

## 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: 01/10/2023 to 24/12/2023

### 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	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	18/12/2023	19/12/2023	20/12/2023	21/12/2023	22/12/2023	23/12/2023	24/12/2023
Overall Call Volume	3,465	3,218	2,839	2,946	3,078	7,179	7,227	3,567	3,396	3,237	3,113	3,390	8,434	8,096	3,878	3,886	3,307	3,262	3,425	8,038	7,816	3,783	3,319	3,345	3,168	3,389	10,434	8,846
Overall Calls Connected	2,890	2,679	2,696	2,581	2,646	5,848	5,761	2,866	2,843	2,604	2,334	2,606	6,166	5,889	2,822	2,709	2,366	2,178	2,674	6,275	6,103	3,082	3,019	2,983	2,796	2,816	8,461	6,253
Caller Disconnected	0.31%	0.50%	0.08%	0.08%	0.20%	0.17%	0.36%	0.30%	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%	0.34%	0.07%	0.24%	0.15%	0.22%	0.38%	1.03%
Overall Avg Patient Journey Time	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	00:31:27	00:28:11	00:27:57	00:26:02	00:34:25	00:42:37	01:04:33
Tagged at First Contact %	97.72%	98.29%	97.93%	99.17%	94.92%	92.57%	94.10%	96.95%	98.00%	98.56%	98.64%	95.55%	93.81%	94.76%	98.87%	97.84%	98.46%	98.17%	95.25%	91.52%	93.92%	97.29%	97.16%	97.61%	97.74%	94.47%	90.18%	89.96%
Median Time to Answer	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	00:08:58	00:01:35	00:00:38	00:00:12	00:07:02	00:11:23	00:47:54
90th Percentile Time to Answer	00:41:28	00:30:54	00:13:02	00:22:56	00:27:21	00:28:49	00:38:07	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	00:30:26	00:10:21	00:21:30	00:19:41	00:47:06	00:49:17	01:41:20

**Table 2**

Week Ending Date	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	24/12/2023
Overall Call Volume	34,411	31,109	31,262	30,299	30,000	30,846	31,671	31,962	31,034	30,052	33,233	33,313	36,284
Overall Calls Connected	28,047	25,495	25,690	26,283	25,926	26,623	27,674	26,636	26,178	25,100	25,298	25,127	29,410
Caller Discontinued	0.33%	0.27%	0.31%	0.17%	0.13%	0.12%	0.13%	0.29%	0.19%	0.25%	0.61%	0.55%	0.43%
Overall Avg Patient Journey Time	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	00:41:55
Triaged at First Contact %	94.82%	95.06%	95.13%	95.33%	95.64%	95.88%	95.94%	95.39%	95.81%	95.60%	95.94%	95.17%	93.44%
Median Time to Answer	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	00:08:40
90th Percentile Time to Answer	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	01:07:58

Table 3

Health Board	Care Group	Endpoint	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	24/12/2023
NHS Ayrshire & Arran	PCARE	CPN (Dr) to phone patient within 1 Hr	14	8	9	11	9	6	15	14	7	15	20	5	10
NHS Ayrshire & Arran	PCARE	CPN (Dr) to phone patient within 2 Hrs	17	22	18	14	18	26	30	15	15	11	16	18	28
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 1 Hr	2	1				1	2	3	4	4	1	1	1
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 2 Hrs	2	2	2	1	2	2			2	3	3	2	7
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 4 Hrs	6	6	5	7	7	3	6	3	1	3	4	2	2
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	1	4	1	3	4	6	3	5	4	4	2	2	5
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)				1	1	2		1	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	3
NHS Ayrshire & Arran	PCARE	Home Visit within 1 Hr	27	16	11	12	17	17	18	22	16	14	9	13	12
NHS Ayrshire & Arran	PCARE	Home Visit within 2 Hrs	33	37	32	33	41	33	33	28	42	30	47	30	34
NHS Ayrshire & Arran	PCARE	Home Visit within 4 Hrs	45	35	54	31	41	49	40	51	42	47	49	44	55
NHS Ayrshire & Arran	PCARE	PCEC within 1 Hr	59	48	52	68	55	68	53	74	64	55	51	63	60
NHS Ayrshire & Arran	PCARE	PCEC within 2 Hrs	149	115	111	154	125	108	128	132	137	126	126	135	135
NHS Ayrshire & Arran	PCARE	PCEC within 4 Hrs	428	287	314	331	315	304	376	341	297	309	356	379	434
NHS Ayrshire & Arran	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	63	60	62	70	62	60	66	63	77	74	66	47	71
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice - For Information Only	12	4	8	6	9	7	5	7	8	6	8	6	5
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	4	5	6	17	9	11	10	2	3	8	7	12	11
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	40	39	28	36	26	46	41	38	30	29	30	35	24
NHS Ayrshire & Arran	PCARE	Speak to clinician within 1 Hr	24	21	19	25	20	36	24	19	25	27	27	27	27
NHS Ayrshire & Arran	PCARE	Speak to clinician within 2 Hrs	43	38	38	41	27	33	36	37	29	30	30	41	30
NHS Ayrshire & Arran	PCARE	Speak to clinician within 4 Hrs	163	73	72	106	90	92	87	84	97	75	89	86	117
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	172	115	145	134	138	147	151	138	136	158	134	123	139
NHS Ayrshire & Arran	SCARE	Patient advised to go to A&E	147	133	129	96	113	140	118	134	138	131	122	121	114
NHS Ayrshire & Arran	SCARE	Patient advised to go to A&E			1	2	1	1		1	1	1		1	1
NHS Ayrshire & Arran	SCARE	Patient sent to A&E via Ambulance within 1 Hr	12	15	12	14	10	5	16	14	7	11	14	14	14
NHS Ayrshire & Arran	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	67	65	82	77	79	82	83	68	68	61	73	66	67
NHS Ayrshire & Arran	SCARE	Speak to clinician 2 Hrs	14	10	16	7	13	16	15	22	18	17	11	12	8
NHS Ayrshire & Arran	SCARE	Speak to clinician within 4 Hrs	38	28	32	37	35	44	37	42	45	32	25	35	35
NHS Ayrshire & Arran	SLFC_NPA	Contact Breathing Space		1								1			
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	2		1	1	2	1					2	3	1
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	114	107	96	102	104	98	128	109	98	109	81	106	118
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour		1	1	4		1	1		1			1	3
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	3	3	5	2	5	6	7	2	2	7	3	4	6
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	2	4			1	1			1	1		1	2
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Self Care	1	1	2	3	1	1	3	2		3	2	1	2

