	20	45	28	53	46	46	44	40	38	50	37
NHS HIGHLAND	PCARE	PCEC within 2 Hrs	65	67	65	76	66	74	67	66	66	80	81	64	55
NHS HIGHLAND	PCARE	PCEC within 4 Hrs	182	176	187	176	172	249	187	176	174	178	194	163	190
NHS HIGHLAND	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	52	47	31	52	49	27	60	41	49	46	33	34	41
NHS HIGHLAND	PCARE	Pt advised to contact practice - For Information Only	4	6	11	6	3	7	9	4	4	4	6	5	6
NHS HIGHLAND	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	2	6	2	2	4	9	3	6	11	11	6	4	8
NHS HIGHLAND	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	20	14	9	25	14	21	32	26	26	21	21	12	23
NHS HIGHLAND	PCARE	Speak to clinician within 1 Hr	25	27	10	26	25	29	19	30	29	20	20	15	20
NHS HIGHLAND	PCARE	Speak to clinician within 2 Hrs	20	27	18	22	23	35	32	29	22	29	20	22	18

Table 3

Health Board	Care Group	Endpoint	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	03/12/2023
NHS HIGHLAND	PCARE	Speak to clinician within 4 Hrs	76	53	51	76	67	99	57	49	60	59	49	46	48
NHS HIGHLAND	PCARE	Transport to PCEC within 2 Hrs							1					1	
NHS HIGHLAND	PCARE	Transport to PCEC within 4 hrs												2	1
NHS HIGHLAND	SCARE	999 contacted - For Information Only													1
NHS HIGHLAND	SCARE	999 contacted - For information only	98	108	103	102	96	114	100	94	115	113	105	96	91
NHS HIGHLAND	SCARE	Patient advised to go to A&E	70	77	67	59	57	69	89	77	91	89	65	74	71
NHS HIGHLAND	SCARE	Patient advised to go to A&E		2					2		1		1		
NHS HIGHLAND	SCARE	Patient sent to A&E via Ambulance within 1 Hr	13	7	6	3	9	11	8	4	5	8	5	6	8
NHS HIGHLAND	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	80	68	51	63	60	51	44	47	51	68	56	51	53
NHS HIGHLAND	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	20	19	23	24	23	17	23	33	14	17	17	18	25
NHS HIGHLAND	SCARE	Speak to clinician 2 Hrs	18	23	17	20	13	12	10	17	13	19	16	16	7
NHS HIGHLAND	SCARE	Speak to clinician within 4 Hrs	35	25	22	33	33	24	31	21	25	28	29	17	19
NHS HIGHLAND	SLFC_NPA	Contact Breathing Space	1	4											
NHS HIGHLAND	SLFC_NPA	Distress Brief Intervention	7	4	2	2	5	8		3	3	8	4	6	10
NHS HIGHLAND	SLFC_NPA	For Information Only	30	34	26	38	31	31	37	36	35	36	30	32	35
NHS HIGHLAND	SLFC_NPA	Hub to arrange appointment within 24 hours	58	83	64	68	65	70	69	79	75	70	70	54	49
NHS HIGHLAND	SLFC_NPA	Patient advised to contact CPN Team - For Info Only				1				1	1	1	2	1	1
NHS HIGHLAND	SLFC_NPA	Patient advised to contact dental advice line - Info Only		1		1	1			1		1	2		1
NHS HIGHLAND	SLFC_NPA	Patient advised to contact registered GDP - Info Only	6	8	12	28	10	12	14	10	12	4	8	11	12
NHS HIGHLAND	SLFC_NPA	Patient given self care advice - For Information Only	98	99	94	96	100	93	108	110	79	94	91	89	88
NHS HIGHLAND	SLFC_NPA	Patient given self care dental advice - For Information Only		1	2	1	1	3	1	1		3		4	2
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Dentist - For Information Only	2	1		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		3	1	3		1	3		1		2
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Optician - For Information Only	2	4	2		3	1	4	2	1	4	2	3	1
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only	1				1								1
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	13	13	9	18	11	15	16	13	17	6	12	12	15
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Police - For Information Only	1	2	1	4	3	2	4	7	4	7	5	2	7
NHS HIGHLAND	SLFC_NPA	Pt given TOXBASE advice - For Information Only							1						
NHS HIGHLAND	SLFC_NPA	Triage refused - For Information Only	9	8	4	6	2	2	6	4	2	5	1	4	5
NHS HIGHLAND	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	12	9	8	10	10	8	7	15	5	13	11	11	8
NHS LANARKSHIRE	PCARE	CPN (Dr) to phone patient within 1 Hr	19	8	14	19	12	14	11	11	10	13	16	14	8
NHS LANARKSHIRE	PCARE	CPN (Dr) to phone patient within 2 Hrs	14	24	24	31	27	15	20	31	15	22	19	31	25
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 1 Hr	1	1	1	4	1	2	2	2		2	2	4	5
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 2 Hrs	4	2	5	3	5	6	4	4	5	4	6	5	5
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 4 Hrs	8	7	5	14	6	6	6	3	4	6	6	5	3
NHS LANARKSHIRE	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	6	8	3	4	2	10	3	3	3	7	5	7	4
NHS LANARKSHIRE	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)			1			1		1	1		1	2	

