

## 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: 05/11/2023 to 28/01/2024

### 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	01/01/2024	02/01/2024	03/01/2024	04/01/2024	05/01/2024	06/01/2024	07/01/2024	08/01/2024	09/01/2024	10/01/2024	11/01/2024	12/01/2024	13/01/2024	14/01/2024	15/01/2024	16/01/2024	17/01/2024	18/01/2024	19/01/2024	20/01/2024	21/01/2024	22/01/2024	23/01/2024	24/01/2024	25/01/2024	26/01/2024	27/01/2024	28/01/2024
Overall Call Volume	8,741	11,369	3,818	3,381	3,729	8,229	7,295	3,455	3,145	3,130	2,991	3,194	7,337	6,884	3,216	3,126	3,075	3,075	3,424	7,620	7,427	3,563	3,542	3,223	3,289	3,435	7,789	7,834
Overall Calls Connected	5,710	8,813	3,071	2,523	2,996	6,480	6,055	2,910	2,729	2,513	2,405	2,599	6,290	5,960	2,728	2,672	2,429	2,563	2,664	5,981	5,960	2,960	3,109	2,813	2,756	2,576	5,789	5,949
Caller Disconnected	1.63%	0.73%	0.41%	0.59%	0.68%	0.78%	0.45%	0.28%	0.07%	0.19%	0.32%	0.24%	0.17%	0.28%	0.07%	0.15%	0.47%	0.39%	0.33%	0.55%	0.31%	0.13%	0.17%	0.14%	0.18%	0.48%	0.63%	0.68%
Overall Avg Patient Journey Time	01:08:27	00:52:59	00:33:56	00:41:57	00:34:47	00:55:48	00:44:40	00:28:55	00:26:56	00:30:05	00:31:59	00:32:35	00:38:51	00:39:51	00:30:49	00:28:43	00:32:41	00:30:10	00:33:33	00:48:03	00:46:35	00:29:29	00:27:16	00:27:24	00:28:38	00:37:07	00:47:06	00:49:14
Tagged at First Contact %	90.47%	91.53%	99.08%	97.30%	94.12%	90.93%	93.67%	98.45%	97.96%	98.20%	98.43%	95.71%	91.88%	93.81%	98.51%	98.20%	98.89%	99.11%	96.09%	90.88%	92.92%	99.30%	98.98%	99.65%	98.29%	97.69%	92.36%	93.23%
Median Time to Answer	00:35:00	00:35:27	00:06:11	00:06:54	00:09:52	00:30:25	00:14:16	00:03:26	00:03:07	00:08:27	00:08:28	00:07:07	00:09:15	00:08:48	00:03:44	00:02:41	00:11:44	00:01:31	00:08:59	00:24:24	00:17:58	00:02:57	00:03:42	00:04:45	00:05:30	00:09:43	00:24:16	00:28:16
90th Percentile Time to Answer	02:14:52	01:04:26	00:42:00	01:25:02	00:42:11	01:26:08	01:14:04	00:29:49	00:23:15	00:24:24	00:26:43	00:38:28	00:31:36	00:44:39	00:24:38	00:22:03	00:33:30	00:39:22	00:39:04	01:00:31	01:05:38	00:34:10	00:15:53	00:16:20	00:26:22	00:56:04	00:54:09	01:09:27

**Table 2**

Week Ending Date	05/11/2023	12/11/2023	19/11/2023	26/11/2023	03/12/2023	10/12/2023	17/12/2023	24/12/2023	31/12/2023	07/01/2024	14/01/2024	21/01/2024	28/01/2024
Overall Call Volume	30,846	31,671	31,962	31,034	30,052	33,233	33,313	36,284	46,481	46,562	30,136	31,163	32,665
Overall Calls Connected	26,623	27,674	26,636	26,178	25,100	25,298	25,127	29,410	35,770	35,648	25,406	24,997	25,952
Caller Discontinued	0.12%	0.13%	0.29%	0.19%	0.25%	0.61%	0.55%	0.43%	0.69%	0.81%	0.22%	0.35%	0.42%
Overall Avg Patient Journey Time	00:30:40	00:30:39	00:35:10	00:33:10	00:33:33	00:41:04	00:43:34	00:41:55	00:45:27	00:51:16	00:34:26	00:38:60	00:38:41
Triaged at First Contact %	95.88%	95.94%	95.39%	95.81%	95.60%	95.94%	95.17%	93.44%	92.18%	92.83%	95.30%	95.08%	96.01%
Median Time to Answer	00:04:35	00:02:49	00:07:51	00:07:26	00:07:35	00:16:22	00:21:05	00:08:40	00:15:08	00:20:53	00:07:28	00:12:18	00:12:08
90th Percentile Time to Answer	00:26:33	00:25:59	00:37:21	00:28:18	00:31:04	00:53:03	00:59:28	01:07:58	01:12:48	01:21:14	00:31:37	00:50:34	00:50:35

Table 3

Health Board	Care Group	Endpoint	05/11/2023	12/11/2023	19/11/2023	26/11/2023	03/12/2023	10/12/2023	17/12/2023	24/12/2023	31/12/2023	07/01/2024	14/01/2024	21/01/2024	28/01/2024
NHS Ayrshire & Arran	PCARE	CPN (Dr) to phone patient within 1 Hr	6	15	14	7	15	20	5	10	13	18	13	9	9
NHS Ayrshire & Arran	PCARE	CPN (Dr) to phone patient within 2 Hrs	26	30	15	15	11	16	18	28	34	21	17	23	10
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 1 Hr	1	2	3	4	4	1	1	1	4	1	1	3	2
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 2 Hrs	2			2	3	3	2	7	2	2	3	1	2
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 4 Hrs	3	6	3	1	3	4	2	2	6	6	3	5	3
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	6	3	5	4	4	2	2	5	5	4	4	5	3
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	2		1	1				1	1		1		
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	1	1	4	3	3	5	3	3	2	4	3	6	3
NHS Ayrshire & Arran	PCARE	Home Visit within 1 Hr	17	18	22	16	14	9	13	12	30	15	16	6	11
NHS Ayrshire & Arran	PCARE	Home Visit within 2 Hrs	33	33	28	42	30	47	30	34	61	57	26	34	48
NHS Ayrshire & Arran	PCARE	Home Visit within 4 Hrs	49	40	51	42	47	49	44	55	78	64	49	40	56
NHS Ayrshire & Arran	PCARE	PCEC within 1 Hr	68	53	74	64	55	51	63	60	103	98	56	57	43
NHS Ayrshire & Arran	PCARE	PCEC within 12 Hrs									2				
NHS Ayrshire & Arran	PCARE	PCEC within 2 Hrs	108	128	132	137	126	126	135	135	178	200	123	113	117
NHS Ayrshire & Arran	PCARE	PCEC within 4 Hrs	304	376	341	297	309	356	379	434	712	651	328	349	309
NHS Ayrshire & Arran	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	60	66	63	77	74	66	47	71	66	45	62	70	69
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice - For Information Only	7	5	7	8	6	8	6	5	11	19	2	10	6
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	11	10	2	3	8	7	12	11	8	11	7	8	12
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	46	41	38	30	29	30	35	24	40	45	28	32	44
NHS Ayrshire & Arran	PCARE	Speak to clinician within 1 Hr	36	24	19	25	27	27	27	27	22	36	22	24	26
NHS Ayrshire & Arran	PCARE	Speak to clinician within 2 Hrs	33	36	37	29	30	30	41	30	34	39	29	28	28
NHS Ayrshire & Arran	PCARE	Speak to clinician within 4 Hrs	92	87	84	97	75	89	86	117	179	144	89	96	79
NHS Ayrshire & Arran	PCARE	Triage refused therefore Dr requested to phone patient		1											
NHS Ayrshire & Arran	SCARE	999 contacted - For Information Only	1										1		
NHS Ayrshire & Arran	SCARE	999 contacted - For information only	147	151	138	136	158	134	123	139	153	157	123	123	120
NHS Ayrshire & Arran	SCARE	Patient advised to go to A&E	140	118	134	138	131	122	121	114	131	149	112	120	136
NHS Ayrshire & Arran	SCARE	Patient advised to go to A&E	1		1	1	1		1	1	1			1	2
NHS Ayrshire & Arran	SCARE	Patient sent to A&E via Ambulance within 1 Hr	5	16	14	7	11	14	14	14	11	14	12	16	11
NHS Ayrshire & Arran	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	82	83	68	68	61	73	66	67	44	70	58	64	54
NHS Ayrshire & Arran	SCARE	Speak to clinician 2 Hrs	16	15	22	18	17	11	12	8	9	12	16	16	22
NHS Ayrshire & Arran	SCARE	Speak to clinician within 4 Hrs	44	37	42	45	32	25	35	35	36	40	39	43	36
NHS Ayrshire & Arran	SLFC_NPA	Contact Breathing Space					1								
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	1					2	3	1	3	1	1		
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	98	128	109	98	109	81	106	118	181	141	90	100	98
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1	1		1			1	3	3	4		2	
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	6	7	2	2	7	3	4	6	6	6	5	4	6
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1			1	1		1	2	1	1	1		

