

Unscheduled Care Operational Statistics Official Statistics in Development Weekly Statistics

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

Contents:

Definitions	Definitions Information
Table 1	Daily Data - breakdown of some key KPI measures focussing primarily on accessing service (previous 4 weeks)
Table 2	Weekly Data - breakdown of some key KPI measures focussing primarily on accessing service (previous 13 weeks)
Table 3	Weekly split of endpoints, grouped by Primary Care, Secondary Care and Self Care/No Partner Action - broken down by Health Board (13 weeks)
Table 4	Weekly endpoint data grouped by Primary Care, Secondary Care and Self Care/No Partner Action (13 weeks)
Graphs	Trend data provided in visualisations

Source:

Publication only contains information from the SAP Hana Data Warehouse.

This publication includes data for week ending: 24/12/2023 to 17/03/2024

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	19/03/2024	20/03/2024	21/03/2024	22/03/2024	23/03/2024	24/03/2024	25/03/2024	26/03/2024	27/03/2024	28/03/2024	29/03/2024	01/03/2024	02/03/2024	03/03/2024	04/03/2024	05/03/2024	06/03/2024	07/03/2024	08/03/2024	09/03/2024	10/03/2024	11/03/2024	12/03/2024	13/03/2024	14/03/2024	15/03/2024	16/03/2024	17/03/2024
Overall Call Volume	3,659	3,398	3,339	3,286	3,282	7,991	7,481	3,676	3,209	3,151	3,118	3,205	7,536	7,446	3,559	3,330	3,294	3,222	3,199	7,714	7,582	3,648	3,366	3,337	3,085	3,468	7,832	7,720
Overall Calls Connected	2,942	2,616	2,568	2,470	2,471	6,258	6,015	3,058	2,551	2,453	2,621	2,593	5,961	6,112	2,892	2,660	2,571	2,566	2,409	5,909	5,490	2,697	2,574	2,494	2,405	2,461	5,713	5,545
Caller Disconnected	0.32%	0.66%	0.41%	0.62%	0.31%	0.38%	0.33%	0.22%	0.30%	0.43%	0.30%	0.31%	0.54%	0.36%	0.34%	0.34%	0.56%	0.27%	0.51%	0.49%	0.77%	0.77%	0.73%	0.79%	0.37%	0.95%	1.21%	1.00%
Overall Avg Patient Journey Time	00:31:54	00:38:16	00:37:09	00:39:18	00:39:40	00:41:08	00:45:27	00:30:52	00:33:44	00:35:09	00:31:10	00:36:41	00:52:17	00:46:26	00:32:56	00:34:44	00:35:15	00:31:33	00:40:13	00:49:18	00:54:33	00:37:23	00:37:01	00:35:22	00:34:17	00:43:01	00:57:12	01:03:05
Tagged at First Contact %	97.23%	96.98%	99.29%	98.79%	95.78%	92.57%	93.43%	98.11%	98.73%	99.10%	96.52%	97.80%	92.20%	93.42%	98.04%	97.84%	99.37%	98.88%	96.30%	92.45%	92.43%	97.64%	99.05%	98.46%	97.88%	95.88%	90.92%	93.67%
Median Time to Answer	00:10:31	00:12:32	00:13:07	00:11:43	00:16:00	00:16:33	00:21:34	00:03:38	00:09:03	00:17:29	00:08:14	00:13:53	00:26:25	00:18:41	00:07:04	00:11:43	00:15:53	00:10:08	00:19:09	00:29:42	00:29:31	00:13:13	00:17:41	00:15:44	00:08:39	00:19:09	00:39:47	00:52:43
90th Percentile Time to Answer	00:34:38	00:42:43	00:49:26	01:09:15	01:01:07	00:45:06	00:42:40	00:37:47	00:42:42	00:46:36	00:20:45	00:43:12	01:10:59	01:01:12	00:37:55	00:44:39	00:41:22	00:34:33	01:04:56	01:04:02	01:22:32	00:49:53	00:49:10	00:54:14	00:50:10	01:16:08	01:15:33	01:32:04