Table 3

Health Board	Care Group	Endpoint	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	03/12/2023
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Midwife - For Information Only	3	4	4	7	3	7	7	7	5	6	13	5	4
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Optician - For Information Only	5	2	5	3	6	6	1	5	5	2	1	8	3
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	23	25	33	41	32	30	39	29	36	29	18	35	35
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Police - For Information Only	10	6	7	2	7	5	8	8	6	1	3	3	6
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						1
NHS LANARKSHIRE	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	8	11	14	7	7	9	10	16	11	9	8	10	11
NHS Lothian	PCARE	CPN (Dr) to phone patient within 1 Hr	16	11	17	10	13	23	17	26	20	15	21	12	18
NHS Lothian	PCARE	CPN (Dr) to phone patient within 2 Hrs	23	28	26	16	28	34	25	32	29	22	20	24	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.)									11				
NHS Lothian	PCARE	Contact GP Practice within 4 Hours (ASAP)									2				
NHS Lothian	PCARE	DN (Dr) phone patient within 1 Hr	4	4	4	4	3	4	5	2	7	4	6	1	5
NHS Lothian	PCARE	DN (Dr) phone patient within 2 Hrs	13	15	15	10	16	13	13	17	8	13	11	16	12
NHS Lothian	PCARE	DN (Dr) phone patient within 4 Hrs	24	40	35	33	17	37	27	36	35	31	34	33	23
NHS Lothian	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	8	10	10	10	9	10	8	5	13	10	9	10	10
NHS Lothian	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)			1	1	1			1	1	1	3	2	3
NHS Lothian	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	3	4	5	9	2	6	5	9	5	6	4	6	6
NHS Lothian	PCARE	Home Visit within 1 Hr	21	17	48	25	32	23	24	23	28	29	28	23	30
NHS Lothian	PCARE	Home Visit within 2 Hrs	64	62	74	65	67	63	56	59	71	59	64	53	67
NHS Lothian	PCARE	Home Visit within 4 Hrs	87	94	108	73	86	77	96	102	103	105	94	75	102
NHS Lothian	PCARE	In-Hours Action: Patient to Own GP within 4 hr									95				
NHS Lothian	PCARE	PCEC within 1 Hr	118	107	146	126	123	122	143	124	150	159	153	148	147
NHS Lothian	PCARE	PCEC within 2 Hrs	263	247	272	247	253	252	248	269	283	301	301	293	306
NHS Lothian	PCARE	PCEC within 4 Hrs	762	788	1,005	724	776	718	868	804	836	827	881	860	833
NHS Lothian	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	202	222	160	211	218	256	230	264	126	241	195	221	203
NHS Lothian	PCARE	Pt advised to contact practice - For Information Only	24	39	25	26	32	12	27	32	19	32	27	25	23
NHS Lothian	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	21	18	12	23	19	22	19	23	32	41	26	23	27
NHS Lothian	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	107	75	101	87	112	87	110	121	113	95	82	84	96
NHS Lothian	PCARE	Routine Appointment with GP									2				
NHS Lothian	PCARE	Speak to clinician within 1 Hr	57	59	89	64	46	43	50	58	67	64	66	65	54
NHS Lothian	PCARE	Speak to clinician within 2 Hrs	86	85	112	71	63	93	73	86	91	87	76	91	67
NHS Lothian	PCARE	Speak to clinician within 4 Hrs	259	220	296	243	219	242	231	194	213	234	246	234	215
NHS Lothian	PCARE	Transport to PCEC within 2 Hrs	2		3	3	1	2	1	1	2	1		2	
NHS Lothian	PCARE	Transport to PCEC within 4 hrs	2	1	1	1	4	3	1	2	4	2		1	2
NHS Lothian	PCARE	Triage refused therefore Dr requested to phone patient											1	1	
NHS Lothian	SCARE	999 contacted - For Information Only		1				1	1						