Table 3

Health Board	Care Group	Endpoint	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	24/12/2023
NHS Ayrshire & Arran	SLFC_NPA	Distress Brief Intervention	12	5	5	4	5	10	5	7	8	5	6	4	6
NHS Ayrshire & Arran	SLFC_NPA	For Information Only	55	48	32	46	44	37	46	39	36	32	50	35	48
NHS Ayrshire & Arran	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	2	1			1	1	1	1	2	2	1	1	3
NHS Ayrshire & Arran	SLFC_NPA	Patient given self care advice - For Information Only	183	126	136	127	123	124	190	158	154	142	133	107	161
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	7	5	2	1	1	3	5	1	3	2	4	3
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	27	27	21	21	14	13	14	20	14	25	25	23	22
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Police - For Information Only	2	5	5	3	2	3	5	6	1	5	2	4	5
NHS Ayrshire & Arran	SLFC_NPA	Pt given TOXBASE advice - For Information Only				1									
NHS Ayrshire & Arran	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	15	4	9	12	8	8	6	5	6	10	8	10	6
NHS Borders	PCARE	CPN (Dr) to phone patient within 1 Hr	6	3	3	3	3	3	2	1	3	5	2		1
NHS Borders	PCARE	CPN (Dr) to phone patient within 2 Hrs	3	3	6	3	7	4	5		6	10	4	5	3
NHS Borders	PCARE	DN (Dr) phone patient within 1 Hr	3	1	1	3	3	1	4	3	2	6	1	3	4
NHS Borders	PCARE	DN (Dr) phone patient within 2 Hrs	6	2	9	4	9	2	4	5	4	5	5	2	8
NHS Borders	PCARE	DN (Dr) phone patient within 4 Hrs	13	20	15	11	10	17	16	13	14	15	10	11	14
NHS Borders	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	1	1			1	3	1	2	2	1			2
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	1	2	4	1	5	4	5	6		6	4	5	3
NHS Borders	PCARE	Home Visit within 2 Hrs	8	8	11	8	11	10	11	9	8	14	8	6	15
NHS Borders	PCARE	Home Visit within 4 Hrs	12	22	20	16	13	13	21	14	14	14	22	12	15
NHS Borders	PCARE	PCEC within 1 Hr	10	16	13	11	16	10	18	16	14	19	10	11	18
NHS Borders	PCARE	PCEC within 2 Hrs	7	23	27	33	29	28	38	21	28	17	18	30	23
NHS Borders	PCARE	PCEC within 4 Hrs	50	57	89	58	63	53	76	52	50	56	77	69	93
NHS Borders	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	13	21	15	17	21	23	26	27	24	17	18	22	28
NHS Borders	PCARE	Pt advised to contact practice - For Information Only	1		2	2	2	2	2	3	1	3	2	3	1
NHS Borders	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	6	2	3	3	2	3	4	1	2	2	3	3	1
NHS Borders	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	8	8	14	12	10	10	15	5	10	6	7	12	5
NHS Borders	PCARE	Speak to clinician within 1 Hr	5	9	5	2	6	8	6	7	6	3	6	9	7
NHS Borders	PCARE	Speak to clinician within 2 Hrs	7	6	8	7	9	8	10	2	7	12	4	6	14
NHS Borders	PCARE	Speak to clinician within 4 Hrs	17	18	16	18	25	16	22	18	17	17	17	16	24
NHS Borders	SCARE	999 contacted - For information only	30	34	31	57	33	37	42	39	31	31	47	32	45
NHS Borders	SCARE	Patient advised to go to A&E	32	42	24	37	31	36	30	31	35	36	32	25	28
NHS Borders	SCARE	Patient advised to go to A&E						1	2				1		1
NHS Borders	SCARE	Patient sent to A&E via Ambulance within 1 Hr	6	3	5	3	1	6	4	7	6	3	2	2	5

Table 3

Health Board	Care Group	Endpoint	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	24/12/2023
NHS Borders	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	36	29	32	28	42	31	41	31	50	35	49	41	26
NHS Borders	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub					1			1					
NHS Borders	SCARE	Speak to clinician 2 Hrs	12	6	8	10	6	3	18	15	11	6	5	4	5
NHS Borders	SCARE	Speak to clinician within 4 Hrs	18	14	16	15	20	13	16	10	14	6	11	8	6
NHS Borders	SLFC_NPA	Contact Breathing Space	1												
NHS Borders	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	18	17	19	27	26	23	21	29	25	28	25	34	32
NHS Borders	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour						1		1	1				3
NHS Borders	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	3			2		3	1	2	3	2		1	2
NHS Borders	SLFC_NPA	Dental Nurse - Routine Contact with Dentist					1								1
NHS Borders	SLFC_NPA	Dental Nurse - Self Care		1	2				1			1		1	
NHS Borders	SLFC_NPA	Distress Brief Intervention	4	3	2	2	1		2	1	2	1	3	2	1
NHS Borders	SLFC_NPA	For Information Only	10	10	7	11	9	13	9	11	15	10	12	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	28	32	36	33	46	47	48	39	28	37	35	30	35
NHS Borders	SLFC_NPA	Pt advised to contact Midwife - For Information Only		1	1	1	1	2	1	2			1		2
NHS Borders	SLFC_NPA	Pt advised to contact Optician - For Information Only	1		1			4	2	4	3	1	1		3
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	9	8	3	4	1	2	1	2	4	5	3	3	8
NHS Borders	SLFC_NPA	Pt advised to contact Police - For Information Only	1	3	3			2	1		1	3	2	1	3
NHS Borders	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	1		2	1	2	2	4	2	3	4			
NHS Dumfries & Gallo	PCARE	CPN (Dr) to phone patient within 1 Hr	1	1	6	1	1	1	1		3	2	1	1	1
NHS Dumfries & Gallo	PCARE	CPN (Dr) to phone patient within 2 Hrs	5	4	4	6	5	3	8	7	2	3	4	4	3
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 1 Hr	1		3	5	3	3	4	8	3	1		1	
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 2 Hrs	8	11	12	8		2	4	7	7	5	6	4	1
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 4 Hrs	11	15	18	23	17	22	14	10	18	20	16	15	18
NHS Dumfries & Gallo	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)		2	1		1		2		3	1	2		1
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)						1			1				
NHS Dumfries & Gallo	PCARE	Home Visit within 1 Hr	1	2	5	7	6	4	4	4	9	4	7	2	2
NHS Dumfries & Gallo	PCARE	Home Visit within 2 Hrs	11	10	13	16	15	23	10	12	15	18	13	5	12
NHS Dumfries & Gallo	PCARE	Home Visit within 4 Hrs	23	29	19	27	18	11	11	17	8	13	21	14	18
NHS Dumfries & Gallo	PCARE	PCEC within 1 Hr	9	12	15	30	15	15	14	15	19	12	14	15	24
NHS Dumfries & Gallo	PCARE	PCEC within 2 Hrs	32	22	24	44	32	38	34	30	36	30	40	28	41
NHS Dumfries & Gallo	PCARE	PCEC within 4 Hrs	78	79	68	118	67	89	83	75	67	75	75	96	141
NHS Dumfries & Gallo	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	15	17	17	11	21	11	20	19	16	23	6	11	17
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice - For Information Only	1	2	2	2	2	3	5	3	1	1	1	2	3
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	8	11	8	12	3	7	9	8	8	8	7	8	9

