



NHS 24

Unscheduled Care Operational Statistics Official Statistics in Development Weekly Statistics

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

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Source:

Publication only contains information from the SAP Hana Data Warehouse.

This publication includes data for week ending: 24/09/2023 to 17/12/2023

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 | 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 | 04/12/2023 | 05/12/2023 | 06/12/2023 | 07/12/2023 | 08/12/2023 | 09/12/2023 | 10/12/2023 | 11/12/2023 | 12/12/2023 | 13/12/2023 | 14/12/2023 | 15/12/2023 | 16/12/2023 | 17/12/2023 |
|----------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| Overall Call Volume | 3,628 | 3,293 | 3,203 | 3,070 | 3,280 | 7,236 | 7,160 | 3,465 | 3,218 | 2,939 | 2,946 | 3,078 | 7,179 | 7,227 | 3,567 | 3,396 | 3,237 | 3,113 | 3,390 | 8,434 | 8,096 | 3,879 | 3,586 | 3,307 | 3,262 | 3,425 | 8,038 | 7,816 |
| Overall Calls Connected | 3,131 | 2,866 | 2,757 | 2,714 | 2,647 | 6,080 | 5,963 | 2,890 | 2,679 | 2,696 | 2,581 | 2,645 | 5,848 | 5,761 | 2,856 | 2,943 | 2,604 | 2,334 | 2,606 | 6,166 | 5,689 | 2,822 | 2,709 | 2,366 | 2,178 | 2,674 | 6,275 | 6,103 |
| Caller Disconnected | 0.16% | 0.00% | 0.30% | 0.12% | 0.24% | 0.23% | 0.21% | 0.31% | 0.50% | 0.08% | 0.08% | 0.20% | 0.17% | 0.36% | 0.35% | 0.19% | 0.23% | 0.57% | 0.38% | 0.83% | 0.90% | 0.56% | 0.47% | 0.70% | 1.05% | 0.29% | 0.59% | 0.38% |
| Overall Avg Patient Journey Time | 00:27:04 | 00:29:30 | 00:31:38 | 00:27:48 | 00:32:38 | 00:36:12 | 00:38:05 | 00:29:53 | 00:33:53 | 00:23:53 | 00:27:12 | 00:30:17 | 00:35:58 | 00:40:39 | 00:33:07 | 00:30:21 | 00:32:24 | 00:36:26 | 00:33:56 | 00:48:11 | 00:49:53 | 00:40:29 | 00:36:07 | 00:40:39 | 00:41:33 | 00:33:47 | 00:48:10 | 00:50:07 |
| Tagged at First Contact % | 98.19% | 97.88% | 97.47% | 99.45% | 96.51% | 92.43% | 94.44% | 97.72% | 98.29% | 97.93% | 99.17% | 94.52% | 92.57% | 94.10% | 96.95% | 98.00% | 98.56% | 99.64% | 95.55% | 93.81% | 94.76% | 98.87% | 97.84% | 98.46% | 98.17% | 95.25% | 91.52% | 93.92% |
| Median Time to Answer | 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 | 00:09:52 | 00:07:33 | 00:11:01 | 00:14:53 | 00:08:05 | 00:27:31 | 00:19:53 | 00:15:56 | 00:18:09 | 00:21:21 | 00:26:34 | 00:12:57 | 00:23:26 | 00:21:59 |
| 90th Percentile Time to Answer | 00:17:34 | 00:20:00 | 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 | 00:38:30 | 00:31:06 | 00:38:29 | 00:50:49 | 00:44:26 | 01:00:17 | 01:24:32 | 00:57:21 | 00:44:27 | 01:06:48 | 01:09:12 | 00:37:07 | 00:59:47 | 01:14:26 |

Table 2

| Week Ending Date | 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 | 10/12/2023 | 17/12/2023 |
|----------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| Overall Call Volume | 32,244 | 34,411 | 31,109 | 31,262 | 30,299 | 30,000 | 30,846 | 31,671 | 31,962 | 31,034 | 30,052 | 33,233 | 33,313 |
| Overall Calls Connected | 25,956 | 28,047 | 25,495 | 25,690 | 26,283 | 25,926 | 26,623 | 27,674 | 26,636 | 26,178 | 25,100 | 25,298 | 25,127 |
| Caller Discontinued | 0.38% | 0.33% | 0.27% | 0.31% | 0.17% | 0.13% | 0.12% | 0.13% | 0.29% | 0.19% | 0.25% | 0.61% | 0.55% |
| Overall Avg Patient Journey Time | 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 | 00:41:04 | 00:43:34 |
| Triaged at First Contact % | 95.09% | 94.82% | 95.06% | 95.13% | 95.33% | 95.64% | 95.88% | 95.94% | 95.39% | 95.81% | 95.60% | 95.94% | 95.17% |
| Median Time to Answer | 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 | 00:16:22 | 00:21:05 |
| 90th Percentile Time to Answer | 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 | 00:53:03 | 00:59:28 |

Table 3

| Health Board | Care Group | Endpoint | 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 | 10/12/2023 | 17/12/2023 |
|----------------------|------------|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| NHS Ayrshire & Arran | PCARE | CPN (Dr) to phone patient within 1 Hr | 12 | 14 | 8 | 9 | 11 | 9 | 6 | 15 | 14 | 7 | 15 | 20 | 5 |
| NHS Ayrshire & Arran | PCARE | CPN (Dr) to phone patient within 2 Hrs | 28 | 17 | 22 | 18 | 14 | 18 | 26 | 30 | 15 | 15 | 11 | 16 | 18 |
| NHS Ayrshire & Arran | PCARE | DN (Dr) phone patient within 1 Hr | 3 | 2 | 1 | | | | 1 | 2 | 3 | 4 | 4 | 1 | 1 |
| NHS Ayrshire & Arran | PCARE | DN (Dr) phone patient within 2 Hrs | 1 | 2 | 2 | 2 | 1 | 2 | 2 | | | 2 | 3 | 3 | 2 |
| NHS Ayrshire & Arran | PCARE | DN (Dr) phone patient within 4 Hrs | 12 | 6 | 6 | 5 | 7 | 7 | 3 | 6 | 3 | 1 | 3 | 4 | 2 |
| NHS Ayrshire & Arran | PCARE | Dr to phone patient within 1 Hr (Disputed Outcome) | 5 | 1 | 4 | 1 | 3 | 4 | 6 | 3 | 5 | 4 | 4 | 2 | 2 |
| NHS Ayrshire & Arran | PCARE | Dr to phone patient within 2 Hrs (Disputed Outcome) | | | | | 1 | 1 | 2 | | 1 | 1 | | | |
| NHS Ayrshire & Arran | PCARE | Dr to phone patient within 4 Hrs (Disputed Outcome) | | 3 | 2 | 3 | 7 | 1 | 1 | 1 | 4 | 3 | 3 | 5 | 3 |
| NHS Ayrshire & Arran | PCARE | Home Visit within 1 Hr | 13 | 27 | 16 | 11 | 12 | 17 | 17 | 18 | 22 | 16 | 14 | 9 | 13 |
| NHS Ayrshire & Arran | PCARE | Home Visit within 2 Hrs | 43 | 33 | 37 | 32 | 33 | 41 | 33 | 33 | 28 | 42 | 30 | 47 | 30 |
| NHS Ayrshire & Arran | PCARE | Home Visit within 4 Hrs | 75 | 45 | 35 | 54 | 31 | 41 | 49 | 40 | 51 | 42 | 47 | 49 | 44 |
| NHS Ayrshire & Arran | PCARE | PCEC within 1 Hr | 72 | 59 | 48 | 52 | 68 | 55 | 68 | 53 | 74 | 64 | 55 | 51 | 63 |
| NHS Ayrshire & Arran | PCARE | PCEC within 2 Hrs | 125 | 149 | 115 | 111 | 154 | 125 | 108 | 128 | 132 | 137 | 126 | 126 | 135 |
| NHS Ayrshire & Arran | PCARE | PCEC within 4 Hrs | 471 | 428 | 287 | 314 | 331 | 315 | 304 | 376 | 341 | 297 | 309 | 356 | 379 |
| NHS Ayrshire & Arran | PCARE | Pt advised to contact Practice within 4 Hrs - Info Only | 30 | 63 | 60 | 62 | 70 | 62 | 60 | 66 | 63 | 77 | 74 | 66 | 47 |
| NHS Ayrshire & Arran | PCARE | Pt advised to contact practice - For Information Only | 10 | 12 | 4 | 8 | 6 | 9 | 7 | 5 | 7 | 8 | 6 | 8 | 6 |
| NHS Ayrshire & Arran | PCARE | Pt advised to contact practice within 12 Hrs - Info Only | 3 | 4 | 5 | 6 | 17 | 9 | 11 | 10 | 2 | 3 | 8 | 7 | 12 |
| NHS Ayrshire & Arran | PCARE | Pt advised to contact practice within 36 Hrs - Info Only | 24 | 40 | 39 | 28 | 36 | 26 | 46 | 41 | 38 | 30 | 29 | 30 | 35 |
| NHS Ayrshire & Arran | PCARE | Speak to clinician within 1 Hr | 39 | 24 | 21 | 19 | 25 | 20 | 36 | 24 | 19 | 25 | 27 | 27 | 27 |
| NHS Ayrshire & Arran | PCARE | Speak to clinician within 2 Hrs | 48 | 43 | 38 | 38 | 41 | 27 | 33 | 36 | 37 | 29 | 30 | 30 | 41 |
| NHS Ayrshire & Arran | PCARE | Speak to clinician within 4 Hrs | 181 | 163 | 73 | 72 | 106 | 90 | 92 | 87 | 84 | 97 | 75 | 89 | 86 |
| 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 | 154 | 172 | 115 | 145 | 134 | 138 | 147 | 151 | 138 | 136 | 158 | 134 | 123 |
| NHS Ayrshire & Arran | SCARE | Patient advised to go to A&E | 129 | 147 | 133 | 129 | 96 | 113 | 140 | 118 | 134 | 138 | 131 | 122 | 121 |
| NHS Ayrshire & Arran | SCARE | Patient advised to go to A&E | 1 | | | 1 | 2 | 1 | 1 | | 1 | 1 | 1 | | 1 |
| NHS Ayrshire & Arran | SCARE | Patient sent to A&E via Ambulance within 1 Hr | 14 | 12 | 15 | 12 | 14 | 10 | 5 | 16 | 14 | 7 | 11 | 14 | 14 |
| NHS Ayrshire & Arran | SCARE | Patient suitable for MIU 4Hr - Flow Hub to arrange | 55 | 67 | 65 | 82 | 77 | 79 | 82 | 83 | 68 | 68 | 61 | 73 | 66 |
| NHS Ayrshire & Arran | SCARE | Speak to clinician 2 Hrs | 15 | 14 | 10 | 16 | 7 | 13 | 16 | 15 | 22 | 18 | 17 | 11 | 12 |
| NHS Ayrshire & Arran | SCARE | Speak to clinician within 4 Hrs | 34 | 38 | 28 | 32 | 37 | 35 | 44 | 37 | 42 | 45 | 32 | 25 | 35 |
| NHS Ayrshire & Arran | SLFC_NPA | Contact Breathing Space | | | 1 | | | | | | | | 1 | | |
| NHS Ayrshire & Arran | SLFC_NPA | Dental Nurse - Contact Dentist within 1 hour | 1 | 2 | | 1 | 1 | 2 | 1 | | | | | 2 | 3 |
| NHS Ayrshire & Arran | SLFC_NPA | Dental Nurse - Contact Dentist within 24 hours | 131 | 114 | 107 | 96 | 102 | 104 | 98 | 128 | 109 | 98 | 109 | 81 | 106 |
| NHS Ayrshire & Arran | SLFC_NPA | Dental Nurse - Contact Next Routine Appointment over 24 hour | 4 | | 1 | 1 | 4 | | 1 | 1 | | 1 | | | 1 |
| NHS Ayrshire & Arran | SLFC_NPA | Dental Nurse - Not Triaged/Assessed | 5 | 3 | 3 | 5 | 2 | 5 | 6 | 7 | 2 | 2 | 7 | 3 | 4 |
| NHS Ayrshire & Arran | SLFC_NPA | Dental Nurse - Routine Contact with Dentist | 2 | 2 | 4 | | | 1 | 1 | | | 1 | 1 | | 1 |
| NHS Ayrshire & Arran | SLFC_NPA | Dental Nurse - Self Care | 2 | 1 | 1 | 2 | 3 | 1 | 1 | 3 | 2 | | 3 | 2 | 1 |