Table 2

Week Ending Date	24/12/2023	31/12/2023	07/01/2024	14/01/2024	21/01/2024	28/01/2024	04/02/2024	11/02/2024	18/02/2024	25/02/2024	03/03/2024	10/03/2024	17/03/2024
Overall Call Volume	36,284	46,481	46,562	30,136	31,163	32,665	32,337	32,126	32,451	32,436	31,341	31,350	32,446
Overall Calls Connected	29,410	35,770	35,648	25,406	24,997	25,952	26,478	25,677	25,448	25,340	25,349	24,517	23,889
Caller Discontinued	0.43%	0.69%	0.81%	0.22%	0.35%	0.42%	0.31%	0.44%	0.61%	0.41%	0.37%	0.50%	0.89%
Overall Avg Patient Journey Time	00:41:55	00:45:27	00:51:16	00:34:26	00:38:60	00:38:41	00:38:20	00:41:08	00:43:19	00:40:03	00:41:32	00:42:53	00:48:21
Triaged at First Contact %	93.44%	92.18%	92.83%	95.30%	95.08%	96.01%	95.57%	94.67%	95.28%	95.33%	95.50%	95.41%	95.15%
Median Time to Answer	00:08:40	00:15:08	00:20:53	00:07:28	00:12:18	00:12:08	00:11:05	00:14:51	00:15:11	00:15:25	00:15:24	00:20:14	00:25:47
90th Percentile Time to Answer	01:07:58	01:12:48	01:21:14	00:31:37	00:50:34	00:50:35	00:43:01	00:48:49	01:01:42	00:46:40	00:54:27	01:00:45	01:14:16

Table 3

Health Board	Care Group	Endpoint	24/12/2023	31/12/2023	07/01/2024	14/01/2024	21/01/2024	28/01/2024	04/02/2024	11/02/2024	18/02/2024	25/02/2024	03/03/2024	10/03/2024	17/03/2024
NHS Ayrshire & Arran	PCARE	CPN (Dr) to phone patient within 1 Hr	10	13	18	13	9	9	9	7	15	23	12	16	13
NHS Ayrshire & Arran	PCARE	CPN (Dr) to phone patient within 2 Hrs	28	34	21	17	23	10	23	15	28	32	14	21	14
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 1 Hr	1	4	1	1	3	2		2		1	1	3	2
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 2 Hrs	7	2	2	3	1	2	3	1	1	2	5	1	4
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 4 Hrs	2	6	6	3	5	3	2	1	2		4	4	6
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	5	5	4	4	5	3	2	4	3	5	2	4	4
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1	1		1			1	1					
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	3	2	4	3	6	3	2		5	4	2	5	2
NHS Ayrshire & Arran	PCARE	Home Visit within 1 Hr	12	30	15	16	6	11	9	11	23	11	13	14	10
NHS Ayrshire & Arran	PCARE	Home Visit within 2 Hrs	34	61	57	26	34	48	42	37	25	36	37	31	20
NHS Ayrshire & Arran	PCARE	Home Visit within 4 Hrs	55	78	64	49	40	56	39	49	58	44	46	41	31
NHS Ayrshire & Arran	PCARE	PCEC within 1 Hr	60	103	98	56	57	43	69	50	60	52	60	60	54
NHS Ayrshire & Arran	PCARE	PCEC within 12 Hrs		2											
NHS Ayrshire & Arran	PCARE	PCEC within 2 Hrs	135	178	200	123	113	117	133	151	148	131	126	125	112
NHS Ayrshire & Arran	PCARE	PCEC within 4 Hrs	434	712	651	328	349	309	351	366	345	329	353	328	341
NHS Ayrshire & Arran	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	71	66	45	62	70	69	60	49	60	61	66	60	78
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice - For Information Only	5	11	19	2	10	6	8	5	8	4	9	7	9
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	11	8	11	7	8	12	10	13	7	4	6	6	9
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	24	40	45	28	32	44	38	39	34	33	25	33	42
NHS Ayrshire & Arran	PCARE	Speak to clinician within 1 Hr	27	22	36	22	24	26	24	33	31	31	31	23	25
NHS Ayrshire & Arran	PCARE	Speak to clinician within 2 Hrs	30	34	39	29	28	28	25	35	42	18	34	31	29
NHS Ayrshire & Arran	PCARE	Speak to clinician within 4 Hrs	117	179	144	89	96	79	58	95	71	70	85	61	74
NHS Ayrshire & Arran	SCARE	999 contacted - For Information Only				1					1				
NHS Ayrshire & Arran	SCARE	999 contacted - For information only	139	153	157	123	123	120	137	133	164	171	148	134	105
NHS Ayrshire & Arran	SCARE	Patient advised to go to A&E	114	131	149	112	120	136	127	138	118	113	135	112	114
NHS Ayrshire & Arran	SCARE	Patient advised to go to A&E	1	1			1	2	2	2		3	1	1	
NHS Ayrshire & Arran	SCARE	Patient sent to A&E via Ambulance within 1 Hr	14	11	14	12	16	11	6	14	9	12	8	9	13
NHS Ayrshire & Arran	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only													1
NHS Ayrshire & Arran	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	67	44	70	58	64	54	71	79	56	57	62	75	61
NHS Ayrshire & Arran	SCARE	Speak to clinician 2 Hrs	8	9	12	16	16	22	15	16	10	13	14	15	14
NHS Ayrshire & Arran	SCARE	Speak to clinician within 4 Hrs	35	36	40	39	43	36	27	37	32	40	28	35	28
NHS Ayrshire & Arran	SLFC_NPA	Contact Breathing Space									1		1		
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	1	3	1	1			1	2			2	2	1
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	118	181	141	90	100	98	97	105	89	99	85	93	96
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	3	3	4		2			2		1		1	
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Not Triage/Assessed	6	6	6	5	4	6	2	3	10	5	6	3	2
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	2	1	1	1				1		3	1		

