

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: 12/11/2023 to 04/02/2024

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 | 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 | 29/01/2024 | 30/01/2024 | 31/01/2024 | 01/02/2024 | 02/02/2024 | 03/02/2024 | 04/02/2024 |
|----------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| Overall Call Volume | 3,455 | 3,145 | 3,130 | 2,991 | 3,194 | 7,237 | 6,884 | 3,216 | 3,126 | 3,075 | 3,075 | 3,424 | 7,820 | 7,427 | 3,563 | 3,542 | 3,223 | 3,289 | 3,435 | 7,789 | 7,524 | 3,592 | 3,162 | 3,292 | 3,052 | 3,534 | 7,983 | 7,692 |
| Overall Calls Connected | 2,910 | 2,729 | 2,613 | 2,405 | 2,599 | 6,290 | 5,960 | 2,728 | 2,672 | 2,429 | 2,563 | 2,664 | 5,961 | 5,960 | 2,960 | 3,109 | 2,813 | 2,756 | 2,576 | 5,789 | 5,940 | 2,865 | 2,697 | 2,663 | 2,487 | 2,904 | 6,723 | 6,139 |
| Caller Disconnected | 0.28% | 0.07% | 0.19% | 0.32% | 0.24% | 0.17% | 0.28% | 0.07% | 0.16% | 0.47% | 0.39% | 0.33% | 0.55% | 0.31% | 0.13% | 0.17% | 0.14% | 0.16% | 0.48% | 0.63% | 0.68% | 0.39% | 0.22% | 0.41% | 0.44% | 0.17% | 0.13% | 0.49% |
| Overall Avg Patient Journey Time | 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 | 00:32:33 | 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 | 00:31:24 | 00:33:07 | 00:34:35 | 00:34:35 | 00:30:27 | 00:39:29 | 00:49:17 |
| Tagged at First Contact % | 98.40% | 97.66% | 98.20% | 98.43% | 95.71% | 91.88% | 93.81% | 98.51% | 98.20% | 98.89% | 99.11% | 96.06% | 90.88% | 92.92% | 99.30% | 98.98% | 99.65% | 98.29% | 97.69% | 92.36% | 93.23% | 97.55% | 98.73% | 99.08% | 99.26% | 95.14% | 91.80% | 94.73% |
| Median Time to Answer | 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 | 00:08:40 | 00:04:22 | 00:08:47 | 00:06:01 | 00:06:17 | 00:11:19 | 00:22:21 |
| 90th Percentile Time to Answer | 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 | 00:18:20 | 00:26:22 | 00:56:04 | 00:54:09 | 01:05:27 | 00:34:52 | 00:36:03 | 00:50:14 | 00:48:36 | 00:24:33 | 00:27:42 | 01:09:45 |

Table 2

| Week Ending Date | 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 | 04/02/2024 |
|----------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| Overall Call Volume | 31,671 | 31,962 | 31,034 | 30,052 | 33,233 | 33,313 | 36,284 | 46,481 | 46,562 | 30,136 | 31,163 | 32,665 | 32,337 |
| Overall Calls Connected | 27,674 | 26,636 | 26,178 | 25,100 | 25,298 | 25,127 | 29,410 | 35,770 | 35,648 | 25,406 | 24,997 | 25,952 | 26,478 |
| Caller Discontinued | 0.13% | 0.29% | 0.19% | 0.25% | 0.61% | 0.55% | 0.43% | 0.69% | 0.81% | 0.22% | 0.35% | 0.42% | 0.31% |
| Overall Avg Patient Journey Time | 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 | 00:38:20 |
| Triaged at First Contact % | 95.94% | 95.39% | 95.81% | 95.60% | 95.94% | 95.17% | 93.44% | 92.18% | 92.83% | 95.30% | 95.08% | 96.01% | 95.57% |
| Median Time to Answer | 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 | 00:11:05 |
| 90th Percentile Time to Answer | 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 | 00:43:01 |

Table 3

| Health Board | Care Group | Endpoint | 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 | 04/02/2024 |
|----------------------|------------|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| NHS Ayrshire & Arran | PCARE | CPN (Dr) to phone patient within 1 Hr | 15 | 14 | 7 | 15 | 20 | 5 | 10 | 13 | 18 | 13 | 9 | 9 | 9 |
| NHS Ayrshire & Arran | PCARE | CPN (Dr) to phone patient within 2 Hrs | 30 | 15 | 15 | 11 | 16 | 18 | 28 | 34 | 21 | 17 | 23 | 10 | 23 |
| NHS Ayrshire & Arran | PCARE | DN (Dr) phone patient within 1 Hr | 2 | 3 | 4 | 4 | 1 | 1 | 1 | 4 | 1 | 1 | 3 | 2 | |
| NHS Ayrshire & Arran | PCARE | DN (Dr) phone patient within 2 Hrs | | | 2 | 3 | 3 | 2 | 7 | 2 | 2 | 3 | 1 | 2 | 3 |
| NHS Ayrshire & Arran | PCARE | DN (Dr) phone patient within 4 Hrs | 6 | 3 | 1 | 3 | 4 | 2 | 2 | 6 | 6 | 3 | 5 | 3 | 2 |
| NHS Ayrshire & Arran | PCARE | Dr to phone patient within 1 Hr (Disputed Outcome) | 3 | 5 | 4 | 4 | 2 | 2 | 5 | 5 | 4 | 4 | 5 | 3 | 2 |
| NHS Ayrshire & Arran | PCARE | Dr to phone patient within 2 Hrs (Disputed Outcome) | | 1 | 1 | | | | 1 | 1 | | 1 | | | 1 |
| NHS Ayrshire & Arran | PCARE | Dr to phone patient within 4 Hrs (Disputed Outcome) | 1 | 4 | 3 | 3 | 5 | 3 | 3 | 2 | 4 | 3 | 6 | 3 | 2 |
| NHS Ayrshire & Arran | PCARE | Home Visit within 1 Hr | 18 | 22 | 16 | 14 | 9 | 13 | 12 | 30 | 15 | 16 | 6 | 11 | 9 |
| NHS Ayrshire & Arran | PCARE | Home Visit within 2 Hrs | 33 | 28 | 42 | 30 | 47 | 30 | 34 | 61 | 57 | 26 | 34 | 48 | 42 |
| NHS Ayrshire & Arran | PCARE | Home Visit within 4 Hrs | 40 | 51 | 42 | 47 | 49 | 44 | 55 | 78 | 64 | 49 | 40 | 56 | 39 |
| NHS Ayrshire & Arran | PCARE | PCEC within 1 Hr | 53 | 74 | 64 | 55 | 51 | 63 | 60 | 103 | 98 | 56 | 57 | 43 | 69 |
| NHS Ayrshire & Arran | PCARE | PCEC within 12 Hrs | | | | | | | | 2 | | | | | |
| NHS Ayrshire & Arran | PCARE | PCEC within 2 Hrs | 128 | 132 | 137 | 126 | 126 | 135 | 135 | 178 | 200 | 123 | 113 | 117 | 133 |
| NHS Ayrshire & Arran | PCARE | PCEC within 4 Hrs | 376 | 341 | 297 | 309 | 356 | 379 | 434 | 712 | 651 | 328 | 349 | 309 | 351 |
| NHS Ayrshire & Arran | PCARE | Pt advised to contact Practice within 4 Hrs - Info Only | 66 | 63 | 77 | 74 | 66 | 47 | 71 | 66 | 45 | 62 | 70 | 69 | 60 |
| NHS Ayrshire & Arran | PCARE | Pt advised to contact practice - For Information Only | 5 | 7 | 8 | 6 | 8 | 6 | 5 | 11 | 19 | 2 | 10 | 6 | 8 |
| NHS Ayrshire & Arran | PCARE | Pt advised to contact practice within 12 Hrs - Info Only | 10 | 2 | 3 | 8 | 7 | 12 | 11 | 8 | 11 | 7 | 8 | 12 | 10 |
| NHS Ayrshire & Arran | PCARE | Pt advised to contact practice within 36 Hrs - Info Only | 41 | 38 | 30 | 29 | 30 | 35 | 24 | 40 | 45 | 28 | 32 | 44 | 38 |
| NHS Ayrshire & Arran | PCARE | Speak to clinician within 1 Hr | 24 | 19 | 25 | 27 | 27 | 27 | 27 | 22 | 36 | 22 | 24 | 26 | 24 |
| NHS Ayrshire & Arran | PCARE | Speak to clinician within 2 Hrs | 36 | 37 | 29 | 30 | 30 | 41 | 30 | 34 | 39 | 29 | 28 | 28 | 25 |
| NHS Ayrshire & Arran | PCARE | Speak to clinician within 4 Hrs | 87 | 84 | 97 | 75 | 89 | 86 | 117 | 179 | 144 | 89 | 96 | 79 | 58 |
| 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 | 151 | 138 | 136 | 158 | 134 | 123 | 139 | 153 | 157 | 123 | 123 | 120 | 137 |
| NHS Ayrshire & Arran | SCARE | Patient advised to go to A&E | 118 | 134 | 138 | 131 | 122 | 121 | 114 | 131 | 149 | 112 | 120 | 136 | 127 |
| NHS Ayrshire & Arran | SCARE | Patient advised to go to A&E | | 1 | 1 | 1 | | 1 | 1 | 1 | | | 1 | 2 | 2 |
| NHS Ayrshire & Arran | SCARE | Patient sent to A&E via Ambulance within 1 Hr | 16 | 14 | 7 | 11 | 14 | 14 | 14 | 11 | 14 | 12 | 16 | 11 | 6 |
| NHS Ayrshire & Arran | SCARE | Patient suitable for MIU 4Hr - Flow Hub to arrange | 83 | 68 | 68 | 61 | 73 | 66 | 67 | 44 | 70 | 58 | 64 | 54 | 71 |
| NHS Ayrshire & Arran | SCARE | Speak to clinician 2 Hrs | 15 | 22 | 18 | 17 | 11 | 12 | 8 | 9 | 12 | 16 | 16 | 22 | 15 |
| NHS Ayrshire & Arran | SCARE | Speak to clinician within 4 Hrs | 37 | 42 | 45 | 32 | 25 | 35 | 35 | 36 | 40 | 39 | 43 | 36 | 27 |
| NHS Ayrshire & Arran | SLFC_NPA | Contact Breathing Space | | | | 1 | | | | | | | | | |
| NHS Ayrshire & Arran | SLFC_NPA | Dental Nurse - Contact Dentist within 1 hour | | | | | 2 | 3 | 1 | 3 | 1 | 1 | | | 1 |
| NHS Ayrshire & Arran | SLFC_NPA | Dental Nurse - Contact Dentist within 24 hours | 128 | 109 | 98 | 109 | 81 | 106 | 118 | 181 | 141 | 90 | 100 | 98 | 97 |
| NHS Ayrshire & Arran | SLFC_NPA | Dental Nurse - Contact Next Routine Appointment over 24 hour | 1 | | 1 | | | 1 | 3 | 3 | 4 | | 2 | | |
| NHS Ayrshire & Arran | SLFC_NPA | Dental Nurse - Not Triage/Assessed | 7 | 2 | 2 | 7 | 3 | 4 | 6 | 6 | 6 | 5 | 4 | 6 | 2 |
| NHS Ayrshire & Arran | SLFC_NPA | Dental Nurse - Routine Contact with Dentist | | | 1 | 1 | | 1 | 2 | 1 | 1 | 1 | | | |

Table 3

| Health Board | Care Group | Endpoint | 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 | 04/02/2024 |
|----------------------|------------|---|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| NHS Ayrshire & Arran | SLFC_NPA | Dental Nurse - Self Care | 3 | 2 | | 3 | 2 | 1 | 2 | 3 | 1 | 2 | 2 | | 2 |
| NHS Ayrshire & Arran | SLFC_NPA | Distress Brief Intervention | 5 | 7 | 8 | 5 | 6 | 4 | 6 | 11 | 12 | 5 | 10 | 8 | 9 |
| NHS Ayrshire & Arran | SLFC_NPA | For Information Only | 46 | 39 | 36 | 32 | 50 | 35 | 48 | 50 | 48 | 47 | 36 | 39 | 52 |
| NHS Ayrshire & Arran | SLFC_NPA | Patient advised to contact CPN Team - For Info Only | 1 | 1 | 2 | 2 | 1 | 1 | 3 | 1 | | 1 | 1 | | |
| NHS Ayrshire & Arran | SLFC_NPA | Patient given self care advice - For Information Only | 190 | 158 | 154 | 142 | 133 | 107 | 161 | 185 | 153 | 120 | 150 | 154 | 169 |
| NHS Ayrshire & Arran | SLFC_NPA | Pt advised to contact Dentist - For Information Only | 2 | 1 | 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 | 3 | 5 | 1 | 3 | 2 | 4 | 3 | 3 | 5 | 1 | 2 | 1 | 3 |
| NHS Ayrshire & Arran | SLFC_NPA | Pt advised to contact Optician - For Information Only | | | 1 | 4 | | 2 | | 2 | 4 | 4 | 2 | 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 | 14 | 20 | 14 | 25 | 25 | 23 | 22 | 45 | 42 | 16 | 22 | 25 | 21 |
| NHS Ayrshire & Arran | SLFC_NPA | Pt advised to contact Police - For Information Only | 5 | 6 | 1 | 5 | 2 | 4 | 5 | 4 | 3 | 5 | 3 | 2 | 1 |
| 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 | 6 | 5 | 6 | 10 | 8 | 10 | 6 | 9 | 7 | 6 | 10 | 15 | 8 |
| NHS Borders | PCARE | CPN (Dr) to phone patient within 1 Hr | 2 | 1 | 3 | 5 | 2 | | 1 | 2 | 2 | 5 | 4 | | 4 |
| NHS Borders | PCARE | CPN (Dr) to phone patient within 2 Hrs | 5 | | 6 | 10 | 4 | 5 | 3 | 5 | 8 | 3 | 10 | 6 | 5 |
| NHS Borders | PCARE | DN (Dr) phone patient within 1 Hr | 4 | 3 | 2 | 6 | 1 | 3 | 4 | 3 | 3 | 3 | 1 | 2 | 2 |
| NHS Borders | PCARE | DN (Dr) phone patient within 2 Hrs | 4 | 5 | 4 | 5 | 5 | 2 | 8 | 5 | 5 | 4 | 3 | 8 | 6 |
| NHS Borders | PCARE | DN (Dr) phone patient within 4 Hrs | 16 | 13 | 14 | 15 | 10 | 11 | 14 | 14 | 22 | 10 | 14 | 9 | 12 |
| NHS Borders | PCARE | Dr to phone patient within 1 Hr (Disputed Outcome) | 1 | 2 | 2 | 1 | | | 2 | 1 | | | | | 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 | | |
| NHS Borders | PCARE | Home Visit within 1 Hr | 5 | 6 | | 6 | 4 | 5 | 3 | 4 | 7 | 3 | 6 | 3 | 1 |
| NHS Borders | PCARE | Home Visit within 2 Hrs | 11 | 9 | 8 | 14 | 8 | 6 | 15 | 18 | 13 | 8 | 13 | 13 | 13 |
| NHS Borders | PCARE | Home Visit within 4 Hrs | 21 | 14 | 14 | 14 | 22 | 12 | 15 | 23 | 18 | 14 | 17 | 11 | 19 |
| NHS Borders | PCARE | PCEC within 1 Hr | 18 | 16 | 14 | 19 | 10 | 11 | 18 | 28 | 20 | 16 | 15 | 15 | 12 |
| NHS Borders | PCARE | PCEC within 2 Hrs | 38 | 21 | 28 | 17 | 18 | 30 | 23 | 37 | 53 | 30 | 24 | 28 | 29 |
| NHS Borders | PCARE | PCEC within 4 Hrs | 76 | 52 | 50 | 56 | 77 | 69 | 93 | 151 | 142 | 72 | 59 | 81 | 57 |
| NHS Borders | PCARE | Pt advised to contact Practice within 4 Hrs - Info Only | 26 | 27 | 24 | 17 | 18 | 22 | 28 | 10 | 17 | 21 | 21 | 22 | 16 |
| NHS Borders | PCARE | Pt advised to contact practice - For Information Only | 2 | 3 | 1 | 3 | 2 | 3 | 1 | 2 | 2 | | 2 | 1 | 3 |
| NHS Borders | PCARE | Pt advised to contact practice within 12 Hrs - Info Only | 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 | 15 | 5 | 10 | 6 | 7 | 12 | 5 | 7 | 14 | 7 | 4 | 9 | 4 |
| NHS Borders | PCARE | Speak to clinician within 1 Hr | 6 | 7 | 6 | 3 | 6 | 9 | 7 | 8 | 8 | 5 | 7 | 13 | 7 |
| NHS Borders | PCARE | Speak to clinician within 2 Hrs | 10 | 2 | 7 | 12 | 4 | 6 | 14 | 17 | 11 | 3 | 8 | 6 | 11 |
| NHS Borders | PCARE | Speak to clinician within 4 Hrs | 22 | 18 | 17 | 17 | 17 | 16 | 24 | 30 | 41 | 21 | 15 | 19 | 23 |
| NHS Borders | SCARE | 999 contacted - For information only | 42 | 39 | 31 | 31 | 47 | 32 | 45 | 47 | 50 | 40 | 42 | 37 | 47 |
| NHS Borders | SCARE | Patient advised to go to A&E | 30 | 31 | 35 | 36 | 32 | 25 | 28 | 31 | 36 | 33 | 44 | 40 | 36 |
| NHS Borders | SCARE | Patient advised to go to A&E | 2 | | | | 1 | | 1 | 1 | | | | 1 | |