Table 3

| Health Board | Care Group | Endpoint | 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 | 10/12/2023 | 17/12/2023 |
|----------------------|------------|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| NHS Ayrshire & Arran | SLFC_NPA | Distress Brief Intervention | 9 | 12 | 5 | 5 | 4 | 5 | 10 | 5 | 7 | 8 | 5 | 6 | 4 |
| NHS Ayrshire & Arran | SLFC_NPA | For Information Only | 45 | 55 | 48 | 32 | 46 | 44 | 37 | 46 | 39 | 36 | 32 | 50 | 35 |
| NHS Ayrshire & Arran | SLFC_NPA | Patient advised to contact CPN Team - For Info Only | 2 | 2 | 1 | | | 1 | 1 | 1 | 1 | 2 | 2 | 1 | 1 |
| NHS Ayrshire & Arran | SLFC_NPA | Patient given self care advice - For Information Only | 151 | 183 | 126 | 136 | 127 | 123 | 124 | 190 | 158 | 154 | 142 | 133 | 107 |
| NHS Ayrshire & Arran | SLFC_NPA | Pt advised to contact Dentist - For Information Only | | 3 | | 1 | | | | 2 | 1 | 1 | | | |
| NHS Ayrshire & Arran | SLFC_NPA | Pt advised to contact GUM Clinic - For Information Only | | | | | 1 | | | | | | 1 | | |
| NHS Ayrshire & Arran | SLFC_NPA | Pt advised to contact Midwife - For Information Only | 5 | 5 | 7 | 5 | 2 | 1 | 1 | 3 | 5 | 1 | 3 | 2 | 4 |
| NHS Ayrshire & Arran | SLFC_NPA | Pt advised to contact Optician - For Information Only | | 1 | 2 | 4 | 3 | 2 | 4 | | | 1 | 4 | | 2 |
| NHS Ayrshire & Arran | SLFC_NPA | Pt advised to contact Orthodontist - For Information Only | | | | | 1 | | | | 1 | | | | |
| NHS Ayrshire & Arran | SLFC_NPA | Pt advised to contact Pharmacist - For Information Only | 21 | 27 | 27 | 21 | 21 | 14 | 13 | 14 | 20 | 14 | 25 | 25 | 23 |
| NHS Ayrshire & Arran | SLFC_NPA | Pt advised to contact Police - For Information Only | 6 | 2 | 5 | 5 | 3 | 2 | 3 | 5 | 6 | 1 | 5 | 2 | 4 |
| 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 | 7 | 15 | 4 | 9 | 12 | 8 | 8 | 6 | 5 | 6 | 10 | 8 | 10 |
| NHS Borders | PCARE | CPN (Dr) to phone patient within 1 Hr | 6 | 6 | 3 | 3 | 3 | 3 | 3 | 2 | 1 | 3 | 5 | 2 | |
| NHS Borders | PCARE | CPN (Dr) to phone patient within 2 Hrs | 2 | 3 | 3 | 6 | 3 | 7 | 4 | 5 | | 6 | 10 | 4 | 5 |
| NHS Borders | PCARE | DN (Dr) phone patient within 1 Hr | 1 | 3 | 1 | 1 | 3 | 3 | 1 | 4 | 3 | 2 | 6 | 1 | 3 |
| NHS Borders | PCARE | DN (Dr) phone patient within 2 Hrs | 3 | 6 | 2 | 9 | 4 | 9 | 2 | 4 | 5 | 4 | 5 | 5 | 2 |
| NHS Borders | PCARE | DN (Dr) phone patient within 4 Hrs | 12 | 13 | 20 | 15 | 11 | 10 | 17 | 16 | 13 | 14 | 15 | 10 | 11 |
| NHS Borders | PCARE | Dr to phone patient within 1 Hr (Disputed Outcome) | 1 | 1 | 1 | | | 1 | 3 | 1 | 2 | 2 | 1 | | |
| NHS Borders | PCARE | Dr to phone patient within 2 Hrs (Disputed Outcome) | | 1 | | | | | | | | | | | |
| NHS Borders | PCARE | Dr to phone patient within 4 Hrs (Disputed Outcome) | 1 | | 1 | 1 | | | 1 | | | 1 | | | |
| NHS Borders | PCARE | Home Visit within 1 Hr | 4 | 1 | 2 | 4 | 1 | 5 | 4 | 5 | 6 | | 6 | 4 | 5 |
| NHS Borders | PCARE | Home Visit within 2 Hrs | 10 | 8 | 8 | 11 | 8 | 11 | 10 | 11 | 9 | 8 | 14 | 8 | 6 |
| NHS Borders | PCARE | Home Visit within 4 Hrs | 18 | 12 | 22 | 20 | 16 | 13 | 13 | 21 | 14 | 14 | 14 | 22 | 12 |
| NHS Borders | PCARE | PCEC within 1 Hr | 15 | 10 | 16 | 13 | 11 | 16 | 10 | 18 | 16 | 14 | 19 | 10 | 11 |
| NHS Borders | PCARE | PCEC within 2 Hrs | 16 | 7 | 23 | 27 | 33 | 29 | 28 | 38 | 21 | 28 | 17 | 18 | 30 |
| NHS Borders | PCARE | PCEC within 4 Hrs | 46 | 50 | 57 | 89 | 58 | 63 | 53 | 76 | 52 | 50 | 56 | 77 | 69 |
| NHS Borders | PCARE | Pt advised to contact Practice within 4 Hrs - Info Only | 17 | 13 | 21 | 15 | 17 | 21 | 23 | 26 | 27 | 24 | 17 | 18 | 22 |
| NHS Borders | PCARE | Pt advised to contact practice - For Information Only | 2 | 1 | | 2 | 2 | 2 | 2 | 2 | 3 | 1 | 3 | 2 | 3 |
| NHS Borders | PCARE | Pt advised to contact practice within 12 Hrs - Info Only | 2 | 6 | 2 | 3 | 3 | 2 | 3 | 4 | 1 | 2 | 2 | 3 | 3 |
| NHS Borders | PCARE | Pt advised to contact practice within 36 Hrs - Info Only | 5 | 8 | 8 | 14 | 12 | 10 | 10 | 15 | 5 | 10 | 6 | 7 | 12 |
| NHS Borders | PCARE | Speak to clinician within 1 Hr | 3 | 5 | 9 | 5 | 2 | 6 | 8 | 6 | 7 | 6 | 3 | 6 | 9 |
| NHS Borders | PCARE | Speak to clinician within 2 Hrs | 3 | 7 | 6 | 8 | 7 | 9 | 8 | 10 | 2 | 7 | 12 | 4 | 6 |
| NHS Borders | PCARE | Speak to clinician within 4 Hrs | 14 | 17 | 18 | 16 | 18 | 25 | 16 | 22 | 18 | 17 | 17 | 17 | 16 |
| NHS Borders | SCARE | 999 contacted - For information only | 30 | 30 | 34 | 31 | 57 | 33 | 37 | 42 | 39 | 31 | 31 | 47 | 32 |
| NHS Borders | SCARE | Patient advised to go to A&E | 33 | 32 | 42 | 24 | 37 | 31 | 36 | 30 | 31 | 35 | 36 | 32 | 25 |
| NHS Borders | SCARE | Patient advised to go to A&E | | | | | | | 1 | 2 | | | | 1 | |
| NHS Borders | SCARE | Patient sent to A&E via Ambulance within 1 Hr | 9 | 6 | 3 | 5 | 3 | 1 | 6 | 4 | 7 | 6 | 3 | 2 | 2 |

Table 3

| Health Board | Care Group | Endpoint | 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 | 10/12/2023 | 17/12/2023 |
|----------------------|------------|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| NHS Borders | SCARE | Patient suitable for MIU 4Hr - Flow Hub to arrange | 49 | 36 | 29 | 32 | 28 | 42 | 31 | 41 | 31 | 50 | 35 | 49 | 41 |
| NHS Borders | SCARE | Remote & Rural A&E and Minor Injuries -Refer to Hub | | | | | | 1 | | | 1 | | | | |
| NHS Borders | SCARE | Speak to clinician 2 Hrs | 12 | 12 | 6 | 8 | 10 | 6 | 3 | 18 | 15 | 11 | 6 | 5 | 4 |
| NHS Borders | SCARE | Speak to clinician within 4 Hrs | 18 | 18 | 14 | 16 | 15 | 20 | 13 | 16 | 10 | 14 | 6 | 11 | 8 |
| NHS Borders | SLFC_NPA | Contact Breathing Space | | 1 | | | | | | | | | | | |
| NHS Borders | SLFC_NPA | Dental Nurse - Contact Dentist within 24 hours | 25 | 18 | 17 | 19 | 27 | 26 | 23 | 21 | 29 | 25 | 28 | 25 | 34 |
| NHS Borders | SLFC_NPA | Dental Nurse - Contact Next Routine Appointment over 24 hour | | | | | | | 1 | | 1 | 1 | | | |
| NHS Borders | SLFC_NPA | Dental Nurse - Not Triaged/Assessed | 2 | 3 | | | 2 | | 3 | 1 | 2 | 3 | 2 | | 1 |
| NHS Borders | SLFC_NPA | Dental Nurse - Routine Contact with Dentist | | | | | | 1 | | | | | | | |
| NHS Borders | SLFC_NPA | Dental Nurse - Self Care | | | 1 | 2 | | | | 1 | | | 1 | | 1 |
| NHS Borders | SLFC_NPA | Distress Brief Intervention | 2 | 4 | 3 | 2 | 2 | 1 | | 2 | 1 | 2 | 1 | 3 | 2 |
| NHS Borders | SLFC_NPA | For Information Only | 12 | 10 | 10 | 7 | 11 | 9 | 13 | 9 | 11 | 15 | 10 | 12 | 12 |
| 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 | 38 | 28 | 32 | 36 | 33 | 46 | 47 | 48 | 39 | 28 | 37 | 35 | 30 |
| NHS Borders | SLFC_NPA | Pt advised to contact Midwife - For Information Only | | | 1 | 1 | 1 | 1 | 2 | 1 | 2 | | | 1 | |
| NHS Borders | SLFC_NPA | Pt advised to contact Optician - For Information Only | 2 | 1 | | 1 | | | 4 | 2 | 4 | 3 | 1 | 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 | 8 | 9 | 8 | 3 | 4 | 1 | 2 | 1 | 2 | 4 | 5 | 3 | 3 |
| NHS Borders | SLFC_NPA | Pt advised to contact Police - For Information Only | 3 | 1 | 3 | 3 | | | 2 | 1 | | 1 | 3 | 2 | 1 |
| NHS Borders | SLFC_NPA | Triage refused - Pt terminated call - For Information Only | 3 | 1 | | 2 | 1 | 2 | 2 | 4 | 2 | 3 | 4 | | |
| NHS Dumfries & Gallo | PCARE | CPN (Dr) to phone patient within 1 Hr | 4 | 1 | 1 | 6 | 1 | 1 | 1 | 1 | | 3 | 2 | 1 | 1 |
| NHS Dumfries & Gallo | PCARE | CPN (Dr) to phone patient within 2 Hrs | 4 | 5 | 4 | 4 | 6 | 5 | 3 | 8 | 7 | 2 | 3 | 4 | 4 |
| NHS Dumfries & Gallo | PCARE | DN (Dr) phone patient within 1 Hr | 2 | 1 | | 3 | 5 | 3 | 3 | 4 | 8 | 3 | 1 | | 1 |
| NHS Dumfries & Gallo | PCARE | DN (Dr) phone patient within 2 Hrs | 4 | 8 | 11 | 12 | 8 | | 2 | 4 | 7 | 7 | 5 | 6 | 4 |
| NHS Dumfries & Gallo | PCARE | DN (Dr) phone patient within 4 Hrs | 10 | 11 | 15 | 18 | 23 | 17 | 22 | 14 | 10 | 18 | 20 | 16 | 15 |
| NHS Dumfries & Gallo | PCARE | Dr to phone patient within 1 Hr (Disputed Outcome) | | | 2 | 1 | | 1 | | 2 | | 3 | 1 | 2 | |
| NHS Dumfries & Gallo | PCARE | Dr to phone patient within 2 Hrs (Disputed Outcome) | | 1 | | | | | | | 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 | 5 | 1 | 2 | 5 | 7 | 6 | 4 | 4 | 4 | 9 | 4 | 7 | 2 |
| NHS Dumfries & Gallo | PCARE | Home Visit within 2 Hrs | 10 | 11 | 10 | 13 | 16 | 15 | 23 | 10 | 12 | 15 | 18 | 13 | 5 |
| NHS Dumfries & Gallo | PCARE | Home Visit within 4 Hrs | 21 | 23 | 29 | 19 | 27 | 18 | 11 | 11 | 17 | 8 | 13 | 21 | 14 |
| NHS Dumfries & Gallo | PCARE | PCEC within 1 Hr | 19 | 9 | 12 | 15 | 30 | 15 | 15 | 14 | 15 | 19 | 12 | 14 | 15 |
| NHS Dumfries & Gallo | PCARE | PCEC within 2 Hrs | 27 | 32 | 22 | 24 | 44 | 32 | 38 | 34 | 30 | 36 | 30 | 40 | 28 |
| NHS Dumfries & Gallo | PCARE | PCEC within 4 Hrs | 64 | 78 | 79 | 68 | 118 | 67 | 89 | 83 | 75 | 67 | 75 | 75 | 96 |
| NHS Dumfries & Gallo | PCARE | Pt advised to contact Practice within 4 Hrs - Info Only | 14 | 15 | 17 | 17 | 11 | 21 | 11 | 20 | 19 | 16 | 23 | 6 | 11 |
| NHS Dumfries & Gallo | PCARE | Pt advised to contact practice - For Information Only | | 1 | 2 | 2 | 2 | 2 | 3 | 5 | 3 | 1 | 1 | 1 | 2 |
| NHS Dumfries & Gallo | PCARE | Pt advised to contact practice within 12 Hrs - Info Only | | 1 | 1 | 2 | | 4 | 4 | 4 | 4 | 2 | 4 | 1 | 5 |
| NHS Dumfries & Gallo | PCARE | Pt advised to contact practice within 36 Hrs - Info Only | 2 | 8 | 11 | 8 | 12 | 3 | 7 | 9 | 8 | 8 | 8 | 7 | 8 |

Table 3

| Health Board | Care Group | Endpoint | 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 | 10/12/2023 | 17/12/2023 |
|----------------------|--------------|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| NHS Dumfries & Gallo | PCARE | Speak to clinician within 1 Hr | 12 | 4 | 5 | 11 | 12 | 7 | 9 | 8 | 8 | 8 | 8 | 11 | 5 |
| NHS Dumfries & Gallo | PCARE | Speak to clinician within 2 Hrs | 15 | 13 | 18 | 13 | 13 | 11 | 15 | 13 | 7 | 10 | 5 | 16 | 11 |
| NHS Dumfries & Gallo | PCARE | Speak to clinician within 4 Hrs | 27 | 26 | 23 | 20 | 43 | 28 | 25 | 24 | 24 | 29 | 21 | 23 | 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 | |
| NHS Dumfries & Gallo | SCARE | 999 contacted - For information only | 40 | 41 | 40 | 50 | 69 | 50 | 47 | 43 | 40 | 41 | 35 | 43 | 43 |
| NHS Dumfries & Gallo | SCARE | Patient advised to go to A&E | 31 | 49 | 48 | 38 | 46 | 28 | 37 | 35 | 38 | 29 | 34 | 41 | 26 |
| NHS Dumfries & Gallo | SCARE | Patient advised to go to A&E | 1 | | | | 1 | | | 1 | | 1 | | | 2 |
| NHS Dumfries & Gallo | SCARE | Patient sent to A&E via Ambulance within 1 Hr | 10 | 4 | 7 | 5 | 5 | 2 | 4 | 2 | 9 | 4 | 3 | 7 | 3 |
| NHS Dumfries & Gallo | SCARE | Patient suitable for MIU 4Hr - Flow Hub to arrange | 6 | 14 | 9 | 11 | 13 | 11 | 9 | 15 | 6 | 8 | 12 | 14 | 3 |
| NHS Dumfries & Gallo | SCARE | Speak to clinician 2 Hrs | | 3 | 5 | 4 | 7 | 4 | 3 | 5 | 2 | 3 | 3 | | 2 |
| NHS Dumfries & Gallo | SCARE | Speak to clinician within 4 Hrs | 7 | 11 | 7 | 10 | 14 | 10 | 12 | 11 | 9 | 5 | 5 | 9 | 6 |
| NHS Dumfries & Gallo | SLFC_NPA | Dental Nurse - Contact Dentist within 24 hours | 39 | 60 | 50 | 40 | 45 | 46 | 49 | 34 | 27 | 34 | 41 | 33 | 37 |
| NHS Dumfries & Gallo | SLFC_NPA | Dental Nurse - Contact Next Routine Appointment over 24 hour | 2 | 1 | | | 1 | 1 | | | 1 | 1 | | 1 | |
| NHS Dumfries & Gallo | SLFC_NPA | Dental Nurse - Not Triage/Assessed | | 2 | 3 | 2 | 3 | | 1 | | 2 | 2 | 1 | 1 | 1 |
| NHS Dumfries & Gallo | SLFC_NPA | Dental Nurse - Routine Contact with Dentist | | | 1 | | | | | | 1 | | | | 1 |
| NHS Dumfries & Gallo | SLFC_NPA | Dental Nurse - Self Care | 1 | 1 | 1 | 1 | | 2 | | 1 | | 1 | | | |
| NHS Dumfries & Gallo | SLFC_NPA | Distress Brief Intervention | 1 | 1 | 5 | | 5 | 2 | 1 | 1 | 2 | 2 | 2 | 1 | |
| NHS Dumfries & Gallo | SLFC_NPA | For Information Only | 15 | 12 | 9 | 8 | 26 | 6 | 7 | 15 | 6 | 9 | 10 | 17 | 5 |
| 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 | 33 | 28 | 27 | 31 | 40 | 32 | 29 | 29 | 38 | 35 | 36 | 32 | 30 |
| NHS Dumfries & Gallo | SLFC_NPA | Pt advised to contact Dentist - For Information Only | | | | | 1 | | | | | | | | |
| NHS Dumfries & Gallo | SLFC_NPA | Pt advised to contact GUM Clinic - For Information Only | | | | | | | 1 | | 1 | | | | |
| NHS Dumfries & Gallo | SLFC_NPA | Pt advised to contact Midwife - For Information Only | | 2 | 2 | 1 | 4 | 2 | | 1 | 1 | 1 | | 2 | 1 |
| NHS Dumfries & Gallo | SLFC_NPA | Pt advised to contact Optician - For Information Only | 2 | | 1 | 1 | 4 | | | 1 | | 1 | | | 2 |
| 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 | 5 | 6 | 4 | 2 | 7 | 9 | 4 | 1 | 6 | 4 | 4 | 5 | 6 |
| NHS Dumfries & Gallo | SLFC_NPA | Pt advised to contact Police - For Information Only | 1 | | | 3 | 3 | | 1 | 1 | | 1 | | | |
| NHS Dumfries & Gallo | SLFC_NPA | Triage refused - Pt terminated call - For Information Only | 4 | 2 | 4 | 1 | 5 | 2 | 5 | | 4 | 1 | 3 | 1 | 1 |
| NHS Dumfries & Gallo | Not assigned | Not assigned | | | | 1 | | | | | | | | | |
| NHS Fife | PCARE | CPN (Dr) to phone patient within 1 Hr | 11 | 16 | 18 | 22 | 12 | 14 | 18 | 18 | 16 | 14 | 19 | 14 | 8 |
| NHS Fife | PCARE | CPN (Dr) to phone patient within 2 Hrs | 24 | 24 | 35 | 21 | 23 | 23 | 15 | 18 | 26 | 28 | 15 | 29 | 22 |
| NHS Fife | PCARE | DN (Dr) phone patient within 1 Hr | 5 | 9 | 6 | 7 | 4 | 13 | 6 | 10 | 7 | 2 | 8 | 5 | 6 |
| NHS Fife | PCARE | DN (Dr) phone patient within 2 Hrs | 14 | 13 | 10 | 17 | 15 | 17 | 7 | 7 | 11 | 10 | 11 | 16 | 10 |
| NHS Fife | PCARE | DN (Dr) phone patient within 4 Hrs | 27 | 32 | 29 | 27 | 30 | 33 | 25 | 40 | 38 | 35 | 46 | 29 | 35 |
| NHS Fife | PCARE | Dr to phone patient within 1 Hr (Disputed Outcome) | 6 | 4 | 3 | 3 | 5 | 1 | 2 | 6 | | 4 | | 2 | 1 |
| NHS Fife | PCARE | Dr to phone patient within 2 Hrs (Disputed Outcome) | 1 | | | | | 1 | 1 | | | | | 1 | |