Table 3

Health Board	Care Group	Endpoint	24/12/2023	31/12/2023	07/01/2024	14/01/2024	21/01/2024	28/01/2024	04/02/2024	11/02/2024	18/02/2024	25/02/2024	03/03/2024	10/03/2024	17/03/2024
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Self Care	2	3	1	2	2		2		1	1			1
NHS Ayrshire & Arran	SLFC_NPA	Distress Brief Intervention	6	11	12	5	10	8	9	12	5	11	8	6	9
NHS Ayrshire & Arran	SLFC_NPA	For Information Only	48	50	48	47	36	39	52	48	40	35	31	36	32
NHS Ayrshire & Arran	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	3	1		1	1			2	1	1			
NHS Ayrshire & Arran	SLFC_NPA	Patient given self care advice - For Information Only	161	185	153	120	150	154	169	134	159	161	154	138	125
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Dentist - For Information Only		1	1		1	1	1	1					2
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only					1								
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Midwife - For Information Only	3	3	5	1	2	1	3	3	1	1	2	2	1
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Optician - For Information Only		2	4	4	2	2	2	2		3	2	3	2
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only						1							
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	22	45	42	16	22	25	21	19	20	18	15	12	18
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Police - For Information Only	5	4	3	5	3	2	1	3	3	2	4	3	2
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information						1							
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact appropriate service - For Info Only												1	
NHS Ayrshire & Arran	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	6	9	7	6	10	15	8	6	6	9	5	13	3
NHS Ayrshire & Arran	Not assigned	Not assigned											2	1	
NHS Borders	PCARE	CPN (Dr) to phone patient within 1 Hr	1	2	2	5	4		4	3	2	2	3	2	2
NHS Borders	PCARE	CPN (Dr) to phone patient within 2 Hrs	3	5	8	3	10	6	5	3	6	1	8	4	10
NHS Borders	PCARE	DN (Dr) phone patient within 1 Hr	4	3	3	3	1	2	2	1	3	1	2	2	3
NHS Borders	PCARE	DN (Dr) phone patient within 2 Hrs	8	5	5	4	3	8	6	4	6	6	4	4	5
NHS Borders	PCARE	DN (Dr) phone patient within 4 Hrs	14	14	22	10	14	9	12	10	3	12	12	14	10
NHS Borders	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2	1					1				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								
NHS Borders	PCARE	Home Visit within 1 Hr	3	4	7	3	6	3	1	3	6	3	3	5	3
NHS Borders	PCARE	Home Visit within 2 Hrs	15	18	13	8	13	13	13	14	11	8	7	13	5
NHS Borders	PCARE	Home Visit within 4 Hrs	15	23	18	14	17	11	19	11	12	21	10	7	13
NHS Borders	PCARE	PCEC within 1 Hr	18	28	20	16	15	15	12	17	14	12	11	14	11
NHS Borders	PCARE	PCEC within 2 Hrs	23	37	53	30	24	28	29	28	27	24	29	22	16
NHS Borders	PCARE	PCEC within 4 Hrs	93	151	142	72	59	81	57	68	58	61	73	54	48
NHS Borders	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	28	10	17	21	21	22	16	21	16	12	21	27	23
NHS Borders	PCARE	Pt advised to contact practice - For Information Only	1	2	2		2	1	3		2	1	1		2
NHS Borders	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	1	3	3	1	3	1		2		3	2	4	
NHS Borders	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	5	7	14	7	4	9	4	13	7	4	13	6	9
NHS Borders	PCARE	Speak to clinician within 1 Hr	7	8	8	5	7	13	7	3	5	9	2	9	7
NHS Borders	PCARE	Speak to clinician within 2 Hrs	14	17	11	3	8	6	11	12	11	4	13	13	5
NHS Borders	PCARE	Speak to clinician within 4 Hrs	24	30	41	21	15	19	23	21	15	11	13	19	17
NHS Borders	SCARE	999 contacted - For information only	45	47	50	40	42	37	47	40	22	31	40	35	28