Table 3

| Health Board | Care Group | Endpoint | 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 | 04/02/2024 |
|----------------------|------------|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| NHS Borders | SCARE | Patient sent to A&E via Ambulance within 1 Hr | 4 | 7 | 6 | 3 | 2 | 2 | 5 | 10 | 4 | 5 | 4 | 3 | 4 |
| 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 | 41 | 31 | 50 | 35 | 49 | 41 | 26 | 22 | 24 | 43 | 33 | 32 | 32 |
| NHS Borders | SCARE | Remote & Rural A&E and Minor Injuries -Refer to Hub | | 1 | | | | | | | | | | | 2 |
| NHS Borders | SCARE | Speak to clinician 2 Hrs | 18 | 15 | 11 | 6 | 5 | 4 | 5 | 5 | 7 | 6 | 6 | 7 | 13 |
| NHS Borders | SCARE | Speak to clinician within 4 Hrs | 16 | 10 | 14 | 6 | 11 | 8 | 6 | 11 | 15 | 18 | 11 | 11 | 10 |
| NHS Borders | SLFC_NPA | Dental Nurse - Contact Dentist within 24 hours | 21 | 29 | 25 | 28 | 25 | 34 | 32 | 34 | 49 | 22 | 22 | 20 | 20 |
| NHS Borders | SLFC_NPA | Dental Nurse - Contact Next Routine Appointment over 24 hour | | 1 | 1 | | | | 3 | | | | | | |
| NHS Borders | SLFC_NPA | Dental Nurse - Not Triage/Assessed | 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 | | | 1 |
| NHS Borders | SLFC_NPA | Distress Brief Intervention | 2 | 1 | 2 | 1 | 3 | 2 | 1 | 2 | 5 | 4 | 2 | 1 | 1 |
| NHS Borders | SLFC_NPA | For Information Only | 9 | 11 | 15 | 10 | 12 | 12 | 12 | 14 | 10 | 7 | 14 | 7 | 10 |
| NHS Borders | SLFC_NPA | Patient given self care advice - For Information Only | 48 | 39 | 28 | 37 | 35 | 30 | 35 | 47 | 28 | 43 | 43 | 31 | 36 |
| 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 | 1 | 2 | | | 1 | | 2 | 1 | 3 | | 1 | 1 | |
| NHS Borders | SLFC_NPA | Pt advised to contact Optician - For Information Only | 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 | 1 | 2 | 4 | 5 | 3 | 3 | 8 | 9 | 5 | 6 | 4 | 4 | 3 |
| NHS Borders | SLFC_NPA | Pt advised to contact Police - For Information Only | 1 | | 1 | 3 | 2 | 1 | 3 | | 1 | | 1 | 3 | 1 |
| NHS Borders | SLFC_NPA | Triage refused - Pt terminated call - For Information Only | 4 | 2 | 3 | 4 | | | | 1 | 4 | 1 | 2 | 1 | 2 |
| NHS Dumfries & Gallo | PCARE | CPN (Dr) to phone patient within 1 Hr | 1 | | 3 | 2 | 1 | 1 | 1 | 2 | 4 | 4 | | 1 | 1 |
| NHS Dumfries & Gallo | PCARE | CPN (Dr) to phone patient within 2 Hrs | 8 | 7 | 2 | 3 | 4 | 4 | 3 | 7 | 11 | 5 | 3 | 9 | 4 |
| NHS Dumfries & Gallo | PCARE | DN (Dr) phone patient within 1 Hr | 4 | 8 | 3 | 1 | | 1 | | 1 | 1 | 3 | | 2 | 1 |
| NHS Dumfries & Gallo | PCARE | DN (Dr) phone patient within 2 Hrs | 4 | 7 | 7 | 5 | 6 | 4 | 1 | 11 | 7 | 4 | 3 | 2 | 6 |
| NHS Dumfries & Gallo | PCARE | DN (Dr) phone patient within 4 Hrs | 14 | 10 | 18 | 20 | 16 | 15 | 18 | 25 | 24 | 16 | 13 | 14 | 24 |
| NHS Dumfries & Gallo | PCARE | Dr to phone patient within 1 Hr (Disputed Outcome) | 2 | | 3 | 1 | 2 | | 1 | 2 | 1 | 2 | | 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 | | | | | 2 | | | 1 | | |
| NHS Dumfries & Gallo | PCARE | Home Visit within 1 Hr | 4 | 4 | 9 | 4 | 7 | 2 | 2 | 4 | 9 | 5 | 3 | 4 | 6 |
| NHS Dumfries & Gallo | PCARE | Home Visit within 2 Hrs | 10 | 12 | 15 | 18 | 13 | 5 | 12 | 19 | 19 | 13 | 8 | 11 | 10 |
| NHS Dumfries & Gallo | PCARE | Home Visit within 4 Hrs | 11 | 17 | 8 | 13 | 21 | 14 | 18 | 31 | 21 | 14 | 18 | 18 | 14 |
| NHS Dumfries & Gallo | PCARE | PCEC within 1 Hr | 14 | 15 | 19 | 12 | 14 | 15 | 24 | 24 | 32 | 13 | 18 | 14 | 20 |
| NHS Dumfries & Gallo | PCARE | PCEC within 2 Hrs | 34 | 30 | 36 | 30 | 40 | 28 | 41 | 50 | 59 | 22 | 16 | 21 | 41 |
| NHS Dumfries & Gallo | PCARE | PCEC within 4 Hrs | 83 | 75 | 67 | 75 | 75 | 96 | 141 | 188 | 191 | 60 | 70 | 87 | 84 |
| NHS Dumfries & Gallo | PCARE | Pt advised to contact Practice within 4 Hrs - Info Only | 20 | 19 | 16 | 23 | 6 | 11 | 17 | 10 | 11 | 15 | 15 | 15 | 15 |
| NHS Dumfries & Gallo | PCARE | Pt advised to contact practice - For Information Only | 5 | 3 | 1 | 1 | 1 | 2 | 3 | | 1 | 2 | 3 | 2 | 2 |
| NHS Dumfries & Gallo | PCARE | Pt advised to contact practice within 12 Hrs - Info Only | 4 | 4 | 2 | 4 | 1 | 5 | | 1 | 1 | 1 | 2 | 3 | 4 |

Table 3

| Health Board | Care Group | Endpoint | 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 | 04/02/2024 |
|----------------------|------------|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| NHS Dumfries & Gallo | PCARE | Pt advised to contact practice within 36 Hrs - Info Only | 9 | 8 | 8 | 8 | 7 | 8 | 9 | 4 | 7 | 12 | 8 | 13 | 10 |
| NHS Dumfries & Gallo | PCARE | Speak to clinician within 1 Hr | 8 | 8 | 8 | 8 | 11 | 5 | 15 | 10 | 11 | 10 | 6 | 6 | 7 |
| NHS Dumfries & Gallo | PCARE | Speak to clinician within 2 Hrs | 13 | 7 | 10 | 5 | 16 | 11 | 16 | 14 | 11 | 11 | 6 | 7 | 8 |
| NHS Dumfries & Gallo | PCARE | Speak to clinician within 4 Hrs | 24 | 24 | 29 | 21 | 23 | 21 | 38 | 46 | 45 | 23 | 16 | 22 | 32 |
| 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 | 43 | 40 | 41 | 35 | 43 | 43 | 43 | 68 | 49 | 53 | 37 | 41 | 37 |
| NHS Dumfries & Gallo | SCARE | Patient advised to go to A&E | 35 | 38 | 29 | 34 | 41 | 26 | 35 | 48 | 40 | 33 | 24 | 31 | 26 |
| 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 | 2 | 9 | 4 | 3 | 7 | 3 | 3 | 4 | 4 | 3 | 3 | 6 | 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 | 15 | 6 | 8 | 12 | 14 | 3 | 13 | 12 | 14 | 20 | 8 | 15 | 17 |
| NHS Dumfries & Gallo | SCARE | Speak to clinician 2 Hrs | 5 | 2 | 3 | 3 | | 2 | 2 | 2 | 1 | 4 | 4 | 5 | 2 |
| NHS Dumfries & Gallo | SCARE | Speak to clinician within 4 Hrs | 11 | 9 | 5 | 5 | 9 | 6 | 5 | 7 | 10 | 5 | 6 | 9 | 8 |
| NHS Dumfries & Gallo | SLFC_NPA | Contact Breathing Space | | | | | | | 1 | | | | | | |
| NHS Dumfries & Gallo | SLFC_NPA | Dental Nurse - Contact Dentist within 24 hours | 34 | 27 | 34 | 41 | 33 | 37 | 47 | 88 | 64 | 42 | 40 | 44 | 39 |
| 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 Triaged/Assessed | | 2 | 2 | 1 | 1 | 1 | | 5 | 5 | | 2 | | 3 |
| 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 | 2 |
| NHS Dumfries & Gallo | SLFC_NPA | Distress Brief Intervention | 1 | 2 | 2 | 2 | 1 | | 1 | 1 | 4 | 2 | 5 | 2 | 3 |
| NHS Dumfries & Gallo | SLFC_NPA | For Information Only | 15 | 6 | 9 | 10 | 17 | 5 | 15 | 14 | 8 | 11 | 10 | 10 | 7 |
| 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 | 38 | 35 | 36 | 32 | 30 | 40 | 50 | 36 | 38 | 25 | 33 | 40 |
| NHS Dumfries & Gallo | SLFC_NPA | Pt advised to contact GUM Clinic - For Information Only | | 1 | | | | | | | | | | | |
| NHS Dumfries & Gallo | SLFC_NPA | Pt advised to contact Midwife - For Information Only | 1 | 1 | 1 | | 2 | 1 | 1 | 1 | 1 | | 2 | 1 | 1 |
| NHS Dumfries & Gallo | SLFC_NPA | Pt advised to contact Optician - For Information Only | 1 | | 1 | | | 2 | 4 | | 2 | | | 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 | 1 | 6 | 4 | 4 | 5 | 6 | 11 | 5 | 18 | 4 | 5 | 7 | 7 |
| NHS Dumfries & Gallo | SLFC_NPA | Pt advised to contact Police - For Information Only | 1 | | 1 | | | | | | 5 | 1 | | 1 | |
| NHS Dumfries & Gallo | SLFC_NPA | Triage refused - Pt terminated call - For Information Only | | 4 | 1 | 3 | 1 | 1 | 3 | 1 | 2 | 6 | 3 | 8 | 1 |
| NHS Fife | PCARE | CPN (Dr) to phone patient within 1 Hr | 18 | 16 | 14 | 19 | 14 | 8 | 16 | 9 | 18 | 19 | 10 | 16 | 23 |
| NHS Fife | PCARE | CPN (Dr) to phone patient within 2 Hrs | 18 | 26 | 28 | 15 | 29 | 22 | 22 | 31 | 34 | 20 | 19 | 25 | 17 |
| NHS Fife | PCARE | DN (Dr) phone patient within 1 Hr | 10 | 7 | 2 | 8 | 5 | 6 | 7 | 9 | 7 | 9 | 7 | 6 | 4 |
| NHS Fife | PCARE | DN (Dr) phone patient within 2 Hrs | 7 | 11 | 10 | 11 | 16 | 10 | 11 | 16 | 14 | 12 | 15 | 17 | 21 |
| NHS Fife | PCARE | DN (Dr) phone patient within 4 Hrs | 40 | 38 | 35 | 46 | 29 | 35 | 50 | 50 | 46 | 35 | 36 | 34 | 36 |
| NHS Fife | PCARE | Dr to phone patient within 1 Hr (Disputed Outcome) | 6 | | 4 | | 2 | 1 | 4 | 10 | | 5 | 4 | 2 | 4 |