Table 3

Health Board	Care Group	Endpoint	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	03/12/2023
NHS Lothian	SCARE	999 contacted - For information only	250	279	307	238	256	252	297	319	300	288	278	317	299
NHS Lothian	SCARE	Patient advised to go to A&E	387	368	470	389	367	415	362	353	398	402	381	437	414
NHS Lothian	SCARE	Patient advised to go to A&E	1	2			2	1	1	2		1	3	2	5
NHS Lothian	SCARE	Patient sent to A&E via Ambulance within 1 Hr	17	28	28	34	28	29	33	20	29	27	27	24	29
NHS Lothian	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	457	415	347	389	351	409	376	357	387	420	363	351	358
NHS Lothian	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub						1	4	1					1
NHS Lothian	SCARE	Speak to clinician 2 Hrs	114	73	81	71	73	55	42	60	62	72	43	61	38
NHS Lothian	SCARE	Speak to clinician within 4 Hrs	126	133	120	135	141	107	122	136	140	154	143	126	102
NHS Lothian	SLFC_NPA	Contact Breathing Space		1									1		1
NHS Lothian	SLFC_NPA	Contact Midwife									1				
NHS Lothian	SLFC_NPA	Contact Optician									2				
NHS Lothian	SLFC_NPA	Contact Pharmacist									3				
NHS Lothian	SLFC_NPA	Contact Police									1				
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	1		2	1	4	2	2	1	3	3	1	3	3
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	194	228	250	238	214	232	231	207	236	208	232	223	193
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour		1	3	1	3	4	5	1	1	1	2	1	4
NHS Lothian	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	14	5	10	12	10	14	15	11	8	11	5	10	6
NHS Lothian	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	5	6	3	2	3	3	3	4	4	6	2	7	2
NHS Lothian	SLFC_NPA	Dental Nurse - Self Care	8	7	12	5	6	4	7	1	3	5	5	3	3
NHS Lothian	SLFC_NPA	Distress Brief Intervention	21	14	16	15	23	18	13	21	30	15	20	20	17
NHS Lothian	SLFC_NPA	For Information Only	93	104	91	97	103	97	104	98	102	106	119	86	84
NHS Lothian	SLFC_NPA	Not Assessed / Triage Refused									28				
NHS Lothian	SLFC_NPA	Patient advised to contact CPN Team - For Info Only		2	1	2		1	1			4			
NHS Lothian	SLFC_NPA	Patient given self care advice - For Information Only	348	383	378	372	364	315	384	409	408	416	387	383	347
NHS Lothian	SLFC_NPA	Pt advised to contact Dentist - For Information Only		2	2		1	2	1	2		4	2	1	3
NHS Lothian	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only	1			3	1	2		1		1		1	
NHS Lothian	SLFC_NPA	Pt advised to contact Midwife - For Information Only	13	11	16	8	7	13	8	15	15	10	20	13	11
NHS Lothian	SLFC_NPA	Pt advised to contact Optician - For Information Only	12	7	7	17	13	15	14	8	10	11	8	14	8
NHS Lothian	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only		1	1		1	1	1		1	1			
NHS Lothian	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	66	73	70	83	52	62	61	70	60	63	57	57	59
NHS Lothian	SLFC_NPA	Pt advised to contact Police - For Information Only	9	12	13	13	11	6	17	9	12	6	12	9	14
NHS Lothian	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information							1			1			1
NHS Lothian	SLFC_NPA	Pt advised to contact appropriate service - For Info Only		1	1		1		1	1				1	
NHS Lothian	SLFC_NPA	Self Care									33				
NHS Lothian	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	13	17	17	13	15	25	20	23	11	15	13	24	16
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			