Table 3

Health Board	Care Group	Endpoint	24/12/2023	31/12/2023	07/01/2024	14/01/2024	21/01/2024	28/01/2024	04/02/2024	11/02/2024	18/02/2024	25/02/2024	03/03/2024	10/03/2024	17/03/2024
NHS Borders	SCARE	Patient advised to go to A&E	28	31	36	33	44	40	36	33	33	35	36	37	35
NHS Borders	SCARE	Patient advised to go to A&E	1	1				1		2		1		2	
NHS Borders	SCARE	Patient sent to A&E via Ambulance within 1 Hr	5	10	4	5	4	3	4	4	5	4	4	3	3
NHS Borders	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only					1				1				
NHS Borders	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	26	22	24	43	33	32	32	41	25	36	39	28	46
NHS Borders	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub							2						1
NHS Borders	SCARE	Speak to clinician 2 Hrs	5	5	7	6	6	7	13	10	6	15	12	14	5
NHS Borders	SCARE	Speak to clinician within 4 Hrs	6	11	15	18	11	11	10	12	8	12	12	8	13
NHS Borders	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	32	34	49	22	22	20	20	32	32	19	22	22	16
NHS Borders	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	3												
NHS Borders	SLFC_NPA	Dental Nurse - Not Triage/Assessed	2	2	2		1	1			1	1	1	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		2		
NHS Borders	SLFC_NPA	Distress Brief Intervention	1	2	5	4	2	1	1	2	1	1	4	1	1
NHS Borders	SLFC_NPA	For Information Only	12	14	10	7	14	7	10	9	9	8	5	4	7
NHS Borders	SLFC_NPA	Patient given self care advice - For Information Only	35	47	28	43	43	31	36	25	31	39	26	30	23
NHS Borders	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only						1							
NHS Borders	SLFC_NPA	Pt advised to contact Midwife - For Information Only	2	1	3		1	1			1			1	1
NHS Borders	SLFC_NPA	Pt advised to contact Optician - For Information Only	3	1	1	1	1	1		1			1		1
NHS Borders	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	8	9	5	6	4	4	3	5	9	1	2	3	4
NHS Borders	SLFC_NPA	Pt advised to contact Police - For Information Only	3		1		1	3	1	2			2	2	1
NHS Borders	SLFC_NPA	Triage refused - Pt terminated call - For Information Only		1	4	1	2	1	2	1	1		1	1	3
NHS Borders	Not assigned	Not assigned													1
NHS Dumfries & Gallo	PCARE	CPN (Dr) to phone patient within 1 Hr	1	2	4	4		1	1	2	3	2	2	3	1
NHS Dumfries & Gallo	PCARE	CPN (Dr) to phone patient within 2 Hrs	3	7	11	5	3	9	4	3	2	9	5	7	8
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 1 Hr		1	1	3		2	1	2		2	1	3	1
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 2 Hrs	1	11	7	4	3	2	6	2	7	7	4	1	3
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 4 Hrs	18	25	24	16	13	14	24	16	14	18	15	16	12
NHS Dumfries & Gallo	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	1	2	1	2		2	2	1		2	3	1	
NHS Dumfries & Gallo	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)		1		1									1
NHS Dumfries & Gallo	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)		2			1				1		1	2	1
NHS Dumfries & Gallo	PCARE	Home Visit within 1 Hr	2	4	9	5	3	4	6	5	5	6	6	3	5
NHS Dumfries & Gallo	PCARE	Home Visit within 2 Hrs	12	19	19	13	8	11	10	13	11	10	12	13	8
NHS Dumfries & Gallo	PCARE	Home Visit within 4 Hrs	18	31	21	14	18	18	14	14	17	10	19	17	7
NHS Dumfries & Gallo	PCARE	PCEC within 1 Hr	24	24	32	13	18	14	20	18	18	16	21	19	13
NHS Dumfries & Gallo	PCARE	PCEC within 2 Hrs	41	50	59	22	16	21	41	24	29	45	34	26	39
NHS Dumfries & Gallo	PCARE	PCEC within 4 Hrs	141	188	191	60	70	87	84	86	77	87	70	82	77
NHS Dumfries & Gallo	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	17	10	11	15	15	15	15	17	11	19	14	20	17