Table 3

| Health Board | Care Group | Endpoint | 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 | 04/02/2024 |
|--------------|------------|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| NHS Fife | PCARE | Dr to phone patient within 2 Hrs (Disputed Outcome) | | | | | 1 | | 1 | 1 | | 1 | | | |
| NHS Fife | PCARE | Dr to phone patient within 4 Hrs (Disputed Outcome) | 2 | 1 | 1 | 3 | 5 | 2 | 4 | 1 | 8 | 5 | 3 | 5 | 5 |
| NHS Fife | PCARE | Home Visit within 1 Hr | 14 | 15 | 18 | 16 | 14 | 21 | 15 | 24 | 23 | 10 | 14 | 12 | 13 |
| NHS Fife | PCARE | Home Visit within 2 Hrs | 40 | 46 | 30 | 30 | 38 | 48 | 38 | 46 | 53 | 43 | 26 | 41 | 38 |
| NHS Fife | PCARE | Home Visit within 4 Hrs | 42 | 56 | 43 | 53 | 42 | 46 | 45 | 90 | 87 | 46 | 46 | 47 | 49 |
| NHS Fife | PCARE | PCEC within 1 Hr | 90 | 73 | 79 | 74 | 57 | 76 | 70 | 79 | 97 | 68 | 77 | 75 | 81 |
| NHS Fife | PCARE | PCEC within 12 Hrs | | | | | | | | | | | | | 1 |
| NHS Fife | PCARE | PCEC within 2 Hrs | 149 | 135 | 131 | 98 | 121 | 137 | 139 | 200 | 202 | 127 | 140 | 127 | 146 |
| NHS Fife | PCARE | PCEC within 4 Hrs | 335 | 316 | 327 | 304 | 324 | 360 | 481 | 662 | 704 | 340 | 341 | 324 | 389 |
| NHS Fife | PCARE | Pt advised to contact Practice within 4 Hrs - Info Only | 86 | 75 | 69 | 89 | 82 | 76 | 96 | 51 | 71 | 71 | 76 | 92 | 74 |
| NHS Fife | PCARE | Pt advised to contact practice - For Information Only | 13 | 8 | 8 | 8 | 6 | 18 | 12 | 9 | 11 | 8 | 12 | 6 | 5 |
| NHS Fife | PCARE | Pt advised to contact practice within 12 Hrs - Info Only | 17 | 15 | 7 | 5 | 9 | 6 | 16 | 13 | 13 | 10 | 18 | 14 | 12 |
| NHS Fife | PCARE | Pt advised to contact practice within 36 Hrs - Info Only | 28 | 36 | 26 | 38 | 34 | 32 | 28 | 26 | 39 | 35 | 36 | 44 | 32 |
| NHS Fife | PCARE | Speak to clinician within 1 Hr | 34 | 20 | 23 | 23 | 21 | 19 | 27 | 40 | 29 | 23 | 30 | 27 | 21 |
| NHS Fife | PCARE | Speak to clinician within 2 Hrs | 45 | 39 | 42 | 32 | 46 | 37 | 38 | 47 | 55 | 31 | 30 | 44 | 42 |
| NHS Fife | PCARE | Speak to clinician within 4 Hrs | 96 | 77 | 97 | 77 | 92 | 83 | 113 | 200 | 154 | 81 | 88 | 91 | 75 |
| NHS Fife | PCARE | Triage refused therefore Dr requested to phone patient | | 1 | | | | | | | | | 1 | | |
| NHS Fife | SCARE | 999 contacted - For Information Only | 1 | | | | | 1 | | | 1 | | | | |
| NHS Fife | SCARE | 999 contacted - For information only | 153 | 169 | 180 | 172 | 170 | 142 | 162 | 179 | 175 | 132 | 136 | 158 | 151 |
| NHS Fife | SCARE | Patient advised to go to A&E | 144 | 141 | 141 | 110 | 144 | 111 | 128 | 129 | 139 | 132 | 131 | 144 | 130 |
| NHS Fife | SCARE | Patient advised to go to A&E | | 1 | | | 5 | | 1 | | 1 | 1 | 1 | 1 | |
| NHS Fife | SCARE | Patient sent to A&E via Ambulance within 1 Hr | 12 | 5 | 10 | 14 | 17 | 8 | 10 | 12 | 12 | 13 | 10 | 13 | 10 |
| 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 | 100 | 89 | 100 | 105 | 82 | 81 | 75 | 74 | 71 | 76 | 86 | 76 | 82 |
| 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 | 20 | 25 | 14 | 18 | 17 | 13 | 16 | 6 | 19 | 26 | 17 | 22 | 22 |
| NHS Fife | SCARE | Speak to clinician within 4 Hrs | 33 | 37 | 38 | 37 | 39 | 40 | 25 | 37 | 34 | 37 | 26 | 35 | 28 |
| NHS Fife | SLFC_NPA | Dental Nurse - Contact Dentist within 1 hour | 1 | | | | 1 | 1 | 1 | | 1 | 1 | | 1 | 2 |
| NHS Fife | SLFC_NPA | Dental Nurse - Contact Dentist within 24 hours | 86 | 111 | 90 | 95 | 91 | 103 | 131 | 171 | 152 | 95 | 95 | 107 | 109 |
| NHS Fife | SLFC_NPA | Dental Nurse - Contact Next Routine Appointment over 24 hour | | 3 | 1 | | | 1 | 3 | 3 | 5 | 1 | 2 | 3 | |
| NHS Fife | SLFC_NPA | Dental Nurse - Not Triage/Assessed | 2 | 3 | 9 | 4 | 4 | 3 | 10 | 6 | 7 | 5 | 2 | 4 | 2 |
| NHS Fife | SLFC_NPA | Dental Nurse - Routine Contact with Dentist | | 2 | | 1 | | | 5 | 3 | 4 | 2 | 1 | 1 | 2 |
| NHS Fife | SLFC_NPA | Dental Nurse - Self Care | 1 | 1 | | | 3 | 2 | 2 | 2 | 4 | 2 | 2 | 2 | 1 |
| NHS Fife | SLFC_NPA | Distress Brief Intervention | 14 | 10 | 9 | 6 | 4 | 12 | 9 | 10 | 10 | 8 | 9 | 12 | 6 |
| NHS Fife | SLFC_NPA | For Information Only | 49 | 50 | 52 | 43 | 51 | 50 | 70 | 59 | 60 | 55 | 32 | 43 | 62 |
| 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 | 195 | 197 | 160 | 148 | 168 | 175 | 195 | 192 | 201 | 176 | 172 | 196 | 170 |
| NHS Fife | SLFC_NPA | Pt advised to contact Dentist - For Information Only | 1 | 2 | | | 1 | | | 2 | 1 | 1 | | | 1 |

Table 3

| Health Board | Care Group | Endpoint | 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 | 04/02/2024 |
|------------------|--------------|---|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| NHS Fife | SLFC_NPA | Pt advised to contact GUM Clinic - For Information Only | | | | | 1 | | | 1 | | | | | |
| NHS Fife | SLFC_NPA | Pt advised to contact Midwife - For Information Only | 1 | | 8 | 7 | 5 | 4 | 6 | 5 | 5 | 5 | 5 | 5 | 2 |
| NHS Fife | SLFC_NPA | Pt advised to contact Optician - For Information Only | 6 | 3 | 2 | 1 | 1 | 1 | 3 | 2 | 2 | 3 | 3 | 4 | 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 | 23 | 18 | 19 | 19 | 20 | 24 | 30 | 69 | 39 | 27 | 23 | 21 | 22 |
| NHS Fife | SLFC_NPA | Pt advised to contact Police - For Information Only | 8 | 9 | 1 | 5 | 3 | 2 | 5 | 2 | 7 | 1 | 3 | 4 | 3 |
| 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 | 8 | 8 | 9 | 8 | 11 | 14 | 8 | 5 | 11 | 11 | 5 | 12 | 5 |
| NHS Fife | Not assigned | Not assigned | | | | | | 1 | | | | | | | |
| NHS Forth Valley | PCARE | CPN (Dr) to phone patient within 1 Hr | 3 | 7 | 5 | 12 | 2 | 7 | 8 | 7 | 11 | 2 | 4 | 5 | 6 |
| NHS Forth Valley | PCARE | CPN (Dr) to phone patient within 2 Hrs | 17 | 9 | 12 | 8 | 11 | 21 | 8 | 16 | 17 | 7 | 12 | 16 | 9 |
| NHS Forth Valley | PCARE | DN (Dr) phone patient within 1 Hr | 6 | 6 | 5 | 4 | 3 | 3 | 5 | 4 | 3 | 9 | 5 | 5 | 2 |
| NHS Forth Valley | PCARE | DN (Dr) phone patient within 2 Hrs | 9 | 10 | 9 | 10 | 11 | 13 | 15 | 10 | 10 | 15 | 7 | 13 | 8 |
| NHS Forth Valley | PCARE | DN (Dr) phone patient within 4 Hrs | 28 | 28 | 30 | 22 | 32 | 25 | 28 | 43 | 49 | 25 | 35 | 19 | 28 |
| NHS Forth Valley | PCARE | Dr to phone patient within 1 Hr (Disputed Outcome) | 4 | 5 | 10 | 1 | 4 | 4 | 2 | 4 | 4 | 3 | 2 | 3 | 5 |
| 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) | 4 | 2 | 4 | | | 2 | | | 5 | | 1 | 1 | 1 |
| NHS Forth Valley | PCARE | Home Visit within 1 Hr | 4 | 13 | 7 | 12 | 10 | 10 | 5 | 9 | 17 | 8 | 7 | 10 | 5 |
| NHS Forth Valley | PCARE | Home Visit within 2 Hrs | 23 | 25 | 15 | 19 | 16 | 23 | 33 | 37 | 35 | 30 | 26 | 21 | 19 |
| NHS Forth Valley | PCARE | Home Visit within 4 Hrs | 38 | 27 | 26 | 32 | 25 | 30 | 35 | 57 | 48 | 25 | 29 | 34 | 27 |
| NHS Forth Valley | PCARE | PCEC within 1 Hr | 56 | 51 | 53 | 53 | 56 | 48 | 52 | 86 | 92 | 59 | 40 | 50 | 62 |
| NHS Forth Valley | PCARE | PCEC within 12 Hrs | | | | | | | | 1 | | | | | |
| NHS Forth Valley | PCARE | PCEC within 2 Hrs | 103 | 124 | 96 | 115 | 106 | 139 | 116 | 174 | 147 | 110 | 112 | 107 | 115 |
| NHS Forth Valley | PCARE | PCEC within 4 Hrs | 286 | 300 | 292 | 257 | 243 | 297 | 393 | 542 | 550 | 257 | 264 | 295 | 316 |
| NHS Forth Valley | PCARE | Pt advised to contact Practice within 4 Hrs - Info Only | 86 | 88 | 96 | 54 | 64 | 66 | 93 | 54 | 66 | 88 | 79 | 88 | 78 |
| NHS Forth Valley | PCARE | Pt advised to contact practice - For Information Only | 8 | 11 | 4 | 9 | 10 | 8 | 11 | 6 | 9 | 7 | 9 | 6 | 8 |
| NHS Forth Valley | PCARE | Pt advised to contact practice within 12 Hrs - Info Only | 6 | 6 | 2 | 7 | 2 | 9 | 13 | 9 | 12 | 5 | 9 | 6 | 10 |
| NHS Forth Valley | PCARE | Pt advised to contact practice within 36 Hrs - Info Only | 29 | 42 | 34 | 28 | 24 | 25 | 25 | 23 | 46 | 37 | 31 | 25 | 35 |
| NHS Forth Valley | PCARE | Speak to clinician within 1 Hr | 31 | 19 | 19 | 16 | 16 | 15 | 23 | 25 | 27 | 17 | 20 | 13 | 18 |
| NHS Forth Valley | PCARE | Speak to clinician within 2 Hrs | 21 | 27 | 23 | 24 | 25 | 36 | 44 | 47 | 36 | 33 | 30 | 32 | 26 |
| NHS Forth Valley | PCARE | Speak to clinician within 4 Hrs | 60 | 76 | 78 | 55 | 74 | 59 | 107 | 131 | 101 | 70 | 55 | 79 | 62 |
| NHS Forth Valley | SCARE | 999 contacted - For Information Only | | | | | | | 1 | | | | | | |
| NHS Forth Valley | SCARE | 999 contacted - For information only | 116 | 159 | 136 | 100 | 124 | 101 | 103 | 135 | 145 | 116 | 92 | 110 | 95 |
| NHS Forth Valley | SCARE | Patient advised to go to A&E | 142 | 153 | 178 | 179 | 145 | 153 | 164 | 148 | 156 | 128 | 151 | 170 | 176 |
| NHS Forth Valley | SCARE | Patient advised to go to A&E | | 1 | 2 | | | | | | | 1 | | 1 | 2 |
| NHS Forth Valley | SCARE | Patient sent to A&E via Ambulance within 1 Hr | 12 | 11 | 13 | 11 | 8 | 5 | 8 | 10 | 14 | 7 | 8 | 11 | 10 |
| NHS Forth Valley | SCARE | Patient suitable for MIU 4Hr - Flow Hub to arrange | 193 | 162 | 189 | 196 | 170 | 192 | 128 | 122 | 136 | 154 | 152 | 174 | 195 |
| NHS Forth Valley | SCARE | Speak to clinician 2 Hrs | 59 | 48 | 50 | 44 | 50 | 33 | 29 | 19 | 25 | 39 | 49 | 26 | 37 |