Table 3

Health Board	Care Group	Endpoint	05/11/2023	12/11/2023	19/11/2023	26/11/2023	03/12/2023	10/12/2023	17/12/2023	24/12/2023	31/12/2023	07/01/2024	14/01/2024	21/01/2024	28/01/2024
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Self Care	1	3	2		3	2	1	2	3	1	2	2	
NHS Ayrshire & Arran	SLFC_NPA	Distress Brief Intervention	10	5	7	8	5	6	4	6	11	12	5	10	8
NHS Ayrshire & Arran	SLFC_NPA	For Information Only	37	46	39	36	32	50	35	48	50	48	47	36	39
NHS Ayrshire & Arran	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	1	1	1	2	2	1	1	3	1		1	1	
NHS Ayrshire & Arran	SLFC_NPA	Patient given self care advice - For Information Only	124	190	158	154	142	133	107	161	185	153	120	150	154
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Dentist - For Information Only		2	1	1					1	1		1	1
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only					1							1	
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Midwife - For Information Only	1	3	5	1	3	2	4	3	3	5	1	2	1
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Optician - For Information Only	4			1	4		2		2	4	4	2	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	13	14	20	14	25	25	23	22	45	42	16	22	25
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Police - For Information Only	3	5	6	1	5	2	4	5	4	3	5	3	2
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information													1
NHS Ayrshire & Arran	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	8	6	5	6	10	8	10	6	9	7	6	10	15
NHS Borders	PCARE	CPN (Dr) to phone patient within 1 Hr	3	2	1	3	5	2		1	2	2	5	4	
NHS Borders	PCARE	CPN (Dr) to phone patient within 2 Hrs	4	5		6	10	4	5	3	5	8	3	10	6
NHS Borders	PCARE	DN (Dr) phone patient within 1 Hr	1	4	3	2	6	1	3	4	3	3	3	1	2
NHS Borders	PCARE	DN (Dr) phone patient within 2 Hrs	2	4	5	4	5	5	2	8	5	5	4	3	8
NHS Borders	PCARE	DN (Dr) phone patient within 4 Hrs	17	16	13	14	15	10	11	14	14	22	10	14	9
NHS Borders	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	3	1	2	2	1			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	5	6		6	4	5	3	4	7	3	6	3
NHS Borders	PCARE	Home Visit within 2 Hrs	10	11	9	8	14	8	6	15	18	13	8	13	13
NHS Borders	PCARE	Home Visit within 4 Hrs	13	21	14	14	14	22	12	15	23	18	14	17	11
NHS Borders	PCARE	PCEC within 1 Hr	10	18	16	14	19	10	11	18	28	20	16	15	15
NHS Borders	PCARE	PCEC within 2 Hrs	28	38	21	28	17	18	30	23	37	53	30	24	28
NHS Borders	PCARE	PCEC within 4 Hrs	53	76	52	50	56	77	69	93	151	142	72	59	81
NHS Borders	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	23	26	27	24	17	18	22	28	10	17	21	21	22
NHS Borders	PCARE	Pt advised to contact practice - For Information Only	2	2	3	1	3	2	3	1	2	2		2	1
NHS Borders	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	3	4	1	2	2	3	3	1	3	3	1	3	1
NHS Borders	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	10	15	5	10	6	7	12	5	7	14	7	4	9
NHS Borders	PCARE	Speak to clinician within 1 Hr	8	6	7	6	3	6	9	7	8	8	5	7	13
NHS Borders	PCARE	Speak to clinician within 2 Hrs	8	10	2	7	12	4	6	14	17	11	3	8	6
NHS Borders	PCARE	Speak to clinician within 4 Hrs	16	22	18	17	17	17	16	24	30	41	21	15	19
NHS Borders	SCARE	999 contacted - For information only	37	42	39	31	31	47	32	45	47	50	40	42	37
NHS Borders	SCARE	Patient advised to go to A&E	36	30	31	35	36	32	25	28	31	36	33	44	40
NHS Borders	SCARE	Patient advised to go to A&E	1	2				1		1	1				1

Table 3

Health Board	Care Group	Endpoint	05/11/2023	12/11/2023	19/11/2023	26/11/2023	03/12/2023	10/12/2023	17/12/2023	24/12/2023	31/12/2023	07/01/2024	14/01/2024	21/01/2024	28/01/2024
NHS Borders	SCARE	Patient sent to A&E via Ambulance within 1 Hr	6	4	7	6	3	2	2	5	10	4	5	4	3
NHS Borders	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only												1	
NHS Borders	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	31	41	31	50	35	49	41	26	22	24	43	33	32
NHS Borders	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub			1										
NHS Borders	SCARE	Speak to clinician 2 Hrs	3	18	15	11	6	5	4	5	5	7	6	6	7
NHS Borders	SCARE	Speak to clinician within 4 Hrs	13	16	10	14	6	11	8	6	11	15	18	11	11
NHS Borders	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	23	21	29	25	28	25	34	32	34	49	22	22	20
NHS Borders	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1		1	1				3					
NHS Borders	SLFC_NPA	Dental Nurse - Not Triage/Assessed	3	1	2	3	2		1	2	2	2		1	1
NHS Borders	SLFC_NPA	Dental Nurse - Routine Contact with Dentist								1				1	
NHS Borders	SLFC_NPA	Dental Nurse - Self Care		1			1		1				1		
NHS Borders	SLFC_NPA	Distress Brief Intervention		2	1	2	1	3	2	1	2	5	4	2	1
NHS Borders	SLFC_NPA	For Information Only	13	9	11	15	10	12	12	12	14	10	7	14	7
NHS Borders	SLFC_NPA	Patient given self care advice - For Information Only	47	48	39	28	37	35	30	35	47	28	43	43	31
NHS Borders	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only													1
NHS Borders	SLFC_NPA	Pt advised to contact Midwife - For Information Only	2	1	2			1		2	1	3		1	1
NHS Borders	SLFC_NPA	Pt advised to contact Optician - For Information Only	4	2	4	3	1	1		3	1	1	1	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	2	1	2	4	5	3	3	8	9	5	6	4	4
NHS Borders	SLFC_NPA	Pt advised to contact Police - For Information Only	2	1		1	3	2	1	3		1		1	3
NHS Borders	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	2	4	2	3	4				1	4	1	2	1
NHS Dumfries & Gallo	PCARE	CPN (Dr) to phone patient within 1 Hr	1	1		3	2	1	1	1	2	4	4		1
NHS Dumfries & Gallo	PCARE	CPN (Dr) to phone patient within 2 Hrs	3	8	7	2	3	4	4	3	7	11	5	3	9
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 1 Hr	3	4	8	3	1		1		1	1	3		2
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 2 Hrs	2	4	7	7	5	6	4	1	11	7	4	3	2
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 4 Hrs	22	14	10	18	20	16	15	18	25	24	16	13	14
NHS Dumfries & Gallo	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)		2		3	1	2		1	2	1	2		2
NHS Dumfries & Gallo	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)			1				1		1		1		
NHS Dumfries & Gallo	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	1			1					2			1	
NHS Dumfries & Gallo	PCARE	Home Visit within 1 Hr	4	4	4	9	4	7	2	2	4	9	5	3	4
NHS Dumfries & Gallo	PCARE	Home Visit within 2 Hrs	23	10	12	15	18	13	5	12	19	19	13	8	11
NHS Dumfries & Gallo	PCARE	Home Visit within 4 Hrs	11	11	17	8	13	21	14	18	31	21	14	18	18
NHS Dumfries & Gallo	PCARE	PCEC within 1 Hr	15	14	15	19	12	14	15	24	24	32	13	18	14
NHS Dumfries & Gallo	PCARE	PCEC within 2 Hrs	38	34	30	36	30	40	28	41	50	59	22	16	21
NHS Dumfries & Gallo	PCARE	PCEC within 4 Hrs	89	83	75	67	75	75	96	141	188	191	60	70	87
NHS Dumfries & Gallo	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	11	20	19	16	23	6	11	17	10	11	15	15	15
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice - For Information Only	3	5	3	1	1	1	2	3		1	2	3	2
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	4	4	4	2	4	1	5		1	1	1	2	3

Table 3

Health Board	Care Group	Endpoint	05/11/2023	12/11/2023	19/11/2023	26/11/2023	03/12/2023	10/12/2023	17/12/2023	24/12/2023	31/12/2023	07/01/2024	14/01/2024	21/01/2024	28/01/2024
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	7	9	8	8	8	7	8	9	4	7	12	8	13
NHS Dumfries & Gallo	PCARE	Speak to clinician within 1 Hr	9	8	8	8	8	11	5	15	10	11	10	6	6
NHS Dumfries & Gallo	PCARE	Speak to clinician within 2 Hrs	15	13	7	10	5	16	11	16	14	11	11	6	7
NHS Dumfries & Gallo	PCARE	Speak to clinician within 4 Hrs	25	24	24	29	21	23	21	38	46	45	23	16	22
NHS Dumfries & Gallo	PCARE	Transport to PCEC within 1 Hr					1			1					
NHS Dumfries & Gallo	PCARE	Transport to PCEC within 2 Hrs		1								2			
NHS Dumfries & Gallo	PCARE	Transport to PCEC within 4 hrs						1			1				
NHS Dumfries & Gallo	SCARE	999 contacted - For information only	47	43	40	41	35	43	43	43	68	49	53	37	41
NHS Dumfries & Gallo	SCARE	Patient advised to go to A&E	37	35	38	29	34	41	26	35	48	40	33	24	31
NHS Dumfries & Gallo	SCARE	Patient advised to go to A&E		1		1			2		2		2		
NHS Dumfries & Gallo	SCARE	Patient sent to A&E via Ambulance within 1 Hr	4	2	9	4	3	7	3	3	4	4	3	3	6
NHS Dumfries & Gallo	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only													1
NHS Dumfries & Gallo	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	9	15	6	8	12	14	3	13	12	14	20	8	15
NHS Dumfries & Gallo	SCARE	Speak to clinician 2 Hrs	3	5	2	3	3		2	2	2	1	4	4	5
NHS Dumfries & Gallo	SCARE	Speak to clinician within 4 Hrs	12	11	9	5	5	9	6	5	7	10	5	6	9
NHS Dumfries & Gallo	SLFC_NPA	Contact Breathing Space								1					
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	49	34	27	34	41	33	37	47	88	64	42	40	44
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour			1	1		1		1			1		
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Not Triage/Assessed	1		2	2	1	1	1		5	5		2	
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Routine Contact with Dentist			1				1		1		1	2	1
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Self Care		1		1					2	1	1	1	1
NHS Dumfries & Gallo	SLFC_NPA	Distress Brief Intervention	1	1	2	2	2	1		1	1	4	2	5	2
NHS Dumfries & Gallo	SLFC_NPA	For Information Only	7	15	6	9	10	17	5	15	14	8	11	10	10
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	29	29	38	35	36	32	30	40	50	36	38	25	33
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only	1		1										
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Midwife - For Information Only		1	1	1		2	1	1	1	1		2	1
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Optician - For Information Only		1		1			2	4		2			2
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only												1	1
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	4	1	6	4	4	5	6	11	5	18	4	5	7
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Police - For Information Only	1	1		1						5	1		1
NHS Dumfries & Gallo	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	5		4	1	3	1	1	3	1	2	6	3	8
NHS Fife	PCARE	CPN (Dr) to phone patient within 1 Hr	18	18	16	14	19	14	8	16	9	18	19	10	16
NHS Fife	PCARE	CPN (Dr) to phone patient within 2 Hrs	15	18	26	28	15	29	22	22	31	34	20	19	25
NHS Fife	PCARE	DN (Dr) phone patient within 1 Hr	6	10	7	2	8	5	6	7	9	7	9	7	6
NHS Fife	PCARE	DN (Dr) phone patient within 2 Hrs	7	7	11	10	11	16	10	11	16	14	12	15	17
NHS Fife	PCARE	DN (Dr) phone patient within 4 Hrs	25	40	38	35	46	29	35	50	50	46	35	36	34
NHS Fife	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2	6		4		2	1	4	10		5	4	2