Table 3

Health Board	Care Group	Endpoint	24/12/2023	31/12/2023	07/01/2024	14/01/2024	21/01/2024	28/01/2024	04/02/2024	11/02/2024	18/02/2024	25/02/2024	03/03/2024	10/03/2024	17/03/2024
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice - For Information Only	3		1	2	3	2	2	1		3	1	3	2
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice within 12 Hrs - Info Only		1	1	1	2	3	4	2	2	3	1	1	1
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	9	4	7	12	8	13	10	14	8	13	9	8	9
NHS Dumfries & Gallo	PCARE	Speak to clinician within 1 Hr	15	10	11	10	6	6	7	5	2	9	11	10	4
NHS Dumfries & Gallo	PCARE	Speak to clinician within 2 Hrs	16	14	11	11	6	7	8	10	5	9	9	6	8
NHS Dumfries & Gallo	PCARE	Speak to clinician within 4 Hrs	38	46	45	23	16	22	32	17	28	26	18	16	19
NHS Dumfries & Gallo	PCARE	Transport to PCEC within 1 Hr	1												
NHS Dumfries & Gallo	PCARE	Transport to PCEC within 2 Hrs			2										
NHS Dumfries & Gallo	PCARE	Transport to PCEC within 4 hrs		1									1		
NHS Dumfries & Gallo	SCARE	999 contacted - For information only	43	68	49	53	37	41	37	39	39	39	43	46	37
NHS Dumfries & Gallo	SCARE	Patient advised to go to A&E	35	48	40	33	24	31	26	44	29	28	36	37	27
NHS Dumfries & Gallo	SCARE	Patient advised to go to A&E		2		2						1		1	
NHS Dumfries & Gallo	SCARE	Patient sent to A&E via Ambulance within 1 Hr	3	4	4	3	3	6	6	5	4	2	2	7	2
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	13	12	14	20	8	15	17	10	11	10	8	11	8
NHS Dumfries & Gallo	SCARE	Speak to clinician 2 Hrs	2	2	1	4	4	5	2	2	2	4	3	1	4
NHS Dumfries & Gallo	SCARE	Speak to clinician within 4 Hrs	5	7	10	5	6	9	8	7	6	4	8	8	6
NHS Dumfries & Gallo	SLFC_NPA	Contact Breathing Space	1												
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	47	88	64	42	40	44	39	34	37	53	25	29	34
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1			1				1	1				
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Not Triage/Assessed		5	5		2		3	2		2	1	1	1
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Routine Contact with Dentist		1		1	2	1							2
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Self Care		2	1	1	1	1	2	1				2	
NHS Dumfries & Gallo	SLFC_NPA	Distress Brief Intervention	1	1	4	2	5	2	3	2		1	3	1	3
NHS Dumfries & Gallo	SLFC_NPA	For Information Only	15	14	8	11	10	10	7	13	8	14	11	6	11
NHS Dumfries & Gallo	SLFC_NPA	Patient advised to contact CPN Team - For Info Only		1											
NHS Dumfries & Gallo	SLFC_NPA	Patient given self care advice - For Information Only	40	50	36	38	25	33	40	33	30	31	44	26	30
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Midwife - For Information Only	1	1	1		2	1	1	1	1	2			1
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Optician - For Information Only	4		2			2	2	1				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	11	5	18	4	5	7	7	3	4	8	2	6	7
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Police - For Information Only			5	1		1				2		2	4
NHS Dumfries & Gallo	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	3	1	2	6	3	8	1	4	1	4	3		3
NHS Fife	PCARE	CPN (Dr) to phone patient within 1 Hr	16	9	18	19	10	16	23	5	23	20	15	14	12
NHS Fife	PCARE	CPN (Dr) to phone patient within 2 Hrs	22	31	34	20	19	25	17	18	29	30	24	18	29
NHS Fife	PCARE	DN (Dr) phone patient within 1 Hr	7	9	7	9	7	6	4	3	2	7	3	3	6
NHS Fife	PCARE	DN (Dr) phone patient within 2 Hrs	11	16	14	12	15	17	21	10	14	9	14	13	5
NHS Fife	PCARE	DN (Dr) phone patient within 4 Hrs	50	50	46	35	36	34	36	34	41	23	22	28	36