Table 3

| Health Board | Care Group | Endpoint | 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 | 10/12/2023 | 17/12/2023 |
|--------------|------------|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| NHS Fife | PCARE | Dr to phone patient within 4 Hrs (Disputed Outcome) | 2 | 1 | 3 | 1 | 2 | 2 | 1 | 2 | 1 | 1 | 3 | 5 | 2 |
| NHS Fife | PCARE | Home Visit within 1 Hr | 13 | 16 | 13 | 16 | 20 | 18 | 14 | 14 | 15 | 18 | 16 | 14 | 21 |
| NHS Fife | PCARE | Home Visit within 2 Hrs | 45 | 37 | 51 | 34 | 35 | 42 | 41 | 40 | 46 | 30 | 30 | 38 | 48 |
| NHS Fife | PCARE | Home Visit within 4 Hrs | 54 | 46 | 67 | 44 | 59 | 66 | 49 | 42 | 56 | 43 | 53 | 42 | 46 |
| NHS Fife | PCARE | PCEC within 1 Hr | 57 | 53 | 79 | 57 | 85 | 67 | 67 | 90 | 73 | 79 | 74 | 57 | 76 |
| NHS Fife | PCARE | PCEC within 2 Hrs | 105 | 103 | 177 | 124 | 100 | 102 | 140 | 149 | 135 | 131 | 98 | 121 | 137 |
| NHS Fife | PCARE | PCEC within 4 Hrs | 292 | 297 | 451 | 311 | 324 | 293 | 378 | 335 | 316 | 327 | 304 | 324 | 360 |
| NHS Fife | PCARE | Pt advised to contact Practice within 4 Hrs - Info Only | 46 | 55 | 59 | 61 | 66 | 78 | 76 | 86 | 75 | 69 | 89 | 82 | 76 |
| NHS Fife | PCARE | Pt advised to contact practice - For Information Only | 8 | 14 | 6 | 9 | 7 | 14 | 8 | 13 | 8 | 8 | 8 | 6 | 18 |
| NHS Fife | PCARE | Pt advised to contact practice within 12 Hrs - Info Only | 8 | 8 | 9 | 8 | 7 | 7 | 13 | 17 | 15 | 7 | 5 | 9 | 6 |
| NHS Fife | PCARE | Pt advised to contact practice within 36 Hrs - Info Only | 45 | 37 | 47 | 31 | 39 | 37 | 37 | 28 | 36 | 26 | 38 | 34 | 32 |
| NHS Fife | PCARE | Speak to clinician within 1 Hr | 22 | 25 | 26 | 29 | 22 | 29 | 28 | 34 | 20 | 23 | 23 | 21 | 19 |
| NHS Fife | PCARE | Speak to clinician within 2 Hrs | 42 | 35 | 38 | 33 | 31 | 32 | 36 | 45 | 39 | 42 | 32 | 46 | 37 |
| NHS Fife | PCARE | Speak to clinician within 4 Hrs | 77 | 98 | 126 | 90 | 88 | 84 | 92 | 96 | 77 | 97 | 77 | 92 | 83 |
| NHS Fife | PCARE | Triage refused therefore Dr requested to phone patient | | | | | | | | | 1 | | | | |
| NHS Fife | SCARE | 999 contacted - For Information Only | | | | 1 | | | 1 | 1 | | | | | 1 |
| NHS Fife | SCARE | 999 contacted - For information only | 133 | 138 | 189 | 138 | 167 | 130 | 166 | 153 | 169 | 180 | 172 | 170 | 142 |
| NHS Fife | SCARE | Patient advised to go to A&E | 124 | 140 | 145 | 120 | 113 | 130 | 122 | 144 | 141 | 141 | 110 | 144 | 111 |
| NHS Fife | SCARE | Patient advised to go to A&E | 1 | | 1 | 1 | 1 | 1 | 1 | | 1 | | | 5 | |
| NHS Fife | SCARE | Patient sent to A&E via Ambulance within 1 Hr | 13 | 14 | 10 | 5 | 11 | 10 | 9 | 12 | 5 | 10 | 14 | 17 | 8 |
| NHS Fife | SCARE | Patient suitable for MIU 4Hr - Flow Hub to arrange | 68 | 61 | 98 | 65 | 101 | 86 | 86 | 100 | 89 | 100 | 105 | 82 | 81 |
| NHS Fife | SCARE | Remote & Rural A&E and Minor Injuries -Refer to Hub | 2 | | | 1 | | 1 | | 1 | 2 | 1 | | 1 | 2 |
| NHS Fife | SCARE | Speak to clinician 2 Hrs | 18 | 22 | 18 | 14 | 9 | 14 | 25 | 20 | 25 | 14 | 18 | 17 | 13 |
| NHS Fife | SCARE | Speak to clinician within 4 Hrs | 26 | 32 | 44 | 34 | 34 | 43 | 39 | 33 | 37 | 38 | 37 | 39 | 40 |
| NHS Fife | SLFC_NPA | Dental Nurse - Contact Dentist within 1 hour | | | | | 1 | | | 1 | | | | 1 | 1 |
| NHS Fife | SLFC_NPA | Dental Nurse - Contact Dentist within 24 hours | 105 | 113 | 103 | 102 | 116 | 103 | 107 | 86 | 111 | 90 | 95 | 91 | 103 |
| NHS Fife | SLFC_NPA | Dental Nurse - Contact Next Routine Appointment over 24 hour | 2 | 1 | 4 | 1 | 1 | 1 | 1 | | 3 | 1 | | | 1 |
| NHS Fife | SLFC_NPA | Dental Nurse - Not Triage/Assessed | 3 | 4 | 6 | 7 | 2 | 4 | 4 | 2 | 3 | 9 | 4 | 4 | 3 |
| NHS Fife | SLFC_NPA | Dental Nurse - Routine Contact with Dentist | 2 | 2 | 3 | 1 | | 3 | 1 | | 2 | | 1 | | |
| NHS Fife | SLFC_NPA | Dental Nurse - Self Care | 3 | 1 | | 1 | 2 | 2 | | 1 | 1 | | | 3 | 2 |
| NHS Fife | SLFC_NPA | Distress Brief Intervention | 8 | 15 | 11 | 6 | 7 | 11 | 8 | 14 | 10 | 9 | 6 | 4 | 12 |
| NHS Fife | SLFC_NPA | For Information Only | 51 | 41 | 62 | 41 | 50 | 41 | 46 | 49 | 50 | 52 | 43 | 51 | 50 |
| NHS Fife | SLFC_NPA | Patient advised to contact CPN Team - For Info Only | | | | 1 | 2 | 1 | | | 3 | 1 | | 2 | |
| NHS Fife | SLFC_NPA | Patient given self care advice - For Information Only | 218 | 213 | 214 | 165 | 177 | 185 | 205 | 195 | 197 | 160 | 148 | 168 | 175 |
| NHS Fife | SLFC_NPA | Pt advised to contact Dentist - For Information Only | 1 | 1 | 2 | | | | 1 | 1 | 2 | | | 1 | |
| 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 | 7 | 9 | 6 | 2 | 3 | 2 | 3 | 1 | | 8 | 7 | 5 | 4 |
| NHS Fife | SLFC_NPA | Pt advised to contact Optician - For Information Only | 2 | 5 | 6 | 1 | 3 | 4 | 1 | 6 | 3 | 2 | 1 | 1 | 1 |

Table 3

| Health Board | Care Group | Endpoint | 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 | 10/12/2023 | 17/12/2023 |
|------------------|--------------|---|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| 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 | 23 | 19 | 22 | 18 | 20 | 20 | 29 | 23 | 18 | 19 | 19 | 20 | 24 |
| NHS Fife | SLFC_NPA | Pt advised to contact Police - For Information Only | 6 | 7 | 6 | 5 | 3 | 1 | 4 | 8 | 9 | 1 | 5 | 3 | 2 |
| NHS Fife | SLFC_NPA | Pt advised to contact Public Health Nurse - For Information | 1 | | | | | | | | | | 1 | 1 | |
| NHS Fife | SLFC_NPA | Triage refused - Pt terminated call - For Information Only | 6 | 8 | 9 | 7 | 9 | 11 | 9 | 8 | 8 | 9 | 8 | 11 | 14 |
| NHS Fife | Not assigned | Not assigned | | | | | | | | | | | | | 1 |
| NHS Forth Valley | PCARE | CPN (Dr) to phone patient within 1 Hr | 5 | 11 | 6 | 4 | 2 | 3 | 8 | 3 | 7 | 5 | 12 | 2 | 7 |
| NHS Forth Valley | PCARE | CPN (Dr) to phone patient within 2 Hrs | 8 | 12 | 11 | 16 | 7 | 10 | 8 | 17 | 9 | 12 | 8 | 11 | 21 |
| NHS Forth Valley | PCARE | DN (Dr) phone patient within 1 Hr | 4 | 4 | 2 | 3 | 10 | 4 | 7 | 6 | 6 | 5 | 4 | 3 | 3 |
| NHS Forth Valley | PCARE | DN (Dr) phone patient within 2 Hrs | 7 | 12 | 12 | 6 | 9 | 7 | 13 | 9 | 10 | 9 | 10 | 11 | 13 |
| NHS Forth Valley | PCARE | DN (Dr) phone patient within 4 Hrs | 28 | 24 | 38 | 30 | 29 | 25 | 33 | 28 | 28 | 30 | 22 | 32 | 25 |
| NHS Forth Valley | PCARE | Dr to phone patient within 1 Hr (Disputed Outcome) | 2 | 4 | 1 | 5 | 1 | 1 | 2 | 4 | 5 | 10 | 1 | 4 | 4 |
| NHS Forth Valley | PCARE | Dr to phone patient within 2 Hrs (Disputed Outcome) | | | | | | 1 | | | | | | | 1 |
| NHS Forth Valley | PCARE | Dr to phone patient within 4 Hrs (Disputed Outcome) | 1 | | 4 | | 1 | | 2 | 4 | 2 | 4 | | | 2 |
| NHS Forth Valley | PCARE | Home Visit within 1 Hr | 6 | 7 | 2 | 18 | 5 | 9 | 8 | 4 | 13 | 7 | 12 | 10 | 10 |
| NHS Forth Valley | PCARE | Home Visit within 2 Hrs | 14 | 29 | 18 | 30 | 20 | 33 | 26 | 23 | 25 | 15 | 19 | 16 | 23 |
| NHS Forth Valley | PCARE | Home Visit within 4 Hrs | 34 | 30 | 25 | 35 | 34 | 32 | 29 | 38 | 27 | 26 | 32 | 25 | 30 |
| NHS Forth Valley | PCARE | PCEC within 1 Hr | 46 | 55 | 57 | 59 | 60 | 48 | 66 | 56 | 51 | 53 | 53 | 56 | 48 |
| NHS Forth Valley | PCARE | PCEC within 12 Hrs | 1 | | | | | | | | | | | | |
| NHS Forth Valley | PCARE | PCEC within 2 Hrs | 76 | 101 | 93 | 156 | 90 | 103 | 121 | 103 | 124 | 96 | 115 | 106 | 139 |
| NHS Forth Valley | PCARE | PCEC within 4 Hrs | 250 | 246 | 272 | 373 | 275 | 241 | 264 | 286 | 300 | 292 | 257 | 243 | 297 |
| NHS Forth Valley | PCARE | Pt advised to contact Practice within 4 Hrs - Info Only | 77 | 89 | 82 | 86 | 71 | 80 | 87 | 86 | 88 | 96 | 54 | 64 | 66 |
| NHS Forth Valley | PCARE | Pt advised to contact practice - For Information Only | 11 | 8 | 8 | 5 | 8 | 11 | 12 | 8 | 11 | 4 | 9 | 10 | 8 |
| NHS Forth Valley | PCARE | Pt advised to contact practice within 12 Hrs - Info Only | 5 | 5 | | 8 | 5 | 10 | 11 | 6 | 6 | 2 | 7 | 2 | 9 |
| NHS Forth Valley | PCARE | Pt advised to contact practice within 36 Hrs - Info Only | 39 | 31 | 32 | 42 | 30 | 40 | 31 | 29 | 42 | 34 | 28 | 24 | 25 |
| NHS Forth Valley | PCARE | Speak to clinician within 1 Hr | 20 | 24 | 13 | 26 | 28 | 22 | 16 | 31 | 19 | 19 | 16 | 16 | 15 |
| NHS Forth Valley | PCARE | Speak to clinician within 2 Hrs | 28 | 20 | 33 | 38 | 31 | 23 | 35 | 21 | 27 | 23 | 24 | 25 | 36 |
| NHS Forth Valley | PCARE | Speak to clinician within 4 Hrs | 69 | 78 | 76 | 106 | 84 | 71 | 64 | 60 | 76 | 78 | 55 | 74 | 59 |
| NHS Forth Valley | PCARE | Triage refused therefore Dr requested to phone patient | | | | | | 1 | | | | | | | |
| NHS Forth Valley | SCARE | 999 contacted - For information only | 121 | 110 | 105 | 125 | 100 | 147 | 123 | 116 | 159 | 136 | 100 | 124 | 101 |
| NHS Forth Valley | SCARE | Patient advised to go to A&E | 146 | 152 | 182 | 152 | 132 | 158 | 159 | 142 | 153 | 178 | 179 | 145 | 153 |
| NHS Forth Valley | SCARE | Patient advised to go to A&E | | | | 1 | 1 | 1 | | | 1 | 2 | | | |
| NHS Forth Valley | SCARE | Patient sent to A&E via Ambulance within 1 Hr | 11 | 9 | 10 | 8 | 12 | 7 | 6 | 12 | 11 | 13 | 11 | 8 | 5 |
| NHS Forth Valley | SCARE | Patient suitable for MIU 4Hr - Flow Hub to arrange | 190 | 201 | 171 | 140 | 180 | 180 | 233 | 193 | 162 | 189 | 196 | 170 | 192 |
| NHS Forth Valley | SCARE | Speak to clinician 2 Hrs | 68 | 51 | 54 | 38 | 37 | 58 | 57 | 59 | 48 | 50 | 44 | 50 | 33 |
| NHS Forth Valley | SCARE | Speak to clinician within 4 Hrs | 51 | 48 | 69 | 56 | 39 | 54 | 66 | 79 | 57 | 60 | 53 | 48 | 38 |
| NHS Forth Valley | SLFC_NPA | Contact Breathing Space | | | | | | | | | | | | | 1 |
| NHS Forth Valley | SLFC_NPA | Dental Nurse - Contact Dentist within 1 hour | | | 1 | | | 1 | | | | | | | |