Table 3

Health Board	Care Group	Endpoint	05/11/2023	12/11/2023	19/11/2023	26/11/2023	03/12/2023	10/12/2023	17/12/2023	24/12/2023	31/12/2023	07/01/2024	14/01/2024	21/01/2024	28/01/2024
NHS Fife	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1					1		1	1		1		
NHS Fife	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	1	2	1	1	3	5	2	4	1	8	5	3	5
NHS Fife	PCARE	Home Visit within 1 Hr	14	14	15	18	16	14	21	15	24	23	10	14	12
NHS Fife	PCARE	Home Visit within 2 Hrs	41	40	46	30	30	38	48	38	46	53	43	26	41
NHS Fife	PCARE	Home Visit within 4 Hrs	49	42	56	43	53	42	46	45	90	87	46	46	47
NHS Fife	PCARE	PCEC within 1 Hr	67	90	73	79	74	57	76	70	79	97	68	77	75
NHS Fife	PCARE	PCEC within 2 Hrs	140	149	135	131	98	121	137	139	200	202	127	140	127
NHS Fife	PCARE	PCEC within 4 Hrs	378	335	316	327	304	324	360	481	662	704	340	341	324
NHS Fife	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	76	86	75	69	89	82	76	96	51	71	71	76	92
NHS Fife	PCARE	Pt advised to contact practice - For Information Only	8	13	8	8	8	6	18	12	9	11	8	12	6
NHS Fife	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	13	17	15	7	5	9	6	16	13	13	10	18	14
NHS Fife	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	37	28	36	26	38	34	32	28	26	39	35	36	44
NHS Fife	PCARE	Speak to clinician within 1 Hr	28	34	20	23	23	21	19	27	40	29	23	30	27
NHS Fife	PCARE	Speak to clinician within 2 Hrs	36	45	39	42	32	46	37	38	47	55	31	30	44
NHS Fife	PCARE	Speak to clinician within 4 Hrs	92	96	77	97	77	92	83	113	200	154	81	88	91
NHS Fife	PCARE	Triage refused therefore Dr requested to phone patient			1									1	
NHS Fife	SCARE	999 contacted - For Information Only	1	1					1			1			
NHS Fife	SCARE	999 contacted - For information only	166	153	169	180	172	170	142	162	179	175	132	136	158
NHS Fife	SCARE	Patient advised to go to A&E	122	144	141	141	110	144	111	128	129	139	132	131	144
NHS Fife	SCARE	Patient advised to go to A&E	1		1			5		1		1	1	1	1
NHS Fife	SCARE	Patient sent to A&E via Ambulance within 1 Hr	9	12	5	10	14	17	8	10	12	12	13	10	13
NHS Fife	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only												1	
NHS Fife	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	86	100	89	100	105	82	81	75	74	71	76	86	76
NHS Fife	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub		1	2	1		1	2	1	1				
NHS Fife	SCARE	Speak to clinician 2 Hrs	25	20	25	14	18	17	13	16	6	19	26	17	22
NHS Fife	SCARE	Speak to clinician within 4 Hrs	39	33	37	38	37	39	40	25	37	34	37	26	35
NHS Fife	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour		1				1	1	1		1	1		1
NHS Fife	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	107	86	111	90	95	91	103	131	171	152	95	95	107
NHS Fife	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1		3	1			1	3	3	5	1	2	3
NHS Fife	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	4	2	3	9	4	4	3	10	6	7	5	2	4
NHS Fife	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1		2		1			5	3	4	2	1	1
NHS Fife	SLFC_NPA	Dental Nurse - Self Care		1	1			3	2	2	2	4	2	2	2
NHS Fife	SLFC_NPA	Distress Brief Intervention	8	14	10	9	6	4	12	9	10	10	8	9	12
NHS Fife	SLFC_NPA	For Information Only	46	49	50	52	43	51	50	70	59	60	55	32	43
NHS Fife	SLFC_NPA	Patient advised to contact CPN Team - For Info Only			3	1		2		2		2	1	1	
NHS Fife	SLFC_NPA	Patient given self care advice - For Information Only	205	195	197	160	148	168	175	195	192	201	176	172	196
NHS Fife	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1	1	2			1			2	1	1		
NHS Fife	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only						1			1				

Table 3

Health Board	Care Group	Endpoint	05/11/2023	12/11/2023	19/11/2023	26/11/2023	03/12/2023	10/12/2023	17/12/2023	24/12/2023	31/12/2023	07/01/2024	14/01/2024	21/01/2024	28/01/2024
NHS Fife	SLFC_NPA	Pt advised to contact Midwife - For Information Only	3	1		8	7	5	4	6	5	5	5	5	5
NHS Fife	SLFC_NPA	Pt advised to contact Optician - For Information Only	1	6	3	2	1	1	1	3	2	2	3	3	4
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	29	23	18	19	19	20	24	30	69	39	27	23	21
NHS Fife	SLFC_NPA	Pt advised to contact Police - For Information Only	4	8	9	1	5	3	2	5	2	7	1	3	4
NHS Fife	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information					1	1							
NHS Fife	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	9	8	8	9	8	11	14	8	5	11	11	5	12
NHS Fife	Not assigned	Not assigned							1						
NHS Forth Valley	PCARE	CPN (Dr) to phone patient within 1 Hr	8	3	7	5	12	2	7	8	7	11	2	4	5
NHS Forth Valley	PCARE	CPN (Dr) to phone patient within 2 Hrs	8	17	9	12	8	11	21	8	16	17	7	12	16
NHS Forth Valley	PCARE	DN (Dr) phone patient within 1 Hr	7	6	6	5	4	3	3	5	4	3	9	5	5
NHS Forth Valley	PCARE	DN (Dr) phone patient within 2 Hrs	13	9	10	9	10	11	13	15	10	10	15	7	13
NHS Forth Valley	PCARE	DN (Dr) phone patient within 4 Hrs	33	28	28	30	22	32	25	28	43	49	25	35	19
NHS Forth Valley	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2	4	5	10	1	4	4	2	4	4	3	2	3
NHS Forth Valley	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)							1			2	1	1	
NHS Forth Valley	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	2	4	2	4			2			5		1	1
NHS Forth Valley	PCARE	Home Visit within 1 Hr	8	4	13	7	12	10	10	5	9	17	8	7	10
NHS Forth Valley	PCARE	Home Visit within 2 Hrs	26	23	25	15	19	16	23	33	37	35	30	26	21
NHS Forth Valley	PCARE	Home Visit within 4 Hrs	29	38	27	26	32	25	30	35	57	48	25	29	34
NHS Forth Valley	PCARE	PCEC within 1 Hr	66	56	51	53	53	56	48	52	86	92	59	40	50
NHS Forth Valley	PCARE	PCEC within 12 Hrs									1				
NHS Forth Valley	PCARE	PCEC within 2 Hrs	121	103	124	96	115	106	139	116	174	147	110	112	107
NHS Forth Valley	PCARE	PCEC within 4 Hrs	264	286	300	292	257	243	297	393	542	550	257	264	295
NHS Forth Valley	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	87	86	88	96	54	64	66	93	54	66	88	79	88
NHS Forth Valley	PCARE	Pt advised to contact practice - For Information Only	12	8	11	4	9	10	8	11	6	9	7	9	6
NHS Forth Valley	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	11	6	6	2	7	2	9	13	9	12	5	9	6
NHS Forth Valley	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	31	29	42	34	28	24	25	25	23	46	37	31	25
NHS Forth Valley	PCARE	Speak to clinician within 1 Hr	16	31	19	19	16	16	15	23	25	27	17	20	13
NHS Forth Valley	PCARE	Speak to clinician within 2 Hrs	35	21	27	23	24	25	36	44	47	36	33	30	32
NHS Forth Valley	PCARE	Speak to clinician within 4 Hrs	64	60	76	78	55	74	59	107	131	101	70	55	79
NHS Forth Valley	SCARE	999 contacted - For Information Only								1					
NHS Forth Valley	SCARE	999 contacted - For information only	123	116	159	136	100	124	101	103	135	145	116	92	110
NHS Forth Valley	SCARE	Patient advised to go to A&E	159	142	153	178	179	145	153	164	148	156	128	151	170
NHS Forth Valley	SCARE	Patient advised to go to A&E			1	2							1		1
NHS Forth Valley	SCARE	Patient sent to A&E via Ambulance within 1 Hr	6	12	11	13	11	8	5	8	10	14	7	8	11
NHS Forth Valley	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	233	193	162	189	196	170	192	128	122	136	154	152	174
NHS Forth Valley	SCARE	Speak to clinician 2 Hrs	57	59	48	50	44	50	33	29	19	25	39	49	26
NHS Forth Valley	SCARE	Speak to clinician within 4 Hrs	66	79	57	60	53	48	38	42	39	50	56	56	45