Table 3

| Health Board | Care Group | Endpoint | 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 | 04/02/2024 |
|------------------|--------------|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| NHS Forth Valley | SCARE | Speak to clinician within 4 Hrs | 79 | 57 | 60 | 53 | 48 | 38 | 42 | 39 | 50 | 56 | 56 | 45 | 54 |
| 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 | 48 | 77 | 46 | 72 | 59 | 76 | 87 | 108 | 99 | 59 | 71 | 72 | 61 |
| NHS Forth Valley | SLFC_NPA | Dental Nurse - Contact Next Routine Appointment over 24 hour | 1 | 1 | 3 | 1 | | 1 | 1 | | 3 | | 1 | | 1 |
| NHS Forth Valley | SLFC_NPA | Dental Nurse - Not Triage/Assessed | 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 | 1 |
| NHS Forth Valley | SLFC_NPA | Dental Nurse - Self Care | 1 | 5 | 1 | 1 | 2 | 2 | 4 | | 1 | 3 | | 2 | |
| NHS Forth Valley | SLFC_NPA | Distress Brief Intervention | 11 | 12 | 7 | 8 | 12 | 11 | 12 | 5 | 8 | 10 | 12 | 10 | 8 |
| NHS Forth Valley | SLFC_NPA | For Information Only | 43 | 38 | 41 | 46 | 36 | 34 | 39 | 49 | 35 | 25 | 29 | 32 | 28 |
| NHS Forth Valley | SLFC_NPA | Patient given self care advice - For Information Only | 142 | 125 | 121 | 107 | 101 | 126 | 114 | 140 | 124 | 101 | 107 | 114 | 123 |
| NHS Forth Valley | SLFC_NPA | Pt advised to contact Dentist - For Information Only | | 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 | 5 | 1 | 3 | 7 | 4 | 6 | 1 | 1 | 6 | 2 | 1 | |
| NHS Forth Valley | SLFC_NPA | Pt advised to contact Optician - For Information Only | 2 | 4 | 2 | 2 | 1 | 1 | 6 | 4 | 5 | 4 | 4 | 2 | 3 |
| NHS Forth Valley | SLFC_NPA | Pt advised to contact Pharmacist - For Information Only | 22 | 18 | 24 | 29 | 17 | 14 | 26 | 34 | 32 | 31 | 19 | 16 | 23 |
| NHS Forth Valley | SLFC_NPA | Pt advised to contact Police - For Information Only | 4 | 1 | 1 | 3 | 3 | 3 | 1 | 5 | 1 | 3 | 3 | 3 | 4 |
| 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 | 4 | 7 | 7 | 6 | 7 | 4 | 10 | 7 | 7 | 5 | 6 | 5 |
| NHS Forth Valley | Not assigned | Not assigned | | | 1 | | 1 | 1 | | | | | | | |
| NHS Grampian | PCARE | CPN (Dr) to phone patient within 1 Hr | 17 | 11 | 10 | 17 | 17 | 11 | 10 | 17 | 20 | 15 | 12 | 19 | 12 |
| NHS Grampian | PCARE | CPN (Dr) to phone patient within 2 Hrs | 26 | 19 | 23 | 22 | 20 | 22 | 22 | 30 | 49 | 38 | 26 | 30 | 21 |
| NHS Grampian | PCARE | DN (Dr) phone patient within 1 Hr | 7 | 3 | 7 | 4 | 4 | 2 | 7 | 5 | 3 | 6 | 5 | 1 | 4 |
| NHS Grampian | PCARE | DN (Dr) phone patient within 2 Hrs | 9 | 8 | 10 | 10 | 4 | 2 | 5 | 8 | 6 | 8 | 7 | 10 | 11 |
| NHS Grampian | PCARE | DN (Dr) phone patient within 4 Hrs | 25 | 18 | 10 | 13 | 25 | 14 | 27 | 28 | 20 | 17 | 23 | 16 | 15 |
| NHS Grampian | PCARE | Dr to phone patient within 1 Hr (Disputed Outcome) | 8 | 3 | 7 | 5 | 1 | 5 | 4 | 5 | 7 | 3 | 2 | 5 | 3 |
| 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) | 3 | 4 | | 2 | 3 | 2 | 3 | 5 | 1 | 5 | 3 | 1 | 3 |
| NHS Grampian | PCARE | Home Visit within 1 Hr | 20 | 27 | 24 | 23 | 20 | 22 | 31 | 33 | 24 | 24 | 14 | 17 | 27 |
| NHS Grampian | PCARE | Home Visit within 2 Hrs | 56 | 60 | 71 | 51 | 55 | 35 | 49 | 84 | 84 | 45 | 62 | 59 | 58 |
| NHS Grampian | PCARE | Home Visit within 4 Hrs | 68 | 70 | 61 | 75 | 62 | 61 | 82 | 135 | 117 | 59 | 69 | 64 | 60 |
| NHS Grampian | PCARE | PCEC within 1 Hr | 103 | 132 | 127 | 102 | 90 | 94 | 134 | 127 | 154 | 88 | 81 | 83 | 95 |
| NHS Grampian | PCARE | PCEC within 2 Hrs | 206 | 206 | 184 | 195 | 184 | 196 | 197 | 256 | 260 | 158 | 156 | 215 | 204 |
| NHS Grampian | PCARE | PCEC within 4 Hrs | 498 | 466 | 513 | 475 | 499 | 484 | 618 | 996 | 912 | 402 | 399 | 458 | 532 |
| NHS Grampian | PCARE | Pt advised to contact Practice within 4 Hrs - Info Only | 113 | 96 | 111 | 117 | 84 | 82 | 109 | 85 | 80 | 109 | 116 | 106 | 106 |
| NHS Grampian | PCARE | Pt advised to contact practice - For Information Only | 16 | 12 | 13 | 12 | 9 | 11 | 7 | 13 | 16 | 10 | 15 | 17 | 12 |
| NHS Grampian | PCARE | Pt advised to contact practice within 12 Hrs - Info Only | 14 | 12 | 7 | 12 | 12 | 22 | 11 | 10 | 9 | 12 | 18 | 13 | 10 |
| NHS Grampian | PCARE | Pt advised to contact practice within 36 Hrs - Info Only | 57 | 49 | 47 | 55 | 44 | 36 | 33 | 27 | 68 | 58 | 60 | 42 | 43 |

Table 3

| Health Board | Care Group | Endpoint | 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 | 04/02/2024 |
|---------------------|--------------|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| NHS Grampian | PCARE | Speak to clinician within 1 Hr | 45 | 52 | 22 | 35 | 42 | 43 | 40 | 45 | 56 | 40 | 20 | 43 | 42 |
| NHS Grampian | PCARE | Speak to clinician within 2 Hrs | 50 | 44 | 51 | 48 | 63 | 57 | 59 | 64 | 66 | 48 | 48 | 47 | 47 |
| NHS Grampian | PCARE | Speak to clinician within 4 Hrs | 121 | 123 | 128 | 112 | 129 | 125 | 185 | 268 | 228 | 136 | 126 | 131 | 108 |
| NHS Grampian | PCARE | Triage refused therefore Dr requested to phone patient | | | 1 | 1 | | | | | | | | | |
| NHS Grampian | SCARE | 999 contacted - For information only | 223 | 237 | 250 | 233 | 225 | 213 | 196 | 262 | 275 | 253 | 214 | 175 | 222 |
| NHS Grampian | SCARE | Patient advised to go to A&E | 189 | 203 | 234 | 224 | 250 | 184 | 196 | 203 | 255 | 193 | 197 | 226 | 211 |
| NHS Grampian | SCARE | Patient advised to go to A&E | 1 | 2 | 1 | | 3 | 2 | | 1 | 1 | | | 4 | 2 |
| NHS Grampian | SCARE | Patient sent to A&E via Ambulance within 1 Hr | 26 | 14 | 15 | 22 | 19 | 18 | 15 | 15 | 18 | 18 | 8 | 14 | 9 |
| 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 | 177 | 171 | 184 | 194 | 244 | 166 | 180 | 141 | 140 | 171 | 152 | 161 | 191 |
| NHS Grampian | SCARE | Speak to clinician 2 Hrs | 57 | 43 | 38 | 39 | 28 | 42 | 32 | 27 | 35 | 33 | 37 | 41 | 45 |
| NHS Grampian | SCARE | Speak to clinician within 4 Hrs | 81 | 58 | 64 | 68 | 97 | 72 | 61 | 54 | 64 | 69 | 50 | 74 | 56 |
| NHS Grampian | SLFC_NPA | Contact Breathing Space | 1 | 1 | | | | | | | | | 1 | | |
| NHS Grampian | SLFC_NPA | Dental Nurse - Contact Dentist within 1 hour | 1 | 3 | 1 | 1 | | | 1 | 2 | 3 | 1 | | 1 | |
| NHS Grampian | SLFC_NPA | Dental Nurse - Contact Dentist within 24 hours | 114 | 130 | 110 | 101 | 106 | 101 | 122 | 212 | 191 | 105 | 105 | 74 | 118 |
| NHS Grampian | SLFC_NPA | Dental Nurse - Contact Next Routine Appointment over 24 hour | | 1 | 2 | | | 1 | | | 8 | 1 | 2 | 1 | |
| NHS Grampian | SLFC_NPA | Dental Nurse - Contact Pharmacist | | | | | | | | 1 | | | | | |
| NHS Grampian | SLFC_NPA | Dental Nurse - Not Triage/Assessed | 3 | 6 | 6 | 5 | 6 | 4 | 4 | 8 | 6 | 3 | 4 | 3 | 5 |
| NHS Grampian | SLFC_NPA | Dental Nurse - Routine Contact with Dentist | 1 | | 1 | 1 | | 1 | 3 | 6 | 4 | | 2 | | |
| NHS Grampian | SLFC_NPA | Dental Nurse - Self Care | 3 | 1 | 1 | 3 | 1 | | 4 | 3 | 1 | 1 | 1 | 1 | 3 |
| NHS Grampian | SLFC_NPA | Distress Brief Intervention | 4 | 7 | 11 | 11 | 11 | 14 | 8 | 12 | 12 | 8 | 8 | 7 | 10 |
| NHS Grampian | SLFC_NPA | For Information Only | 147 | 90 | 115 | 97 | 104 | 86 | 149 | 143 | 144 | 118 | 112 | 96 | 97 |
| 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 | | | | | | | 5 | | 2 | 2 | 2 | | 1 |
| NHS Grampian | SLFC_NPA | Patient given self care advice - For Information Only | 207 | 190 | 210 | 194 | 206 | 193 | 202 | 257 | 233 | 209 | 181 | 158 | 193 |
| 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 | 2 |
| NHS Grampian | SLFC_NPA | Pt advised to contact Midwife - For Information Only | | 4 | 2 | 6 | 3 | 3 | 3 | 4 | 5 | 4 | 5 | 2 | 2 |
| NHS Grampian | SLFC_NPA | Pt advised to contact Optician - For Information Only | 3 | 3 | 3 | 7 | 4 | 5 | 4 | 1 | 5 | 4 | 2 | 3 | 3 |
| NHS Grampian | SLFC_NPA | Pt advised to contact Pharmacist - For Information Only | 30 | 21 | 32 | 35 | 29 | 22 | 41 | 66 | 65 | 42 | 27 | 32 | 34 |
| NHS Grampian | SLFC_NPA | Pt advised to contact Police - For Information Only | 13 | 11 | 7 | 7 | 6 | 9 | 11 | 7 | 8 | 14 | 11 | 11 | 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 | 33 | 22 | 29 | 32 | 29 | 22 | 42 | 24 | 37 | 30 | 23 | 26 | 18 |
| NHS Grampian | Not assigned | Not assigned | | | | | | | | 1 | | | | | |
| NHS Greater Glasgow | PCARE | CPN (Dr) to phone patient within 1 Hr | 43 | 48 | 43 | 40 | 29 | 37 | 37 | 35 | 36 | 32 | 30 | 33 | 29 |
| NHS Greater Glasgow | PCARE | CPN (Dr) to phone patient within 2 Hrs | 54 | 72 | 67 | 61 | 76 | 49 | 72 | 79 | 75 | 55 | 73 | 79 | 71 |
| NHS Greater Glasgow | PCARE | DN (Dr) phone patient within 1 Hr | 7 | 9 | 4 | 7 | 5 | 3 | 8 | 4 | 4 | 3 | | 3 | 3 |

Table 3

| Health Board | Care Group | Endpoint | 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 | 04/02/2024 |
|---------------------|------------|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| NHS Greater Glasgow | PCARE | DN (Dr) phone patient within 2 Hrs | 9 | 5 | 3 | 16 | 6 | 9 | 5 | 13 | 5 | 8 | 7 | 2 | 12 |
| NHS Greater Glasgow | PCARE | DN (Dr) phone patient within 4 Hrs | 19 | 22 | 17 | 20 | 17 | 14 | 22 | 23 | 13 | 16 | 12 | 12 | 11 |
| NHS Greater Glasgow | PCARE | Dr to phone patient within 1 Hr (Disputed Outcome) | 18 | 13 | 15 | 13 | 11 | 10 | 13 | 13 | 16 | 11 | 12 | 8 | 8 |
| NHS Greater Glasgow | PCARE | Dr to phone patient within 2 Hrs (Disputed Outcome) | | 2 | 2 | 3 | 1 | 1 | | 1 | 1 | 1 | 2 | | 1 |
| NHS Greater Glasgow | PCARE | Dr to phone patient within 4 Hrs (Disputed Outcome) | 5 | 9 | 6 | 10 | 7 | 5 | 6 | 12 | 9 | 10 | 11 | 5 | 8 |
| NHS Greater Glasgow | PCARE | Home Visit within 1 Hr | 41 | 63 | 30 | 44 | 33 | 34 | 33 | 72 | 86 | 55 | 51 | 44 | 44 |
| NHS Greater Glasgow | PCARE | Home Visit within 2 Hrs | 102 | 83 | 95 | 85 | 95 | 109 | 126 | 153 | 163 | 105 | 98 | 95 | 97 |
| NHS Greater Glasgow | PCARE | Home Visit within 4 Hrs | 118 | 142 | 114 | 123 | 137 | 131 | 151 | 251 | 244 | 151 | 125 | 139 | 144 |
| NHS Greater Glasgow | PCARE | PCEC within 1 Hr | 200 | 234 | 212 | 175 | 204 | 196 | 214 | 294 | 262 | 205 | 164 | 194 | 230 |
| NHS Greater Glasgow | PCARE | PCEC within 12 Hrs | | 1 | | | | | | | | | | | |
| NHS Greater Glasgow | PCARE | PCEC within 2 Hrs | 429 | 433 | 406 | 390 | 407 | 430 | 436 | 586 | 579 | 399 | 410 | 398 | 400 |
| NHS Greater Glasgow | PCARE | PCEC within 4 Hrs | 1,082 | 1,113 | 1,055 | 1,059 | 1,108 | 1,210 | 1,462 | 2,002 | 1,974 | 1,128 | 1,080 | 1,125 | 1,235 |
| NHS Greater Glasgow | PCARE | Pt advised to contact Practice within 4 Hrs - Info Only | 292 | 284 | 250 | 255 | 227 | 224 | 294 | 180 | 198 | 267 | 260 | 301 | 285 |
| NHS Greater Glasgow | PCARE | Pt advised to contact practice - For Information Only | 42 | 32 | 36 | 28 | 31 | 36 | 20 | 33 | 42 | 29 | 23 | 42 | 30 |
| NHS Greater Glasgow | PCARE | Pt advised to contact practice within 12 Hrs - Info Only | 42 | 37 | 35 | 30 | 19 | 25 | 34 | 17 | 34 | 28 | 39 | 33 | 33 |
| NHS Greater Glasgow | PCARE | Pt advised to contact practice within 36 Hrs - Info Only | 138 | 130 | 115 | 118 | 107 | 100 | 69 | 83 | 159 | 115 | 155 | 131 | 129 |
| NHS Greater Glasgow | PCARE | Speak to clinician within 1 Hr | 91 | 73 | 107 | 65 | 83 | 77 | 99 | 110 | 135 | 98 | 81 | 66 | 75 |
| NHS Greater Glasgow | PCARE | Speak to clinician within 2 Hrs | 131 | 108 | 115 | 112 | 102 | 96 | 141 | 146 | 119 | 119 | 95 | 108 | 108 |
| NHS Greater Glasgow | PCARE | Speak to clinician within 4 Hrs | 297 | 289 | 299 | 264 | 281 | 277 | 436 | 544 | 491 | 323 | 281 | 271 | 276 |
| NHS Greater Glasgow | PCARE | Transport to PCEC within 2 Hrs | | | | | | | | 1 | | | | | |
| NHS Greater Glasgow | PCARE | Transport to PCEC within 4 hrs | 6 | 11 | 4 | 4 | 6 | 5 | 6 | 7 | 3 | 5 | 4 | 2 | 3 |
| NHS Greater Glasgow | SCARE | 999 contacted - For Information Only | | | | | | | 1 | | 2 | | | 1 | |
| NHS Greater Glasgow | SCARE | 999 contacted - For information only | 460 | 415 | 432 | 388 | 422 | 349 | 408 | 469 | 491 | 362 | 401 | 418 | 431 |
| NHS Greater Glasgow | SCARE | Patient advised to go to A&E | 527 | 509 | 473 | 478 | 491 | 438 | 417 | 475 | 525 | 439 | 451 | 465 | 515 |
| NHS Greater Glasgow | SCARE | Patient advised to go to A&E | 1 | | 2 | 5 | 5 | 3 | 7 | 8 | 9 | 4 | 2 | 1 | 1 |
| NHS Greater Glasgow | SCARE | Patient sent to A&E via Ambulance within 1 Hr | 39 | 33 | 31 | 47 | 38 | 38 | 34 | 41 | 45 | 25 | 32 | 26 | 41 |
| 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 | 332 | 325 | 312 | 300 | 242 | 289 | 278 | 219 | 261 | 306 | 335 | 323 | 306 |
| NHS Greater Glasgow | SCARE | Remote & Rural A&E and Minor Injuries -Refer to Hub | | | | 1 | | | | | | | | | 1 |
| NHS Greater Glasgow | SCARE | Speak to clinician 2 Hrs | 87 | 47 | 62 | 63 | 45 | 36 | 45 | 36 | 35 | 47 | 41 | 61 | 46 |
| NHS Greater Glasgow | SCARE | Speak to clinician within 4 Hrs | 171 | 137 | 113 | 134 | 118 | 103 | 133 | 113 | 128 | 136 | 156 | 142 | 110 |
| NHS Greater Glasgow | SLFC_NPA | Contact Breathing Space | 2 | | | | 3 | 1 | 1 | | 1 | 1 | | | 1 |
| NHS Greater Glasgow | SLFC_NPA | Dental Nurse - Contact Dentist within 1 hour | 3 | 4 | | 4 | 2 | 2 | 1 | 7 | 6 | 1 | 3 | | 4 |
| NHS Greater Glasgow | SLFC_NPA | Dental Nurse - Contact Dentist within 24 hours | 316 | 276 | 291 | 269 | 246 | 288 | 358 | 509 | 464 | 255 | 299 | 262 | 256 |
| NHS Greater Glasgow | SLFC_NPA | Dental Nurse - Contact Next Routine Appointment over 24 hour | 5 | 2 | 3 | 3 | 4 | | 6 | 11 | 4 | 3 | 2 | | 5 |
| NHS Greater Glasgow | SLFC_NPA | Dental Nurse - Contact Pharmacist | | | | | | | | | | | | 1 | |
| NHS Greater Glasgow | SLFC_NPA | Dental Nurse - Not Triaged/Assessed | 18 | 16 | 10 | 13 | 12 | 10 | 21 | 18 | 23 | 14 | 14 | 9 | 12 |
| NHS Greater Glasgow | SLFC_NPA | Dental Nurse - Routine Contact with Dentist | 3 | 2 | 5 | 4 | 7 | 12 | 6 | 8 | 6 | 4 | 4 | 4 | 5 |