Table 3

| Health Board | Care Group | Endpoint | 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 | 10/12/2023 | 17/12/2023 |
|------------------|--------------|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| NHS Forth Valley | SLFC_NPA | Dental Nurse - Contact Dentist within 24 hours | 89 | 74 | 73 | 72 | 85 | 88 | 73 | 48 | 77 | 46 | 72 | 59 | 76 |
| NHS Forth Valley | SLFC_NPA | Dental Nurse - Contact Next Routine Appointment over 24 hour | | 1 | | | 1 | 1 | | 1 | 1 | 3 | 1 | | 1 |
| NHS Forth Valley | SLFC_NPA | Dental Nurse - Not Triage/Assessed | 4 | 5 | 4 | 1 | 4 | 9 | 3 | 2 | 3 | 1 | 2 | 2 | |
| NHS Forth Valley | SLFC_NPA | Dental Nurse - Routine Contact with Dentist | | | 1 | 1 | 1 | 1 | | | 2 | 1 | 1 | | |
| NHS Forth Valley | SLFC_NPA | Dental Nurse - Self Care | 3 | 1 | 1 | 1 | | 1 | 2 | 1 | 5 | 1 | 1 | 2 | 2 |
| NHS Forth Valley | SLFC_NPA | Distress Brief Intervention | 11 | 8 | 9 | 6 | 5 | 7 | 8 | 11 | 12 | 7 | 8 | 12 | 11 |
| NHS Forth Valley | SLFC_NPA | For Information Only | 33 | 39 | 35 | 20 | 33 | 41 | 34 | 43 | 38 | 41 | 46 | 36 | 34 |
| 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 | 126 | 133 | 120 | 112 | 126 | 144 | 112 | 142 | 125 | 121 | 107 | 101 | 126 |
| NHS Forth Valley | SLFC_NPA | Pt advised to contact Dentist - For Information Only | 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 | 3 | 4 | 3 | 2 | 2 | 4 | 1 | 1 | 5 | 1 | 3 | 7 | 4 |
| NHS Forth Valley | SLFC_NPA | Pt advised to contact Optician - For Information Only | 4 | 3 | 1 | 6 | 3 | 5 | 5 | 2 | 4 | 2 | 2 | 1 | 1 |
| 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 | 14 | 13 | 24 | 16 | 14 | 14 | 16 | 22 | 18 | 24 | 29 | 17 | 14 |
| NHS Forth Valley | SLFC_NPA | Pt advised to contact Police - For Information Only | 5 | 5 | 4 | 4 | 1 | 2 | 3 | 4 | 1 | 1 | 3 | 3 | 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 | | | | | | | | | | |
| NHS Forth Valley | SLFC_NPA | Triage refused - Pt terminated call - For Information Only | 9 | 8 | 10 | 7 | 4 | 12 | 7 | 7 | 4 | 7 | 7 | 6 | 7 |
| NHS Forth Valley | Not assigned | Not assigned | | | 1 | | | | | | | 1 | | 1 | 1 |
| NHS Grampian | PCARE | CPN (Dr) to phone patient within 1 Hr | 13 | 18 | 18 | 16 | 9 | 10 | 7 | 17 | 11 | 10 | 17 | 17 | 11 |
| NHS Grampian | PCARE | CPN (Dr) to phone patient within 2 Hrs | 21 | 19 | 26 | 16 | 28 | 12 | 27 | 26 | 19 | 23 | 22 | 20 | 22 |
| NHS Grampian | PCARE | DN (Dr) phone patient within 1 Hr | 8 | 5 | 4 | 5 | 5 | 6 | 9 | 7 | 3 | 7 | 4 | 4 | 2 |
| NHS Grampian | PCARE | DN (Dr) phone patient within 2 Hrs | 8 | 17 | 10 | 6 | 7 | 7 | 5 | 9 | 8 | 10 | 10 | 4 | 2 |
| NHS Grampian | PCARE | DN (Dr) phone patient within 4 Hrs | 17 | 19 | 19 | 21 | 22 | 17 | 13 | 25 | 18 | 10 | 13 | 25 | 14 |
| NHS Grampian | PCARE | Dr to phone patient within 1 Hr (Disputed Outcome) | 2 | | | 5 | 2 | 4 | 4 | 8 | 3 | 7 | 5 | 1 | 5 |
| NHS Grampian | PCARE | Dr to phone patient within 2 Hrs (Disputed Outcome) | 1 | 1 | | | | 2 | | | 2 | | 2 | | 1 |
| NHS Grampian | PCARE | Dr to phone patient within 4 Hrs (Disputed Outcome) | 7 | 11 | 5 | 4 | 5 | | 2 | 3 | 4 | | 2 | 3 | 2 |
| NHS Grampian | PCARE | Home Visit within 1 Hr | 17 | 32 | 17 | 29 | 20 | 15 | 19 | 20 | 27 | 24 | 23 | 20 | 22 |
| NHS Grampian | PCARE | Home Visit within 2 Hrs | 63 | 72 | 40 | 56 | 47 | 54 | 53 | 56 | 60 | 71 | 51 | 55 | 35 |
| NHS Grampian | PCARE | Home Visit within 4 Hrs | 74 | 96 | 78 | 69 | 82 | 58 | 66 | 68 | 70 | 61 | 75 | 62 | 61 |
| NHS Grampian | PCARE | PCEC within 1 Hr | 80 | 112 | 97 | 79 | 74 | 77 | 85 | 103 | 132 | 127 | 102 | 90 | 94 |
| NHS Grampian | PCARE | PCEC within 2 Hrs | 153 | 194 | 137 | 135 | 148 | 157 | 194 | 206 | 206 | 184 | 195 | 184 | 196 |
| NHS Grampian | PCARE | PCEC within 4 Hrs | 421 | 602 | 426 | 408 | 393 | 432 | 448 | 498 | 466 | 513 | 475 | 499 | 484 |
| NHS Grampian | PCARE | Pt advised to contact Practice within 4 Hrs - Info Only | 93 | 69 | 97 | 109 | 109 | 103 | 142 | 113 | 96 | 111 | 117 | 84 | 82 |
| NHS Grampian | PCARE | Pt advised to contact practice - For Information Only | 14 | 20 | 10 | 9 | 19 | 14 | 11 | 16 | 12 | 13 | 12 | 9 | 11 |
| NHS Grampian | PCARE | Pt advised to contact practice within 12 Hrs - Info Only | 17 | 18 | 7 | 9 | 11 | 17 | 10 | 14 | 12 | 7 | 12 | 12 | 22 |
| NHS Grampian | PCARE | Pt advised to contact practice within 36 Hrs - Info Only | 35 | 79 | 42 | 52 | 45 | 52 | 69 | 57 | 49 | 47 | 55 | 44 | 36 |

Table 3

| Health Board | Care Group | Endpoint | 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 | 10/12/2023 | 17/12/2023 |
|---------------------|--------------|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| NHS Grampian | PCARE | Speak to clinician within 1 Hr | 46 | 49 | 43 | 40 | 51 | 37 | 34 | 45 | 52 | 22 | 35 | 42 | 43 |
| NHS Grampian | PCARE | Speak to clinician within 2 Hrs | 64 | 80 | 55 | 55 | 37 | 75 | 46 | 50 | 44 | 51 | 48 | 63 | 57 |
| NHS Grampian | PCARE | Speak to clinician within 4 Hrs | 151 | 209 | 136 | 140 | 131 | 134 | 120 | 121 | 123 | 128 | 112 | 129 | 125 |
| NHS Grampian | PCARE | Triage refused therefore Dr requested to phone patient | | | 1 | | | | | | | 1 | 1 | | |
| NHS Grampian | SCARE | 999 contacted - For information only | 210 | 185 | 194 | 211 | 232 | 218 | 264 | 223 | 237 | 250 | 233 | 225 | 213 |
| NHS Grampian | SCARE | Patient advised to go to A&E | 189 | 247 | 190 | 181 | 200 | 209 | 218 | 189 | 203 | 234 | 224 | 250 | 184 |
| NHS Grampian | SCARE | Patient advised to go to A&E | | 1 | 1 | 1 | | | 1 | 1 | 2 | 1 | | 3 | 2 |
| NHS Grampian | SCARE | Patient sent to A&E via Ambulance within 1 Hr | 12 | 15 | 29 | 19 | 12 | 26 | 15 | 26 | 14 | 15 | 22 | 19 | 18 |
| NHS Grampian | SCARE | Patient suitable for MIU 4Hr - Flow Hub to arrange | 174 | 190 | 180 | 180 | 168 | 161 | 204 | 177 | 171 | 184 | 194 | 244 | 166 |
| NHS Grampian | SCARE | Speak to clinician 2 Hrs | 35 | 58 | 41 | 41 | 34 | 31 | 37 | 57 | 43 | 38 | 39 | 28 | 42 |
| NHS Grampian | SCARE | Speak to clinician within 4 Hrs | 62 | 71 | 63 | 68 | 48 | 53 | 80 | 81 | 58 | 64 | 68 | 97 | 72 |
| NHS Grampian | SLFC_NPA | Contact Breathing Space | | | | | | | | 1 | 1 | | | | |
| NHS Grampian | SLFC_NPA | Dental Nurse - Contact Dentist within 1 hour | 1 | 1 | | 1 | 1 | 1 | 3 | 1 | 3 | 1 | 1 | | |
| NHS Grampian | SLFC_NPA | Dental Nurse - Contact Dentist within 24 hours | 130 | 128 | 112 | 110 | 93 | 107 | 109 | 114 | 130 | 110 | 101 | 106 | 101 |
| NHS Grampian | SLFC_NPA | Dental Nurse - Contact Next Routine Appointment over 24 hour | 3 | 2 | 1 | 2 | | 1 | 2 | | 1 | 2 | | | 1 |
| NHS Grampian | SLFC_NPA | Dental Nurse - Contact Pharmacist | | | | | | | 1 | | | | | | |
| NHS Grampian | SLFC_NPA | Dental Nurse - Not Triaged/Assessed | 7 | 4 | 4 | 6 | 8 | 4 | | 3 | 6 | 6 | 5 | 6 | 4 |
| NHS Grampian | SLFC_NPA | Dental Nurse - Routine Contact with Dentist | 1 | 2 | | 5 | 2 | 3 | 1 | 1 | | 1 | 1 | | 1 |
| NHS Grampian | SLFC_NPA | Dental Nurse - Self Care | 3 | 3 | | 4 | 1 | | 1 | 3 | 1 | 1 | 3 | 1 | |
| NHS Grampian | SLFC_NPA | Distress Brief Intervention | 5 | 15 | 10 | 10 | 8 | 14 | 13 | 4 | 7 | 11 | 11 | 11 | 14 |
| NHS Grampian | SLFC_NPA | For Information Only | 82 | 138 | 82 | 121 | 106 | 120 | 96 | 147 | 90 | 115 | 97 | 104 | 86 |
| NHS Grampian | SLFC_NPA | Patient advised to contact CPN Team - For Info Only | | | | 2 | 1 | 3 | 2 | | | | | | |
| NHS Grampian | SLFC_NPA | Patient given self care advice - For Information Only | 235 | 220 | 177 | 205 | 216 | 211 | 219 | 207 | 190 | 210 | 194 | 206 | 193 |
| NHS Grampian | SLFC_NPA | Pt advised to contact Dentist - For Information Only | 2 | | 1 | | | 1 | 2 | | 2 | 1 | | | 2 |
| NHS Grampian | SLFC_NPA | Pt advised to contact GUM Clinic - For Information Only | 3 | | 1 | | | 1 | | 1 | 1 | | 1 | 1 | 1 |
| NHS Grampian | SLFC_NPA | Pt advised to contact Midwife - For Information Only | 2 | 6 | 2 | 7 | 5 | 11 | 5 | | 4 | 2 | 6 | 3 | 3 |
| NHS Grampian | SLFC_NPA | Pt advised to contact Optician - For Information Only | | 8 | 3 | 4 | 6 | 7 | 5 | 3 | 3 | 3 | 7 | 4 | 5 |
| NHS Grampian | SLFC_NPA | Pt advised to contact Pharmacist - For Information Only | 30 | 35 | 34 | 23 | 29 | 36 | 45 | 30 | 21 | 32 | 35 | 29 | 22 |
| NHS Grampian | SLFC_NPA | Pt advised to contact Police - For Information Only | 9 | 7 | 5 | 12 | 7 | 5 | 5 | 13 | 11 | 7 | 7 | 6 | 9 |
| NHS Grampian | SLFC_NPA | Pt advised to contact appropriate service - For Info Only | | | | | | | 1 | | 1 | | | | |
| NHS Grampian | SLFC_NPA | Pt given TOXBASE advice - For Information Only | | | | | | | | | | 1 | | | |
| NHS Grampian | SLFC_NPA | Triage refused - Pt terminated call - For Information Only | 17 | 26 | 22 | 31 | 33 | 29 | 24 | 33 | 22 | 29 | 32 | 29 | 22 |
| NHS Grampian | Not assigned | Not assigned | | 1 | | | | | | | | | | | |
| NHS Greater Glasgow | PCARE | CPN (Dr) to phone patient within 1 Hr | 53 | 40 | 27 | 41 | 44 | 42 | 39 | 43 | 48 | 43 | 40 | 29 | 37 |
| NHS Greater Glasgow | PCARE | CPN (Dr) to phone patient within 2 Hrs | 66 | 80 | 64 | 63 | 81 | 64 | 51 | 54 | 72 | 67 | 61 | 76 | 49 |
| NHS Greater Glasgow | PCARE | DN (Dr) phone patient within 1 Hr | 3 | 3 | 4 | 4 | 10 | 9 | 6 | 7 | 9 | 4 | 7 | 5 | 3 |
| NHS Greater Glasgow | PCARE | DN (Dr) phone patient within 2 Hrs | 6 | 12 | 5 | 11 | 7 | 6 | 3 | 9 | 5 | 3 | 16 | 6 | 9 |
| NHS Greater Glasgow | PCARE | DN (Dr) phone patient within 4 Hrs | 8 | 19 | 9 | 12 | 17 | 16 | 12 | 19 | 22 | 17 | 20 | 17 | 14 |