Table 3

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



Table 3

Health Board	Care Group	Endpoint	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	24/12/2023
NHS Fife	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	1	3	1	2	2	1	2	1	1	3	5	2	4
NHS Fife	PCARE	Home Visit within 1 Hr	16	13	16	20	18	14	14	15	18	16	14	21	15
NHS Fife	PCARE	Home Visit within 2 Hrs	37	51	34	35	42	41	40	46	30	30	38	48	38
NHS Fife	PCARE	Home Visit within 4 Hrs	46	67	44	59	66	49	42	56	43	53	42	46	45
NHS Fife	PCARE	PCEC within 1 Hr	53	79	57	85	67	67	90	73	79	74	57	76	70
NHS Fife	PCARE	PCEC within 2 Hrs	103	177	124	100	102	140	149	135	131	98	121	137	139
NHS Fife	PCARE	PCEC within 4 Hrs	297	451	311	324	293	378	335	316	327	304	324	360	481
NHS Fife	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	55	59	61	66	78	76	86	75	69	89	82	76	96
NHS Fife	PCARE	Pt advised to contact practice - For Information Only	14	6	9	7	14	8	13	8	8	8	6	18	12
NHS Fife	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	8	9	8	7	7	13	17	15	7	5	9	6	16
NHS Fife	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	37	47	31	39	37	37	28	36	26	38	34	32	28
NHS Fife	PCARE	Speak to clinician within 1 Hr	25	26	29	22	29	28	34	20	23	23	21	19	27
NHS Fife	PCARE	Speak to clinician within 2 Hrs	35	38	33	31	32	36	45	39	42	32	46	37	38
NHS Fife	PCARE	Speak to clinician within 4 Hrs	98	126	90	88	84	92	96	77	97	77	92	83	113
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	138	189	138	167	130	166	153	169	180	172	170	142	162
NHS Fife	SCARE	Patient advised to go to A&E	140	145	120	113	130	122	144	141	141	110	144	111	128
NHS Fife	SCARE	Patient advised to go to A&E		1	1	1	1	1		1			5		1
NHS Fife	SCARE	Patient sent to A&E via Ambulance within 1 Hr	14	10	5	11	10	9	12	5	10	14	17	8	10
NHS Fife	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	61	98	65	101	86	86	100	89	100	105	82	81	75
NHS Fife	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub			1		1		1	2	1		1	2	1
NHS Fife	SCARE	Speak to clinician 2 Hrs	22	18	14	9	14	25	20	25	14	18	17	13	16
NHS Fife	SCARE	Speak to clinician within 4 Hrs	32	44	34	34	43	39	33	37	38	37	39	40	25
NHS Fife	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour				1			1				1	1	1
NHS Fife	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	113	103	102	116	103	107	86	111	90	95	91	103	131
NHS Fife	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1	4	1	1	1	1		3	1			1	3
NHS Fife	SLFC_NPA	Dental Nurse - Not Triage/Assessed	4	6	7	2	4	4	2	3	9	4	4	3	10
NHS Fife	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	2	3	1		3	1		2		1			5
NHS Fife	SLFC_NPA	Dental Nurse - Self Care	1		1	2	2		1	1			3	2	2
NHS Fife	SLFC_NPA	Distress Brief Intervention	15	11	6	7	11	8	14	10	9	6	4	12	9
NHS Fife	SLFC_NPA	For Information Only	41	62	41	50	41	46	49	50	52	43	51	50	70
NHS Fife	SLFC_NPA	Patient advised to contact CPN Team - For Info Only			1	2	1			3	1		2		2
NHS Fife	SLFC_NPA	Patient given self care advice - For Information Only	213	214	165	177	185	205	195	197	160	148	168	175	195
NHS Fife	SLFC_NPA	Pt advised to contact Dentist - For Information Only	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	9	6	2	3	2	3	1		8	7	5	4	6
NHS Fife	SLFC_NPA	Pt advised to contact Optician - For Information Only	5	6	1	3	4	1	6	3	2	1	1	1	3