Table 3

Health Board	Care Group	Endpoint	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	03/12/2023
NHS Orkney	PCARE	CPN (Dr) to phone patient within 2 Hrs													1
NHS Orkney	PCARE	DN (Dr) phone patient within 1 Hr													1
NHS Orkney	PCARE	DN (Dr) phone patient within 2 Hrs		1		3	1	1	2		1			1	2
NHS Orkney	PCARE	DN (Dr) phone patient within 4 Hrs	1	2	1	1	2	1	1			3	1	3	2
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		2
NHS Orkney	PCARE	Home Visit within 2 Hrs	2		2			4	1	4	4	1	2	1	3
NHS Orkney	PCARE	Home Visit within 4 Hrs	5	3	1	5	3	1	1	1	5	2		1	5
NHS Orkney	PCARE	PCEC within 1 Hr	1	1	3	1	2	1	1		2		1	2	1
NHS Orkney	PCARE	PCEC within 2 Hrs	2		1	5	1	1	1		1	2	3	5	4
NHS Orkney	PCARE	PCEC within 4 Hrs	10	12	14	8	7	4	3	5	11	8	12	6	9
NHS Orkney	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	2	2		2	1	1	2	2	1	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		2				1	6		3	1	1	2
NHS Orkney	PCARE	Speak to clinician within 1 Hr	3	1	1	1		1				1		2	1
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	2	2	5	4	1	3	1	6	3	1	3	1	
NHS Orkney	SCARE	999 contacted - For information only	4	3	6	4	4	3	4	4	5	5	4	4	2
NHS Orkney	SCARE	Patient advised to go to A&E	5	3	3	4	7	3	1		2	5	3	2	7
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		1					1	1	1	2
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		1
NHS Orkney	SLFC_NPA	Distress Brief Intervention		1											
NHS Orkney	SLFC_NPA	For Information Only	1	1	1	2	2		1	1			1	1	
NHS Orkney	SLFC_NPA	Hub to arrange appointment within 24 hours		3	1	5	5	4	3	3	1	3	5	1	7
NHS Orkney	SLFC_NPA	Hub to arrange contact with Clinician within 1 hour								1					
NHS Orkney	SLFC_NPA	Patient advised to contact registered GDP - Info Only	1	2		3		1	1	1		1	2	1	1
NHS Orkney	SLFC_NPA	Patient given self care advice - For Information Only	3	5	10	15	1	6	4	4	4	6	3	2	3
NHS Orkney	SLFC_NPA	Patient given self care dental advice - For Information Only			1										
NHS Orkney	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only							1	1		1		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		1
NHS Shetland	PCARE	CPN (Dr) to phone patient within 1 Hr	1		1	1	1		1		2				1
NHS Shetland	PCARE	CPN (Dr) to phone patient within 2 Hrs	2	1				1		1	1	1	1	1	
NHS Shetland	PCARE	DN (Dr) phone patient within 1 Hr			1	1						1		1	1