Table 3

| Health Board | Care Group | Endpoint | 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 | 04/02/2024 |
|---------------------|--------------|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| NHS Greater Glasgow | SLFC_NPA | Dental Nurse - Self Care | 7 | 4 | 5 | 4 | 8 | 4 | 8 | 10 | | 4 | 9 | 7 | 5 |
| NHS Greater Glasgow | SLFC_NPA | Distress Brief Intervention | 27 | 31 | 25 | 30 | 29 | 28 | 25 | 26 | 29 | 28 | 25 | 37 | 44 |
| NHS Greater Glasgow | SLFC_NPA | For Information Only | 186 | 153 | 145 | 142 | 144 | 164 | 188 | 171 | 167 | 140 | 152 | 163 | 184 |
| NHS Greater Glasgow | SLFC_NPA | Patient advised to contact CPN Team - For Info Only | 2 | 6 | 7 | 4 | 9 | 4 | | 3 | 3 | | 1 | 2 | 4 |
| NHS Greater Glasgow | SLFC_NPA | Patient given self care advice - For Information Only | 618 | 658 | 590 | 512 | 609 | 580 | 625 | 583 | 596 | 588 | 543 | 533 | 573 |
| NHS Greater Glasgow | SLFC_NPA | Pt advised to contact Dentist - For Information Only | | 2 | 2 | | | 2 | 2 | 1 | | 1 | 3 | 1 | 1 |
| NHS Greater Glasgow | SLFC_NPA | Pt advised to contact GUM Clinic - For Information Only | 2 | 2 | 1 | | | 1 | 1 | 1 | 3 | 3 | 1 | | 1 |
| NHS Greater Glasgow | SLFC_NPA | Pt advised to contact Midwife - For Information Only | 8 | 14 | 8 | 4 | 6 | 9 | 6 | 6 | 5 | 10 | 7 | 9 | 12 |
| NHS Greater Glasgow | SLFC_NPA | Pt advised to contact Optician - For Information Only | 16 | 5 | 10 | 12 | 6 | 5 | 6 | 10 | 9 | 9 | 8 | 11 | 9 |
| NHS Greater Glasgow | SLFC_NPA | Pt advised to contact Orthodontist - For Information Only | | | | 1 | 1 | 1 | 1 | 1 | | 1 | 1 | 2 | |
| NHS Greater Glasgow | SLFC_NPA | Pt advised to contact Pharmacist - For Information Only | 84 | 89 | 88 | 96 | 76 | 84 | 103 | 156 | 161 | 114 | 71 | 85 | 82 |
| NHS Greater Glasgow | SLFC_NPA | Pt advised to contact Police - For Information Only | 20 | 15 | 16 | 15 | 9 | 17 | 7 | 11 | 18 | 17 | 20 | 15 | 17 |
| NHS Greater Glasgow | SLFC_NPA | Pt advised to contact appropriate service - For Info Only | 1 | 1 | | | | 2 | 1 | | | 1 | | 1 | 2 |
| 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 | 60 | 36 | 43 | 36 | 41 | 37 | 30 | 26 | 28 | 24 | 31 | 30 | 40 |
| NHS Greater Glasgow | Not assigned | Not assigned | | | 1 | | | 1 | | | | | | | |
| NHS HIGHLAND | PCARE | CPN (Dr) to phone patient within 1 Hr | 6 | 10 | 5 | 6 | 11 | 8 | 9 | 7 | 9 | 9 | 4 | 8 | 1 |
| NHS HIGHLAND | PCARE | CPN (Dr) to phone patient within 2 Hrs | 11 | 9 | 14 | 9 | 8 | 16 | 14 | 12 | 12 | 12 | 13 | 10 | 3 |
| NHS HIGHLAND | PCARE | DN (Dr) phone patient within 1 Hr | 4 | 2 | 4 | 3 | 2 | 2 | 2 | 2 | 7 | 2 | 5 | 3 | 1 |
| NHS HIGHLAND | PCARE | DN (Dr) phone patient within 2 Hrs | 4 | 6 | 4 | 3 | 4 | 2 | 3 | 4 | 6 | 1 | 5 | 4 | 4 |
| NHS HIGHLAND | PCARE | DN (Dr) phone patient within 4 Hrs | 17 | 16 | 11 | 9 | 12 | 11 | 11 | 19 | 19 | 10 | 18 | 16 | 11 |
| NHS HIGHLAND | PCARE | Dr to phone patient within 1 Hr (Disputed Outcome) | 2 | | 1 | | | 1 | 2 | 1 | 1 | 2 | 2 | 1 | 2 |
| NHS HIGHLAND | PCARE | Dr to phone patient within 2 Hrs (Disputed Outcome) | | 1 | | | | 2 | | | | | | 2 | 1 |
| NHS HIGHLAND | PCARE | Dr to phone patient within 4 Hrs (Disputed Outcome) | 1 | 4 | | 1 | | | | 1 | 3 | 3 | 2 | 3 | |
| NHS HIGHLAND | PCARE | Home Visit within 1 Hr | 12 | 8 | 9 | 7 | 7 | 4 | 10 | 20 | 20 | 14 | 11 | 11 | 11 |
| NHS HIGHLAND | PCARE | Home Visit within 2 Hrs | 28 | 30 | 21 | 24 | 17 | 21 | 24 | 43 | 31 | 23 | 23 | 22 | 13 |
| NHS HIGHLAND | PCARE | Home Visit within 4 Hrs | 24 | 34 | 27 | 35 | 36 | 28 | 33 | 56 | 55 | 29 | 31 | 26 | 25 |
| NHS HIGHLAND | PCARE | PCEC within 1 Hr | 40 | 38 | 50 | 37 | 32 | 34 | 42 | 49 | 59 | 43 | 27 | 33 | 41 |
| NHS HIGHLAND | PCARE | PCEC within 2 Hrs | 80 | 81 | 64 | 55 | 46 | 81 | 68 | 104 | 105 | 65 | 62 | 85 | 86 |
| NHS HIGHLAND | PCARE | PCEC within 4 Hrs | 178 | 194 | 163 | 190 | 163 | 173 | 233 | 412 | 370 | 165 | 190 | 169 | 205 |
| NHS HIGHLAND | PCARE | Pt advised to contact Practice within 4 Hrs - Info Only | 46 | 33 | 34 | 41 | 28 | 33 | 39 | 36 | 42 | 47 | 39 | 48 | 27 |
| NHS HIGHLAND | PCARE | Pt advised to contact practice - For Information Only | 4 | 6 | 5 | 6 | 5 | 3 | 5 | 9 | 14 | 3 | 3 | 5 | 1 |
| NHS HIGHLAND | PCARE | Pt advised to contact practice within 12 Hrs - Info Only | 11 | 6 | 4 | 8 | 3 | 2 | 8 | 4 | 6 | 8 | 5 | 2 | 5 |
| NHS HIGHLAND | PCARE | Pt advised to contact practice within 36 Hrs - Info Only | 21 | 21 | 12 | 23 | 13 | 17 | 13 | 20 | 35 | 16 | 21 | 23 | 23 |
| NHS HIGHLAND | PCARE | Speak to clinician within 1 Hr | 20 | 20 | 15 | 20 | 12 | 12 | 16 | 23 | 28 | 20 | 13 | 13 | 15 |
| NHS HIGHLAND | PCARE | Speak to clinician within 2 Hrs | 29 | 20 | 22 | 18 | 14 | 12 | 30 | 34 | 33 | 27 | 20 | 20 | 20 |
| NHS HIGHLAND | PCARE | Speak to clinician within 4 Hrs | 59 | 49 | 46 | 48 | 54 | 46 | 76 | 145 | 114 | 39 | 49 | 59 | 41 |
| NHS HIGHLAND | PCARE | Transport to PCEC within 2 Hrs | | | 1 | | 1 | | | | | | 2 | | |

Table 3

| Health Board | Care Group | Endpoint | 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 | 04/02/2024 |
|-----------------|--------------|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| NHS HIGHLAND | PCARE | Transport to PCEC within 4 hrs | | | 2 | 1 | 2 | | 1 | | 1 | | | | 2 |
| 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 | 113 | 105 | 96 | 91 | 79 | 69 | 84 | 112 | 114 | 76 | 97 | 66 | 89 |
| NHS HIGHLAND | SCARE | Patient advised to go to A&E | 89 | 65 | 74 | 71 | 60 | 69 | 85 | 90 | 98 | 64 | 79 | 70 | 69 |
| 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 | 8 | 5 | 6 | 8 | 4 | 11 | 9 | 11 | 8 | 4 | 6 | 6 | 5 |
| NHS HIGHLAND | SCARE | Patient suitable for MIU 4Hr - Flow Hub to arrange | 68 | 56 | 51 | 53 | 60 | 41 | 50 | 55 | 53 | 53 | 44 | 40 | 40 |
| NHS HIGHLAND | SCARE | Remote & Rural A&E and Minor Injuries -Refer to Hub | 17 | 17 | 18 | 25 | 20 | 16 | 23 | 25 | 28 | 14 | 23 | 18 | 21 |
| NHS HIGHLAND | SCARE | Speak to clinician 2 Hrs | 19 | 16 | 16 | 7 | 11 | 14 | 7 | 12 | 11 | 8 | 13 | 12 | 19 |
| NHS HIGHLAND | SCARE | Speak to clinician within 4 Hrs | 28 | 29 | 17 | 19 | 21 | 24 | 20 | 24 | 32 | 18 | 26 | 16 | 18 |
| NHS HIGHLAND | SLFC_NPA | Contact Breathing Space | | | | | 1 | | | | | | | | |
| NHS HIGHLAND | SLFC_NPA | Distress Brief Intervention | 8 | 4 | 6 | 10 | 6 | 7 | 5 | 5 | 5 | 8 | 3 | 6 | 4 |
| NHS HIGHLAND | SLFC_NPA | For Information Only | 36 | 30 | 32 | 35 | 18 | 26 | 27 | 35 | 44 | 35 | 22 | 31 | 29 |
| NHS HIGHLAND | SLFC_NPA | Hub to arrange appointment within 24 hours | 70 | 70 | 54 | 49 | 60 | 60 | 84 | 125 | 95 | 51 | 61 | 57 | 70 |
| 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 | 2 | 1 | 1 | 1 | | | | | | | 1 | |
| NHS HIGHLAND | SLFC_NPA | Patient advised to contact dental advice line - Info Only | 1 | 2 | | 1 | 1 | | 1 | 1 | | | | | 1 |
| NHS HIGHLAND | SLFC_NPA | Patient advised to contact registered GDP - Info Only | 4 | 8 | 11 | 12 | 7 | 10 | 15 | 16 | 17 | 9 | 8 | 6 | 14 |
| NHS HIGHLAND | SLFC_NPA | Patient given self care advice - For Information Only | 94 | 91 | 89 | 88 | 94 | 82 | 109 | 137 | 109 | 94 | 93 | 82 | 94 |
| NHS HIGHLAND | SLFC_NPA | Patient given self care dental advice - For Information Only | 3 | | 4 | 2 | | 1 | 2 | 2 | | 2 | 1 | | 2 |
| NHS HIGHLAND | SLFC_NPA | Pt advised to contact Dentist - For Information Only | 1 | | | 1 | | | 2 | 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 | | 1 | | 2 | | 2 | | 1 | 2 | | 1 | | |
| NHS HIGHLAND | SLFC_NPA | Pt advised to contact Optician - For Information Only | 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 | 6 | 12 | 12 | 15 | 17 | 11 | 17 | 31 | 28 | 11 | 10 | 7 | 12 |
| NHS HIGHLAND | SLFC_NPA | Pt advised to contact Police - For Information Only | 7 | 5 | 2 | 7 | 3 | 7 | 2 | 3 | 4 | | | 4 | 7 |
| NHS HIGHLAND | SLFC_NPA | Pt given TOXBASE advice - For Information Only | | | | | | 1 | | | | | | | |
| NHS HIGHLAND | SLFC_NPA | Triage refused - For Information Only | 5 | 1 | 4 | 5 | 2 | 1 | 4 | 5 | 6 | 4 | 2 | 4 | |
| NHS HIGHLAND | SLFC_NPA | Triage refused - Pt terminated call - For Information Only | 13 | 11 | 11 | 8 | 8 | 5 | 10 | 7 | 8 | 4 | 6 | 2 | 7 |
| 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 | 13 | 16 | 14 | 8 | 7 | 15 | 12 | 15 | 25 | 15 | 14 | 5 | 9 |
| NHS LANARKSHIRE | PCARE | CPN (Dr) to phone patient within 2 Hrs | 22 | 19 | 31 | 25 | 34 | 29 | 28 | 40 | 40 | 32 | 23 | 29 | 24 |
| NHS LANARKSHIRE | PCARE | DN (Dr) phone patient within 1 Hr | 2 | 2 | 4 | 5 | 1 | 1 | | 6 | 3 | 3 | 2 | 1 | 1 |
| NHS LANARKSHIRE | PCARE | DN (Dr) phone patient within 2 Hrs | 4 | 6 | 5 | 5 | 2 | 5 | 2 | 1 | | 4 | 2 | 2 | 3 |
| NHS LANARKSHIRE | PCARE | DN (Dr) phone patient within 4 Hrs | 6 | 6 | 5 | 3 | 2 | 5 | 7 | 9 | 6 | 7 | 7 | 5 | 3 |