Table 3

Health Board	Care Group	Endpoint	05/11/2023	12/11/2023	19/11/2023	26/11/2023	03/12/2023	10/12/2023	17/12/2023	24/12/2023	31/12/2023	07/01/2024	14/01/2024	21/01/2024	28/01/2024
NHS Forth Valley	SLFC_NPA	Contact Breathing Space							1						
NHS Forth Valley	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour									1			1	
NHS Forth Valley	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	73	48	77	46	72	59	76	87	108	99	59	71	72
NHS Forth Valley	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour		1	1	3	1		1	1		3		1	
NHS Forth Valley	SLFC_NPA	Dental Nurse - Not Triage/Assessed	3	2	3	1	2	2		6	4	7	2		2
NHS Forth Valley	SLFC_NPA	Dental Nurse - Routine Contact with Dentist			2	1	1			2	3	2		1	1
NHS Forth Valley	SLFC_NPA	Dental Nurse - Self Care	2	1	5	1	1	2	2	4		1	3		2
NHS Forth Valley	SLFC_NPA	Distress Brief Intervention	8	11	12	7	8	12	11	12	5	8	10	12	10
NHS Forth Valley	SLFC_NPA	For Information Only	34	43	38	41	46	36	34	39	49	35	25	29	32
NHS Forth Valley	SLFC_NPA	Patient given self care advice - For Information Only	112	142	125	121	107	101	126	114	140	124	101	107	114
NHS Forth Valley	SLFC_NPA	Pt advised to contact Dentist - For Information Only	2		1						1		1		2
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	1	1	5	1	3	7	4	6	1	1	6	2	1
NHS Forth Valley	SLFC_NPA	Pt advised to contact Optician - For Information Only	5	2	4	2	2	1	1	6	4	5	4	4	2
NHS Forth Valley	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only	2												
NHS Forth Valley	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	16	22	18	24	29	17	14	26	34	32	31	19	16
NHS Forth Valley	SLFC_NPA	Pt advised to contact Police - For Information Only	3	4	1	1	3	3	3	1	5	1	3	3	3
NHS Forth Valley	SLFC_NPA	Pt advised to contact appropriate service - For Info Only							1						
NHS Forth Valley	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	7	7	4	7	7	6	7	4	10	7	7	5	6
NHS Forth Valley	Not assigned	Not assigned				1		1	1						
NHS Grampian	PCARE	CPN (Dr) to phone patient within 1 Hr	7	17	11	10	17	17	11	10	17	20	15	12	19
NHS Grampian	PCARE	CPN (Dr) to phone patient within 2 Hrs	27	26	19	23	22	20	22	22	30	49	38	26	30
NHS Grampian	PCARE	DN (Dr) phone patient within 1 Hr	9	7	3	7	4	4	2	7	5	3	6	5	1
NHS Grampian	PCARE	DN (Dr) phone patient within 2 Hrs	5	9	8	10	10	4	2	5	8	6	8	7	10
NHS Grampian	PCARE	DN (Dr) phone patient within 4 Hrs	13	25	18	10	13	25	14	27	28	20	17	23	16
NHS Grampian	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	4	8	3	7	5	1	5	4	5	7	3	2	5
NHS Grampian	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)			2		2		1			1	1		1
NHS Grampian	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	2	3	4		2	3	2	3	5	1	5	3	1
NHS Grampian	PCARE	Home Visit within 1 Hr	19	20	27	24	23	20	22	31	33	24	24	14	17
NHS Grampian	PCARE	Home Visit within 2 Hrs	53	56	60	71	51	55	35	49	84	84	45	62	59
NHS Grampian	PCARE	Home Visit within 4 Hrs	66	68	70	61	75	62	61	82	135	117	59	69	64
NHS Grampian	PCARE	PCEC within 1 Hr	85	103	132	127	102	90	94	134	127	154	88	81	83
NHS Grampian	PCARE	PCEC within 2 Hrs	194	206	206	184	195	184	196	197	256	260	158	156	215
NHS Grampian	PCARE	PCEC within 4 Hrs	448	498	466	513	475	499	484	618	996	912	402	399	458
NHS Grampian	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	142	113	96	111	117	84	82	109	85	80	109	116	106
NHS Grampian	PCARE	Pt advised to contact practice - For Information Only	11	16	12	13	12	9	11	7	13	16	10	15	17
NHS Grampian	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	10	14	12	7	12	12	22	11	10	9	12	18	13
NHS Grampian	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	69	57	49	47	55	44	36	33	27	68	58	60	42

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Health Board	Care Group	Endpoint	05/11/2023	12/11/2023	19/11/2023	26/11/2023	03/12/2023	10/12/2023	17/12/2023	24/12/2023	31/12/2023	07/01/2024	14/01/2024	21/01/2024	28/01/2024
NHS Grampian	PCARE	Speak to clinician within 1 Hr	34	45	52	22	35	42	43	40	45	56	40	20	43
NHS Grampian	PCARE	Speak to clinician within 2 Hrs	46	50	44	51	48	63	57	59	64	66	48	48	47
NHS Grampian	PCARE	Speak to clinician within 4 Hrs	120	121	123	128	112	129	125	185	268	228	136	126	131
NHS Grampian	PCARE	Triage refused therefore Dr requested to phone patient				1	1								
NHS Grampian	SCARE	999 contacted - For information only	264	223	237	250	233	225	213	196	262	275	253	214	175
NHS Grampian	SCARE	Patient advised to go to A&E	218	189	203	234	224	250	184	196	203	255	193	197	226
NHS Grampian	SCARE	Patient advised to go to A&E	1	1	2	1		3	2		1	1			4
NHS Grampian	SCARE	Patient sent to A&E via Ambulance within 1 Hr	15	26	14	15	22	19	18	15	15	18	18	8	14
NHS Grampian	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only												1	
NHS Grampian	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	204	177	171	184	194	244	166	180	141	140	171	152	161
NHS Grampian	SCARE	Speak to clinician 2 Hrs	37	57	43	38	39	28	42	32	27	35	33	37	41
NHS Grampian	SCARE	Speak to clinician within 4 Hrs	80	81	58	64	68	97	72	61	54	64	69	50	74
NHS Grampian	SLFC_NPA	Contact Breathing Space		1	1									1	
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	3	1	3	1	1			1	2	3	1		1
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	109	114	130	110	101	106	101	122	212	191	105	105	74
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	2		1	2			1		8	1	2	1	
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Pharmacist	1								1				
NHS Grampian	SLFC_NPA	Dental Nurse - Not Triage/Assessed		3	6	6	5	6	4	4	8	6	3	4	3
NHS Grampian	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1	1		1	1		1	3	6	4		2	
NHS Grampian	SLFC_NPA	Dental Nurse - Self Care	1	3	1	1	3	1		4	3	1	1	1	1
NHS Grampian	SLFC_NPA	Distress Brief Intervention	13	4	7	11	11	11	14	8	12	12	8	8	7
NHS Grampian	SLFC_NPA	For Information Only	96	147	90	115	97	104	86	149	143	144	118	112	96
NHS Grampian	SLFC_NPA	Hub to arrange appointment within 24 hours											2	2	
NHS Grampian	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	2							5		2	2	2	
NHS Grampian	SLFC_NPA	Patient given self care advice - For Information Only	219	207	190	210	194	206	193	202	257	233	209	181	158
NHS Grampian	SLFC_NPA	Pt advised to contact Dentist - For Information Only		2	2	1			2	1	1	1			
NHS Grampian	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only		1	1		1	1	1						2
NHS Grampian	SLFC_NPA	Pt advised to contact Midwife - For Information Only	5		4	2	6	3	3	3	4	5	4	5	2
NHS Grampian	SLFC_NPA	Pt advised to contact Optician - For Information Only	5	3	3	3	7	4	5	4	1	5	4	2	3
NHS Grampian	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	45	30	21	32	35	29	22	41	66	65	42	27	32
NHS Grampian	SLFC_NPA	Pt advised to contact Police - For Information Only	5	13	11	7	7	6	9	11	7	8	14	11	11
NHS Grampian	SLFC_NPA	Pt advised to contact appropriate service - For Info Only	1		1							1			
NHS Grampian	SLFC_NPA	Pt given TOXBASE advice - For Information Only				1									
NHS Grampian	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	24	33	22	29	32	29	22	42	24	37	30	23	26
NHS Grampian	Not assigned	Not assigned									1				
NHS Greater Glasgow	PCARE	CPN (Dr) to phone patient within 1 Hr	39	43	48	43	40	29	37	37	35	36	32	30	33
NHS Greater Glasgow	PCARE	CPN (Dr) to phone patient within 2 Hrs	51	54	72	67	61	76	49	72	79	75	55	73	79
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 1 Hr	6	7	9	4	7	5	3	8	4	4	3		3

Table 3

Health Board	Care Group	Endpoint	05/11/2023	12/11/2023	19/11/2023	26/11/2023	03/12/2023	10/12/2023	17/12/2023	24/12/2023	31/12/2023	07/01/2024	14/01/2024	21/01/2024	28/01/2024
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 2 Hrs	3	9	5	3	16	6	9	5	13	5	8	7	2
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 4 Hrs	12	19	22	17	20	17	14	22	23	13	16	12	12
NHS Greater Glasgow	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	10	18	13	15	13	11	10	13	13	16	11	12	8
NHS Greater Glasgow	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	2		2	2	3	1	1		1	1	1	2	
NHS Greater Glasgow	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	7	5	9	6	10	7	5	6	12	9	10	11	5
NHS Greater Glasgow	PCARE	Home Visit within 1 Hr	46	41	63	30	44	33	34	33	72	86	55	51	44
NHS Greater Glasgow	PCARE	Home Visit within 2 Hrs	91	102	83	95	85	95	109	126	153	163	105	98	95
NHS Greater Glasgow	PCARE	Home Visit within 4 Hrs	126	118	142	114	123	137	131	151	251	244	151	125	139
NHS Greater Glasgow	PCARE	PCEC within 1 Hr	194	200	234	212	175	204	196	214	294	262	205	164	194
NHS Greater Glasgow	PCARE	PCEC within 12 Hrs			1										
NHS Greater Glasgow	PCARE	PCEC within 2 Hrs	396	429	433	406	390	407	430	436	586	579	399	410	398
NHS Greater Glasgow	PCARE	PCEC within 4 Hrs	1,004	1,082	1,113	1,055	1,059	1,108	1,210	1,462	2,002	1,974	1,128	1,080	1,125
NHS Greater Glasgow	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	275	292	284	250	255	227	224	294	180	198	267	260	301
NHS Greater Glasgow	PCARE	Pt advised to contact practice - For Information Only	35	42	32	36	28	31	36	20	33	42	29	23	42
NHS Greater Glasgow	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	35	42	37	35	30	19	25	34	17	34	28	39	33
NHS Greater Glasgow	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	124	138	130	115	118	107	100	69	83	159	115	155	131
NHS Greater Glasgow	PCARE	Speak to clinician within 1 Hr	86	91	73	107	65	83	77	99	110	135	98	81	66
NHS Greater Glasgow	PCARE	Speak to clinician within 2 Hrs	117	131	108	115	112	102	96	141	146	119	119	95	108
NHS Greater Glasgow	PCARE	Speak to clinician within 4 Hrs	297	297	289	299	264	281	277	436	544	491	323	281	271
NHS Greater Glasgow	PCARE	Transport to PCEC within 2 Hrs									1				
NHS Greater Glasgow	PCARE	Transport to PCEC within 4 hrs	6	6	11	4	4	6	5	6	7	3	5	4	2
NHS Greater Glasgow	SCARE	999 contacted - For Information Only								1		2			1
NHS Greater Glasgow	SCARE	999 contacted - For information only	447	460	415	432	388	422	349	408	469	491	362	401	418
NHS Greater Glasgow	SCARE	Patient advised to go to A&E	482	527	509	473	478	491	438	417	475	525	439	451	465
NHS Greater Glasgow	SCARE	Patient advised to go to A&E	1	1		2	5	5	3	7	8	9	4	2	1
NHS Greater Glasgow	SCARE	Patient sent to A&E via Ambulance within 1 Hr	33	39	33	31	47	38	38	34	41	45	25	32	26
NHS Greater Glasgow	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only													1
NHS Greater Glasgow	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	317	332	325	312	300	242	289	278	219	261	306	335	323
NHS Greater Glasgow	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub					1								
NHS Greater Glasgow	SCARE	Speak to clinician 2 Hrs	61	87	47	62	63	45	36	45	36	35	47	41	61
NHS Greater Glasgow	SCARE	Speak to clinician within 4 Hrs	161	171	137	113	134	118	103	133	113	128	136	156	142
NHS Greater Glasgow	SLFC_NPA	Contact Breathing Space	1	2				3	1	1		1	1		
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	2	3	4		4	2	2	1	7	6	1	3	
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	261	316	276	291	269	246	288	358	509	464	255	299	262
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	5	5	2	3	3	4		6	11	4	3	2	
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Pharmacist													1
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Not Triage/Assessed	7	18	16	10	13	12	10	21	18	23	14	14	9
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	3	3	2	5	4	7	12	6	8	6	4	4	4