Table 3

| Health Board | Care Group | Endpoint | 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 | 10/12/2023 | 17/12/2023 |
|---------------------|------------|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| NHS Greater Glasgow | PCARE | Dr to phone patient within 1 Hr (Disputed Outcome) | 11 | 13 | 4 | 11 | 15 | 7 | 10 | 18 | 13 | 15 | 13 | 11 | 10 |
| NHS Greater Glasgow | PCARE | Dr to phone patient within 2 Hrs (Disputed Outcome) | 2 | 3 | 2 | 1 | | 2 | 2 | | 2 | 2 | 3 | 1 | 1 |
| NHS Greater Glasgow | PCARE | Dr to phone patient within 4 Hrs (Disputed Outcome) | 9 | 11 | 7 | 9 | 4 | 3 | 7 | 5 | 9 | 6 | 10 | 7 | 5 |
| NHS Greater Glasgow | PCARE | Home Visit within 1 Hr | 52 | 55 | 35 | 36 | 43 | 53 | 46 | 41 | 63 | 30 | 44 | 33 | 34 |
| NHS Greater Glasgow | PCARE | Home Visit within 2 Hrs | 90 | 120 | 71 | 91 | 95 | 92 | 91 | 102 | 83 | 95 | 85 | 95 | 109 |
| NHS Greater Glasgow | PCARE | Home Visit within 4 Hrs | 148 | 145 | 138 | 126 | 150 | 130 | 126 | 118 | 142 | 114 | 123 | 137 | 131 |
| NHS Greater Glasgow | PCARE | PCEC within 1 Hr | 191 | 215 | 158 | 195 | 178 | 182 | 194 | 200 | 234 | 212 | 175 | 204 | 196 |
| NHS Greater Glasgow | PCARE | PCEC within 12 Hrs | | | | | | | | | 1 | | | | |
| NHS Greater Glasgow | PCARE | PCEC within 2 Hrs | 336 | 483 | 349 | 366 | 382 | 394 | 396 | 429 | 433 | 406 | 390 | 407 | 430 |
| NHS Greater Glasgow | PCARE | PCEC within 4 Hrs | 1,084 | 1,409 | 1,004 | 992 | 1,070 | 1,052 | 1,004 | 1,082 | 1,113 | 1,055 | 1,059 | 1,108 | 1,210 |
| NHS Greater Glasgow | PCARE | Pt advised to contact Practice within 4 Hrs - Info Only | 209 | 204 | 268 | 281 | 261 | 242 | 275 | 292 | 284 | 250 | 255 | 227 | 224 |
| NHS Greater Glasgow | PCARE | Pt advised to contact practice - For Information Only | 22 | 39 | 31 | 29 | 38 | 30 | 35 | 42 | 32 | 36 | 28 | 31 | 36 |
| NHS Greater Glasgow | PCARE | Pt advised to contact practice within 12 Hrs - Info Only | 23 | 32 | 29 | 32 | 26 | 20 | 35 | 42 | 37 | 35 | 30 | 19 | 25 |
| NHS Greater Glasgow | PCARE | Pt advised to contact practice within 36 Hrs - Info Only | 86 | 181 | 126 | 117 | 104 | 162 | 124 | 138 | 130 | 115 | 118 | 107 | 100 |
| NHS Greater Glasgow | PCARE | Speak to clinician within 1 Hr | 98 | 97 | 99 | 98 | 77 | 84 | 86 | 91 | 73 | 107 | 65 | 83 | 77 |
| NHS Greater Glasgow | PCARE | Speak to clinician within 2 Hrs | 120 | 142 | 97 | 111 | 112 | 118 | 117 | 131 | 108 | 115 | 112 | 102 | 96 |
| NHS Greater Glasgow | PCARE | Speak to clinician within 4 Hrs | 304 | 449 | 295 | 311 | 346 | 270 | 297 | 297 | 289 | 299 | 264 | 281 | 277 |
| NHS Greater Glasgow | PCARE | Transport to PCEC within 4 hrs | 4 | 2 | 4 | 4 | 6 | 3 | 6 | 6 | 11 | 4 | 4 | 6 | 5 |
| NHS Greater Glasgow | PCARE | Triage refused therefore Dr requested to phone patient | | | 2 | | 1 | | | | | | | | |
| NHS Greater Glasgow | SCARE | 999 contacted - For information only | 399 | 472 | 416 | 420 | 439 | 447 | 447 | 460 | 415 | 432 | 388 | 422 | 349 |
| NHS Greater Glasgow | SCARE | Patient advised to go to A&E | 423 | 519 | 521 | 470 | 503 | 453 | 482 | 527 | 509 | 473 | 478 | 491 | 438 |
| NHS Greater Glasgow | SCARE | Patient advised to go to A&E | 5 | 2 | 3 | 1 | 1 | 1 | 1 | 1 | | 2 | 5 | 5 | 3 |
| NHS Greater Glasgow | SCARE | Patient sent to A&E via Ambulance within 1 Hr | 34 | 37 | 36 | 31 | 38 | 28 | 33 | 39 | 33 | 31 | 47 | 38 | 38 |
| NHS Greater Glasgow | SCARE | Patient suitable for MIU 4Hr - Flow Hub to arrange | 307 | 332 | 328 | 303 | 339 | 326 | 317 | 332 | 325 | 312 | 300 | 242 | 289 |
| 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 | 50 | 55 | 59 | 75 | 45 | 75 | 61 | 87 | 47 | 62 | 63 | 45 | 36 |
| NHS Greater Glasgow | SCARE | Speak to clinician within 4 Hrs | 107 | 163 | 144 | 147 | 135 | 150 | 161 | 171 | 137 | 113 | 134 | 118 | 103 |
| NHS Greater Glasgow | SLFC_NPA | Contact Breathing Space | | | 1 | | 1 | | 1 | 2 | | | | 3 | 1 |
| NHS Greater Glasgow | SLFC_NPA | Dental Nurse - Contact Dentist within 1 hour | 3 | 2 | 4 | | 2 | 5 | 2 | 3 | 4 | | 4 | 2 | 2 |
| NHS Greater Glasgow | SLFC_NPA | Dental Nurse - Contact Dentist within 24 hours | 330 | 335 | 281 | 308 | 305 | 268 | 261 | 316 | 276 | 291 | 269 | 246 | 288 |
| NHS Greater Glasgow | SLFC_NPA | Dental Nurse - Contact Next Routine Appointment over 24 hour | 8 | 3 | 6 | 2 | 6 | 2 | 5 | 5 | 2 | 3 | 3 | 4 | |
| NHS Greater Glasgow | SLFC_NPA | Dental Nurse - Not Triaged/Assessed | 12 | 19 | 13 | 13 | 14 | 18 | 7 | 18 | 16 | 10 | 13 | 12 | 10 |
| NHS Greater Glasgow | SLFC_NPA | Dental Nurse - Routine Contact with Dentist | 7 | 3 | 3 | 5 | 7 | 5 | 3 | 3 | 2 | 5 | 4 | 7 | 12 |
| NHS Greater Glasgow | SLFC_NPA | Dental Nurse - Self Care | 6 | 10 | 4 | 12 | 9 | 4 | 3 | 7 | 4 | 5 | 4 | 8 | 4 |
| NHS Greater Glasgow | SLFC_NPA | Distress Brief Intervention | 30 | 27 | 35 | 18 | 25 | 24 | 31 | 27 | 31 | 25 | 30 | 29 | 28 |
| NHS Greater Glasgow | SLFC_NPA | For Information Only | 162 | 171 | 141 | 170 | 185 | 179 | 173 | 186 | 153 | 145 | 142 | 144 | 164 |
| 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 | 3 | 3 | 4 | 4 | 4 | 6 | 2 | 2 | 6 | 7 | 4 | 9 | 4 |

Table 3

| Health Board | Care Group | Endpoint | 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 | 10/12/2023 | 17/12/2023 |
|---------------------|--------------|---|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| NHS Greater Glasgow | SLFC_NPA | Patient given self care advice - For Information Only | 616 | 622 | 575 | 541 | 647 | 616 | 623 | 618 | 658 | 590 | 512 | 609 | 580 |
| NHS Greater Glasgow | SLFC_NPA | Pt advised to contact Dentist - For Information Only | 3 | | 1 | 4 | | 3 | 1 | | 2 | 2 | | | 2 |
| NHS Greater Glasgow | SLFC_NPA | Pt advised to contact GUM Clinic - For Information Only | 2 | 1 | 2 | 3 | | 2 | 1 | 2 | 2 | 1 | | | 1 |
| NHS Greater Glasgow | SLFC_NPA | Pt advised to contact Midwife - For Information Only | 9 | 21 | 11 | 13 | 8 | 12 | 12 | 8 | 14 | 8 | 4 | 6 | 9 |
| NHS Greater Glasgow | SLFC_NPA | Pt advised to contact Optician - For Information Only | 13 | 18 | 17 | 15 | 11 | 13 | 12 | 16 | 5 | 10 | 12 | 6 | 5 |
| NHS Greater Glasgow | SLFC_NPA | Pt advised to contact Orthodontist - For Information Only | | | 2 | 2 | | | 1 | | | | 1 | 1 | 1 |
| NHS Greater Glasgow | SLFC_NPA | Pt advised to contact Pharmacist - For Information Only | 75 | 100 | 75 | 66 | 74 | 86 | 79 | 84 | 89 | 88 | 96 | 76 | 84 |
| NHS Greater Glasgow | SLFC_NPA | Pt advised to contact Police - For Information Only | 23 | 26 | 13 | 3 | 18 | 12 | 13 | 20 | 15 | 16 | 15 | 9 | 17 |
| 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 | | | | 2 |
| 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 | 41 | 40 | 42 | 34 | 51 | 43 | 36 | 60 | 36 | 43 | 36 | 41 | 37 |
| NHS Greater Glasgow | Not assigned | Not assigned | | | 1 | | | 1 | | | | 1 | | | 1 |
| NHS HIGHLAND | PCARE | CPN (Dr) to phone patient within 1 Hr | 11 | 9 | 8 | 16 | 7 | 7 | 7 | 6 | 10 | 5 | 6 | 11 | 8 |
| NHS HIGHLAND | PCARE | CPN (Dr) to phone patient within 2 Hrs | 5 | 6 | 13 | 17 | 17 | 14 | 9 | 11 | 9 | 14 | 9 | 8 | 16 |
| NHS HIGHLAND | PCARE | DN (Dr) phone patient within 1 Hr | 1 | 5 | 2 | 1 | 3 | 5 | 1 | 4 | 2 | 4 | 3 | 2 | 2 |
| NHS HIGHLAND | PCARE | DN (Dr) phone patient within 2 Hrs | 5 | 4 | 3 | 5 | 7 | 3 | 4 | 4 | 6 | 4 | 3 | 4 | 2 |
| NHS HIGHLAND | PCARE | DN (Dr) phone patient within 4 Hrs | 11 | 11 | 14 | 7 | 16 | 11 | 12 | 17 | 16 | 11 | 9 | 12 | 11 |
| NHS HIGHLAND | PCARE | Dr to phone patient within 1 Hr (Disputed Outcome) | 1 | 4 | 1 | | 4 | 2 | 1 | 2 | | 1 | | | 1 |
| NHS HIGHLAND | PCARE | Dr to phone patient within 2 Hrs (Disputed Outcome) | | | 1 | | 1 | | 1 | | 1 | | | | 2 |
| NHS HIGHLAND | PCARE | Dr to phone patient within 4 Hrs (Disputed Outcome) | 1 | | 4 | 1 | | 3 | 1 | 1 | 4 | | 1 | | |
| NHS HIGHLAND | PCARE | Home Visit within 1 Hr | 10 | 12 | 5 | 9 | 10 | 10 | 6 | 12 | 8 | 9 | 7 | 7 | 4 |
| NHS HIGHLAND | PCARE | Home Visit within 2 Hrs | 23 | 20 | 20 | 24 | 18 | 26 | 23 | 28 | 30 | 21 | 24 | 17 | 21 |
| NHS HIGHLAND | PCARE | Home Visit within 4 Hrs | 33 | 40 | 37 | 43 | 26 | 35 | 37 | 24 | 34 | 27 | 35 | 36 | 28 |
| NHS HIGHLAND | PCARE | PCEC within 1 Hr | 20 | 45 | 28 | 53 | 46 | 46 | 44 | 40 | 38 | 50 | 37 | 32 | 34 |
| NHS HIGHLAND | PCARE | PCEC within 2 Hrs | 65 | 76 | 66 | 74 | 67 | 66 | 66 | 80 | 81 | 64 | 55 | 46 | 81 |
| NHS HIGHLAND | PCARE | PCEC within 4 Hrs | 187 | 176 | 172 | 249 | 187 | 176 | 174 | 178 | 194 | 163 | 190 | 163 | 173 |
| NHS HIGHLAND | PCARE | Pt advised to contact Practice within 4 Hrs - Info Only | 31 | 52 | 49 | 27 | 60 | 41 | 49 | 46 | 33 | 34 | 41 | 28 | 33 |
| NHS HIGHLAND | PCARE | Pt advised to contact practice - For Information Only | 11 | 6 | 3 | 7 | 9 | 4 | 4 | 4 | 6 | 5 | 6 | 5 | 3 |
| NHS HIGHLAND | PCARE | Pt advised to contact practice within 12 Hrs - Info Only | 2 | 2 | 4 | 9 | 3 | 6 | 11 | 11 | 6 | 4 | 8 | 3 | 2 |
| NHS HIGHLAND | PCARE | Pt advised to contact practice within 36 Hrs - Info Only | 9 | 25 | 14 | 21 | 32 | 26 | 26 | 21 | 21 | 12 | 23 | 13 | 17 |
| NHS HIGHLAND | PCARE | Speak to clinician within 1 Hr | 10 | 26 | 25 | 29 | 19 | 30 | 29 | 20 | 20 | 15 | 20 | 12 | 12 |
| NHS HIGHLAND | PCARE | Speak to clinician within 2 Hrs | 18 | 22 | 23 | 35 | 32 | 29 | 22 | 29 | 20 | 22 | 18 | 14 | 12 |
| NHS HIGHLAND | PCARE | Speak to clinician within 4 Hrs | 51 | 76 | 67 | 99 | 57 | 49 | 60 | 59 | 49 | 46 | 48 | 54 | 46 |
| NHS HIGHLAND | PCARE | Transport to PCEC within 2 Hrs | | | | | 1 | | | | | 1 | | 1 | |
| NHS HIGHLAND | PCARE | Transport to PCEC within 4 hrs | | | | | | | | | | 2 | 1 | 2 | |
| NHS HIGHLAND | SCARE | 999 contacted - For Information Only | | | | | | | | | | | 1 | | |
| NHS HIGHLAND | SCARE | 999 contacted - For information only | 103 | 102 | 96 | 114 | 100 | 94 | 115 | 113 | 105 | 96 | 91 | 79 | 69 |