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Health Board	Care Group	Endpoint	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	24/12/2023
NHS Forth Valley	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	74	73	72	85	88	73	48	77	46	72	59	76	87
NHS Forth Valley	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1			1	1		1	1	3	1		1	1
NHS Forth Valley	SLFC_NPA	Dental Nurse - Not Triage/Assessed	5	4	1	4	9	3	2	3	1	2	2		6
NHS Forth Valley	SLFC_NPA	Dental Nurse - Routine Contact with Dentist		1	1	1	1			2	1	1			2
NHS Forth Valley	SLFC_NPA	Dental Nurse - Self Care	1	1	1		1	2	1	5	1	1	2	2	4
NHS Forth Valley	SLFC_NPA	Distress Brief Intervention	8	9	6	5	7	8	11	12	7	8	12	11	12
NHS Forth Valley	SLFC_NPA	For Information Only	39	35	20	33	41	34	43	38	41	46	36	34	39
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	133	120	112	126	144	112	142	125	121	107	101	126	114
NHS Forth Valley	SLFC_NPA	Pt advised to contact Dentist - For Information Only			1	1		2		1					
NHS Forth Valley	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only		1											
NHS Forth Valley	SLFC_NPA	Pt advised to contact Midwife - For Information Only	4	3	2	2	4	1	1	5	1	3	7	4	6
NHS Forth Valley	SLFC_NPA	Pt advised to contact Optician - For Information Only	3	1	6	3	5	5	2	4	2	2	1	1	6
NHS Forth Valley	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only	1	1		2	1	2							
NHS Forth Valley	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	13	24	16	14	14	16	22	18	24	29	17	14	26
NHS Forth Valley	SLFC_NPA	Pt advised to contact Police - For Information Only	5	4	4	1	2	3	4	1	1	3	3	3	1
NHS Forth Valley	SLFC_NPA	Pt advised to contact appropriate service - For Info Only												1	
NHS Forth Valley	SLFC_NPA	Pt given TOXBASE advice - For Information Only		1											
NHS Forth Valley	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	8	10	7	4	12	7	7	4	7	7	6	7	4
NHS Forth Valley	Not assigned	Not assigned		1							1		1	1	
NHS Grampian	PCARE	CPN (Dr) to phone patient within 1 Hr	18	18	16	9	10	7	17	11	10	17	17	11	10
NHS Grampian	PCARE	CPN (Dr) to phone patient within 2 Hrs	19	26	16	28	12	27	26	19	23	22	20	22	22
NHS Grampian	PCARE	DN (Dr) phone patient within 1 Hr	5	4	5	5	6	9	7	3	7	4	4	2	7
NHS Grampian	PCARE	DN (Dr) phone patient within 2 Hrs	17	10	6	7	7	5	9	8	10	10	4	2	5
NHS Grampian	PCARE	DN (Dr) phone patient within 4 Hrs	19	19	21	22	17	13	25	18	10	13	25	14	27
NHS Grampian	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)			5	2	4	4	8	3	7	5	1	5	4
NHS Grampian	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1				2			2		2		1	
NHS Grampian	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	11	5	4	5		2	3	4		2	3	2	3
NHS Grampian	PCARE	Home Visit within 1 Hr	32	17	29	20	15	19	20	27	24	23	20	22	31
NHS Grampian	PCARE	Home Visit within 2 Hrs	72	40	56	47	54	53	56	60	71	51	55	35	49
NHS Grampian	PCARE	Home Visit within 4 Hrs	96	78	69	82	58	66	68	70	61	75	62	61	82
NHS Grampian	PCARE	PCEC within 1 Hr	112	97	79	74	77	85	103	132	127	102	90	94	134
NHS Grampian	PCARE	PCEC within 2 Hrs	194	137	135	148	157	194	206	206	184	195	184	196	197
NHS Grampian	PCARE	PCEC within 4 Hrs	602	426	408	393	432	448	498	466	513	475	499	484	618
NHS Grampian	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	69	97	109	109	103	142	113	96	111	117	84	82	109
NHS Grampian	PCARE	Pt advised to contact practice - For Information Only	20	10	9	19	14	11	16	12	13	12	9	11	7
NHS Grampian	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	18	7	9	11	17	10	14	12	7	12	12	22	11
NHS Grampian	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	79	42	52	45	52	69	57	49	47	55	44	36	33

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Health Board	Care Group	Endpoint	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	24/12/2023
NHS Grampian	PCARE	Speak to clinician within 1 Hr	49	43	40	51	37	34	45	52	22	35	42	43	40
NHS Grampian	PCARE	Speak to clinician within 2 Hrs	80	55	55	37	75	46	50	44	51	48	63	57	59
NHS Grampian	PCARE	Speak to clinician within 4 Hrs	209	136	140	131	134	120	121	123	128	112	129	125	185
NHS Grampian	PCARE	Triage refused therefore Dr requested to phone patient		1							1	1			
NHS Grampian	SCARE	999 contacted - For information only	185	194	211	232	218	264	223	237	250	233	225	213	196
NHS Grampian	SCARE	Patient advised to go to A&E	247	190	181	200	209	218	189	203	234	224	250	184	196
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	15	29	19	12	26	15	26	14	15	22	19	18	15
NHS Grampian	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	190	180	180	168	161	204	177	171	184	194	244	166	180
NHS Grampian	SCARE	Speak to clinician 2 Hrs	58	41	41	34	31	37	57	43	38	39	28	42	32
NHS Grampian	SCARE	Speak to clinician within 4 Hrs	71	63	68	48	53	80	81	58	64	68	97	72	61
NHS Grampian	SLFC_NPA	Contact Breathing Space							1	1					
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	1		1	1	1	3	1	3	1	1			1
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	128	112	110	93	107	109	114	130	110	101	106	101	122
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	2	1	2		1	2		1	2			1	
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Pharmacist						1							
NHS Grampian	SLFC_NPA	Dental Nurse - Not Triage/Assessed	4	4	6	8	4		3	6	6	5	6	4	4
NHS Grampian	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	2		5	2	3	1	1		1	1		1	3
NHS Grampian	SLFC_NPA	Dental Nurse - Self Care	3		4	1		1	3	1	1	3	1		4
NHS Grampian	SLFC_NPA	Distress Brief Intervention	15	10	10	8	14	13	4	7	11	11	11	14	8
NHS Grampian	SLFC_NPA	For Information Only	138	82	121	106	120	96	147	90	115	97	104	86	149
NHS Grampian	SLFC_NPA	Patient advised to contact CPN Team - For Info Only			2	1	3	2							5
NHS Grampian	SLFC_NPA	Patient given self care advice - For Information Only	220	177	205	216	211	219	207	190	210	194	206	193	202
NHS Grampian	SLFC_NPA	Pt advised to contact Dentist - For Information Only		1		1	2		2	2	1			2	1
NHS Grampian	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only		1			1		1	1		1	1	1	
NHS Grampian	SLFC_NPA	Pt advised to contact Midwife - For Information Only	6	2	7	5	11	5		4	2	6	3	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	4
NHS Grampian	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	35	34	23	29	36	45	30	21	32	35	29	22	41
NHS Grampian	SLFC_NPA	Pt advised to contact Police - For Information Only	7	5	12	7	5	5	13	11	7	7	6	9	11
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	26	22	31	33	29	24	33	22	29	32	29	22	42
NHS Grampian	Not assigned	Not assigned	1												
NHS Greater Glasgow	PCARE	CPN (Dr) to phone patient within 1 Hr	40	27	41	44	42	39	43	48	43	40	29	37	37
NHS Greater Glasgow	PCARE	CPN (Dr) to phone patient within 2 Hrs	80	64	63	81	64	51	54	72	67	61	76	49	72
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 1 Hr	3	4	4	10	9	6	7	9	4	7	5	3	8
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 2 Hrs	12	5	11	7	6	3	9	5	3	16	6	9	5
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 4 Hrs	19	9	12	17	16	12	19	22	17	20	17	14	22