Table 3

Health Board	Care Group	Endpoint	05/11/2023	12/11/2023	19/11/2023	26/11/2023	03/12/2023	10/12/2023	17/12/2023	24/12/2023	31/12/2023	07/01/2024	14/01/2024	21/01/2024	28/01/2024
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Self Care	3	7	4	5	4	8	4	8	10		4	9	7
NHS Greater Glasgow	SLFC_NPA	Distress Brief Intervention	31	27	31	25	30	29	28	25	26	29	28	25	37
NHS Greater Glasgow	SLFC_NPA	For Information Only	173	186	153	145	142	144	164	188	171	167	140	152	163
NHS Greater Glasgow	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	2	2	6	7	4	9	4		3	3		1	2
NHS Greater Glasgow	SLFC_NPA	Patient given self care advice - For Information Only	623	618	658	590	512	609	580	625	583	596	588	543	533
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1		2	2			2	2	1		1	3	1
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only	1	2	2	1			1	1	1	3	3	1	
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Midwife - For Information Only	12	8	14	8	4	6	9	6	6	5	10	7	9
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Optician - For Information Only	12	16	5	10	12	6	5	6	10	9	9	8	11
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only	1				1	1	1	1	1		1	1	2
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	79	84	89	88	96	76	84	103	156	161	114	71	85
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Police - For Information Only	13	20	15	16	15	9	17	7	11	18	17	20	15
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact appropriate service - For Info Only		1	1				2	1			1		1
NHS Greater Glasgow	SLFC_NPA	Pt given TOXBASE advice - For Information Only		1								1			
NHS Greater Glasgow	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	36	60	36	43	36	41	37	30	26	28	24	31	30
NHS Greater Glasgow	Not assigned	Not assigned				1			1						
NHS HIGHLAND	PCARE	CPN (Dr) to phone patient within 1 Hr	7	6	10	5	6	11	8	9	7	9	9	4	8
NHS HIGHLAND	PCARE	CPN (Dr) to phone patient within 2 Hrs	9	11	9	14	9	8	16	14	12	12	12	13	10
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 1 Hr	1	4	2	4	3	2	2	2	2	7	2	5	3
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 2 Hrs	4	4	6	4	3	4	2	3	4	6	1	5	4
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 4 Hrs	12	17	16	11	9	12	11	11	19	19	10	18	16
NHS HIGHLAND	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	1	2		1			1	2	1	1	2	2	1
NHS HIGHLAND	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1		1				2						2
NHS HIGHLAND	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	1	1	4		1				1	3	3	2	3
NHS HIGHLAND	PCARE	Home Visit within 1 Hr	6	12	8	9	7	7	4	10	20	20	14	11	11
NHS HIGHLAND	PCARE	Home Visit within 2 Hrs	23	28	30	21	24	17	21	24	43	31	23	23	22
NHS HIGHLAND	PCARE	Home Visit within 4 Hrs	37	24	34	27	35	36	28	33	56	55	29	31	26
NHS HIGHLAND	PCARE	PCEC within 1 Hr	44	40	38	50	37	32	34	42	49	59	43	27	33
NHS HIGHLAND	PCARE	PCEC within 2 Hrs	66	80	81	64	55	46	81	68	104	105	65	62	85
NHS HIGHLAND	PCARE	PCEC within 4 Hrs	174	178	194	163	190	163	173	233	412	370	165	190	169
NHS HIGHLAND	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	49	46	33	34	41	28	33	39	36	42	47	39	48
NHS HIGHLAND	PCARE	Pt advised to contact practice - For Information Only	4	4	6	5	6	5	3	5	9	14	3	3	5
NHS HIGHLAND	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	11	11	6	4	8	3	2	8	4	6	8	5	2
NHS HIGHLAND	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	26	21	21	12	23	13	17	13	20	35	16	21	23
NHS HIGHLAND	PCARE	Speak to clinician within 1 Hr	29	20	20	15	20	12	12	16	23	28	20	13	13
NHS HIGHLAND	PCARE	Speak to clinician within 2 Hrs	22	29	20	22	18	14	12	30	34	33	27	20	20
NHS HIGHLAND	PCARE	Speak to clinician within 4 Hrs	60	59	49	46	48	54	46	76	145	114	39	49	59
NHS HIGHLAND	PCARE	Transport to PCEC within 2 Hrs				1		1						2	

Table 3

Health Board	Care Group	Endpoint	05/11/2023	12/11/2023	19/11/2023	26/11/2023	03/12/2023	10/12/2023	17/12/2023	24/12/2023	31/12/2023	07/01/2024	14/01/2024	21/01/2024	28/01/2024
NHS HIGHLAND	PCARE	Transport to PCEC within 4 hrs				2	1	2		1		1			
NHS HIGHLAND	PCARE	Triage refused therefore Dr requested to phone patient								1					
NHS HIGHLAND	SCARE	999 contacted - For Information Only					1				1				
NHS HIGHLAND	SCARE	999 contacted - For information only	115	113	105	96	91	79	69	84	112	114	76	97	66
NHS HIGHLAND	SCARE	Patient advised to go to A&E	91	89	65	74	71	60	69	85	90	98	64	79	70
NHS HIGHLAND	SCARE	Patient advised to go to A&E	1		1							1			
NHS HIGHLAND	SCARE	Patient sent to A&E via Ambulance within 1 Hr	5	8	5	6	8	4	11	9	11	8	4	6	6
NHS HIGHLAND	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	51	68	56	51	53	60	41	50	55	53	53	44	40
NHS HIGHLAND	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	14	17	17	18	25	20	16	23	25	28	14	23	18
NHS HIGHLAND	SCARE	Speak to clinician 2 Hrs	13	19	16	16	7	11	14	7	12	11	8	13	12
NHS HIGHLAND	SCARE	Speak to clinician within 4 Hrs	25	28	29	17	19	21	24	20	24	32	18	26	16
NHS HIGHLAND	SLFC_NPA	Contact Breathing Space						1							
NHS HIGHLAND	SLFC_NPA	Distress Brief Intervention	3	8	4	6	10	6	7	5	5	5	8	3	6
NHS HIGHLAND	SLFC_NPA	For Information Only	35	36	30	32	35	18	26	27	35	44	35	22	31
NHS HIGHLAND	SLFC_NPA	Hub to arrange appointment within 24 hours	75	70	70	54	49	60	60	84	125	95	51	61	57
NHS HIGHLAND	SLFC_NPA	Hub to arrange contact with Clinician within 1 hour										1			
NHS HIGHLAND	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	1	1	2	1	1	1							1
NHS HIGHLAND	SLFC_NPA	Patient advised to contact dental advice line - Info Only		1	2		1	1		1	1				
NHS HIGHLAND	SLFC_NPA	Patient advised to contact registered GDP - Info Only	12	4	8	11	12	7	10	15	16	17	9	8	6
NHS HIGHLAND	SLFC_NPA	Patient given self care advice - For Information Only	79	94	91	89	88	94	82	109	137	109	94	93	82
NHS HIGHLAND	SLFC_NPA	Patient given self care dental advice - For Information Only		3	4	2	2		1	2	2		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					
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Midwife - For Information Only	3		1		2		2		1	2		1	
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Optician - For Information Only	1	4	2	3	1	2	1	3	2	3	2	1	
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only					1		1						
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	17	6	12	12	15	17	11	17	31	28	11	10	7
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Police - For Information Only	4	7	5	2	7	3	7	2	3	4			4
NHS HIGHLAND	SLFC_NPA	Pt given TOXBASE advice - For Information Only							1						
NHS HIGHLAND	SLFC_NPA	Triage refused - For Information Only	2	5	1	4	5	2	1	4	5	6	4	2	4
NHS HIGHLAND	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	5	13	11	11	8	8	5	10	7	8	4	6	2
NHS HIGHLAND	SLFC_NPA	Untriaged call - OOH Service clinician to phone patient												1	
NHS HIGHLAND	Not assigned	Not assigned							1						
NHS LANARKSHIRE	PCARE	CPN (Dr) to phone patient within 1 Hr	10	13	16	14	8	7	15	12	15	25	15	14	5
NHS LANARKSHIRE	PCARE	CPN (Dr) to phone patient within 2 Hrs	15	22	19	31	25	34	29	28	40	40	32	23	29
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 1 Hr		2	2	4	5	1	1		6	3	3	2	1
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 2 Hrs	5	4	6	5	5	2	5	2	1		4	2	2
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 4 Hrs	4	6	6	5	3	2	5	7	9	6	7	7	5