Table 3

| Health Board | Care Group | Endpoint | 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 | 10/12/2023 | 17/12/2023 |
|-----------------|--------------|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| NHS HIGHLAND | SCARE | Patient advised to go to A&E | 67 | 59 | 57 | 69 | 89 | 77 | 91 | 89 | 65 | 74 | 71 | 60 | 69 |
| NHS HIGHLAND | SCARE | Patient advised to go to A&E | | | | | 2 | | 1 | | 1 | | | | |
| NHS HIGHLAND | SCARE | Patient sent to A&E via Ambulance within 1 Hr | 6 | 3 | 9 | 11 | 8 | 4 | 5 | 8 | 5 | 6 | 8 | 4 | 11 |
| NHS HIGHLAND | SCARE | Patient suitable for MIU 4Hr - Flow Hub to arrange | 51 | 63 | 60 | 51 | 44 | 47 | 51 | 68 | 56 | 51 | 53 | 60 | 41 |
| NHS HIGHLAND | SCARE | Remote & Rural A&E and Minor Injuries -Refer to Hub | 23 | 24 | 23 | 17 | 23 | 33 | 14 | 17 | 17 | 18 | 25 | 20 | 16 |
| NHS HIGHLAND | SCARE | Speak to clinician 2 Hrs | 17 | 20 | 13 | 12 | 10 | 17 | 13 | 19 | 16 | 16 | 7 | 11 | 14 |
| NHS HIGHLAND | SCARE | Speak to clinician within 4 Hrs | 22 | 33 | 33 | 24 | 31 | 21 | 25 | 28 | 29 | 17 | 19 | 21 | 24 |
| NHS HIGHLAND | SLFC_NPA | Contact Breathing Space | | | | | | | | | | | | 1 | |
| NHS HIGHLAND | SLFC_NPA | Distress Brief Intervention | 2 | 2 | 5 | 8 | | 3 | 3 | 8 | 4 | 6 | 10 | 6 | 7 |
| NHS HIGHLAND | SLFC_NPA | For Information Only | 26 | 38 | 31 | 31 | 37 | 36 | 35 | 36 | 30 | 32 | 35 | 18 | 26 |
| NHS HIGHLAND | SLFC_NPA | Hub to arrange appointment within 24 hours | 64 | 68 | 65 | 70 | 69 | 79 | 75 | 70 | 70 | 54 | 49 | 60 | 60 |
| NHS HIGHLAND | SLFC_NPA | Patient advised to contact CPN Team - For Info Only | | 1 | | | | 1 | 1 | 1 | 2 | 1 | 1 | 1 | |
| NHS HIGHLAND | SLFC_NPA | Patient advised to contact dental advice line - Info Only | | 1 | 1 | | | 1 | | 1 | 2 | | 1 | 1 | |
| NHS HIGHLAND | SLFC_NPA | Patient advised to contact registered GDP - Info Only | 12 | 28 | 10 | 12 | 14 | 10 | 12 | 4 | 8 | 11 | 12 | 7 | 10 |
| NHS HIGHLAND | SLFC_NPA | Patient given self care advice - For Information Only | 94 | 96 | 100 | 93 | 108 | 110 | 79 | 94 | 91 | 89 | 88 | 94 | 82 |
| NHS HIGHLAND | SLFC_NPA | Patient given self care dental advice - For Information Only | 2 | 1 | 1 | 3 | 1 | 1 | | 3 | | 4 | 2 | | 1 |
| NHS HIGHLAND | SLFC_NPA | Pt advised to contact Dentist - For Information Only | | 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 | | 3 | 1 | 3 | | 1 | 3 | | 1 | | 2 | | 2 |
| NHS HIGHLAND | SLFC_NPA | Pt advised to contact Optician - For Information Only | 2 | | 3 | 1 | 4 | 2 | 1 | 4 | 2 | 3 | 1 | 2 | 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 | 9 | 18 | 11 | 15 | 16 | 13 | 17 | 6 | 12 | 12 | 15 | 17 | 11 |
| NHS HIGHLAND | SLFC_NPA | Pt advised to contact Police - For Information Only | 1 | 4 | 3 | 2 | 4 | 7 | 4 | 7 | 5 | 2 | 7 | 3 | 7 |
| NHS HIGHLAND | SLFC_NPA | Pt given TOXBASE advice - For Information Only | | | | | 1 | | | | | | | | 1 |
| NHS HIGHLAND | SLFC_NPA | Triage refused - For Information Only | 4 | 6 | 2 | 2 | 6 | 4 | 2 | 5 | 1 | 4 | 5 | 2 | 1 |
| NHS HIGHLAND | SLFC_NPA | Triage refused - Pt terminated call - For Information Only | 8 | 10 | 10 | 8 | 7 | 15 | 5 | 13 | 11 | 11 | 8 | 8 | 5 |
| NHS HIGHLAND | Not assigned | Not assigned | | | | | | | | | | | | | 1 |
| NHS LANARKSHIRE | PCARE | CPN (Dr) to phone patient within 1 Hr | 14 | 19 | 12 | 14 | 11 | 11 | 10 | 13 | 16 | 14 | 8 | 7 | 15 |
| NHS LANARKSHIRE | PCARE | CPN (Dr) to phone patient within 2 Hrs | 24 | 31 | 27 | 15 | 20 | 31 | 15 | 22 | 19 | 31 | 25 | 34 | 29 |
| NHS LANARKSHIRE | PCARE | DN (Dr) phone patient within 1 Hr | 1 | 4 | 1 | 2 | 2 | 2 | | 2 | 2 | 4 | 5 | 1 | 1 |
| NHS LANARKSHIRE | PCARE | DN (Dr) phone patient within 2 Hrs | 5 | 3 | 5 | 6 | 4 | 4 | 5 | 4 | 6 | 5 | 5 | 2 | 5 |
| NHS LANARKSHIRE | PCARE | DN (Dr) phone patient within 4 Hrs | 5 | 14 | 6 | 6 | 6 | 3 | 4 | 6 | 6 | 5 | 3 | 2 | 5 |
| NHS LANARKSHIRE | PCARE | Dr to phone patient within 1 Hr (Disputed Outcome) | 3 | 4 | 2 | 10 | 3 | 3 | 3 | 7 | 5 | 7 | 4 | 6 | 7 |
| NHS LANARKSHIRE | PCARE | Dr to phone patient within 2 Hrs (Disputed Outcome) | 1 | | | 1 | | 1 | 1 | | 1 | 2 | | | 1 |
| NHS LANARKSHIRE | PCARE | Dr to phone patient within 4 Hrs (Disputed Outcome) | 3 | 9 | 2 | 2 | 2 | 1 | 3 | 3 | 3 | 3 | 4 | 2 | 1 |
| NHS LANARKSHIRE | PCARE | Home Visit within 1 Hr | 19 | 15 | 10 | 10 | 8 | 26 | 17 | 17 | 15 | 14 | 16 | 19 | 25 |
| NHS LANARKSHIRE | PCARE | Home Visit within 2 Hrs | 49 | 35 | 32 | 34 | 29 | 44 | 37 | 36 | 37 | 46 | 45 | 53 | 38 |
| NHS LANARKSHIRE | PCARE | Home Visit within 4 Hrs | 52 | 65 | 45 | 59 | 60 | 53 | 45 | 57 | 64 | 58 | 65 | 46 | 52 |

Table 3

| Health Board | Care Group | Endpoint | 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 | 10/12/2023 | 17/12/2023 |
|-----------------|------------|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| NHS LANARKSHIRE | PCARE | PCEC within 1 Hr | 109 | 108 | 87 | 90 | 112 | 116 | 103 | 122 | 129 | 122 | 98 | 106 | 119 |
| NHS LANARKSHIRE | PCARE | PCEC within 2 Hrs | 168 | 268 | 195 | 198 | 215 | 220 | 197 | 232 | 221 | 201 | 229 | 221 | 213 |
| NHS LANARKSHIRE | PCARE | PCEC within 4 Hrs | 522 | 701 | 514 | 503 | 519 | 534 | 529 | 574 | 577 | 564 | 515 | 581 | 583 |
| NHS LANARKSHIRE | PCARE | Pt advised to contact Practice within 4 Hrs - Info Only | 97 | 93 | 113 | 103 | 110 | 122 | 120 | 112 | 88 | 127 | 82 | 72 | 84 |
| NHS LANARKSHIRE | PCARE | Pt advised to contact practice - For Information Only | 19 | 11 | 17 | 13 | 12 | 16 | 10 | 14 | 13 | 22 | 15 | 10 | 24 |
| NHS LANARKSHIRE | PCARE | Pt advised to contact practice within 12 Hrs - Info Only | 12 | 9 | 8 | 8 | 14 | 15 | 16 | 18 | 15 | 11 | 11 | 8 | 11 |
| NHS LANARKSHIRE | PCARE | Pt advised to contact practice within 36 Hrs - Info Only | 42 | 71 | 65 | 56 | 62 | 65 | 72 | 65 | 64 | 56 | 69 | 48 | 62 |
| NHS LANARKSHIRE | PCARE | Speak to clinician within 1 Hr | 44 | 56 | 40 | 27 | 38 | 41 | 26 | 39 | 30 | 37 | 31 | 32 | 37 |
| NHS LANARKSHIRE | PCARE | Speak to clinician within 2 Hrs | 41 | 79 | 57 | 42 | 43 | 53 | 50 | 45 | 45 | 57 | 47 | 59 | 49 |
| NHS LANARKSHIRE | PCARE | Speak to clinician within 4 Hrs | 146 | 206 | 124 | 124 | 167 | 143 | 146 | 137 | 91 | 138 | 107 | 161 | 128 |
| NHS LANARKSHIRE | PCARE | Transport to PCEC within 2 Hrs | | 1 | 1 | 3 | 1 | | | | 2 | | 1 | 1 | 1 |
| NHS LANARKSHIRE | PCARE | Transport to PCEC within 4 hrs | 2 | 4 | 1 | | 3 | 1 | | 3 | 2 | 1 | 1 | | 1 |
| NHS LANARKSHIRE | PCARE | Triage refused therefore Dr requested to phone patient | | | | | | | 1 | | | | | | |
| NHS LANARKSHIRE | SCARE | 999 contacted - For information only | 164 | 205 | 180 | 194 | 215 | 199 | 209 | 211 | 212 | 233 | 201 | 221 | 181 |
| NHS LANARKSHIRE | SCARE | Patient advised to go to A&E | 224 | 253 | 245 | 252 | 263 | 203 | 275 | 279 | 254 | 262 | 258 | 226 | 226 |
| NHS LANARKSHIRE | SCARE | Patient advised to go to A&E | 2 | 2 | 2 | 2 | | 1 | 1 | 1 | 3 | | 2 | 1 | 1 |
| NHS LANARKSHIRE | SCARE | Patient sent to A&E via Ambulance within 1 Hr | 20 | 13 | 23 | 25 | 17 | 16 | 23 | 18 | 28 | 12 | 26 | 15 | 19 |
| NHS LANARKSHIRE | SCARE | Patient suitable for MIU 4Hr - Flow Hub to arrange | 107 | 99 | 91 | 90 | 88 | 114 | 99 | 103 | 105 | 111 | 108 | 84 | 99 |
| NHS LANARKSHIRE | SCARE | Remote & Rural A&E and Minor Injuries -Refer to Hub | | | | | | 1 | | | | | | | |
| NHS LANARKSHIRE | SCARE | Speak to clinician 2 Hrs | 25 | 29 | 21 | 32 | 28 | 28 | 22 | 23 | 26 | 22 | 25 | 19 | 17 |
| NHS LANARKSHIRE | SCARE | Speak to clinician within 4 Hrs | 56 | 49 | 49 | 48 | 57 | 52 | 62 | 58 | 51 | 53 | 50 | 55 | 41 |
| NHS LANARKSHIRE | SLFC_NPA | Contact Breathing Space | 1 | | 1 | 1 | | | | | | 1 | | | |
| NHS LANARKSHIRE | SLFC_NPA | Dental Nurse - Contact Dentist within 1 hour | | | 1 | 1 | | 1 | | 1 | | | | | |
| NHS LANARKSHIRE | SLFC_NPA | Dental Nurse - Contact Dentist within 24 hours | 147 | 220 | 175 | 146 | 141 | 141 | 146 | 144 | 162 | 154 | 154 | 145 | 106 |
| NHS LANARKSHIRE | SLFC_NPA | Dental Nurse - Contact Next Routine Appointment over 24 hour | 1 | | | | | 1 | 1 | | 1 | 2 | 1 | | 3 |
| NHS LANARKSHIRE | SLFC_NPA | Dental Nurse - Not Triage/Assessed | 6 | 5 | 3 | 11 | 6 | 7 | 3 | 6 | 8 | 4 | 7 | 3 | 5 |
| NHS LANARKSHIRE | SLFC_NPA | Dental Nurse - Routine Contact with Dentist | 2 | 2 | 1 | 3 | 1 | 2 | 1 | 1 | 2 | 1 | 1 | | 4 |
| NHS LANARKSHIRE | SLFC_NPA | Dental Nurse - Self Care | 3 | 2 | 4 | 5 | 2 | 3 | 3 | 2 | 1 | 2 | 5 | 4 | 3 |
| NHS LANARKSHIRE | SLFC_NPA | Distress Brief Intervention | 16 | 10 | 11 | 12 | 12 | 13 | 19 | 16 | 14 | 14 | 11 | 19 | 10 |
| NHS LANARKSHIRE | SLFC_NPA | For Information Only | 52 | 84 | 61 | 54 | 55 | 60 | 70 | 79 | 62 | 61 | 64 | 61 | 47 |
| NHS LANARKSHIRE | SLFC_NPA | Patient advised to contact CPN Team - For Info Only | | 1 | | 1 | | 1 | 2 | | | 1 | 1 | 1 | 1 |
| NHS LANARKSHIRE | SLFC_NPA | Patient given self care advice - For Information Only | 190 | 196 | 178 | 156 | 170 | 210 | 206 | 229 | 205 | 203 | 171 | 201 | 183 |
| NHS LANARKSHIRE | SLFC_NPA | Pt advised to contact Dentist - For Information Only | 2 | | 1 | 3 | 1 | 1 | 1 | 2 | | | 1 | 1 | |
| NHS LANARKSHIRE | SLFC_NPA | Pt advised to contact Midwife - For Information Only | 4 | 7 | 3 | 7 | 7 | 7 | 5 | 6 | 13 | 5 | 4 | 6 | 4 |
| NHS LANARKSHIRE | SLFC_NPA | Pt advised to contact Optician - For Information Only | 5 | 3 | 6 | 6 | 1 | 5 | 5 | 2 | 1 | 8 | 3 | 2 | 2 |
| NHS LANARKSHIRE | SLFC_NPA | Pt advised to contact Orthodontist - For Information Only | | | | | | | | | | | | | 2 |
| NHS LANARKSHIRE | SLFC_NPA | Pt advised to contact Pharmacist - For Information Only | 33 | 41 | 32 | 30 | 39 | 29 | 36 | 29 | 18 | 35 | 35 | 52 | 36 |
| NHS LANARKSHIRE | SLFC_NPA | Pt advised to contact Police - For Information Only | 7 | 2 | 7 | 5 | 8 | 8 | 6 | 1 | 3 | 3 | 6 | 6 | 2 |