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Health Board	Care Group	Endpoint	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	24/12/2023
NHS HIGHLAND	SCARE	999 contacted - For Information Only										1			
NHS HIGHLAND	SCARE	999 contacted - For information only	102	96	114	100	94	115	113	105	96	91	79	69	84
NHS HIGHLAND	SCARE	Patient advised to go to A&E	59	57	69	89	77	91	89	65	74	71	60	69	85
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	3	9	11	8	4	5	8	5	6	8	4	11	9
NHS HIGHLAND	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	63	60	51	44	47	51	68	56	51	53	60	41	50
NHS HIGHLAND	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	24	23	17	23	33	14	17	17	18	25	20	16	23
NHS HIGHLAND	SCARE	Speak to clinician 2 Hrs	20	13	12	10	17	13	19	16	16	7	11	14	7
NHS HIGHLAND	SCARE	Speak to clinician within 4 Hrs	33	33	24	31	21	25	28	29	17	19	21	24	20
NHS HIGHLAND	SLFC_NPA	Contact Breathing Space											1		
NHS HIGHLAND	SLFC_NPA	Distress Brief Intervention	2	5	8		3	3	8	4	6	10	6	7	5
NHS HIGHLAND	SLFC_NPA	For Information Only	38	31	31	37	36	35	36	30	32	35	18	26	27
NHS HIGHLAND	SLFC_NPA	Hub to arrange appointment within 24 hours	68	65	70	69	79	75	70	70	54	49	60	60	84
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		1
NHS HIGHLAND	SLFC_NPA	Patient advised to contact registered GDP - Info Only	28	10	12	14	10	12	4	8	11	12	7	10	15
NHS HIGHLAND	SLFC_NPA	Patient given self care advice - For Information Only	96	100	93	108	110	79	94	91	89	88	94	82	109
NHS HIGHLAND	SLFC_NPA	Patient given self care dental advice - For Information Only	1	1	3	1	1		3		4	2		1	2
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1					1	1			1			2
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		3	1	4	2	1	4	2	3	1	2	1	3
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	18	11	15	16	13	17	6	12	12	15	17	11	17
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Police - For Information Only	4	3	2	4	7	4	7	5	2	7	3	7	2
NHS HIGHLAND	SLFC_NPA	Pt given TOXBASE advice - For Information Only				1								1	
NHS HIGHLAND	SLFC_NPA	Triage refused - For Information Only	6	2	2	6	4	2	5	1	4	5	2	1	4
NHS HIGHLAND	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	10	10	8	7	15	5	13	11	11	8	8	5	10
NHS HIGHLAND	Not assigned	Not assigned												1	
NHS LANARKSHIRE	PCARE	CPN (Dr) to phone patient within 1 Hr	19	12	14	11	11	10	13	16	14	8	7	15	12
NHS LANARKSHIRE	PCARE	CPN (Dr) to phone patient within 2 Hrs	31	27	15	20	31	15	22	19	31	25	34	29	28
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 1 Hr	4	1	2	2	2		2	2	4	5	1	1	
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 2 Hrs	3	5	6	4	4	5	4	6	5	5	2	5	2
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 4 Hrs	14	6	6	6	3	4	6	6	5	3	2	5	7
NHS LANARKSHIRE	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	4	2	10	3	3	3	7	5	7	4	6	7	4
NHS LANARKSHIRE	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)			1		1	1		1	2			1	
NHS LANARKSHIRE	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	9	2	2	2	1	3	3	3	3	4	2	1	5
NHS LANARKSHIRE	PCARE	Home Visit within 1 Hr	15	10	10	8	26	17	17	15	14	16	19	25	18