Table 3

Health Board	Care Group	Endpoint	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	03/12/2023
NHS Shetland	PCARE	DN (Dr) phone patient within 2 Hrs					1				1				
NHS Shetland	PCARE	DN (Dr) phone patient within 4 Hrs	1			1		2			3	4	2	4	2
NHS Shetland	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)									1	1			
NHS Shetland	PCARE	Home Visit within 1 Hr		1	1					1	1	1	2	1	1
NHS Shetland	PCARE	Home Visit within 2 Hrs	1	1	2		3	1	1	1	1		3	3	1
NHS Shetland	PCARE	Home Visit within 4 Hrs		1	2		2		2	2	3	4	2	1	
NHS Shetland	PCARE	PCEC within 1 Hr	1	2		1		1	2	2	1	2		2	1
NHS Shetland	PCARE	PCEC within 2 Hrs	3	2		3	3	4	2	1	5	3	6	2	3
NHS Shetland	PCARE	PCEC within 4 Hrs	7	9	3	4	5	11	6	8	5	8	11	7	6
NHS Shetland	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only			1	1	2	1	3		2		2	1	1
NHS Shetland	PCARE	Pt advised to contact practice - For Information Only					1		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	1		2		2			1			3		
NHS Shetland	PCARE	Speak to clinician within 1 Hr	1			1	3		1	2	2				
NHS Shetland	PCARE	Speak to clinician within 2 Hrs	2	1		5				2	2	4	2	1	2
NHS Shetland	PCARE	Speak to clinician within 4 Hrs	1		7	2	7	1	3	2	4	5	1	4	2
NHS Shetland	SCARE	999 contacted - For information only	6	4	7	5	3	6	4	8	6	10	1	4	3
NHS Shetland	SCARE	Patient advised to go to A&E	3	6	3	4	3	1	6	6	2	2	2	5	2
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		2
NHS Shetland	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	1		1	1		1		1		1	2		2
NHS Shetland	SCARE	Speak to clinician 2 Hrs		1	1				1						
NHS Shetland	SCARE	Speak to clinician within 4 Hrs		1	1								1		2
NHS Shetland	SLFC_NPA	Distress Brief Intervention	1			1	1			1					
NHS Shetland	SLFC_NPA	For Information Only		2	1	1	1		2	1	4	1	1		1
NHS Shetland	SLFC_NPA	Hub to arrange appointment within 24 hours	6	3	2	2	3		1	3	2	1	7	2	2
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		1	1	1	2		1						
NHS Shetland	SLFC_NPA	Patient given self care advice - For Information Only	4	3	4	6	4	5	2	3	3	4	3		6
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	17	20	12	10	13	16	19	12	8	16	11	10	12
NHS TAYSIDE	PCARE	CPN (Dr) to phone patient within 2 Hrs	22	26	23	27	30	29	30	28	16	22	14	22	17