Table 3

| Health Board | Care Group | Endpoint | 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 | 10/12/2023 | 17/12/2023 |
|-----------------|------------|---|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| NHS LANARKSHIRE | SLFC_NPA | Pt advised to contact Public Health Nurse - For Information | | | | | | | | | | 1 | | | |
| NHS LANARKSHIRE | SLFC_NPA | Pt advised to contact appropriate service - For Info Only | | 1 | 1 | | | | | | | | | | |
| 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 | 14 | 7 | 7 | 9 | 10 | 16 | 11 | 9 | 8 | 10 | 11 | 6 | 6 |
| NHS Lothian | PCARE | CPN (Dr) to phone patient within 1 Hr | 17 | 10 | 13 | 23 | 17 | 26 | 20 | 15 | 21 | 12 | 18 | 9 | 10 |
| NHS Lothian | PCARE | CPN (Dr) to phone patient within 2 Hrs | 26 | 16 | 28 | 34 | 25 | 32 | 29 | 22 | 20 | 24 | 24 | 24 | 27 |
| 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 | 3 | 4 | 5 | 2 | 7 | 4 | 6 | 1 | 5 | 6 | 7 |
| NHS Lothian | PCARE | DN (Dr) phone patient within 2 Hrs | 15 | 10 | 16 | 13 | 13 | 17 | 8 | 13 | 11 | 16 | 12 | 10 | 15 |
| NHS Lothian | PCARE | DN (Dr) phone patient within 4 Hrs | 35 | 33 | 17 | 37 | 27 | 36 | 35 | 31 | 34 | 33 | 23 | 23 | 33 |
| NHS Lothian | PCARE | Dr to phone patient within 1 Hr (Disputed Outcome) | 10 | 10 | 9 | 10 | 8 | 5 | 13 | 10 | 9 | 10 | 10 | 10 | 14 |
| NHS Lothian | PCARE | Dr to phone patient within 2 Hrs (Disputed Outcome) | 1 | 1 | 1 | | | 1 | 1 | 1 | 3 | 2 | 3 | 1 | 3 |
| NHS Lothian | PCARE | Dr to phone patient within 4 Hrs (Disputed Outcome) | 5 | 9 | 2 | 6 | 5 | 9 | 5 | 6 | 4 | 6 | 6 | 4 | 4 |
| NHS Lothian | PCARE | Home Visit within 1 Hr | 48 | 25 | 32 | 23 | 24 | 23 | 28 | 29 | 28 | 23 | 30 | 32 | 33 |
| NHS Lothian | PCARE | Home Visit within 2 Hrs | 74 | 65 | 67 | 63 | 56 | 59 | 71 | 59 | 64 | 53 | 67 | 80 | 79 |
| NHS Lothian | PCARE | Home Visit within 4 Hrs | 108 | 73 | 86 | 77 | 96 | 102 | 103 | 105 | 94 | 75 | 102 | 80 | 97 |
| NHS Lothian | PCARE | In-Hours Action: Patient to Own GP within 4 hr | | | | | | | 95 | | | | | | |
| NHS Lothian | PCARE | PCEC within 1 Hr | 146 | 126 | 123 | 122 | 143 | 124 | 150 | 159 | 153 | 148 | 147 | 136 | 138 |
| NHS Lothian | PCARE | PCEC within 2 Hrs | 272 | 247 | 253 | 252 | 248 | 269 | 283 | 301 | 301 | 293 | 306 | 322 | 301 |
| NHS Lothian | PCARE | PCEC within 4 Hrs | 1,005 | 724 | 776 | 718 | 868 | 804 | 836 | 827 | 881 | 860 | 833 | 876 | 915 |
| NHS Lothian | PCARE | Pt advised to contact Practice within 4 Hrs - Info Only | 160 | 211 | 218 | 256 | 230 | 264 | 126 | 241 | 195 | 221 | 203 | 184 | 181 |
| NHS Lothian | PCARE | Pt advised to contact practice - For Information Only | 25 | 26 | 32 | 12 | 27 | 32 | 19 | 32 | 27 | 25 | 23 | 17 | 22 |
| NHS Lothian | PCARE | Pt advised to contact practice within 12 Hrs - Info Only | 12 | 23 | 19 | 22 | 19 | 23 | 32 | 41 | 26 | 23 | 27 | 22 | 26 |
| NHS Lothian | PCARE | Pt advised to contact practice within 36 Hrs - Info Only | 101 | 87 | 112 | 87 | 110 | 121 | 113 | 95 | 82 | 84 | 96 | 87 | 87 |
| NHS Lothian | PCARE | Routine Appointment with GP | | | | | | | 2 | | | | | | |
| NHS Lothian | PCARE | Speak to clinician within 1 Hr | 89 | 64 | 46 | 43 | 50 | 58 | 67 | 64 | 66 | 65 | 54 | 62 | 43 |
| NHS Lothian | PCARE | Speak to clinician within 2 Hrs | 112 | 71 | 63 | 93 | 73 | 86 | 91 | 87 | 76 | 91 | 67 | 78 | 77 |
| NHS Lothian | PCARE | Speak to clinician within 4 Hrs | 296 | 243 | 219 | 242 | 231 | 194 | 213 | 234 | 246 | 234 | 215 | 210 | 217 |
| NHS Lothian | PCARE | Transport to PCEC within 2 Hrs | 3 | 3 | 1 | 2 | 1 | 1 | 2 | 1 | | 2 | | 2 | 2 |
| NHS Lothian | PCARE | Transport to PCEC within 4 hrs | 1 | 1 | 4 | 3 | 1 | 2 | 4 | 2 | 1 | 1 | 2 | 2 | 2 |
| NHS Lothian | PCARE | Triage refused therefore Dr requested to phone patient | | | | | | | | | 1 | 1 | | | |
| NHS Lothian | SCARE | 999 contacted - For Information Only | | | | 1 | 1 | | | | | | | | |
| NHS Lothian | SCARE | 999 contacted - For information only | 307 | 238 | 256 | 252 | 297 | 319 | 300 | 288 | 278 | 317 | 299 | 292 | 262 |
| NHS Lothian | SCARE | Patient advised to go to A&E | 470 | 389 | 367 | 415 | 362 | 353 | 398 | 402 | 381 | 437 | 414 | 328 | 352 |
| NHS Lothian | SCARE | Patient advised to go to A&E | | | 2 | 1 | 1 | 2 | | 1 | 3 | 2 | 5 | 1 | 1 |
| NHS Lothian | SCARE | Patient sent to A&E via Ambulance within 1 Hr | 28 | 34 | 28 | 29 | 33 | 20 | 29 | 27 | 27 | 24 | 29 | 32 | 23 |

Table 3

| Health Board | Care Group | Endpoint | 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 | 10/12/2023 | 17/12/2023 |
|--------------|--------------|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| NHS Lothian | SCARE | Patient suitable for MIU 4Hr - Flow Hub to arrange | 347 | 389 | 351 | 409 | 376 | 357 | 387 | 420 | 363 | 351 | 358 | 379 | 338 |
| 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 | 81 | 71 | 73 | 55 | 42 | 60 | 62 | 72 | 43 | 61 | 38 | 49 | 45 |
| NHS Lothian | SCARE | Speak to clinician within 4 Hrs | 120 | 135 | 141 | 107 | 122 | 136 | 140 | 154 | 143 | 126 | 102 | 122 | 103 |
| 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 | 2 | 1 | 4 | 2 | 2 | 1 | 3 | 3 | 1 | 3 | 3 | 2 | |
| NHS Lothian | SLFC_NPA | Dental Nurse - Contact Dentist within 24 hours | 250 | 238 | 214 | 232 | 231 | 207 | 236 | 208 | 232 | 223 | 193 | 223 | 230 |
| NHS Lothian | SLFC_NPA | Dental Nurse - Contact Next Routine Appointment over 24 hour | 3 | 1 | 3 | 4 | 5 | 1 | 1 | 1 | 2 | 1 | 4 | 5 | |
| NHS Lothian | SLFC_NPA | Dental Nurse - Not Triage/Assessed | 10 | 12 | 10 | 14 | 15 | 11 | 8 | 11 | 5 | 10 | 6 | 9 | 4 |
| NHS Lothian | SLFC_NPA | Dental Nurse - Routine Contact with Dentist | 3 | 2 | 3 | 3 | 3 | 4 | 4 | 6 | 2 | 7 | 2 | 2 | 3 |
| NHS Lothian | SLFC_NPA | Dental Nurse - Self Care | 12 | 5 | 6 | 4 | 7 | 1 | 3 | 5 | 5 | 3 | 3 | 2 | 3 |
| NHS Lothian | SLFC_NPA | Distress Brief Intervention | 16 | 15 | 23 | 18 | 13 | 21 | 30 | 15 | 20 | 20 | 17 | 22 | 24 |
| NHS Lothian | SLFC_NPA | For Information Only | 91 | 97 | 103 | 97 | 104 | 98 | 102 | 106 | 119 | 86 | 84 | 97 | 108 |
| NHS Lothian | SLFC_NPA | Not Assessed / Triage Refused | | | | | | | 28 | | | | | | |
| NHS Lothian | SLFC_NPA | Patient advised to contact CPN Team - For Info Only | 1 | 2 | | 1 | 1 | | | 4 | | | | 3 | 1 |
| NHS Lothian | SLFC_NPA | Patient given self care advice - For Information Only | 378 | 372 | 364 | 315 | 384 | 409 | 408 | 416 | 387 | 383 | 347 | 382 | 324 |
| NHS Lothian | SLFC_NPA | Pt advised to contact Dentist - For Information Only | 2 | | 1 | 2 | 1 | 2 | | 4 | 2 | 1 | 3 | 2 | 1 |
| NHS Lothian | SLFC_NPA | Pt advised to contact GUM Clinic - For Information Only | | 3 | 1 | 2 | | 1 | | 1 | | 1 | | | |
| NHS Lothian | SLFC_NPA | Pt advised to contact Midwife - For Information Only | 16 | 8 | 7 | 13 | 8 | 15 | 15 | 10 | 20 | 13 | 11 | 11 | 9 |
| NHS Lothian | SLFC_NPA | Pt advised to contact Optician - For Information Only | 7 | 17 | 13 | 15 | 14 | 8 | 10 | 11 | 8 | 14 | 8 | 9 | 6 |
| NHS Lothian | SLFC_NPA | Pt advised to contact Orthodontist - For Information Only | 1 | | 1 | 1 | 1 | | 1 | 1 | | | | | |
| NHS Lothian | SLFC_NPA | Pt advised to contact Pharmacist - For Information Only | 70 | 83 | 52 | 62 | 61 | 70 | 60 | 63 | 57 | 57 | 59 | 75 | 69 |
| NHS Lothian | SLFC_NPA | Pt advised to contact Police - For Information Only | 13 | 13 | 11 | 6 | 17 | 9 | 12 | 6 | 12 | 9 | 14 | 8 | 13 |
| 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 | | | 2 |
| NHS Lothian | SLFC_NPA | Self Care | | | | | | | 33 | | | | | | |
| NHS Lothian | SLFC_NPA | Triage refused - Pt terminated call - For Information Only | 17 | 13 | 15 | 25 | 20 | 23 | 11 | 15 | 13 | 24 | 16 | 12 | 15 |
| 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 | | | | 1 | 1 |
| 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 | | 3 | 1 | 1 | 2 | | 1 | | | 1 | 2 | 1 | |
| NHS Orkney | PCARE | DN (Dr) phone patient within 4 Hrs | 1 | 1 | 2 | 1 | 1 | | | 3 | 1 | 3 | 2 | 1 | 3 |

Table 3

| Health Board | Care Group | Endpoint | 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 | 10/12/2023 | 17/12/2023 |
|--------------|------------|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| NHS Orkney | PCARE | Dr to phone patient within 1 Hr (Disputed Outcome) | | | | | | | | | | | | 1 | |
| NHS Orkney | PCARE | Dr to phone patient within 4 Hrs (Disputed Outcome) | | | | | | | 1 | | | | | | |
| NHS Orkney | PCARE | Home Visit within 1 Hr | 1 | 2 | 2 | 2 | 2 | | 1 | 2 | 2 | | 2 | 1 | |
| NHS Orkney | PCARE | Home Visit within 2 Hrs | 2 | | | 4 | 1 | 4 | 4 | 1 | 2 | 1 | 3 | 2 | 2 |
| NHS Orkney | PCARE | Home Visit within 4 Hrs | 1 | 5 | 3 | 1 | 1 | 1 | 5 | 2 | | 1 | 5 | 4 | 3 |
| NHS Orkney | PCARE | PCEC within 1 Hr | 3 | 1 | 2 | 1 | 1 | | 2 | | 1 | 2 | 1 | 2 | 2 |
| NHS Orkney | PCARE | PCEC within 2 Hrs | 1 | 5 | 1 | 1 | 1 | | 1 | 2 | 3 | 5 | 4 | | 1 |
| NHS Orkney | PCARE | PCEC within 4 Hrs | 14 | 8 | 7 | 4 | 3 | 5 | 11 | 8 | 12 | 6 | 9 | 5 | 11 |
| NHS Orkney | PCARE | Pt advised to contact Practice within 4 Hrs - Info Only | | 2 | 1 | 1 | 2 | 2 | 1 | 1 | 1 | | 1 | 5 | 3 |
| 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 | 2 | | | | 1 | 6 | | 3 | 1 | 1 | 2 | | |
| NHS Orkney | PCARE | Speak to clinician within 1 Hr | 1 | 1 | | 1 | | | | 1 | | 2 | 1 | | 1 |
| NHS Orkney | PCARE | Speak to clinician within 2 Hrs | | 1 | 1 | 1 | | 1 | 3 | 1 | 1 | 2 | | | 2 |
| NHS Orkney | PCARE | Speak to clinician within 4 Hrs | 5 | 4 | 1 | 3 | 1 | 6 | 3 | 1 | 3 | 1 | | 3 | 1 |
| NHS Orkney | SCARE | 999 contacted - For information only | 6 | 4 | 4 | 3 | 4 | 4 | 5 | 5 | 4 | 4 | 2 | 3 | 2 |
| NHS Orkney | SCARE | Patient advised to go to A&E | 3 | 4 | 7 | 3 | 1 | | 2 | 5 | 3 | 2 | 7 | 1 | 3 |
| NHS Orkney | SCARE | Patient sent to A&E via Ambulance within 1 Hr | 1 | | | | | 1 | | | | 1 | | 2 | |
| NHS Orkney | SCARE | Patient suitable for MIU 4Hr - Flow Hub to arrange | 2 | | 1 | | | | | 1 | 1 | 1 | 2 | 2 | |
| NHS Orkney | SCARE | Remote & Rural A&E and Minor Injuries -Refer to Hub | 2 | | 1 | 1 | | | | 1 | | | | | |
| NHS Orkney | SCARE | Speak to clinician 2 Hrs | | | 1 | | | | 1 | | | 1 | | | |
| NHS Orkney | SCARE | Speak to clinician within 4 Hrs | | | 1 | 2 | 4 | | | 2 | 1 | | 1 | | |
| NHS Orkney | SLFC_NPA | For Information Only | 1 | 2 | 2 | | 1 | 1 | | | 1 | 1 | | 1 | 1 |
| NHS Orkney | SLFC_NPA | Hub to arrange appointment within 24 hours | 1 | 5 | 5 | 4 | 3 | 3 | 1 | 3 | 5 | 1 | 7 | 2 | 4 |
| 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 | | 3 | | 1 | 1 | 1 | | 1 | 2 | 1 | 1 | 1 | |
| NHS Orkney | SLFC_NPA | Patient given self care advice - For Information Only | 10 | 15 | 1 | 6 | 4 | 4 | 4 | 6 | 3 | 2 | 3 | 3 | 7 |
| 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 | 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 | | 2 | | | | 1 | | 1 |
| NHS Shetland | PCARE | CPN (Dr) to phone patient within 2 Hrs | | | | 1 | | 1 | 1 | 1 | 1 | 1 | | | 1 |
| NHS Shetland | PCARE | DN (Dr) phone patient within 1 Hr | 1 | 1 | | | | | | 1 | | | 1 | 1 | |
| NHS Shetland | PCARE | DN (Dr) phone patient within 2 Hrs | | | 1 | | | | 1 | | | | | | 4 |
| NHS Shetland | PCARE | DN (Dr) phone patient within 4 Hrs | | 1 | | 2 | | | 3 | 4 | 2 | 4 | 2 | 1 | 4 |
| NHS Shetland | PCARE | Dr to phone patient within 1 Hr (Disputed Outcome) | | | | | | | 1 | 1 | | | | 1 | |
| NHS Shetland | PCARE | Home Visit within 1 Hr | 1 | | | | | 1 | 1 | 1 | 2 | 1 | 1 | 1 | |