Table 3

Health Board	Care Group	Endpoint	05/11/2023	12/11/2023	19/11/2023	26/11/2023	03/12/2023	10/12/2023	17/12/2023	24/12/2023	31/12/2023	07/01/2024	14/01/2024	21/01/2024	28/01/2024
NHS LANARKSHIRE	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	3	7	5	7	4	6	7	4	6	5	1	5	5
NHS LANARKSHIRE	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1		1	2			1				1		1
NHS LANARKSHIRE	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	3	3	3	3	4	2	1	5	6	9	3	5	2
NHS LANARKSHIRE	PCARE	Home Visit within 1 Hr	17	17	15	14	16	19	25	18	28	35	17	11	22
NHS LANARKSHIRE	PCARE	Home Visit within 2 Hrs	37	36	37	46	45	53	38	43	60	61	34	49	41
NHS LANARKSHIRE	PCARE	Home Visit within 4 Hrs	45	57	64	58	65	46	52	68	103	79	38	73	58
NHS LANARKSHIRE	PCARE	PCEC within 1 Hr	103	122	129	122	98	106	119	126	156	157	103	111	120
NHS LANARKSHIRE	PCARE	PCEC within 2 Hrs	197	232	221	201	229	221	213	240	327	327	226	202	257
NHS LANARKSHIRE	PCARE	PCEC within 4 Hrs	529	574	577	564	515	581	583	793	1,117	1,108	557	539	555
NHS LANARKSHIRE	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	120	112	88	127	82	72	84	136	78	84	115	98	119
NHS LANARKSHIRE	PCARE	Pt advised to contact practice - For Information Only	10	14	13	22	15	10	24	10	15	19	11	13	17
NHS LANARKSHIRE	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	16	18	15	11	11	8	11	21	6	12	10	23	13
NHS LANARKSHIRE	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	72	65	64	56	69	48	62	40	35	78	63	61	56
NHS LANARKSHIRE	PCARE	Speak to clinician within 1 Hr	26	39	30	37	31	32	37	41	51	45	35	26	30
NHS LANARKSHIRE	PCARE	Speak to clinician within 2 Hrs	50	45	45	57	47	59	49	56	62	77	37	38	46
NHS LANARKSHIRE	PCARE	Speak to clinician within 4 Hrs	146	137	91	138	107	161	128	215	271	248	126	129	148
NHS LANARKSHIRE	PCARE	Transport to PCEC within 2 Hrs			2		1	1	1		3	1	1	1	2
NHS LANARKSHIRE	PCARE	Transport to PCEC within 4 hrs		3	2	1	1		1		3	1		1	
NHS LANARKSHIRE	PCARE	Triage refused therefore Dr requested to phone patient	1												
NHS LANARKSHIRE	SCARE	999 contacted - For Information Only											1		
NHS LANARKSHIRE	SCARE	999 contacted - For information only	209	211	212	233	201	221	181	165	222	231	204	191	197
NHS LANARKSHIRE	SCARE	Patient advised to go to A&E	275	279	254	262	258	226	226	255	261	308	229	231	241
NHS LANARKSHIRE	SCARE	Patient advised to go to A&E	1	1	3		2	1	1	1		2		1	5
NHS LANARKSHIRE	SCARE	Patient sent to A&E via Ambulance within 1 Hr	23	18	28	12	26	15	19	18	19	11	10	11	25
NHS LANARKSHIRE	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only													1
NHS LANARKSHIRE	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	99	103	105	111	108	84	99	91	94	94	94	97	98
NHS LANARKSHIRE	SCARE	Speak to clinician 2 Hrs	22	23	26	22	25	19	17	16	11	18	18	17	21
NHS LANARKSHIRE	SCARE	Speak to clinician within 4 Hrs	62	58	51	53	50	55	41	61	47	64	45	52	52
NHS LANARKSHIRE	SLFC_NPA	Contact Breathing Space				1				1	1				
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour		1						1	2	2	1		1
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	146	144	162	154	154	145	106	206	234	220	151	154	128
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1		1	2	1		3	1	4	3	1	1	2
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	3	6	8	4	7	3	5	6	10	4	5	6	1
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1	1	2	1	1		4	1	4	4		1	1
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Self Care	3	2	1	2	5	4	3	3	5	1	1	2	
NHS LANARKSHIRE	SLFC_NPA	Distress Brief Intervention	19	16	14	14	11	19	10	10	16	18	17	13	12
NHS LANARKSHIRE	SLFC_NPA	For Information Only	70	79	62	61	64	61	47	75	82	61	82	52	50
NHS LANARKSHIRE	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	2			1	1	1	1				1	2	



Table 3

Health Board	Care Group	Endpoint	05/11/2023	12/11/2023	19/11/2023	26/11/2023	03/12/2023	10/12/2023	17/12/2023	24/12/2023	31/12/2023	07/01/2024	14/01/2024	21/01/2024	28/01/2024
NHS LANARKSHIRE	SLFC_NPA	Patient given self care advice - For Information Only	206	229	205	203	171	201	183	237	231	247	184	194	188
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1	2			1	1		2		1		2	
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only											1		
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Midwife - For Information Only	5	6	13	5	4	6	4	2	7	9	4	4	3
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Optician - For Information Only	5	2	1	8	3	2			5	2	2	4	2
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only							2					1	
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	36	29	18	35	35	52	36	39	89	72	41	25	28
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Police - For Information Only	6	1	3	3	6	6	2	5	7	3	6	1	6
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information				1									
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact appropriate service - For Info Only											1		
NHS LANARKSHIRE	SLFC_NPA	Pt given TOXBASE advice - For Information Only					1								
NHS LANARKSHIRE	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	11	9	8	10	11	6	6	7	11	18	10	12	14
NHS LANARKSHIRE	Not assigned	Not assigned								1					
NHS Lothian	PCARE	CPN (Dr) to phone patient within 1 Hr	20	15	21	12	18	9	10	7	14	25	20	10	14
NHS Lothian	PCARE	CPN (Dr) to phone patient within 2 Hrs	29	22	20	24	24	24	27	14	39	46	27	22	34
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	7	4	6	1	5	6	7	7	8	6	4	4	5
NHS Lothian	PCARE	DN (Dr) phone patient within 2 Hrs	8	13	11	16	12	10	15	5	13	8	6	13	13
NHS Lothian	PCARE	DN (Dr) phone patient within 4 Hrs	35	31	34	33	23	23	33	53	38	38	31	37	31
NHS Lothian	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	13	10	9	10	10	10	14	12	15	10	10	2	6
NHS Lothian	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1	1	3	2	3	1	3	1		3		1	2
NHS Lothian	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	5	6	4	6	6	4	4	7	6	12	5	7	4
NHS Lothian	PCARE	Home Visit within 1 Hr	28	29	28	23	30	32	33	42	38	61	19	25	29
NHS Lothian	PCARE	Home Visit within 2 Hrs	71	59	64	53	67	80	79	84	111	97	60	63	62
NHS Lothian	PCARE	Home Visit within 4 Hrs	103	105	94	75	102	80	97	121	176	147	79	85	84
NHS Lothian	PCARE	In-Hours Action: Patient to Own GP within 4 hr	95												
NHS Lothian	PCARE	PCEC within 1 Hr	150	159	153	148	147	136	138	146	198	184	154	129	136
NHS Lothian	PCARE	PCEC within 12 Hrs										1			
NHS Lothian	PCARE	PCEC within 2 Hrs	283	301	301	293	306	322	301	304	430	409	301	278	311
NHS Lothian	PCARE	PCEC within 4 Hrs	836	827	881	860	833	876	915	1,088	1,544	1,518	841	796	872
NHS Lothian	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	126	241	195	221	203	184	181	249	135	184	219	223	224
NHS Lothian	PCARE	Pt advised to contact practice - For Information Only	19	32	27	25	23	17	22	18	24	38	31	24	32
NHS Lothian	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	32	41	26	23	27	22	26	21	22	24	25	32	20
NHS Lothian	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	113	95	82	84	96	87	87	65	76	112	91	90	83
NHS Lothian	PCARE	Routine Appointment with GP	2												
NHS Lothian	PCARE	Speak to clinician within 1 Hr	67	64	66	65	54	62	43	78	74	63	60	64	58

Table 3

Health Board	Care Group	Endpoint	05/11/2023	12/11/2023	19/11/2023	26/11/2023	03/12/2023	10/12/2023	17/12/2023	24/12/2023	31/12/2023	07/01/2024	14/01/2024	21/01/2024	28/01/2024
NHS Lothian	PCARE	Speak to clinician within 2 Hrs	91	87	76	91	67	78	77	108	97	104	87	76	100
NHS Lothian	PCARE	Speak to clinician within 4 Hrs	213	234	246	234	215	210	217	292	417	370	201	231	223
NHS Lothian	PCARE	Transport to PCEC within 2 Hrs	2	1		2		2	2		3	2	1	2	
NHS Lothian	PCARE	Transport to PCEC within 4 hrs	4	2	1	1	2	2	2	1	2	2	2	1	
NHS Lothian	PCARE	Triage refused therefore Dr requested to phone patient			1	1					1			1	1
NHS Lothian	SCARE	999 contacted - For information only	300	288	278	317	299	292	262	312	336	322	324	270	280
NHS Lothian	SCARE	Patient advised to go to A&E	398	402	381	437	414	328	352	359	363	418	400	391	451
NHS Lothian	SCARE	Patient advised to go to A&E		1	3	2	5	1	1	3	4	2		2	1
NHS Lothian	SCARE	Patient sent to A&E via Ambulance within 1 Hr	29	27	27	24	29	32	23	29	33	31	32	24	21
NHS Lothian	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	387	420	363	351	358	379	338	321	260	285	298	358	386
NHS Lothian	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub					1								
NHS Lothian	SCARE	Speak to clinician 2 Hrs	62	72	43	61	38	49	45	48	30	41	60	49	62
NHS Lothian	SCARE	Speak to clinician within 4 Hrs	140	154	143	126	102	122	103	134	110	109	127	123	133
NHS Lothian	SLFC_NPA	Contact Breathing Space			1		1	1			1	1	2	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	3	3	1	3	3	2		1		2	2		2
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	236	208	232	223	193	223	230	299	381	361	207	219	227
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1	1	2	1	4	5		4	5	9	3	1	7
NHS Lothian	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	8	11	5	10	6	9	4	19	18	19	10	12	6
NHS Lothian	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	4	6	2	7	2	2	3	6	7	5	3	5	3
NHS Lothian	SLFC_NPA	Dental Nurse - Self Care	3	5	5	3	3	2	3	4	6	5	6	5	5
NHS Lothian	SLFC_NPA	Distress Brief Intervention	30	15	20	20	17	22	24	15	23	22	13	13	19
NHS Lothian	SLFC_NPA	For Information Only	102	106	119	86	84	97	108	123	132	119	76	103	95
NHS Lothian	SLFC_NPA	Not Assessed / Triage Refused	28												
NHS Lothian	SLFC_NPA	Patient advised to contact CPN Team - For Info Only		4				3	1	1		2	1	2	
NHS Lothian	SLFC_NPA	Patient given self care advice - For Information Only	408	416	387	383	347	382	324	366	383	429	338	358	337
NHS Lothian	SLFC_NPA	Pt advised to contact Dentist - For Information Only		4	2	1	3	2	1	4	2	3	2		3
NHS Lothian	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only		1		1				2		2	1	1	2
NHS Lothian	SLFC_NPA	Pt advised to contact Midwife - For Information Only	15	10	20	13	11	11	9	11	16	12	10	13	14
NHS Lothian	SLFC_NPA	Pt advised to contact Optician - For Information Only	10	11	8	14	8	9	6	12	8	16	10	8	6
NHS Lothian	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only	1	1						1	1			1	
NHS Lothian	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	60	63	57	57	59	75	69	99	116	123	70	53	60
NHS Lothian	SLFC_NPA	Pt advised to contact Police - For Information Only	12	6	12	9	14	8	13	6	7	9	12	5	7
NHS Lothian	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information		1			1								
NHS Lothian	SLFC_NPA	Pt advised to contact appropriate service - For Info Only				1			2		1				