Table 3

Health Board	Care Group	Endpoint	24/12/2023	31/12/2023	07/01/2024	14/01/2024	21/01/2024	28/01/2024	04/02/2024	11/02/2024	18/02/2024	25/02/2024	03/03/2024	10/03/2024	17/03/2024
NHS Fife	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	4	10		5	4	2	4	10	3	6	5	6	5
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)	4	1	8	5	3	5	5	1	1	2	5	1	
NHS Fife	PCARE	Home Visit within 1 Hr	15	24	23	10	14	12	13	13	12	5	13	10	12
NHS Fife	PCARE	Home Visit within 2 Hrs	38	46	53	43	26	41	38	44	31	32	36	27	34
NHS Fife	PCARE	Home Visit within 4 Hrs	45	90	87	46	46	47	49	42	50	47	48	39	37
NHS Fife	PCARE	PCEC within 1 Hr	70	79	97	68	77	75	81	63	63	81	64	64	72
NHS Fife	PCARE	PCEC within 12 Hrs							1						
NHS Fife	PCARE	PCEC within 2 Hrs	139	200	202	127	140	127	146	146	145	127	159	150	120
NHS Fife	PCARE	PCEC within 4 Hrs	481	662	704	340	341	324	389	434	401	381	389	348	368
NHS Fife	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	96	51	71	71	76	92	74	93	106	87	80	75	88
NHS Fife	PCARE	Pt advised to contact practice - For Information Only	12	9	11	8	12	6	5	5	9	2	7	7	7
NHS Fife	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	16	13	13	10	18	14	12	7	9	11	4	7	6
NHS Fife	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	28	26	39	35	36	44	32	40	49	36	38	41	32
NHS Fife	PCARE	Speak to clinician within 1 Hr	27	40	29	23	30	27	21	31	18	27	25	19	23
NHS Fife	PCARE	Speak to clinician within 2 Hrs	38	47	55	31	30	44	42	37	41	20	41	30	27
NHS Fife	PCARE	Speak to clinician within 4 Hrs	113	200	154	81	88	91	75	96	65	75	63	70	70
NHS Fife	PCARE	Transport to PCEC within 1 Hr												1	
NHS Fife	PCARE	Triage refused therefore Dr requested to phone patient					1				1	1			
NHS Fife	SCARE	999 contacted - For Information Only			1										
NHS Fife	SCARE	999 contacted - For information only	162	179	175	132	136	158	151	168	178	161	120	153	130
NHS Fife	SCARE	Patient advised to go to A&E	128	129	139	132	131	144	130	132	142	141	121	111	125
NHS Fife	SCARE	Patient advised to go to A&E	1		1	1	1	1		2	1			2	1
NHS Fife	SCARE	Patient sent to A&E via Ambulance within 1 Hr	10	12	12	13	10	13	10	11	13	9	8	10	12
NHS Fife	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only					1								
NHS Fife	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only									1	1			
NHS Fife	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	75	74	71	76	86	76	82	82	69	78	66	95	90
NHS Fife	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	1	1									1	2	
NHS Fife	SCARE	Speak to clinician 2 Hrs	16	6	19	26	17	22	22	17	20	17	27	20	18
NHS Fife	SCARE	Speak to clinician within 4 Hrs	25	37	34	37	26	35	28	32	39	40	29	25	35
NHS Fife	SLFC_NPA	Contact Breathing Space												1	
NHS Fife	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	1		1	1		1	2	2		1			
NHS Fife	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	131	171	152	95	95	107	109	91	117	104	116	113	101
NHS Fife	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	3	3	5	1	2	3		1	2		1		1
NHS Fife	SLFC_NPA	Dental Nurse - Not Triage/Assessed	10	6	7	5	2	4	2	2	9	5	1	1	5
NHS Fife	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	5	3	4	2	1	1	2			1			3
NHS Fife	SLFC_NPA	Dental Nurse - Self Care	2	2	4	2	2	2	1	6	2	1			3
NHS Fife	SLFC_NPA	Distress Brief Intervention	9	10	10	8	9	12	6	11	8	12	6	5	8