Table 3

Health Board	Care Group	Endpoint	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	03/12/2023
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 1 Hr	4	3	6	6	2	6	4	8	3	11	4	8	6
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 2 Hrs	7	11	17	18	10	15	12	18	13	13	17	18	5
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 4 Hrs	37	41	43	44	31	50	38	39	50	43	42	51	37
NHS TAYSIDE	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	1	6	1	1	6	1	1	2	3	1	2	7	2
NHS TAYSIDE	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)			1										
NHS TAYSIDE	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	6	4	3	7	1	6	2	1	7		3		3
NHS TAYSIDE	PCARE	Home Visit within 1 Hr	6	11	11	23	15	22	13	11	13	6	9	12	10
NHS TAYSIDE	PCARE	Home Visit within 2 Hrs	28	30	35	41	27	37	39	25	31	40	39	26	39
NHS TAYSIDE	PCARE	Home Visit within 4 Hrs	44	52	44	52	54	59	54	47	42	51	47	47	58
NHS TAYSIDE	PCARE	PCEC within 1 Hr	70	81	91	89	85	106	64	79	83	121	110	82	87
NHS TAYSIDE	PCARE	PCEC within 2 Hrs	125	117	112	131	132	163	134	114	124	149	156	151	125
NHS TAYSIDE	PCARE	PCEC within 4 Hrs	329	317	331	366	348	475	319	320	316	384	350	371	336
NHS TAYSIDE	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	52	68	44	69	65	56	76	52	75	87	77	76	69
NHS TAYSIDE	PCARE	Pt advised to contact practice - For Information Only	6	6	11	7	12	5	17	7	2	13	10	11	9
NHS TAYSIDE	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	5	7	10	7	4	4	8	13	12	12	9	10	12
NHS TAYSIDE	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	36	43	35	36	24	42	27	36	43	43	34	41	31
NHS TAYSIDE	PCARE	Speak to clinician within 1 Hr	32	32	31	28	30	37	22	27	40	39	29	30	23
NHS TAYSIDE	PCARE	Speak to clinician within 2 Hrs	37	38	39	27	41	45	28	37	34	35	34	30	33
NHS TAYSIDE	PCARE	Speak to clinician within 4 Hrs	87	70	91	112	128	141	110	107	73	111	95	83	86
NHS TAYSIDE	PCARE	Transport to PCEC within 1 Hr							1			1		1	
NHS TAYSIDE	PCARE	Transport to PCEC within 2 Hrs				1	2	2	1			1	1		
NHS TAYSIDE	PCARE	Transport to PCEC within 4 hrs	1	3		1	1	3			2	4	2		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	148	151	164	132	164	156	169	169	163	190	142	162	160
NHS TAYSIDE	SCARE	Patient advised to go to A&E	93	74	80	82	73	110	91	88	101	94	100	103	86
NHS TAYSIDE	SCARE	Patient advised to go to A&E		4	1	1	3			1	2	1	3	1	2
NHS TAYSIDE	SCARE	Patient sent to A&E via Ambulance within 1 Hr	10	12	11	9	13	16	15	18	17	10	10	12	10
NHS TAYSIDE	SCARE	Patient suitable for MIU 4hr - Flow Hub to arrange	118	98	90	87	80	82	60	73	103	100	93	98	84
NHS TAYSIDE	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	5	6	3	7	2	6	4	1	4	2	2	2	4
NHS TAYSIDE	SCARE	Speak to clinician 2 Hrs	34	26	28	22	26	27	14	31	18	27	12	26	21
NHS TAYSIDE	SCARE	Speak to clinician within 4 Hrs	48	48	44	49	40	70	46	48	53	58	45	49	44
NHS TAYSIDE	SLFC_NPA	Contact Breathing Space	2	1				1		1					
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	1	2	1					1	3	1			2
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	116	176	119	120	131	139	126	110	112	147	119	115	109
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1	1			2	3	1	1	1	2		1	
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	5	5	12	6	5	9	3	4	2	3	8	5	7
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1	3	1		4	2	3	2	1	1		2	