Table 3

Health Board	Care Group	Endpoint	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	24/12/2023
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	41	32	30	39	29	36	29	18	35	35	52	36	39
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Police - For Information Only	2	7	5	8	8	6	1	3	3	6	6	2	5
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	7	7	9	10	16	11	9	8	10	11	6	6	7
NHS LANARKSHIRE	Not assigned	Not assigned													1
NHS Lothian	PCARE	CPN (Dr) to phone patient within 1 Hr	10	13	23	17	26	20	15	21	12	18	9	10	7
NHS Lothian	PCARE	CPN (Dr) to phone patient within 2 Hrs	16	28	34	25	32	29	22	20	24	24	24	27	14
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	3	4	5	2	7	4	6	1	5	6	7	7
NHS Lothian	PCARE	DN (Dr) phone patient within 2 Hrs	10	16	13	13	17	8	13	11	16	12	10	15	5
NHS Lothian	PCARE	DN (Dr) phone patient within 4 Hrs	33	17	37	27	36	35	31	34	33	23	23	33	53
NHS Lothian	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	10	9	10	8	5	13	10	9	10	10	10	14	12
NHS Lothian	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1	1			1	1	1	3	2	3	1	3	1
NHS Lothian	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	9	2	6	5	9	5	6	4	6	6	4	4	7
NHS Lothian	PCARE	Home Visit within 1 Hr	25	32	23	24	23	28	29	28	23	30	32	33	42
NHS Lothian	PCARE	Home Visit within 2 Hrs	65	67	63	56	59	71	59	64	53	67	80	79	84
NHS Lothian	PCARE	Home Visit within 4 Hrs	73	86	77	96	102	103	105	94	75	102	80	97	121
NHS Lothian	PCARE	In-Hours Action: Patient to Own GP within 4 hr						95							
NHS Lothian	PCARE	PCEC within 1 Hr	126	123	122	143	124	150	159	153	148	147	136	138	146
NHS Lothian	PCARE	PCEC within 2 Hrs	247	253	252	248	269	283	301	301	293	306	322	301	304
NHS Lothian	PCARE	PCEC within 4 Hrs	724	776	718	868	804	836	827	881	860	833	876	915	1,088
NHS Lothian	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	211	218	256	230	264	126	241	195	221	203	184	181	249
NHS Lothian	PCARE	Pt advised to contact practice - For Information Only	26	32	12	27	32	19	32	27	25	23	17	22	18
NHS Lothian	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	23	19	22	19	23	32	41	26	23	27	22	26	21
NHS Lothian	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	87	112	87	110	121	113	95	82	84	96	87	87	65
NHS Lothian	PCARE	Routine Appointment with GP						2							
NHS Lothian	PCARE	Speak to clinician within 1 Hr	64	46	43	50	58	67	64	66	65	54	62	43	78
NHS Lothian	PCARE	Speak to clinician within 2 Hrs	71	63	93	73	86	91	87	76	91	67	78	77	108
NHS Lothian	PCARE	Speak to clinician within 4 Hrs	243	219	242	231	194	213	234	246	234	215	210	217	292
NHS Lothian	PCARE	Transport to PCEC within 2 Hrs	3	1	2	1	1	2	1		2		2	2	
NHS Lothian	PCARE	Transport to PCEC within 4 hrs	1	4	3	1	2	4	2	1	1	2	2	2	1
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	238	256	252	297	319	300	288	278	317	299	292	262	312

Table 3

Health Board	Care Group	Endpoint	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	24/12/2023
NHS Lothian	SCARE	Patient advised to go to A&E	389	367	415	362	353	398	402	381	437	414	328	352	359
NHS Lothian	SCARE	Patient advised to go to A&E		2	1	1	2		1	3	2	5	1	1	3
NHS Lothian	SCARE	Patient sent to A&E via Ambulance within 1 Hr	34	28	29	33	20	29	27	27	24	29	32	23	29
NHS Lothian	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	389	351	409	376	357	387	420	363	351	358	379	338	321
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	71	73	55	42	60	62	72	43	61	38	49	45	48
NHS Lothian	SCARE	Speak to clinician within 4 Hrs	135	141	107	122	136	140	154	143	126	102	122	103	134
NHS Lothian	SLFC_NPA	Contact Breathing Space								1		1	1		
NHS Lothian	SLFC_NPA	Contact Midwife						1							
NHS Lothian	SLFC_NPA	Contact Optician						2							
NHS Lothian	SLFC_NPA	Contact Pharmacist						3							
NHS Lothian	SLFC_NPA	Contact Police						1							
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	1	4	2	2	1	3	3	1	3	3	2		1
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	238	214	232	231	207	236	208	232	223	193	223	230	299
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1	3	4	5	1	1	1	2	1	4	5		4
NHS Lothian	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	12	10	14	15	11	8	11	5	10	6	9	4	19
NHS Lothian	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	2	3	3	3	4	4	6	2	7	2	2	3	6
NHS Lothian	SLFC_NPA	Dental Nurse - Self Care	5	6	4	7	1	3	5	5	3	3	2	3	4
NHS Lothian	SLFC_NPA	Distress Brief Intervention	15	23	18	13	21	30	15	20	20	17	22	24	15
NHS Lothian	SLFC_NPA	For Information Only	97	103	97	104	98	102	106	119	86	84	97	108	123
NHS Lothian	SLFC_NPA	Not Assessed / Triage Refused						28							
NHS Lothian	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	2		1	1			4				3	1	1
NHS Lothian	SLFC_NPA	Patient given self care advice - For Information Only	372	364	315	384	409	408	416	387	383	347	382	324	366
NHS Lothian	SLFC_NPA	Pt advised to contact Dentist - For Information Only		1	2	1	2		4	2	1	3	2	1	4
NHS Lothian	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only	3	1	2		1		1		1				2
NHS Lothian	SLFC_NPA	Pt advised to contact Midwife - For Information Only	8	7	13	8	15	15	10	20	13	11	11	9	11
NHS Lothian	SLFC_NPA	Pt advised to contact Optician - For Information Only	17	13	15	14	8	10	11	8	14	8	9	6	12
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	83	52	62	61	70	60	63	57	57	59	75	69	99
NHS Lothian	SLFC_NPA	Pt advised to contact Police - For Information Only	13	11	6	17	9	12	6	12	9	14	8	13	6
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			2	
NHS Lothian	SLFC_NPA	Self Care						33							
NHS Lothian	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	13	15	25	20	23	11	15	13	24	16	12	15	12
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			