Table 3

| Health Board | Care Group | Endpoint | 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 | 04/02/2024 |
|-----------------|------------|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| NHS LANARKSHIRE | PCARE | Dr to phone patient within 1 Hr (Disputed Outcome) | 7 | 5 | 7 | 4 | 6 | 7 | 4 | 6 | 5 | 1 | 5 | 5 | 3 |
| NHS LANARKSHIRE | PCARE | Dr to phone patient within 2 Hrs (Disputed Outcome) | | 1 | 2 | | | 1 | | | | 1 | | 1 | |
| NHS LANARKSHIRE | PCARE | Dr to phone patient within 4 Hrs (Disputed Outcome) | 3 | 3 | 3 | 4 | 2 | 1 | 5 | 6 | 9 | 3 | 5 | 2 | 5 |
| NHS LANARKSHIRE | PCARE | Home Visit within 1 Hr | 17 | 15 | 14 | 16 | 19 | 25 | 18 | 28 | 35 | 17 | 11 | 22 | 14 |
| NHS LANARKSHIRE | PCARE | Home Visit within 2 Hrs | 36 | 37 | 46 | 45 | 53 | 38 | 43 | 60 | 61 | 34 | 49 | 41 | 50 |
| NHS LANARKSHIRE | PCARE | Home Visit within 4 Hrs | 57 | 64 | 58 | 65 | 46 | 52 | 68 | 103 | 79 | 38 | 73 | 58 | 49 |
| NHS LANARKSHIRE | PCARE | PCEC within 1 Hr | 122 | 129 | 122 | 98 | 106 | 119 | 126 | 156 | 157 | 103 | 111 | 120 | 111 |
| NHS LANARKSHIRE | PCARE | PCEC within 2 Hrs | 232 | 221 | 201 | 229 | 221 | 213 | 240 | 327 | 327 | 226 | 202 | 257 | 240 |
| NHS LANARKSHIRE | PCARE | PCEC within 4 Hrs | 574 | 577 | 564 | 515 | 581 | 583 | 793 | 1,117 | 1,108 | 557 | 539 | 555 | 632 |
| NHS LANARKSHIRE | PCARE | Pt advised to contact Practice within 4 Hrs - Info Only | 112 | 88 | 127 | 82 | 72 | 84 | 136 | 78 | 84 | 115 | 98 | 119 | 79 |
| NHS LANARKSHIRE | PCARE | Pt advised to contact practice - For Information Only | 14 | 13 | 22 | 15 | 10 | 24 | 10 | 15 | 19 | 11 | 13 | 17 | 10 |
| NHS LANARKSHIRE | PCARE | Pt advised to contact practice within 12 Hrs - Info Only | 18 | 15 | 11 | 11 | 8 | 11 | 21 | 6 | 12 | 10 | 23 | 13 | 15 |
| NHS LANARKSHIRE | PCARE | Pt advised to contact practice within 36 Hrs - Info Only | 65 | 64 | 56 | 69 | 48 | 62 | 40 | 35 | 78 | 63 | 61 | 56 | 52 |
| NHS LANARKSHIRE | PCARE | Speak to clinician within 1 Hr | 39 | 30 | 37 | 31 | 32 | 37 | 41 | 51 | 45 | 35 | 26 | 30 | 26 |
| NHS LANARKSHIRE | PCARE | Speak to clinician within 2 Hrs | 45 | 45 | 57 | 47 | 59 | 49 | 56 | 62 | 77 | 37 | 38 | 46 | 59 |
| NHS LANARKSHIRE | PCARE | Speak to clinician within 4 Hrs | 137 | 91 | 138 | 107 | 161 | 128 | 215 | 271 | 248 | 126 | 129 | 148 | 123 |
| NHS LANARKSHIRE | PCARE | Transport to PCEC within 2 Hrs | | 2 | | 1 | 1 | 1 | | 3 | 1 | 1 | 1 | 2 | 3 |
| NHS LANARKSHIRE | PCARE | Transport to PCEC within 4 hrs | 3 | 2 | 1 | 1 | | 1 | | 3 | 1 | | 1 | | |
| NHS LANARKSHIRE | SCARE | 999 contacted - For Information Only | | | | | | | | | | 1 | | | |
| NHS LANARKSHIRE | SCARE | 999 contacted - For information only | 211 | 212 | 233 | 201 | 221 | 181 | 165 | 222 | 231 | 204 | 191 | 197 | 208 |
| NHS LANARKSHIRE | SCARE | Patient advised to go to A&E | 279 | 254 | 262 | 258 | 226 | 226 | 255 | 261 | 308 | 229 | 231 | 241 | 249 |
| NHS LANARKSHIRE | SCARE | Patient advised to go to A&E | 1 | 3 | | 2 | 1 | 1 | 1 | | 2 | | 1 | 5 | |
| NHS LANARKSHIRE | SCARE | Patient sent to A&E via Ambulance within 1 Hr | 18 | 28 | 12 | 26 | 15 | 19 | 18 | 19 | 11 | 10 | 11 | 25 | 8 |
| 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 | 103 | 105 | 111 | 108 | 84 | 99 | 91 | 94 | 94 | 94 | 97 | 98 | 104 |
| NHS LANARKSHIRE | SCARE | Speak to clinician 2 Hrs | 23 | 26 | 22 | 25 | 19 | 17 | 16 | 11 | 18 | 18 | 17 | 21 | 23 |
| NHS LANARKSHIRE | SCARE | Speak to clinician within 4 Hrs | 58 | 51 | 53 | 50 | 55 | 41 | 61 | 47 | 64 | 45 | 52 | 52 | 45 |
| 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 | 144 | 162 | 154 | 154 | 145 | 106 | 206 | 234 | 220 | 151 | 154 | 128 | 115 |
| NHS LANARKSHIRE | SLFC_NPA | Dental Nurse - Contact Next Routine Appointment over 24 hour | | 1 | 2 | 1 | | 3 | 1 | 4 | 3 | 1 | 1 | 2 | |
| NHS LANARKSHIRE | SLFC_NPA | Dental Nurse - Not Triage/Assessed | 6 | 8 | 4 | 7 | 3 | 5 | 6 | 10 | 4 | 5 | 6 | 1 | 7 |
| NHS LANARKSHIRE | SLFC_NPA | Dental Nurse - Routine Contact with Dentist | 1 | 2 | 1 | 1 | | 4 | 1 | 4 | 4 | | 1 | 1 | 1 |
| NHS LANARKSHIRE | SLFC_NPA | Dental Nurse - Self Care | 2 | 1 | 2 | 5 | 4 | 3 | 3 | 5 | 1 | 1 | 2 | | 2 |
| NHS LANARKSHIRE | SLFC_NPA | Distress Brief Intervention | 16 | 14 | 14 | 11 | 19 | 10 | 10 | 16 | 18 | 17 | 13 | 12 | 21 |
| NHS LANARKSHIRE | SLFC_NPA | For Information Only | 79 | 62 | 61 | 64 | 61 | 47 | 75 | 82 | 61 | 82 | 52 | 50 | 73 |
| NHS LANARKSHIRE | SLFC_NPA | Patient advised to contact CPN Team - For Info Only | | | 1 | 1 | 1 | 1 | | | | 1 | 2 | | |
| NHS LANARKSHIRE | SLFC_NPA | Patient given self care advice - For Information Only | 229 | 205 | 203 | 171 | 201 | 183 | 237 | 231 | 247 | 184 | 194 | 188 | 189 |

Table 3

| Health Board | Care Group | Endpoint | 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 | 04/02/2024 |
|-----------------|--------------|---|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| NHS LANARKSHIRE | SLFC_NPA | Pt advised to contact Dentist - For Information Only | 2 | | | 1 | 1 | | 2 | | 1 | | 2 | | |
| NHS LANARKSHIRE | SLFC_NPA | Pt advised to contact GUM Clinic - For Information Only | | | | | | | | | | 1 | | | 2 |
| NHS LANARKSHIRE | SLFC_NPA | Pt advised to contact Midwife - For Information Only | 6 | 13 | 5 | 4 | 6 | 4 | 2 | 7 | 9 | 4 | 4 | 3 | 9 |
| NHS LANARKSHIRE | SLFC_NPA | Pt advised to contact Optician - For Information Only | 2 | 1 | 8 | 3 | 2 | 2 | | 5 | 2 | 2 | 4 | 2 | 2 |
| NHS LANARKSHIRE | SLFC_NPA | Pt advised to contact Orthodontist - For Information Only | | | | | | 2 | | | | | 1 | | 1 |
| NHS LANARKSHIRE | SLFC_NPA | Pt advised to contact Pharmacist - For Information Only | 29 | 18 | 35 | 35 | 52 | 36 | 39 | 89 | 72 | 41 | 25 | 28 | 33 |
| NHS LANARKSHIRE | SLFC_NPA | Pt advised to contact Police - For Information Only | 1 | 3 | 3 | 6 | 6 | 2 | 5 | 7 | 3 | 6 | 1 | 6 | 2 |
| 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 | 9 | 8 | 10 | 11 | 6 | 6 | 7 | 11 | 18 | 10 | 12 | 14 | 12 |
| NHS LANARKSHIRE | Not assigned | Not assigned | | | | | | | 1 | | | | | | |
| NHS Lothian | PCARE | CPN (Dr) to phone patient within 1 Hr | 15 | 21 | 12 | 18 | 9 | 10 | 7 | 14 | 25 | 20 | 10 | 14 | 17 |
| NHS Lothian | PCARE | CPN (Dr) to phone patient within 2 Hrs | 22 | 20 | 24 | 24 | 24 | 27 | 14 | 39 | 46 | 27 | 22 | 34 | 19 |
| NHS Lothian | PCARE | DN (Dr) phone patient within 1 Hr | 4 | 6 | 1 | 5 | 6 | 7 | 7 | 8 | 6 | 4 | 4 | 5 | 12 |
| NHS Lothian | PCARE | DN (Dr) phone patient within 2 Hrs | 13 | 11 | 16 | 12 | 10 | 15 | 5 | 13 | 8 | 6 | 13 | 13 | 9 |
| NHS Lothian | PCARE | DN (Dr) phone patient within 4 Hrs | 31 | 34 | 33 | 23 | 23 | 33 | 53 | 38 | 38 | 31 | 37 | 31 | 31 |
| NHS Lothian | PCARE | Dr to phone patient within 1 Hr (Disputed Outcome) | 10 | 9 | 10 | 10 | 10 | 14 | 12 | 15 | 10 | 10 | 2 | 6 | 9 |
| NHS Lothian | PCARE | Dr to phone patient within 2 Hrs (Disputed Outcome) | 1 | 3 | 2 | 3 | 1 | 3 | 1 | | 3 | | 1 | 2 | |
| NHS Lothian | PCARE | Dr to phone patient within 4 Hrs (Disputed Outcome) | 6 | 4 | 6 | 6 | 4 | 4 | 7 | 6 | 12 | 5 | 7 | 4 | 7 |
| NHS Lothian | PCARE | Home Visit within 1 Hr | 29 | 28 | 23 | 30 | 32 | 33 | 42 | 38 | 61 | 19 | 25 | 29 | 27 |
| NHS Lothian | PCARE | Home Visit within 2 Hrs | 59 | 64 | 53 | 67 | 80 | 79 | 84 | 111 | 97 | 60 | 63 | 62 | 60 |
| NHS Lothian | PCARE | Home Visit within 4 Hrs | 105 | 94 | 75 | 102 | 80 | 97 | 121 | 176 | 147 | 79 | 85 | 84 | 102 |
| NHS Lothian | PCARE | PCEC within 1 Hr | 159 | 153 | 148 | 147 | 136 | 138 | 146 | 198 | 184 | 154 | 129 | 136 | 140 |
| NHS Lothian | PCARE | PCEC within 12 Hrs | | | | | | | | | 1 | | | | |
| NHS Lothian | PCARE | PCEC within 2 Hrs | 301 | 301 | 293 | 306 | 322 | 301 | 304 | 430 | 409 | 301 | 278 | 311 | 317 |
| NHS Lothian | PCARE | PCEC within 4 Hrs | 827 | 881 | 860 | 833 | 876 | 915 | 1,088 | 1,544 | 1,518 | 841 | 796 | 872 | 946 |
| NHS Lothian | PCARE | Pt advised to contact Practice within 4 Hrs - Info Only | 241 | 195 | 221 | 203 | 184 | 181 | 249 | 135 | 184 | 219 | 223 | 224 | 209 |
| NHS Lothian | PCARE | Pt advised to contact practice - For Information Only | 32 | 27 | 25 | 23 | 17 | 22 | 18 | 24 | 38 | 31 | 24 | 32 | 21 |
| NHS Lothian | PCARE | Pt advised to contact practice within 12 Hrs - Info Only | 41 | 26 | 23 | 27 | 22 | 26 | 21 | 22 | 24 | 25 | 32 | 20 | 26 |
| NHS Lothian | PCARE | Pt advised to contact practice within 36 Hrs - Info Only | 95 | 82 | 84 | 96 | 87 | 87 | 65 | 76 | 112 | 91 | 90 | 83 | 88 |
| NHS Lothian | PCARE | Speak to clinician within 1 Hr | 64 | 66 | 65 | 54 | 62 | 43 | 78 | 74 | 63 | 60 | 64 | 58 | 57 |
| NHS Lothian | PCARE | Speak to clinician within 2 Hrs | 87 | 76 | 91 | 67 | 78 | 77 | 108 | 97 | 104 | 87 | 76 | 100 | 90 |
| NHS Lothian | PCARE | Speak to clinician within 4 Hrs | 234 | 246 | 234 | 215 | 210 | 217 | 292 | 417 | 370 | 201 | 231 | 223 | 208 |
| NHS Lothian | PCARE | Transport to PCEC within 2 Hrs | 1 | | 2 | | 2 | 2 | | 3 | 2 | 1 | 2 | | 3 |
| NHS Lothian | PCARE | Transport to PCEC within 4 hrs | 2 | 1 | 1 | 2 | 2 | 2 | 1 | 2 | 2 | 2 | 1 | | 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 | 288 | 278 | 317 | 299 | 292 | 262 | 312 | 336 | 322 | 324 | 270 | 280 | 318 |