Table 3

Health Board	Care Group	Endpoint	24/12/2023	31/12/2023	07/01/2024	14/01/2024	21/01/2024	28/01/2024	04/02/2024	11/02/2024	18/02/2024	25/02/2024	03/03/2024	10/03/2024	17/03/2024
NHS Fife	SLFC_NPA	For Information Only	70	59	60	55	32	43	62	51	53	50	53	27	49
NHS Fife	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	2		2	1	1				2		1	2	1
NHS Fife	SLFC_NPA	Patient given self care advice - For Information Only	195	192	201	176	172	196	170	182	181	176	195	163	138
NHS Fife	SLFC_NPA	Pt advised to contact Dentist - For Information Only		2	1	1			1		1			1	
NHS Fife	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only		1											
NHS Fife	SLFC_NPA	Pt advised to contact Midwife - For Information Only	6	5	5	5	5	5	2	5	3	1	5	2	2
NHS Fife	SLFC_NPA	Pt advised to contact Optician - For Information Only	3	2	2	3	3	4	4	2	2	5	1		1
NHS Fife	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only										1		1	1
NHS Fife	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	30	69	39	27	23	21	22	25	26	32	16	17	20
NHS Fife	SLFC_NPA	Pt advised to contact Police - For Information Only	5	2	7	1	3	4	3	2	1	2	3	7	4
NHS Fife	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	8	5	11	11	5	12	5	13	5	7	7	13	4
NHS Forth Valley	PCARE	CPN (Dr) to phone patient within 1 Hr	8	7	11	2	4	5	6	7	9	6	10	15	9
NHS Forth Valley	PCARE	CPN (Dr) to phone patient within 2 Hrs	8	16	17	7	12	16	9	13	9	8	12	7	13
NHS Forth Valley	PCARE	DN (Dr) phone patient within 1 Hr	5	4	3	9	5	5	2	6	7	4	3	3	1
NHS Forth Valley	PCARE	DN (Dr) phone patient within 2 Hrs	15	10	10	15	7	13	8	5	6	7	6	10	4
NHS Forth Valley	PCARE	DN (Dr) phone patient within 4 Hrs	28	43	49	25	35	19	28	23	22	16	28	23	22
NHS Forth Valley	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2	4	4	3	2	3	5	3	4	7	3	3	4
NHS Forth Valley	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)			2	1	1			1		1			1
NHS Forth Valley	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)			5		1	1		3		2	1		1
NHS Forth Valley	PCARE	Home Visit within 1 Hr	5	9	17	8	7	10	5	7	3	9	6	11	4
NHS Forth Valley	PCARE	Home Visit within 2 Hrs	33	37	35	30	26	21	19	16	26	17	21	21	23
NHS Forth Valley	PCARE	Home Visit within 4 Hrs	35	57	48	25	29	34	27	26	21	31	24	24	38
NHS Forth Valley	PCARE	PCEC within 1 Hr	52	86	92	59	40	50	62	54	59	58	80	69	61
NHS Forth Valley	PCARE	PCEC within 12 Hrs		1											
NHS Forth Valley	PCARE	PCEC within 2 Hrs	116	174	147	110	112	107	115	132	110	125	116	115	121
NHS Forth Valley	PCARE	PCEC within 4 Hrs	393	542	550	257	264	295	316	298	348	306	314	340	310
NHS Forth Valley	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	93	54	66	88	79	88	78	76	89	66	86	87	94
NHS Forth Valley	PCARE	Pt advised to contact practice - For Information Only	11	6	9	7	9	6	8	10	5	8	10	8	6
NHS Forth Valley	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	13	9	12	5	9	6	10	10	16	4	12	7	5
NHS Forth Valley	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	25	23	46	37	31	25	35	27	35	30	37	26	46
NHS Forth Valley	PCARE	Speak to clinician within 1 Hr	23	25	27	17	20	13	18	18	24	15	16	13	10
NHS Forth Valley	PCARE	Speak to clinician within 2 Hrs	44	47	36	33	30	32	26	32	23	24	28	29	27
NHS Forth Valley	PCARE	Speak to clinician within 4 Hrs	107	131	101	70	55	79	62	72	55	56	64	48	70
NHS Forth Valley	SCARE	999 contacted - For Information Only	1												
NHS Forth Valley	SCARE	999 contacted - For information only	103	135	145	116	92	110	95	104	109	113	108	104	105
NHS Forth Valley	SCARE	Patient advised to go to A&E	164	148	156	128	151	170	176	148	134	162	174	163	189
NHS Forth Valley	SCARE	Patient advised to go to A&E				1		1	2	1	2			1	1
NHS Forth Valley	SCARE	Patient sent to A&E via Ambulance within 1 Hr	8	10	14	7	8	11	10	11	16	6	12	2	9