Table 3

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

Table 3

Health Board	Care Group	Endpoint	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	24/12/2023
NHS Shetland	PCARE	DN (Dr) phone patient within 4 Hrs	1		2			3	4	2	4	2	1	4	2
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	2	1	1	1		
NHS Shetland	PCARE	Home Visit within 2 Hrs		3	1	1	1	1		3	3	1	1		
NHS Shetland	PCARE	Home Visit within 4 Hrs		2		2	2	3	4	2	1			3	2
NHS Shetland	PCARE	PCEC within 1 Hr	1		1	2	2	1	2		2	1	2		2
NHS Shetland	PCARE	PCEC within 2 Hrs	3	3	4	2	1	5	3	6	2	3	3	1	3
NHS Shetland	PCARE	PCEC within 4 Hrs	4	5	11	6	8	5	8	11	7	6	13	11	13
NHS Shetland	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	1	2	1	3		2		2	1	1	1	2	3
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		2								
NHS Shetland	PCARE	Pt advised to contact practice within 36 Hrs - Info Only		2			1			3				1	1
NHS Shetland	PCARE	Speak to clinician within 1 Hr	1	3		1	2	2							1
NHS Shetland	PCARE	Speak to clinician within 2 Hrs	5				2	2	4	2	1	2		4	1
NHS Shetland	PCARE	Speak to clinician within 4 Hrs	2	7	1	3	2	4	5	1	4	2		2	4
NHS Shetland	SCARE	999 contacted - For information only	5	3	6	4	8	6	10	1	4	3	2	5	3
NHS Shetland	SCARE	Patient advised to go to A&E	4	3	1	6	6	2	2	2	5	2	3	4	3
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	2		2	1		2	2		
NHS Shetland	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	1		1		1		1	2		2			1
NHS Shetland	SCARE	Speak to clinician 2 Hrs				1							1		
NHS Shetland	SCARE	Speak to clinician within 4 Hrs								1		2			2
NHS Shetland	SLFC_NPA	Distress Brief Intervention	1	1			1							1	
NHS Shetland	SLFC_NPA	For Information Only	1	1		2	1	4	1	1		1			
NHS Shetland	SLFC_NPA	Hub to arrange appointment within 24 hours	2	3		1	3	2	1	7	2	2	3	3	4
NHS Shetland	SLFC_NPA	Hub to arrange contact with Clinician within 1 hour					1		1						1
NHS Shetland	SLFC_NPA	Patient advised to contact registered GDP - Info Only	1	2		1							1	2	
NHS Shetland	SLFC_NPA	Patient given self care advice - For Information Only	6	4	5	2	3	3	4	3		6	3	2	6
NHS Shetland	SLFC_NPA	Patient given self care dental advice - For Information Only							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	10	13	16	19	12	8	16	11	10	12	7	10	14
NHS TAYSIDE	PCARE	CPN (Dr) to phone patient within 2 Hrs	27	30	29	30	28	16	22	14	22	17	17	17	18
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 1 Hr	6	2	6	4	8	3	11	4	8	6	4	3	5

Table 3

Health Board	Care Group	Endpoint	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	24/12/2023
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 2 Hrs	18	10	15	12	18	13	13	17	18	5	8	6	7
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 4 Hrs	44	31	50	38	39	50	43	42	51	37	37	33	32
NHS TAYSIDE	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	1	6	1	1	2	3	1	2	7	2	1		
NHS TAYSIDE	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)												1	1
NHS TAYSIDE	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	7	1	6	2	1	7		3		3	5		3
NHS TAYSIDE	PCARE	Home Visit within 1 Hr	23	15	22	13	11	13	6	9	12	10	8	16	17
NHS TAYSIDE	PCARE	Home Visit within 2 Hrs	41	27	37	39	25	31	40	39	26	39	45	35	41
NHS TAYSIDE	PCARE	Home Visit within 4 Hrs	52	54	59	54	47	42	51	47	47	58	52	54	53
NHS TAYSIDE	PCARE	PCEC within 1 Hr	89	85	106	64	79	83	121	110	82	87	115	105	103
NHS TAYSIDE	PCARE	PCEC within 2 Hrs	131	132	163	134	114	124	149	156	151	125	131	171	159
NHS TAYSIDE	PCARE	PCEC within 4 Hrs	366	348	475	319	320	316	384	350	371	336	374	407	484
NHS TAYSIDE	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	69	65	56	76	52	75	87	77	76	69	58	73	64
NHS TAYSIDE	PCARE	Pt advised to contact practice - For Information Only	7	12	5	17	7	2	13	10	11	9	5	11	5
NHS TAYSIDE	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	7	4	4	8	13	12	12	9	10	12	12	10	11
NHS TAYSIDE	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	36	24	42	27	36	43	43	34	41	31	32	36	28
NHS TAYSIDE	PCARE	Speak to clinician within 1 Hr	28	30	37	22	27	40	39	29	30	23	17	26	35
NHS TAYSIDE	PCARE	Speak to clinician within 2 Hrs	27	41	45	28	37	34	35	34	30	33	32	28	50
NHS TAYSIDE	PCARE	Speak to clinician within 4 Hrs	112	128	141	110	107	73	111	95	83	86	104	66	131
NHS TAYSIDE	PCARE	Transport to PCEC within 1 Hr				1			1		1				
NHS TAYSIDE	PCARE	Transport to PCEC within 2 Hrs	1	2	2	1			1	1				1	
NHS TAYSIDE	PCARE	Transport to PCEC within 4 hrs	1	1	3			2	4	2		2			3
NHS TAYSIDE	PCARE	Triage refused therefore Dr requested to phone patient		2		1									
NHS TAYSIDE	SCARE	999 contacted - For Information Only						1							
NHS TAYSIDE	SCARE	999 contacted - For information only	132	164	156	169	169	163	190	142	162	160	161	159	149
NHS TAYSIDE	SCARE	Patient advised to go to A&E	82	73	110	91	88	101	94	100	103	86	80	74	66
NHS TAYSIDE	SCARE	Patient advised to go to A&E	1	3			1	2	1	3	1	2		1	3
NHS TAYSIDE	SCARE	Patient sent to A&E via Ambulance within 1 Hr	9	13	16	15	18	17	10	10	12	10	12	11	13
NHS TAYSIDE	SCARE	Patient suitable for MIU 4hr - Flow Hub to arrange	87	80	82	60	73	103	100	93	98	84	93	88	102
NHS TAYSIDE	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	7	2	6	4	1	4	2	2	2	4	7	1	
NHS TAYSIDE	SCARE	Speak to clinician 2 Hrs	22	26	27	14	31	18	27	12	26	21	16	19	12
NHS TAYSIDE	SCARE	Speak to clinician within 4 Hrs	49	40	70	46	48	53	58	45	49	44	39	36	39
NHS TAYSIDE	SLFC_NPA	Contact Breathing Space			1		1								
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour					1	3	1			2	2	1	1
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	120	131	139	126	110	112	147	119	115	109	132	119	181
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour		2	3	1	1	1	2		1				1
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	6	5	9	3	4	2	3	8	5	7		4	6
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Routine Contact with Dentist		4	2	3	2	1	1		2		1	3	5
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Self Care	5	2	4		1	3	1	2	2	4	3	5	4