Table 3

Health Board	Care Group	Endpoint	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	03/12/2023
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Self Care	4	6	2	5	2	4		1	3	1	2	2	4
NHS TAYSIDE	SLFC_NPA	Distress Brief Intervention	11	5	10	10	1	11	6	10	8	3	10	5	5
NHS TAYSIDE	SLFC_NPA	For Information Only	71	61	54	64	55	56	51	54	60	65	38	52	43
NHS TAYSIDE	SLFC_NPA	Hub to arrange appointment within 24 hours						1							
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	175	132	185	137	164	166	163	174	155	143	170	142	132
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Dentist - For Information Only	3	3	1			2						1	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	3	2	2	2	8	2	7		5	1	1	2
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Optician - For Information Only	8	3	5	6	3	7	4	3	2	4	3	4	2
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	19	15	23	13	21	18	23	17	33	30	19	23	29
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Police - For Information Only	4	6	3	6	3	3	4	5	3	5		4	7
NHS TAYSIDE	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	15	18	20	13	12	14	10	9	8	5	7	9	6
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		2
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	2	2					1	2	1				3
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										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	1	1	4	2	1	4	2	3	6	2	1	2	1
NHS Western Isles	PCARE	Home Visit within 4 Hrs	1	5	4	3	3	6	6	1	5	3	8	3	2
NHS Western Isles	PCARE	PCEC within 1 Hr	2	5		2	3	2	4	2	6	2	6	4	2
NHS Western Isles	PCARE	PCEC within 2 Hrs	7	6	5	2	5	4	4	5	5	11	7	3	8
NHS Western Isles	PCARE	PCEC within 4 Hrs	15	17	16	13	9	15	12	7	16	9	18	16	11
NHS Western Isles	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	4	4	4	1	2	6	2	2	2	3	2	3	5
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	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	2	3
NHS Western Isles	PCARE	Speak to clinician within 2 Hrs	2		3		2	1	2	1	2	2		2	4
NHS Western Isles	PCARE	Speak to clinician within 4 Hrs	5	10	6	7	6	6	6	2	3	6	1	3	2
NHS Western Isles	PCARE	Transport to PCEC within 4 hrs													1
NHS Western Isles	SCARE	999 contacted - For information only	7	8	17	5	9	7	11	7	16	8	6	6	4
NHS Western Isles	SCARE	Patient advised to go to A&E	4	6	8	4	3	7	6	4	4	11	5	3	7

Table 3

Health Board	Care Group	Endpoint	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	03/12/2023
NHS Western Isles	SCARE	Patient sent to A&E via Ambulance within 1 Hr		2	2	1		1			1	1	1	1	
NHS Western Isles	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	3	1	1	2	2	1	1	3	6	1	3	1	7
NHS Western Isles	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	1		1	3			1	4	1				1
NHS Western Isles	SCARE	Speak to clinician 2 Hrs							2		2	1	1	2	
NHS Western Isles	SCARE	Speak to clinician within 4 Hrs				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		1
NHS Western Isles	SLFC_NPA	Hub to arrange appointment within 24 hours	5	4	8	6	2	2	5	3	7	5	5	2	2
NHS Western Isles	SLFC_NPA	Hub to arrange contact with Clinician within 1 hour			1										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	5	3		4	2	4	8	6	4	6	4	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	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	SLFC_NPA	Triage Refused/Not Assessed													1
Not assigned	Not assigned	Not assigned	17	21	19	18	17	11	14	18	20	10	20	21	9

Table 4

Care Group	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	03/12/2023
PCARE	12,777	12,452	13,019	14,449	12,660	13,177	13,094	12,839	13,114	13,890	13,552	13,176	12,660
SCARE	7,100	6,916	6,345	6,669	6,471	6,410	6,460	6,451	6,921	7,055	6,632	6,748	6,499
SLFC_NPA	5,079	5,110	5,281	5,531	4,955	4,840	5,167	5,179	5,135	5,332	5,127	4,874	4,678
Not assigned	17	24	19	19	20	12	14	19	21	10	20	23	9
Total	24,973	24,502	24,664	26,668	24,106	24,439	24,735	24,488	25,191	26,287	25,331	24,821	23,846

Care Group	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	03/12/2023
PCARE	51.16%	50.82%	52.79%	54.18%	52.52%	53.92%	52.94%	52.43%	52.06%	52.84%	53.50%	53.08%	53.09%
SCARE	28.43%	28.23%	25.73%	25.01%	26.84%	26.23%	26.12%	26.34%	27.47%	26.84%	26.18%	27.19%	27.25%
SLFC_NPA	20.34%	20.86%	21.41%	20.74%	20.56%	19.80%	20.89%	21.15%	20.38%	20.28%	20.24%	19.64%	19.62%
Not assigned	0.07%	0.10%	0.08%	0.07%	0.08%	0.05%	0.06%	0.08%	0.08%	0.04%	0.08%	0.09%	0.04%

Graphs