Table 3

| Health Board | Care Group | Endpoint | 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 | 10/12/2023 | 17/12/2023 |
|--------------|------------|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| NHS Shetland | PCARE | Home Visit within 2 Hrs | 2 | | 3 | 1 | 1 | 1 | 1 | | 3 | 3 | 1 | 1 | |
| NHS Shetland | PCARE | Home Visit within 4 Hrs | 2 | | 2 | | 2 | 2 | 3 | 4 | 2 | 1 | | | 3 |
| NHS Shetland | PCARE | PCEC within 1 Hr | | 1 | | 1 | 2 | 2 | 1 | 2 | | 2 | 1 | 2 | |
| NHS Shetland | PCARE | PCEC within 2 Hrs | | 3 | 3 | 4 | 2 | 1 | 5 | 3 | 6 | 2 | 3 | 3 | 1 |
| NHS Shetland | PCARE | PCEC within 4 Hrs | 3 | 4 | 5 | 11 | 6 | 8 | 5 | 8 | 11 | 7 | 6 | 13 | 11 |
| NHS Shetland | PCARE | Pt advised to contact Practice within 4 Hrs - Info Only | 1 | 1 | 2 | 1 | 3 | | 2 | | 2 | 1 | 1 | 1 | 2 |
| NHS Shetland | PCARE | Pt advised to contact practice - For Information Only | | | 1 | | 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 | 2 | | 2 | | | 1 | | | 3 | | | | 1 |
| NHS Shetland | PCARE | Speak to clinician within 1 Hr | | 1 | 3 | | 1 | 2 | 2 | | | | | | |
| NHS Shetland | PCARE | Speak to clinician within 2 Hrs | | 5 | | | | 2 | 2 | 4 | 2 | 1 | 2 | | 4 |
| NHS Shetland | PCARE | Speak to clinician within 4 Hrs | 7 | 2 | 7 | 1 | 3 | 2 | 4 | 5 | 1 | 4 | 2 | | 2 |
| NHS Shetland | SCARE | 999 contacted - For information only | 7 | 5 | 3 | 6 | 4 | 8 | 6 | 10 | 1 | 4 | 3 | 2 | 5 |
| NHS Shetland | SCARE | Patient advised to go to A&E | 3 | 4 | 3 | 1 | 6 | 6 | 2 | 2 | 2 | 5 | 2 | 3 | 4 |
| NHS Shetland | SCARE | Patient sent to A&E via Ambulance within 1 Hr | | 2 | | | | | | | | | | | |
| NHS Shetland | SCARE | Patient suitable for MIU 4Hr - Flow Hub to arrange | 1 | 1 | 1 | | 1 | 2 | | 2 | 1 | | 2 | 2 | |
| NHS Shetland | SCARE | Remote & Rural A&E and Minor Injuries -Refer to Hub | 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 | | 2 | | |
| NHS Shetland | SLFC_NPA | Distress Brief Intervention | | 1 | 1 | | | 1 | | | | | | | 1 |
| NHS Shetland | SLFC_NPA | For Information Only | 1 | 1 | 1 | | 2 | 1 | 4 | 1 | 1 | | 1 | | |
| NHS Shetland | SLFC_NPA | Hub to arrange appointment within 24 hours | 2 | 2 | 3 | | 1 | 3 | 2 | 1 | 7 | 2 | 2 | 3 | 3 |
| 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 | 2 | | 1 | | | | | | | 1 | 2 |
| NHS Shetland | SLFC_NPA | Patient given self care advice - For Information Only | 4 | 6 | 4 | 5 | 2 | 3 | 3 | 4 | 3 | | 6 | 3 | 2 |
| 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 | | | | | |
| NHS TAYSIDE | PCARE | CPN (Dr) to phone patient within 1 Hr | 12 | 10 | 13 | 16 | 19 | 12 | 8 | 16 | 11 | 10 | 12 | 7 | 10 |
| NHS TAYSIDE | PCARE | CPN (Dr) to phone patient within 2 Hrs | 23 | 27 | 30 | 29 | 30 | 28 | 16 | 22 | 14 | 22 | 17 | 17 | 17 |
| NHS TAYSIDE | PCARE | DN (Dr) phone patient within 1 Hr | 6 | 6 | 2 | 6 | 4 | 8 | 3 | 11 | 4 | 8 | 6 | 4 | 3 |
| NHS TAYSIDE | PCARE | DN (Dr) phone patient within 2 Hrs | 17 | 18 | 10 | 15 | 12 | 18 | 13 | 13 | 17 | 18 | 5 | 8 | 6 |
| NHS TAYSIDE | PCARE | DN (Dr) phone patient within 4 Hrs | 43 | 44 | 31 | 50 | 38 | 39 | 50 | 43 | 42 | 51 | 37 | 37 | 33 |
| NHS TAYSIDE | PCARE | Dr to phone patient within 1 Hr (Disputed Outcome) | 1 | 1 | 6 | 1 | 1 | 2 | 3 | 1 | 2 | 7 | 2 | 1 | |

Table 3

| Health Board | Care Group | Endpoint | 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 | 10/12/2023 | 17/12/2023 |
|-------------------|------------|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| NHS TAYSIDE | SLFC_NPA | Patient advised to contact CPN Team - For Info Only | 1 | | 1 | 1 | 2 | 2 | | | 1 | | | 1 | 1 |
| NHS TAYSIDE | SLFC_NPA | Patient given self care advice - For Information Only | 185 | 137 | 164 | 166 | 163 | 174 | 155 | 143 | 170 | 142 | 132 | 127 | 142 |
| NHS TAYSIDE | SLFC_NPA | Pt advised to contact Dentist - For Information Only | 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 | 2 | 2 | 2 | 8 | 2 | 7 | | 5 | 1 | 1 | 2 | 2 | 2 |
| NHS TAYSIDE | SLFC_NPA | Pt advised to contact Optician - For Information Only | 5 | 6 | 3 | 7 | 4 | 3 | 2 | 4 | 3 | 4 | 2 | 2 | 2 |
| NHS TAYSIDE | SLFC_NPA | Pt advised to contact Orthodontist - For Information Only | | | | | | | | | | | | 1 | |
| NHS TAYSIDE | SLFC_NPA | Pt advised to contact Pharmacist - For Information Only | 23 | 13 | 21 | 18 | 23 | 17 | 33 | 30 | 19 | 23 | 29 | 27 | 34 |
| NHS TAYSIDE | SLFC_NPA | Pt advised to contact Police - For Information Only | 3 | 6 | 3 | 3 | 4 | 5 | 3 | 5 | | 4 | 7 | 5 | 10 |
| NHS TAYSIDE | SLFC_NPA | Triage refused - Pt terminated call - For Information Only | 20 | 13 | 12 | 14 | 10 | 9 | 8 | 5 | 7 | 9 | 6 | 12 | 13 |
| 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 | | | 1 | | 2 | | | | | 2 | | 2 | 2 |
| NHS Western Isles | PCARE | DN (Dr) phone patient within 1 Hr | | | | 1 | | | | | 1 | | 2 | 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 | | | | | 1 | 2 | 1 | | | | 3 | | 2 |
| NHS Western Isles | PCARE | Dr to phone patient within 1 Hr (Disputed Outcome) | | | | 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 | 2 | 3 | 1 | | 1 | 2 | | 1 | | | 1 | |
| NHS Western Isles | PCARE | Home Visit within 2 Hrs | 4 | 2 | 1 | 4 | 2 | 3 | 6 | 2 | 1 | 2 | 1 | | 2 |
| NHS Western Isles | PCARE | Home Visit within 4 Hrs | 4 | 3 | 3 | 6 | 6 | 1 | 5 | 3 | 8 | 3 | 2 | 5 | 3 |
| NHS Western Isles | PCARE | PCEC within 1 Hr | | 2 | 3 | 2 | 4 | 2 | 6 | 2 | 6 | 4 | 2 | 4 | 2 |
| NHS Western Isles | PCARE | PCEC within 2 Hrs | 5 | 2 | 5 | 4 | 4 | 5 | 5 | 11 | 7 | 3 | 8 | 6 | 7 |
| NHS Western Isles | PCARE | PCEC within 4 Hrs | 16 | 13 | 9 | 15 | 12 | 7 | 16 | 9 | 18 | 16 | 11 | 12 | 17 |
| NHS Western Isles | PCARE | Pt advised to contact Practice within 4 Hrs - Info Only | 4 | 1 | 2 | 6 | 2 | 2 | 2 | 3 | 2 | 3 | 5 | 2 | 1 |
| NHS Western Isles | PCARE | Pt advised to contact practice - For Information Only | | | 1 | 1 | | | 1 | | | 2 | | | 1 |
| NHS Western Isles | PCARE | Pt advised to contact practice within 12 Hrs - Info Only | | 1 | | | 1 | 1 | | | | | 1 | | |
| NHS Western Isles | PCARE | Pt advised to contact practice within 36 Hrs - Info Only | | 2 | | 3 | | 1 | | 1 | | 1 | | 2 | |
| NHS Western Isles | PCARE | Speak to clinician within 1 Hr | | | 2 | 1 | 2 | 1 | 1 | 2 | 1 | | 3 | 1 | 1 |
| NHS Western Isles | PCARE | Speak to clinician within 2 Hrs | 3 | | 2 | 1 | 2 | 1 | 2 | 2 | | 2 | 4 | 2 | 1 |
| NHS Western Isles | PCARE | Speak to clinician within 4 Hrs | 6 | 7 | 6 | 6 | 6 | 2 | 3 | 6 | 1 | 3 | 2 | 5 | 1 |
| NHS Western Isles | PCARE | Transport to PCEC within 4 hrs | | | | | | | | | | | 1 | | 1 |
| NHS Western Isles | SCARE | 999 contacted - For information only | 17 | 5 | 9 | 7 | 11 | 7 | 16 | 8 | 6 | 6 | 4 | 9 | 5 |
| NHS Western Isles | SCARE | Patient advised to go to A&E | 8 | 4 | 3 | 7 | 6 | 4 | 4 | 11 | 5 | 3 | 7 | 5 | 7 |
| NHS Western Isles | SCARE | Patient sent to A&E via Ambulance within 1 Hr | 2 | 1 | | 1 | | | 1 | 1 | 1 | 1 | | | 2 |
| NHS Western Isles | SCARE | Patient suitable for MIU 4hr - Flow Hub to arrange | 1 | 2 | 2 | 1 | 1 | 3 | 6 | 1 | 3 | 1 | 7 | 1 | 2 |
| NHS Western Isles | SCARE | Remote & Rural A&E and Minor Injuries -Refer to Hub | 1 | 3 | | | 1 | 4 | 1 | | | | 1 | 3 | 1 |
| NHS Western Isles | SCARE | Speak to clinician 2 Hrs | | | | | 2 | | 2 | 1 | 1 | 2 | | 1 | |
| NHS Western Isles | SCARE | Speak to clinician within 4 Hrs | | 2 | 2 | | 2 | 1 | 1 | | 1 | 1 | | | 3 |

Table 3

| Health Board | Care Group | Endpoint | 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 | 10/12/2023 | 17/12/2023 |
|-------------------|--------------|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| NHS Western Isles | SLFC_NPA | Distress Brief Intervention | | | 1 | | | | | | 1 | 1 | | | |
| NHS Western Isles | SLFC_NPA | For Information Only | 1 | 3 | | 1 | 1 | 2 | 1 | 6 | 5 | | 1 | | |
| NHS Western Isles | SLFC_NPA | Hub to arrange appointment within 24 hours | 8 | 6 | 2 | 2 | 5 | 3 | 7 | 5 | 5 | 2 | 2 | 3 | 1 |
| 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 dental advice line - Info Only | | | | | | | | | | | | | 1 |
| NHS Western Isles | SLFC_NPA | Patient advised to contact registered GDP - Info Only | | 2 | 1 | 1 | | | 1 | | | | | | 1 |
| NHS Western Isles | SLFC_NPA | Patient given self care advice - For Information Only | | 4 | 2 | 4 | 8 | 6 | 4 | 6 | 4 | 4 | 4 | 2 | 2 |
| NHS Western Isles | SLFC_NPA | Patient given self care dental advice - For Information Only | | | | | 1 | | | | | | | | |
| NHS Western Isles | SLFC_NPA | Pt advised to contact Optician - For Information Only | | | | | | | | 1 | | | | | |
| NHS Western Isles | SLFC_NPA | Pt advised to contact Pharmacist - For Information Only | 2 | 1 | | | 1 | | | | 2 | | | 1 | 1 |
| NHS Western Isles | SLFC_NPA | Triage refused - Pt terminated call - For Information Only | 2 | | | | 1 | | | 1 | 1 | | | | |
| Not assigned | PCARE | Contact GP Practice within 12 Hours (Same Day) | | | | | | | | 1 | 1 | | | | |
| Not assigned | PCARE | Contact GP Practice within 36 Hours (Next Day appt.) | | | | | | | | | 3 | | | | |
| Not assigned | PCARE | Contact GP Practice within 4 Hours (ASAP) | | | | | | | | 6 | | | | | |
| Not assigned | PCARE | In-Hours Action: Patient to Own GP within 4 hr | | | | | | | | | 31 | | | 6 | 21 |
| Not assigned | PCARE | Routine Appointment with GP | | | | | | | | | 1 | | | | |
| Not assigned | SCARE | 999 contacted - For information only | | | | | | | | | 13 | | | 2 | 1 |
| Not assigned | SCARE | Accident & Emergency (ASAP) | | | | | | | 1 | 2 | 51 | | | 11 | 30 |
| Not assigned | SCARE | Accident & Emergency / MIU within 4 Hours | | | | | | | | | 6 | | | 1 | 1 |
| Not assigned | SLFC_NPA | Contact Dentist within 24 Hours | | | | | | | | 1 | | | | | |
| Not assigned | SLFC_NPA | Contact Pharmacist | | | | | | | | | | | | 1 | 3 |
| Not assigned | SLFC_NPA | Contact Police | | | | | | | | | | | | | 1 |
| Not assigned | SLFC_NPA | Dental Nurse - Contact Dentist within 24 hours | | 1 | 1 | | | | | | 1 | | | | 2 |
| Not assigned | SLFC_NPA | Dental Nurse - Routine Contact with Dentist | | | | 1 | | | | | | | | | |
| Not assigned | SLFC_NPA | Not Assessed / Triage Refused | | | | | | | | | 6 | | | | 4 |
| Not assigned | SLFC_NPA | Self Care | | | | | | | | 3 | 14 | 1 | | 3 | 8 |
| Not assigned | SLFC_NPA | Triage Refused/Not Assessed | | | | | | | | | | | 1 | | |
| Not assigned | Not assigned | Not assigned | 19 | 18 | 17 | 11 | 14 | 18 | 20 | 10 | 20 | 21 | 9 | 12 | 18 |

Table 4

| Care Group | 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 | 10/12/2023 | 17/12/2023 |
|--------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| PCARE | 13,019 | 14,449 | 12,660 | 13,177 | 13,094 | 12,839 | 13,114 | 13,890 | 13,552 | 13,176 | 12,660 | 12,892 | 13,282 |
| SCARE | 6,345 | 6,669 | 6,471 | 6,410 | 6,460 | 6,451 | 6,921 | 7,055 | 6,632 | 6,748 | 6,499 | 6,423 | 5,849 |
| SLFC_NPA | 5,281 | 5,531 | 4,955 | 4,840 | 5,167 | 5,179 | 5,135 | 5,332 | 5,127 | 4,874 | 4,678 | 4,837 | 4,762 |
| Not assigned | 19 | 19 | 20 | 12 | 14 | 19 | 21 | 10 | 20 | 23 | 9 | 13 | 23 |
| Total | 24,664 | 26,668 | 24,106 | 24,439 | 24,735 | 24,488 | 25,191 | 26,287 | 25,331 | 24,821 | 23,846 | 24,165 | 23,916 |

| Care Group | 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 | 10/12/2023 | 17/12/2023 |
|--------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| PCARE | 52.79% | 54.18% | 52.52% | 53.92% | 52.94% | 52.43% | 52.06% | 52.84% | 53.50% | 53.08% | 53.09% | 53.35% | 55.54% |
| SCARE | 25.73% | 25.01% | 26.84% | 26.23% | 26.12% | 26.34% | 27.47% | 26.84% | 26.18% | 27.19% | 27.25% | 26.58% | 24.46% |
| SLFC_NPA | 21.41% | 20.74% | 20.56% | 19.80% | 20.89% | 21.15% | 20.38% | 20.28% | 20.24% | 19.64% | 19.62% | 20.02% | 19.91% |
| Not assigned | 0.08% | 0.07% | 0.08% | 0.05% | 0.06% | 0.08% | 0.08% | 0.04% | 0.08% | 0.09% | 0.04% | 0.05% | 0.10% |

Graphs