Table 3

| Health Board | Care Group | Endpoint | 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 | 04/02/2024 |
|--------------|--------------|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| NHS Lothian | SCARE | Patient advised to go to A&E | 402 | 381 | 437 | 414 | 328 | 352 | 359 | 363 | 418 | 400 | 391 | 451 | 389 |
| 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 | 27 | 27 | 24 | 29 | 32 | 23 | 29 | 33 | 31 | 32 | 24 | 21 | 26 |
| NHS Lothian | SCARE | Patient suitable for MIU 4Hr - Flow Hub to arrange | 420 | 363 | 351 | 358 | 379 | 338 | 321 | 260 | 285 | 298 | 358 | 386 | 338 |
| NHS Lothian | SCARE | Remote & Rural A&E and Minor Injuries -Refer to Hub | | | | 1 | | | | | | | | | |
| NHS Lothian | SCARE | Speak to clinician 2 Hrs | 72 | 43 | 61 | 38 | 49 | 45 | 48 | 30 | 41 | 60 | 49 | 62 | 64 |
| NHS Lothian | SCARE | Speak to clinician within 4 Hrs | 154 | 143 | 126 | 102 | 122 | 103 | 134 | 110 | 109 | 127 | 123 | 133 | 131 |
| NHS Lothian | SLFC_NPA | Contact Breathing Space | | 1 | | 1 | 1 | | | 1 | 1 | 2 | 1 | | 1 |
| NHS Lothian | SLFC_NPA | Dental Nurse - Contact Dentist within 1 hour | 3 | 1 | 3 | 3 | 2 | | 1 | | 2 | 2 | | 2 | 3 |
| NHS Lothian | SLFC_NPA | Dental Nurse - Contact Dentist within 24 hours | 208 | 232 | 223 | 193 | 223 | 230 | 299 | 381 | 361 | 207 | 219 | 227 | 228 |
| NHS Lothian | SLFC_NPA | Dental Nurse - Contact Next Routine Appointment over 24 hour | 1 | 2 | 1 | 4 | 5 | | 4 | 5 | 9 | 3 | 1 | 7 | 2 |
| NHS Lothian | SLFC_NPA | Dental Nurse - Not Triage/Assessed | 11 | 5 | 10 | 6 | 9 | 4 | 19 | 18 | 19 | 10 | 12 | 6 | 9 |
| NHS Lothian | SLFC_NPA | Dental Nurse - Routine Contact with Dentist | 6 | 2 | 7 | 2 | 2 | 3 | 6 | 7 | 5 | 3 | 5 | 3 | 7 |
| NHS Lothian | SLFC_NPA | Dental Nurse - Self Care | 5 | 5 | 3 | 3 | 2 | 3 | 4 | 6 | 5 | 6 | 5 | 5 | 6 |
| NHS Lothian | SLFC_NPA | Distress Brief Intervention | 15 | 20 | 20 | 17 | 22 | 24 | 15 | 23 | 22 | 13 | 13 | 19 | 23 |
| NHS Lothian | SLFC_NPA | For Information Only | 106 | 119 | 86 | 84 | 97 | 108 | 123 | 132 | 119 | 76 | 103 | 95 | 109 |
| NHS Lothian | SLFC_NPA | Patient advised to contact CPN Team - For Info Only | 4 | | | | 3 | 1 | 1 | | 2 | 1 | 2 | | 2 |
| NHS Lothian | SLFC_NPA | Patient given self care advice - For Information Only | 416 | 387 | 383 | 347 | 382 | 324 | 366 | 383 | 429 | 338 | 358 | 337 | 382 |
| 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 | 1 |
| NHS Lothian | SLFC_NPA | Pt advised to contact Midwife - For Information Only | 10 | 20 | 13 | 11 | 11 | 9 | 11 | 16 | 12 | 10 | 13 | 14 | 11 |
| NHS Lothian | SLFC_NPA | Pt advised to contact Optician - For Information Only | 11 | 8 | 14 | 8 | 9 | 6 | 12 | 8 | 16 | 10 | 8 | 6 | 14 |
| NHS Lothian | SLFC_NPA | Pt advised to contact Orthodontist - For Information Only | 1 | | | | | | 1 | 1 | | | 1 | | |
| NHS Lothian | SLFC_NPA | Pt advised to contact Pharmacist - For Information Only | 63 | 57 | 57 | 59 | 75 | 69 | 99 | 116 | 123 | 70 | 53 | 60 | 67 |
| NHS Lothian | SLFC_NPA | Pt advised to contact Police - For Information Only | 6 | 12 | 9 | 14 | 8 | 13 | 6 | 7 | 9 | 12 | 5 | 7 | 13 |
| 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 | | | | | |
| NHS Lothian | SLFC_NPA | Triage refused - Pt terminated call - For Information Only | 15 | 13 | 24 | 16 | 12 | 15 | 12 | 13 | 13 | 9 | 18 | 12 | 8 |
| NHS Lothian | SLFC_NPA | Untriaged call - OOH Service clinician to phone patient | | | | | | | | | | | | | 1 |
| NHS Lothian | Not assigned | Not assigned | | | | | | 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 | | | | | 1 | | | | |
| NHS Orkney | PCARE | DN (Dr) phone patient within 1 Hr | | | | 1 | | | 1 | | | | | | |
| NHS Orkney | PCARE | DN (Dr) phone patient within 2 Hrs | | | 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 | | | | | | | | 1 |
| NHS Orkney | PCARE | Home Visit within 1 Hr | 2 | 2 | | 2 | 1 | | 3 | 3 | 2 | 2 | 1 | | |
| NHS Orkney | PCARE | Home Visit within 2 Hrs | 1 | 2 | 1 | 3 | 2 | 2 | | 3 | 3 | 2 | | 1 | 1 |

Table 3

| Health Board | Care Group | Endpoint | 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 | 04/02/2024 |
|--------------|------------|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| NHS Orkney | PCARE | Home Visit within 4 Hrs | 2 | | 1 | 5 | 4 | 3 | 4 | 4 | | 4 | 4 | 1 | 1 |
| NHS Orkney | PCARE | PCEC within 1 Hr | | 1 | 2 | 1 | 2 | 2 | 3 | | 2 | 4 | 1 | | 2 |
| NHS Orkney | PCARE | PCEC within 2 Hrs | 2 | 3 | 5 | 4 | | 1 | 5 | 8 | 10 | 2 | | 3 | 3 |
| NHS Orkney | PCARE | PCEC within 4 Hrs | 8 | 12 | 6 | 9 | 5 | 11 | 17 | 27 | 22 | 13 | 7 | 5 | 11 |
| NHS Orkney | PCARE | Pt advised to contact Practice within 4 Hrs - Info Only | 1 | 1 | | 1 | 5 | 3 | 3 | 1 | 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 | | 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 | 1 | 1 | 2 | | | 2 | 2 | | 2 | 4 | 1 | | |
| NHS Orkney | PCARE | Speak to clinician within 4 Hrs | 1 | 3 | 1 | | 3 | 1 | 4 | 8 | 10 | 6 | 4 | 3 | 2 |
| NHS Orkney | SCARE | 999 contacted - For information only | 5 | 4 | 4 | 2 | 3 | 2 | 3 | 4 | 6 | 6 | 5 | 7 | 2 |
| NHS Orkney | SCARE | Patient advised to go to A&E | 5 | 3 | 2 | 7 | 1 | 3 | 4 | 5 | 9 | 4 | 1 | 1 | 4 |
| 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 | | | | | | | | | | |
| NHS Orkney | SCARE | Speak to clinician within 4 Hrs | 2 | 1 | | 1 | | | 3 | 1 | | | 1 | | 1 |
| NHS Orkney | SLFC_NPA | Distress Brief Intervention | | | | | | | | | 1 | | | | 1 |
| NHS Orkney | SLFC_NPA | For Information Only | | 1 | 1 | | 1 | 1 | 1 | 2 | | | 2 | | 1 |
| NHS Orkney | SLFC_NPA | Hub to arrange appointment within 24 hours | 3 | 5 | 1 | 7 | 2 | 4 | 4 | 9 | 4 | 1 | 2 | 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 | 6 | 3 | 2 | 3 | 3 | 7 | 2 | 9 | 5 | 2 | 5 | | 8 |
| 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 | 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 | | | | | | | | | |
| NHS Shetland | PCARE | CPN (Dr) to phone patient within 1 Hr | | | | 1 | | 1 | | | | | | 1 | 1 |
| NHS Shetland | PCARE | CPN (Dr) to phone patient within 2 Hrs | 1 | 1 | 1 | | | 1 | 1 | 1 | 1 | | 1 | 1 | |
| NHS Shetland | PCARE | DN (Dr) phone patient within 1 Hr | 1 | | 1 | 1 | 1 | | | | | 1 | | | 1 |
| NHS Shetland | PCARE | DN (Dr) phone patient within 2 Hrs | | | | | | 4 | | 2 | | 1 | | 1 | 1 |
| NHS Shetland | PCARE | DN (Dr) phone patient within 4 Hrs | 4 | 2 | 4 | 2 | 1 | 4 | 2 | 1 | 1 | 1 | 1 | 2 | 1 |
| NHS Shetland | PCARE | Dr to phone patient within 1 Hr (Disputed Outcome) | 1 | | | | 1 | | | | | | | | |
| NHS Shetland | PCARE | Dr to phone patient within 2 Hrs (Disputed Outcome) | | | | | | | | | | | | 1 | |
| NHS Shetland | PCARE | Home Visit within 1 Hr | 1 | 2 | 1 | 1 | 1 | | | 2 | 1 | 1 | | | 1 |
| NHS Shetland | PCARE | Home Visit within 2 Hrs | | 3 | 3 | 1 | 1 | | | 1 | 5 | | 1 | 2 | 2 |
| NHS Shetland | PCARE | Home Visit within 4 Hrs | 4 | 2 | 1 | | | 3 | 2 | 5 | 1 | 1 | 1 | 3 | 4 |
| NHS Shetland | PCARE | PCEC within 1 Hr | 2 | | 2 | 1 | 2 | | 2 | 2 | 1 | | 1 | 2 | |

Table 3

| Health Board | Care Group | Endpoint | 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 | 04/02/2024 |
|--------------|------------|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| NHS Shetland | PCARE | PCEC within 2 Hrs | 3 | 6 | 2 | 3 | 3 | 1 | 3 | 6 | 2 | 1 | 1 | 3 | 5 |
| NHS Shetland | PCARE | PCEC within 4 Hrs | 8 | 11 | 7 | 6 | 13 | 11 | 13 | 13 | 14 | 8 | 4 | 5 | 7 |
| NHS Shetland | PCARE | Pt advised to contact Practice within 4 Hrs - Info Only | | 2 | 1 | 1 | 1 | 2 | 3 | 1 | 1 | 3 | | 1 | 3 |
| 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 | | | | | | 1 |
| NHS Shetland | PCARE | Speak to clinician within 1 Hr | | | | | | | 1 | | 1 | | | | 3 |
| NHS Shetland | PCARE | Speak to clinician within 2 Hrs | 4 | 2 | 1 | 2 | | 4 | 1 | 1 | | | 1 | | 2 |
| NHS Shetland | PCARE | Speak to clinician within 4 Hrs | 5 | 1 | 4 | 2 | | 2 | 4 | 6 | 5 | 4 | 3 | 6 | 3 |
| NHS Shetland | SCARE | 999 contacted - For information only | 10 | 1 | 4 | 3 | 2 | 5 | 3 | 7 | 3 | 4 | 5 | 1 | 4 |
| NHS Shetland | SCARE | Patient advised to go to A&E | 2 | 2 | 5 | 2 | 3 | 4 | 3 | 3 | 3 | 6 | 2 | 3 | 6 |
| NHS Shetland | SCARE | Patient suitable for MIU 4Hr - Flow Hub to arrange | 2 | 1 | | 2 | 2 | | | | 2 | | | | 1 |
| 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 | | 1 |
| NHS Shetland | SLFC_NPA | Distress Brief Intervention | | | | | | 1 | | | | | | 1 | |
| NHS Shetland | SLFC_NPA | For Information Only | 1 | 1 | | 1 | | | | 2 | 2 | | | | 2 |
| NHS Shetland | SLFC_NPA | Hub to arrange appointment within 24 hours | 1 | 7 | 2 | 2 | 3 | 3 | 4 | 7 | 5 | 2 | 1 | 2 | 3 |
| 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 | 4 | 3 | | 6 | 3 | 2 | 6 | 1 | 1 | 3 | 3 | 2 | 7 |
| NHS Shetland | SLFC_NPA | Patient given self care dental advice - 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 | 2 | | | | 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 | 1 |
| NHS TAYSIDE | PCARE | CPN (Dr) to phone patient within 1 Hr | 16 | 11 | 10 | 12 | 7 | 10 | 14 | 12 | 15 | 16 | 16 | 19 | 11 |
| NHS TAYSIDE | PCARE | CPN (Dr) to phone patient within 2 Hrs | 22 | 14 | 22 | 17 | 17 | 17 | 18 | 29 | 36 | 17 | 20 | 19 | 21 |
| NHS TAYSIDE | PCARE | DN (Dr) phone patient within 1 Hr | 11 | 4 | 8 | 6 | 4 | 3 | 5 | 5 | 3 | 5 | 5 | 10 | 6 |
| NHS TAYSIDE | PCARE | DN (Dr) phone patient within 2 Hrs | 13 | 17 | 18 | 5 | 8 | 6 | 7 | 22 | 12 | 12 | 11 | 9 | 15 |
| NHS TAYSIDE | PCARE | DN (Dr) phone patient within 4 Hrs | 43 | 42 | 51 | 37 | 37 | 33 | 32 | 29 | 50 | 46 | 26 | 36 | 38 |
| NHS TAYSIDE | PCARE | Dr to phone patient within 1 Hr (Disputed Outcome) | 1 | 2 | 7 | 2 | 1 | | | 6 | 4 | 3 | 2 | 4 | 8 |
| NHS TAYSIDE | PCARE | Dr to phone patient within 2 Hrs (Disputed Outcome) | | | | | | 1 | 1 | | | 1 | 1 | 1 | 1 |
| NHS TAYSIDE | PCARE | Dr to phone patient within 4 Hrs (Disputed Outcome) | | 3 | | 3 | 5 | | 3 | 4 | 1 | 1 | 1 | 8 | 3 |
| NHS TAYSIDE | PCARE | Home Visit within 1 Hr | 6 | 9 | 12 | 10 | 8 | 16 | 17 | 19 | 16 | 13 | 7 | 15 | 15 |
| NHS TAYSIDE | PCARE | Home Visit within 2 Hrs | 40 | 39 | 26 | 39 | 45 | 35 | 41 | 57 | 63 | 39 | 47 | 41 | 48 |
| NHS TAYSIDE | PCARE | Home Visit within 4 Hrs | 51 | 47 | 47 | 58 | 52 | 54 | 53 | 91 | 87 | 41 | 49 | 53 | 51 |