Table 3

Health Board	Care Group	Endpoint	05/11/2023	12/11/2023	19/11/2023	26/11/2023	03/12/2023	10/12/2023	17/12/2023	24/12/2023	31/12/2023	07/01/2024	14/01/2024	21/01/2024	28/01/2024
NHS Lothian	SLFC_NPA	Self Care	33												
NHS Lothian	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	11	15	13	24	16	12	15	12	13	13	9	18	12
NHS Lothian	Not assigned	Not assigned	1						1		1				
NHS Orkney	PCARE	CPN (Dr) to phone patient within 1 Hr		1				1	1						
NHS Orkney	PCARE	CPN (Dr) to phone patient within 2 Hrs					1					1			
NHS Orkney	PCARE	DN (Dr) phone patient within 1 Hr					1			1					
NHS Orkney	PCARE	DN (Dr) phone patient within 2 Hrs	1			1	2	1			2		1	1	
NHS Orkney	PCARE	DN (Dr) phone patient within 4 Hrs		3	1	3	2	1	3	2	2	1	2		1
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	1		3	3	2	2	1	
NHS Orkney	PCARE	Home Visit within 2 Hrs	4	1	2	1	3	2	2		3	3	2		1
NHS Orkney	PCARE	Home Visit within 4 Hrs	5	2		1	5	4	3	4	4		4	4	1
NHS Orkney	PCARE	PCEC within 1 Hr	2		1	2	1	2	2	3		2	4	1	
NHS Orkney	PCARE	PCEC within 2 Hrs	1	2	3	5	4		1	5	8	10	2		3
NHS Orkney	PCARE	PCEC within 4 Hrs	11	8	12	6	9	5	11	17	27	22	13	7	5
NHS Orkney	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	1	1	1		1	5	3	3	1	1		1	
NHS Orkney	PCARE	Pt advised to contact practice - For Information Only											1	2	
NHS Orkney	PCARE	Pt advised to contact practice within 12 Hrs - Info Only		1											
NHS Orkney	PCARE	Pt advised to contact practice within 36 Hrs - Info Only		3	1	1	2					1		1	
NHS Orkney	PCARE	Speak to clinician within 1 Hr		1		2	1		1	2	2	3	2	2	
NHS Orkney	PCARE	Speak to clinician within 2 Hrs	3	1	1	2			2	2		2	4	1	
NHS Orkney	PCARE	Speak to clinician within 4 Hrs	3	1	3	1		3	1	4	8	10	6	4	3
NHS Orkney	SCARE	999 contacted - For information only	5	5	4	4	2	3	2	3	4	6	6	5	7
NHS Orkney	SCARE	Patient advised to go to A&E	2	5	3	2	7	1	3	4	5	9	4	1	1
NHS Orkney	SCARE	Patient sent to A&E via Ambulance within 1 Hr				1		2			1		1		
NHS Orkney	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange		1	1	1	2	2		2	2		3	1	1
NHS Orkney	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub		1											
NHS Orkney	SCARE	Speak to clinician 2 Hrs	1			1									
NHS Orkney	SCARE	Speak to clinician within 4 Hrs		2	1		1			3	1			1	
NHS Orkney	SLFC_NPA	Distress Brief Intervention										1			
NHS Orkney	SLFC_NPA	For Information Only			1	1		1	1	1	2			2	
NHS Orkney	SLFC_NPA	Hub to arrange appointment within 24 hours	1	3	5	1	7	2	4	4	9	4	1	2	2
NHS Orkney	SLFC_NPA	Patient advised to contact registered GDP - Info Only		1	2	1	1	1			1	1			
NHS Orkney	SLFC_NPA	Patient given self care advice - For Information Only	4	6	3	2	3	3	7	2	9	5	2	5	
NHS Orkney	SLFC_NPA	Pt advised to contact Optician - For Information Only								1				1	
NHS Orkney	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only		1		1	1	1		1	1		1		1
NHS Orkney	SLFC_NPA	Triage refused - For Information Only									1				

Table 3

Health Board	Care Group	Endpoint	05/11/2023	12/11/2023	19/11/2023	26/11/2023	03/12/2023	10/12/2023	17/12/2023	24/12/2023	31/12/2023	07/01/2024	14/01/2024	21/01/2024	28/01/2024
NHS Orkney	SLFC_NPA	Triage refused - Pt terminated call - For Information Only			1		1								
NHS Shetland	PCARE	CPN (Dr) to phone patient within 1 Hr	2				1		1						1
NHS Shetland	PCARE	CPN (Dr) to phone patient within 2 Hrs	1	1	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						4		2		1		1
NHS Shetland	PCARE	DN (Dr) phone patient within 4 Hrs	3	4	2	4	2	1	4	2	1	1	1	1	2
NHS Shetland	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	1	1				1							
NHS Shetland	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)													1
NHS Shetland	PCARE	Home Visit within 1 Hr	1	1	2	1	1	1			2	1	1		
NHS Shetland	PCARE	Home Visit within 2 Hrs	1		3	3	1	1			1	5		1	2
NHS Shetland	PCARE	Home Visit within 4 Hrs	3	4	2	1			3	2	5	1	1	1	3
NHS Shetland	PCARE	PCEC within 1 Hr	1	2		2	1	2		2	2	1		1	2
NHS Shetland	PCARE	PCEC within 2 Hrs	5	3	6	2	3	3	1	3	6	2	1	1	3
NHS Shetland	PCARE	PCEC within 4 Hrs	5	8	11	7	6	13	11	13	13	14	8	4	5
NHS Shetland	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	2		2	1	1	1	2	3	1	1	3		1
NHS Shetland	PCARE	Pt advised to contact practice - For Information Only					1	1			2	1			
NHS Shetland	PCARE	Pt advised to contact practice within 12 Hrs - Info Only										1			
NHS Shetland	PCARE	Pt advised to contact practice within 36 Hrs - Info Only			3				1	1					
NHS Shetland	PCARE	Speak to clinician within 1 Hr	2							1		1			
NHS Shetland	PCARE	Speak to clinician within 2 Hrs	2	4	2	1	2		4	1	1			1	
NHS Shetland	PCARE	Speak to clinician within 4 Hrs	4	5	1	4	2		2	4	6	5	4	3	6
NHS Shetland	SCARE	999 contacted - For information only	6	10	1	4	3	2	5	3	7	3	4	5	1
NHS Shetland	SCARE	Patient advised to go to A&E	2	2	2	5	2	3	4	3	3	3	6	2	3
NHS Shetland	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange		2	1		2	2				2			
NHS Shetland	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub		1	2		2			1	1	2	1		
NHS Shetland	SCARE	Speak to clinician 2 Hrs						1							
NHS Shetland	SCARE	Speak to clinician within 4 Hrs			1		2			2		2		2	
NHS Shetland	SLFC_NPA	Distress Brief Intervention							1						1
NHS Shetland	SLFC_NPA	For Information Only	4	1	1		1				2	2			
NHS Shetland	SLFC_NPA	Hub to arrange appointment within 24 hours	2	1	7	2	2	3	3	4	7	5	2	1	2
NHS Shetland	SLFC_NPA	Hub to arrange contact with Clinician within 1 hour		1						1					1
NHS Shetland	SLFC_NPA	Patient advised to contact Pharmacist - For Information Only									1				
NHS Shetland	SLFC_NPA	Patient advised to contact registered GDP - Info Only						1	2						
NHS Shetland	SLFC_NPA	Patient given self care advice - For Information Only	3	4	3		6	3	2	6	1	1	3	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 Pharmacist - For Information Only	1							1	1	2			
NHS Shetland	SLFC_NPA	Triage refused - For Information Only				1					1				
NHS Shetland	SLFC_NPA	Triage refused - Pt terminated call - For Information Only		1							1	1			1