Table 3

Health Board	Care Group	Endpoint	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	24/12/2023
NHS TAYSIDE	SLFC_NPA	Distress Brief Intervention	10	1	11	6	10	8	3	10	5	5	9	10	7
NHS TAYSIDE	SLFC_NPA	For Information Only	64	55	56	51	54	60	65	38	52	43	70	67	46
NHS TAYSIDE	SLFC_NPA	Hub to arrange appointment within 24 hours			1										
NHS TAYSIDE	SLFC_NPA	Patient advised to contact CPN Team - For Info Only		1	1	2	2			1			1	1	
NHS TAYSIDE	SLFC_NPA	Patient given self care advice - For Information Only	137	164	166	163	174	155	143	170	142	132	127	142	144
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Dentist - For Information Only			2						1	1			1
NHS TAYSIDE	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only											1		1
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Midwife - For Information Only	2	2	8	2	7		5	1	1	2	2	2	1
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Optician - For Information Only	6	3	7	4	3	2	4	3	4	2	2	2	3
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only											1		1
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	13	21	18	23	17	33	30	19	23	29	27	34	40
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Police - For Information Only	6	3	3	4	5	3	5		4	7	5	10	5
NHS TAYSIDE	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	13	12	14	10	9	8	5	7	9	6	12	13	7
NHS TAYSIDE	Not assigned	Not assigned													1
NHS Western Isles	PCARE	CPN (Dr) to phone patient within 1 Hr	1	1						1				1	
NHS Western Isles	PCARE	CPN (Dr) to phone patient within 2 Hrs		1		2					2		2	2	
NHS Western Isles	PCARE	DN (Dr) phone patient within 1 Hr			1					1		2	2		2
NHS Western Isles	PCARE	DN (Dr) phone patient within 2 Hrs			1			1							
NHS Western Isles	PCARE	DN (Dr) phone patient within 4 Hrs				1	2	1				3		2	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	2	3	1		1	2		1			1		1
NHS Western Isles	PCARE	Home Visit within 2 Hrs	2	1	4	2	3	6	2	1	2	1		2	
NHS Western Isles	PCARE	Home Visit within 4 Hrs	3	3	6	6	1	5	3	8	3	2	5	3	3
NHS Western Isles	PCARE	PCEC within 1 Hr	2	3	2	4	2	6	2	6	4	2	4	2	4
NHS Western Isles	PCARE	PCEC within 2 Hrs	2	5	4	4	5	5	11	7	3	8	6	7	7
NHS Western Isles	PCARE	PCEC within 4 Hrs	13	9	15	12	7	16	9	18	16	11	12	17	18
NHS Western Isles	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	1	2	6	2	2	2	3	2	3	5	2	1	2
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	1
NHS Western Isles	PCARE	Speak to clinician within 2 Hrs		2	1	2	1	2	2		2	4	2	1	1
NHS Western Isles	PCARE	Speak to clinician within 4 Hrs	7	6	6	6	2	3	6	1	3	2	5	1	5
NHS Western Isles	PCARE	Transport to PCEC within 4 hrs										1		1	
NHS Western Isles	SCARE	999 contacted - For information only	5	9	7	11	7	16	8	6	6	4	9	5	11
NHS Western Isles	SCARE	Patient advised to go to A&E	4	3	7	6	4	4	11	5	3	7	5	7	4
NHS Western Isles	SCARE	Patient sent to A&E via Ambulance within 1 Hr	1		1			1	1	1	1			2	

Table 3

Health Board	Care Group	Endpoint	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	24/12/2023
NHS Western Isles	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	2	2	1	1	3	6	1	3	1	7	1	2	4
NHS Western Isles	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	3			1	4	1				1	3	1	
NHS Western Isles	SCARE	Speak to clinician 2 Hrs				2		2	1	1	2		1		2
NHS Western Isles	SCARE	Speak to clinician within 4 Hrs	2	2		2	1	1		1	1			3	1
NHS Western Isles	SLFC_NPA	Distress Brief Intervention		1						1	1				
NHS Western Isles	SLFC_NPA	For Information Only	3		1	1	2	1	6	5		1			2
NHS Western Isles	SLFC_NPA	Hub to arrange appointment within 24 hours	6	2	2	5	3	7	5	5	2	2	3	1	3
NHS Western Isles	SLFC_NPA	Hub to arrange contact with Clinician within 1 hour										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	4
NHS Western Isles	SLFC_NPA	Patient given self care dental advice - For Information Only				1									
NHS Western Isles	SLFC_NPA	Pt advised to contact Optician - For Information Only							1						1
NHS Western Isles	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	1			1				2			1	1	
NHS Western Isles	SLFC_NPA	Triage refused - Pt terminated call - For Information Only				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	1
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	18	17	11	14	18	20	10	20	21	9	12	18	22

**Table 4**

Care Group	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	24/12/2023
PCARE	14,449	12,660	13,177	13,094	12,839	13,114	13,890	13,552	13,176	12,660	12,892	13,282	15,897
SCARE	6,669	6,471	6,410	6,460	6,451	6,921	7,055	6,632	6,748	6,499	6,423	5,849	6,009
SLFC_NPA	5,531	4,955	4,840	5,167	5,179	5,135	5,332	5,127	4,874	4,678	4,837	4,762	5,754
Not assigned	19	20	12	14	19	21	10	20	23	9	13	23	24
<b>Total</b>	<b>26,668</b>	<b>24,106</b>	<b>24,439</b>	<b>24,735</b>	<b>24,488</b>	<b>25,191</b>	<b>26,287</b>	<b>25,331</b>	<b>24,821</b>	<b>23,846</b>	<b>24,165</b>	<b>23,916</b>	<b>27,684</b>

Care Group	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	24/12/2023
PCARE	54.18%	52.52%	53.92%	52.94%	52.43%	52.06%	52.84%	53.50%	53.08%	53.09%	53.35%	55.54%	57.42%
SCARE	25.01%	26.84%	26.23%	26.12%	26.34%	27.47%	26.84%	26.18%	27.19%	27.25%	26.58%	24.46%	21.71%
SLFC_NPA	20.74%	20.56%	19.80%	20.89%	21.15%	20.38%	20.28%	20.24%	19.64%	19.62%	20.02%	19.91%	20.78%
Not assigned	0.07%	0.08%	0.05%	0.06%	0.08%	0.08%	0.04%	0.08%	0.09%	0.04%	0.05%	0.10%	0.09%



**Graphs**