Table 3

| Health Board | Care Group | Endpoint | 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 | 04/02/2024 |
|--------------|------------|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| NHS TAYSIDE | PCARE | PCEC within 1 Hr | 121 | 110 | 82 | 87 | 115 | 105 | 103 | 123 | 125 | 93 | 90 | 88 | 96 |
| NHS TAYSIDE | PCARE | PCEC within 2 Hrs | 149 | 156 | 151 | 125 | 131 | 171 | 159 | 223 | 191 | 125 | 142 | 176 | 139 |
| NHS TAYSIDE | PCARE | PCEC within 4 Hrs | 384 | 350 | 371 | 336 | 374 | 407 | 484 | 705 | 648 | 325 | 338 | 378 | 363 |
| NHS TAYSIDE | PCARE | Pt advised to contact Practice within 4 Hrs - Info Only | 87 | 77 | 76 | 69 | 58 | 73 | 64 | 34 | 59 | 56 | 54 | 69 | 57 |
| NHS TAYSIDE | PCARE | Pt advised to contact practice - For Information Only | 13 | 10 | 11 | 9 | 5 | 11 | 5 | 13 | 9 | 8 | 8 | 14 | 10 |
| NHS TAYSIDE | PCARE | Pt advised to contact practice within 12 Hrs - Info Only | 12 | 9 | 10 | 12 | 12 | 10 | 11 | 4 | 13 | 11 | 8 | 8 | 11 |
| NHS TAYSIDE | PCARE | Pt advised to contact practice within 36 Hrs - Info Only | 43 | 34 | 41 | 31 | 32 | 36 | 28 | 25 | 34 | 36 | 52 | 25 | 38 |
| NHS TAYSIDE | PCARE | Speak to clinician within 1 Hr | 39 | 29 | 30 | 23 | 17 | 26 | 35 | 39 | 32 | 24 | 23 | 34 | 21 |
| NHS TAYSIDE | PCARE | Speak to clinician within 2 Hrs | 35 | 34 | 30 | 33 | 32 | 28 | 50 | 55 | 55 | 39 | 33 | 46 | 37 |
| NHS TAYSIDE | PCARE | Speak to clinician within 4 Hrs | 111 | 95 | 83 | 86 | 104 | 66 | 131 | 209 | 148 | 81 | 74 | 77 | 93 |
| NHS TAYSIDE | PCARE | Transport to PCEC within 1 Hr | 1 | | 1 | | | | | | 1 | 1 | 1 | 1 | 1 |
| NHS TAYSIDE | PCARE | Transport to PCEC within 2 Hrs | 1 | 1 | | | | 1 | | | | 2 | 2 | 1 | 1 |
| NHS TAYSIDE | PCARE | Transport to PCEC within 4 hrs | 4 | 2 | | 2 | | | 3 | 3 | 2 | 1 | | | 1 |
| NHS TAYSIDE | SCARE | 999 contacted - For information only | 190 | 142 | 162 | 160 | 161 | 159 | 149 | 205 | 181 | 147 | 137 | 174 | 147 |
| NHS TAYSIDE | SCARE | Patient advised to go to A&E | 94 | 100 | 103 | 86 | 80 | 74 | 66 | 77 | 97 | 52 | 94 | 103 | 97 |
| NHS TAYSIDE | SCARE | Patient advised to go to A&E | 1 | 3 | 1 | 2 | | 1 | 3 | 6 | | | 3 | 2 | |
| NHS TAYSIDE | SCARE | Patient sent to A&E via Ambulance within 1 Hr | 10 | 10 | 12 | 10 | 12 | 11 | 13 | 12 | 8 | 12 | 7 | 13 | 13 |
| NHS TAYSIDE | SCARE | Patient sent to A&E via Ambulance within 2 Hrs - Info Only | | | | | | | | | | | | | 1 |
| NHS TAYSIDE | SCARE | Patient suitable for MIU 4hr - Flow Hub to arrange | 100 | 93 | 98 | 84 | 93 | 88 | 102 | 78 | 88 | 100 | 87 | 81 | 91 |
| NHS TAYSIDE | SCARE | Remote & Rural A&E and Minor Injuries -Refer to Hub | 2 | 2 | 2 | 4 | 7 | 1 | | 2 | 1 | | | 3 | 3 |
| NHS TAYSIDE | SCARE | Speak to clinician 2 Hrs | 27 | 12 | 26 | 21 | 16 | 19 | 12 | 13 | 21 | 17 | 21 | 19 | 22 |
| NHS TAYSIDE | SCARE | Speak to clinician within 4 Hrs | 58 | 45 | 49 | 44 | 39 | 36 | 39 | 38 | 46 | 43 | 37 | 47 | 32 |
| NHS TAYSIDE | SLFC_NPA | Contact Breathing Space | | | | | | | | | | | | | 1 |
| NHS TAYSIDE | SLFC_NPA | Dental Nurse - Contact Dentist within 1 hour | 1 | | | 2 | 2 | 1 | 1 | 1 | 2 | 1 | | | |
| NHS TAYSIDE | SLFC_NPA | Dental Nurse - Contact Dentist within 24 hours | 147 | 119 | 115 | 109 | 132 | 119 | 181 | 188 | 198 | 102 | 116 | 116 | 133 |
| NHS TAYSIDE | SLFC_NPA | Dental Nurse - Contact Next Routine Appointment over 24 hour | 2 | | 1 | | | | 1 | 2 | | 1 | | 2 | 3 |
| NHS TAYSIDE | SLFC_NPA | Dental Nurse - Not Triage/Assessed | 3 | 8 | 5 | 7 | 4 | 6 | 15 | 8 | 6 | 6 | 2 | 6 | 4 |
| NHS TAYSIDE | SLFC_NPA | Dental Nurse - Routine Contact with Dentist | 1 | | 2 | | 1 | 3 | 5 | 3 | 1 | 3 | 2 | 1 | 6 |
| NHS TAYSIDE | SLFC_NPA | Dental Nurse - Self Care | 1 | 2 | 2 | 4 | 3 | 5 | 4 | | 4 | 2 | 2 | 3 | 4 |
| NHS TAYSIDE | SLFC_NPA | Distress Brief Intervention | 3 | 10 | 5 | 5 | 9 | 10 | 7 | 12 | 8 | 5 | 7 | 7 | 12 |
| NHS TAYSIDE | SLFC_NPA | For Information Only | 65 | 38 | 52 | 43 | 70 | 67 | 46 | 66 | 46 | 32 | 41 | 31 | 54 |
| NHS TAYSIDE | SLFC_NPA | Patient advised to contact CPN Team - For Info Only | | 1 | | | 1 | 1 | | | | | 1 | 1 | 2 |
| NHS TAYSIDE | SLFC_NPA | Patient given self care advice - For Information Only | 143 | 170 | 142 | 132 | 127 | 142 | 144 | 195 | 156 | 120 | 135 | 129 | 151 |
| NHS TAYSIDE | SLFC_NPA | Pt advised to contact Dentist - For Information Only | | | 1 | 1 | | | 1 | 1 | 1 | | 1 | 1 | 1 |
| NHS TAYSIDE | SLFC_NPA | Pt advised to contact GUM Clinic - For Information Only | | | | | 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 | 2 |
| NHS TAYSIDE | SLFC_NPA | Pt advised to contact Optician - For Information Only | 4 | 3 | 4 | 2 | 2 | 2 | 3 | 4 | 3 | 11 | 3 | 3 | 4 |
| NHS TAYSIDE | SLFC_NPA | Pt advised to contact Orthodontist - For Information Only | | | | | 1 | | 1 | | | 1 | | | |

Table 3

| Health Board | Care Group | Endpoint | 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 | 04/02/2024 |
|-------------------|--------------|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| NHS TAYSIDE | SLFC_NPA | Pt advised to contact Pharmacist - For Information Only | 30 | 19 | 23 | 29 | 27 | 34 | 40 | 33 | 39 | 30 | 25 | 23 | 24 |
| NHS TAYSIDE | SLFC_NPA | Pt advised to contact Police - For Information Only | 5 | | 4 | 7 | 5 | 10 | 5 | 5 | 1 | 3 | 3 | 5 | 6 |
| NHS TAYSIDE | SLFC_NPA | Triage refused - Pt terminated call - For Information Only | 5 | 7 | 9 | 6 | 12 | 13 | 7 | 8 | 7 | 2 | 6 | 8 | 3 |
| NHS TAYSIDE | Not assigned | Not assigned | | | | | | | 1 | | | | | | |
| NHS Western Isles | PCARE | CPN (Dr) to phone patient within 1 Hr | | 1 | | | | 1 | | | | | | | 1 |
| NHS Western Isles | PCARE | CPN (Dr) to phone patient within 2 Hrs | | | 2 | | 2 | 2 | | 1 | 2 | 1 | | | 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 4 Hrs | | | | 3 | | 2 | 2 | 2 | | 2 | 1 | | 2 |
| NHS Western Isles | PCARE | Dr to phone patient within 1 Hr (Disputed Outcome) | | | | | | | | 1 | | | | | 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 | | 1 | | | 1 | | 1 | 3 | 1 | | | 2 | 3 |
| NHS Western Isles | PCARE | Home Visit within 2 Hrs | 2 | 1 | 2 | 1 | | 2 | | 4 | 6 | 2 | 1 | | 1 |
| NHS Western Isles | PCARE | Home Visit within 4 Hrs | 3 | 8 | 3 | 2 | 5 | 3 | 3 | 7 | 5 | 3 | 5 | | 3 |
| NHS Western Isles | PCARE | PCEC within 1 Hr | 2 | 6 | 4 | 2 | 4 | 2 | 4 | 8 | 4 | 2 | 3 | 2 | 4 |
| NHS Western Isles | PCARE | PCEC within 2 Hrs | 11 | 7 | 3 | 8 | 6 | 7 | 7 | 5 | 10 | 5 | 6 | 9 | 7 |
| NHS Western Isles | PCARE | PCEC within 4 Hrs | 9 | 18 | 16 | 11 | 12 | 17 | 18 | 33 | 29 | 10 | 11 | 18 | 10 |
| NHS Western Isles | PCARE | Pt advised to contact Practice within 4 Hrs - Info Only | 3 | 2 | 3 | 5 | 2 | 1 | 2 | 3 | 3 | 8 | 4 | 4 | 3 |
| NHS Western Isles | PCARE | Pt advised to contact practice - For Information Only | | | 2 | | | 1 | | | 1 | 1 | | 1 | |
| NHS Western Isles | PCARE | Pt advised to contact practice within 12 Hrs - Info Only | | | | 1 | | | | 1 | 2 | | 1 | 1 | 1 |
| NHS Western Isles | PCARE | Pt advised to contact practice within 36 Hrs - Info Only | 1 | | 1 | | 2 | | | 1 | 2 | 1 | 1 | 2 | 1 |
| NHS Western Isles | PCARE | Speak to clinician within 1 Hr | 2 | 1 | | 3 | 1 | 1 | 1 | 3 | 3 | 2 | 2 | 1 | 2 |
| NHS Western Isles | PCARE | Speak to clinician within 2 Hrs | 2 | | 2 | 4 | 2 | 1 | 1 | 4 | 5 | 3 | 2 | 1 | 1 |
| NHS Western Isles | PCARE | Speak to clinician within 4 Hrs | 6 | 1 | 3 | 2 | 5 | 1 | 5 | 13 | 7 | 11 | 8 | 5 | 4 |
| NHS Western Isles | PCARE | Transport to PCEC within 4 hrs | | | | 1 | | 1 | | | | | 1 | | |
| NHS Western Isles | SCARE | 999 contacted - For information only | 8 | 6 | 6 | 4 | 9 | 5 | 11 | 9 | 8 | 5 | 10 | 6 | 7 |
| NHS Western Isles | SCARE | Patient advised to go to A&E | 11 | 5 | 3 | 7 | 5 | 7 | 4 | 6 | 2 | 6 | 4 | 6 | 9 |
| NHS Western Isles | SCARE | Patient sent to A&E via Ambulance within 1 Hr | 1 | 1 | 1 | | | 2 | | 2 | | | | | |
| NHS Western Isles | SCARE | Patient suitable for MIU 4hr - Flow Hub to arrange | 1 | 3 | 1 | 7 | 1 | 2 | 4 | 5 | 2 | 2 | 1 | | 2 |
| NHS Western Isles | SCARE | Remote & Rural A&E and Minor Injuries -Refer to Hub | | | | 1 | 3 | 1 | | 3 | 1 | | 1 | 1 | 4 |
| NHS Western Isles | SCARE | Speak to clinician 2 Hrs | 1 | 1 | 2 | | 1 | | 2 | | | | 1 | 2 | |
| NHS Western Isles | SCARE | Speak to clinician within 4 Hrs | | 1 | 1 | | | 3 | 1 | 4 | 3 | | 1 | 1 | 1 |
| NHS Western Isles | SLFC_NPA | Distress Brief Intervention | | 1 | 1 | | | | | | | | 1 | | 1 |
| NHS Western Isles | SLFC_NPA | For Information Only | 6 | 5 | | 1 | | | 2 | 1 | 2 | 3 | | | 5 |
| NHS Western Isles | SLFC_NPA | Hub to arrange appointment within 24 hours | 5 | 5 | 2 | 2 | 3 | 1 | 3 | 9 | 6 | 5 | 3 | 2 | 5 |
| 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 |

Table 3

| Health Board | Care Group | Endpoint | 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 | 04/02/2024 |
|-------------------|--------------|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| NHS Western Isles | SLFC_NPA | Patient given self care advice - For Information Only | 6 | 4 | 4 | 4 | 2 | 2 | 4 | 14 | 4 | 6 | 7 | 3 | 2 |
| NHS Western Isles | SLFC_NPA | Patient given self care dental advice - For Information Only | | | | | | | | | | 1 | | | |
| NHS Western Isles | SLFC_NPA | Pt advised to contact Optician - For Information Only | 1 | | | | | | 1 | | | | 1 | | |
| NHS Western Isles | SLFC_NPA | Pt advised to contact Pharmacist - For Information Only | | 2 | | | 1 | 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) | 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 | 10 | 20 | 21 | 9 | 12 | 18 | 22 | 29 | 33 | 14 | 13 | 8 | 9 |

Table 4

| Care Group | 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 | 04/02/2024 |
|--------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| PCARE | 13,890 | 13,552 | 13,176 | 12,660 | 12,892 | 13,282 | 15,897 | 20,992 | 20,749 | 12,958 | 12,726 | 13,388 | 13,634 |
| SCARE | 7,055 | 6,632 | 6,748 | 6,499 | 6,423 | 5,849 | 6,009 | 6,234 | 6,724 | 6,088 | 6,125 | 6,412 | 6,417 |
| SLFC_NPA | 5,332 | 5,127 | 4,874 | 4,678 | 4,837 | 4,762 | 5,754 | 6,791 | 6,414 | 4,758 | 4,699 | 4,595 | 4,999 |
| Not assigned | 10 | 20 | 23 | 9 | 13 | 23 | 24 | 31 | 33 | 14 | 13 | 8 | 9 |
| Total | 26,287 | 25,331 | 24,821 | 23,846 | 24,165 | 23,916 | 27,684 | 34,048 | 33,920 | 23,818 | 23,563 | 24,403 | 25,059 |

| Care Group | 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 | 04/02/2024 |
|--------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| PCARE | 52.84% | 53.50% | 53.08% | 53.09% | 53.35% | 55.54% | 57.42% | 61.65% | 61.17% | 54.40% | 54.01% | 54.86% | 54.41% |
| SCARE | 26.84% | 26.18% | 27.19% | 27.25% | 26.58% | 24.46% | 21.71% | 18.31% | 19.82% | 25.56% | 25.99% | 26.28% | 25.61% |
| SLFC_NPA | 20.28% | 20.24% | 19.64% | 19.62% | 20.02% | 19.91% | 20.78% | 19.95% | 18.91% | 19.98% | 19.94% | 18.83% | 19.95% |
| Not assigned | 0.04% | 0.08% | 0.09% | 0.04% | 0.05% | 0.10% | 0.09% | 0.09% | 0.10% | 0.06% | 0.06% | 0.03% | 0.04% |

Graphs