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Health Board	Care Group	Endpoint	05/11/2023	12/11/2023	19/11/2023	26/11/2023	03/12/2023	10/12/2023	17/12/2023	24/12/2023	31/12/2023	07/01/2024	14/01/2024	21/01/2024	28/01/2024
NHS TAYSIDE	PCARE	CPN (Dr) to phone patient within 1 Hr	8	16	11	10	12	7	10	14	12	15	16	16	19
NHS TAYSIDE	PCARE	CPN (Dr) to phone patient within 2 Hrs	16	22	14	22	17	17	17	18	29	36	17	20	19
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 1 Hr	3	11	4	8	6	4	3	5	5	3	5	5	10
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 2 Hrs	13	13	17	18	5	8	6	7	22	12	12	11	9
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 4 Hrs	50	43	42	51	37	37	33	32	29	50	46	26	36
NHS TAYSIDE	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	3	1	2	7	2	1			6	4	3	2	4
NHS TAYSIDE	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)							1	1			1	1	1
NHS TAYSIDE	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	7		3		3	5		3	4	1	1	1	8
NHS TAYSIDE	PCARE	Home Visit within 1 Hr	13	6	9	12	10	8	16	17	19	16	13	7	15
NHS TAYSIDE	PCARE	Home Visit within 2 Hrs	31	40	39	26	39	45	35	41	57	63	39	47	41
NHS TAYSIDE	PCARE	Home Visit within 4 Hrs	42	51	47	47	58	52	54	53	91	87	41	49	53
NHS TAYSIDE	PCARE	PCEC within 1 Hr	83	121	110	82	87	115	105	103	123	125	93	90	88
NHS TAYSIDE	PCARE	PCEC within 2 Hrs	124	149	156	151	125	131	171	159	223	191	125	142	176
NHS TAYSIDE	PCARE	PCEC within 4 Hrs	316	384	350	371	336	374	407	484	705	648	325	338	378
NHS TAYSIDE	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	75	87	77	76	69	58	73	64	34	59	56	54	69
NHS TAYSIDE	PCARE	Pt advised to contact practice - For Information Only	2	13	10	11	9	5	11	5	13	9	8	8	14
NHS TAYSIDE	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	12	12	9	10	12	12	10	11	4	13	11	8	8
NHS TAYSIDE	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	43	43	34	41	31	32	36	28	25	34	36	52	25
NHS TAYSIDE	PCARE	Speak to clinician within 1 Hr	40	39	29	30	23	17	26	35	39	32	24	23	34
NHS TAYSIDE	PCARE	Speak to clinician within 2 Hrs	34	35	34	30	33	32	28	50	55	55	39	33	46
NHS TAYSIDE	PCARE	Speak to clinician within 4 Hrs	73	111	95	83	86	104	66	131	209	148	81	74	77
NHS TAYSIDE	PCARE	Transport to PCEC within 1 Hr		1		1						1	1	1	1
NHS TAYSIDE	PCARE	Transport to PCEC within 2 Hrs		1	1				1				2	2	1
NHS TAYSIDE	PCARE	Transport to PCEC within 4 hrs	2	4	2		2			3	3	2	1		
NHS TAYSIDE	SCARE	999 contacted - For Information Only	1												
NHS TAYSIDE	SCARE	999 contacted - For information only	163	190	142	162	160	161	159	149	205	181	147	137	174
NHS TAYSIDE	SCARE	Patient advised to go to A&E	101	94	100	103	86	80	74	66	77	97	52	94	103
NHS TAYSIDE	SCARE	Patient advised to go to A&E	2	1	3	1	2		1	3	6			3	2
NHS TAYSIDE	SCARE	Patient sent to A&E via Ambulance within 1 Hr	17	10	10	12	10	12	11	13	12	8	12	7	13
NHS TAYSIDE	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	103	100	93	98	84	93	88	102	78	88	100	87	81
NHS TAYSIDE	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	4	2	2	2	4	7	1		2	1			3
NHS TAYSIDE	SCARE	Speak to clinician 2 Hrs	18	27	12	26	21	16	19	12	13	21	17	21	19
NHS TAYSIDE	SCARE	Speak to clinician within 4 Hrs	53	58	45	49	44	39	36	39	38	46	43	37	47
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	3	1			2	2	1	1	1	2	1		
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	112	147	119	115	109	132	119	181	188	198	102	116	116
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1	2		1				1	2		1		2
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	2	3	8	5	7	4	6	15	8	6	6	2	6
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1	1		2		1	3	5	3	1	3	2	1

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Health Board	Care Group	Endpoint	05/11/2023	12/11/2023	19/11/2023	26/11/2023	03/12/2023	10/12/2023	17/12/2023	24/12/2023	31/12/2023	07/01/2024	14/01/2024	21/01/2024	28/01/2024
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Self Care	3	1	2	2	4	3	5	4		4	2	2	3
NHS TAYSIDE	SLFC_NPA	Distress Brief Intervention	8	3	10	5	5	9	10	7	12	8	5	7	7
NHS TAYSIDE	SLFC_NPA	For Information Only	60	65	38	52	43	70	67	46	66	46	32	41	31
NHS TAYSIDE	SLFC_NPA	Patient advised to contact CPN Team - For Info Only			1			1	1					1	1
NHS TAYSIDE	SLFC_NPA	Patient given self care advice - For Information Only	155	143	170	142	132	127	142	144	195	156	120	135	129
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Dentist - For Information Only				1	1			1		1		1	1
NHS TAYSIDE	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only						1		1	1		2		
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Midwife - For Information Only		5	1	1	2	2	2	1	6	4	3	2	1
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Optician - For Information Only	2	4	3	4	2	2	2	3	4	3	11	3	3
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only						1		1			1		
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	33	30	19	23	29	27	34	40	33	39	30	25	23
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Police - For Information Only	3	5		4	7	5	10	5	5	1	3	3	5
NHS TAYSIDE	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	8	5	7	9	6	12	13	7	8	7	2	6	8
NHS TAYSIDE	Not assigned	Not assigned								1					
NHS Western Isles	PCARE	CPN (Dr) to phone patient within 1 Hr			1				1						
NHS Western Isles	PCARE	CPN (Dr) to phone patient within 2 Hrs				2		2	2		1	2	1		
NHS Western Isles	PCARE	DN (Dr) phone patient within 1 Hr			1		2	2		2					
NHS Western Isles	PCARE	DN (Dr) phone patient within 2 Hrs	1												
NHS Western Isles	PCARE	DN (Dr) phone patient within 4 Hrs	1				3		2	2	2		2	1	
NHS Western Isles	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)									1				
NHS Western Isles	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)													1
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		1			1		1	3	1			2
NHS Western Isles	PCARE	Home Visit within 2 Hrs	6	2	1	2	1		2		4	6	2	1	
NHS Western Isles	PCARE	Home Visit within 4 Hrs	5	3	8	3	2	5	3	3	7	5	3	5	
NHS Western Isles	PCARE	PCEC within 1 Hr	6	2	6	4	2	4	2	4	8	4	2	3	2
NHS Western Isles	PCARE	PCEC within 2 Hrs	5	11	7	3	8	6	7	7	5	10	5	6	9
NHS Western Isles	PCARE	PCEC within 4 Hrs	16	9	18	16	11	12	17	18	33	29	10	11	18
NHS Western Isles	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	2	3	2	3	5	2	1	2	3	3	8	4	4
NHS Western Isles	PCARE	Pt advised to contact practice - For Information Only	1			2			1			1	1		1
NHS Western Isles	PCARE	Pt advised to contact practice within 12 Hrs - Info Only					1				1	2		1	1
NHS Western Isles	PCARE	Pt advised to contact practice within 36 Hrs - Info Only		1		1		2			1	2	1	1	2
NHS Western Isles	PCARE	Speak to clinician within 1 Hr	1	2	1		3	1	1	1	3	3	2	2	1
NHS Western Isles	PCARE	Speak to clinician within 2 Hrs	2	2		2	4	2	1	1	4	5	3	2	1
NHS Western Isles	PCARE	Speak to clinician within 4 Hrs	3	6	1	3	2	5	1	5	13	7	11	8	5
NHS Western Isles	PCARE	Transport to PCEC within 4 hrs					1		1					1	
NHS Western Isles	SCARE	999 contacted - For information only	16	8	6	6	4	9	5	11	9	8	5	10	6
NHS Western Isles	SCARE	Patient advised to go to A&E	4	11	5	3	7	5	7	4	6	2	6	4	6

Table 3

Health Board	Care Group	Endpoint	05/11/2023	12/11/2023	19/11/2023	26/11/2023	03/12/2023	10/12/2023	17/12/2023	24/12/2023	31/12/2023	07/01/2024	14/01/2024	21/01/2024	28/01/2024
NHS Western Isles	SCARE	Patient sent to A&E via Ambulance within 1 Hr	1	1	1	1			2		2				
NHS Western Isles	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	6	1	3	1	7	1	2	4	5	2	2	1	
NHS Western Isles	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	1				1	3	1		3	1		1	1
NHS Western Isles	SCARE	Speak to clinician 2 Hrs	2	1	1	2		1		2				1	2
NHS Western Isles	SCARE	Speak to clinician within 4 Hrs	1		1	1			3	1	4	3		1	1
NHS Western Isles	SLFC_NPA	Distress Brief Intervention			1	1								1	
NHS Western Isles	SLFC_NPA	For Information Only	1	6	5		1			2	1	2	3		
NHS Western Isles	SLFC_NPA	Hub to arrange appointment within 24 hours	7	5	5	2	2	3	1	3	9	6	5	3	2
NHS Western Isles	SLFC_NPA	Hub to arrange contact with Clinician within 1 hour					1								
NHS Western Isles	SLFC_NPA	Patient advised to contact dental advice line - Info Only							1						
NHS Western Isles	SLFC_NPA	Patient advised to contact registered GDP - Info Only	1						1						
NHS Western Isles	SLFC_NPA	Patient given self care advice - For Information Only	4	6	4	4	4	2	2	4	14	4	6	7	3
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				1	
NHS Western Isles	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only			2			1	1			1	1		
NHS Western Isles	SLFC_NPA	Pt advised to contact Police - For Information Only													1
NHS Western Isles	SLFC_NPA	Triage refused - For Information Only										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				2	1					
Not assigned	SLFC_NPA	Not Assessed / Triage Refused			6				4						
Not assigned	SLFC_NPA	Routine Appointment in												1	
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	20	10	20	21	9	12	18	22	29	33	14	13	8

**Table 4**

Care Group	05/11/2023	12/11/2023	19/11/2023	26/11/2023	03/12/2023	10/12/2023	17/12/2023	24/12/2023	31/12/2023	07/01/2024	14/01/2024	21/01/2024	28/01/2024
PCARE	13,114	13,890	13,552	13,176	12,660	12,892	13,282	15,897	20,992	20,749	12,958	12,726	13,388
SCARE	6,921	7,055	6,632	6,748	6,499	6,423	5,849	6,009	6,234	6,724	6,088	6,125	6,412
SLFC_NPA	5,135	5,332	5,127	4,874	4,678	4,837	4,762	5,754	6,791	6,414	4,758	4,699	4,595
Not assigned	21	10	20	23	9	13	23	24	31	33	14	13	8
<b>Total</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>	<b>34,048</b>	<b>33,920</b>	<b>23,818</b>	<b>23,563</b>	<b>24,403</b>

Care Group	05/11/2023	12/11/2023	19/11/2023	26/11/2023	03/12/2023	10/12/2023	17/12/2023	24/12/2023	31/12/2023	07/01/2024	14/01/2024	21/01/2024	28/01/2024
PCARE	52.06%	52.84%	53.50%	53.08%	53.09%	53.35%	55.54%	57.42%	61.65%	61.17%	54.40%	54.01%	54.86%
SCARE	27.47%	26.84%	26.18%	27.19%	27.25%	26.58%	24.46%	21.71%	18.31%	19.82%	25.56%	25.99%	26.28%
SLFC_NPA	20.38%	20.28%	20.24%	19.64%	19.62%	20.02%	19.91%	20.78%	19.95%	18.91%	19.98%	19.94%	18.83%
Not assigned	0.08%	0.04%	0.08%	0.09%	0.04%	0.05%	0.10%	0.09%	0.09%	0.10%	0.06%	0.06%	0.03%



**Graphs**