Table 3

Health Board	Care Group	Endpoint	24/12/2023	31/12/2023	07/01/2024	14/01/2024	21/01/2024	28/01/2024	04/02/2024	11/02/2024	18/02/2024	25/02/2024	03/03/2024	10/03/2024	17/03/2024
NHS Forth Valley	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only								1					
NHS Forth Valley	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	128	122	136	154	152	174	195	173	185	183	206	188	208
NHS Forth Valley	SCARE	Speak to clinician 2 Hrs	29	19	25	39	49	26	37	52	53	45	49	53	59
NHS Forth Valley	SCARE	Speak to clinician within 4 Hrs	42	39	50	56	56	45	54	47	59	54	61	40	48
NHS Forth Valley	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour		1			1			1					
NHS Forth Valley	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	87	108	99	59	71	72	61	65	65	56	71	66	76
NHS Forth Valley	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1		3		1		1				1		
NHS Forth Valley	SLFC_NPA	Dental Nurse - Not Triage/Assessed	6	4	7	2		2		5	4	3	2	2	1
NHS Forth Valley	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	2	3	2		1	1	1	1		2	3		1
NHS Forth Valley	SLFC_NPA	Dental Nurse - Self Care	4		1	3		2		1	3			2	
NHS Forth Valley	SLFC_NPA	Distress Brief Intervention	12	5	8	10	12	10	8	10	12	10	14	3	8
NHS Forth Valley	SLFC_NPA	For Information Only	39	49	35	25	29	32	28	32	43	26	41	35	40
NHS Forth Valley	SLFC_NPA	Patient advised to contact CPN Team - For Info Only										1	1	1	
NHS Forth Valley	SLFC_NPA	Patient given self care advice - For Information Only	114	140	124	101	107	114	123	98	113	88	108	114	99
NHS Forth Valley	SLFC_NPA	Pt advised to contact Dentist - For Information Only		1		1		2		1		1		1	
NHS Forth Valley	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only		1											
NHS Forth Valley	SLFC_NPA	Pt advised to contact Midwife - For Information Only	6	1	1	6	2	1		2	3		1	2	
NHS Forth Valley	SLFC_NPA	Pt advised to contact Optician - For Information Only	6	4	5	4	4	2	3	3	2	3	1	4	5
NHS Forth Valley	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only								1				1	
NHS Forth Valley	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	26	34	32	31	19	16	23	14	18	15	26	20	7
NHS Forth Valley	SLFC_NPA	Pt advised to contact Police - For Information Only	1	5	1	3	3	3	4	4	4	4	6	5	3
NHS Forth Valley	SLFC_NPA	Pt advised to contact appropriate service - For Info Only								1					
NHS Forth Valley	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	4	10	7	7	5	6	5	6	7	8	7	3	4
NHS Grampian	PCARE	CPN (Dr) to phone patient within 1 Hr	10	17	20	15	12	19	12	12	17	16	12	13	16
NHS Grampian	PCARE	CPN (Dr) to phone patient within 2 Hrs	22	30	49	38	26	30	21	21	17	23	32	28	29
NHS Grampian	PCARE	DN (Dr) phone patient within 1 Hr	7	5	3	6	5	1	4	7	4	3	9	4	3
NHS Grampian	PCARE	DN (Dr) phone patient within 2 Hrs	5	8	6	8	7	10	11	7	6	13	7	7	7
NHS Grampian	PCARE	DN (Dr) phone patient within 4 Hrs	27	28	20	17	23	16	15	21	14	16	16	13	16
NHS Grampian	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	4	5	7	3	2	5	3	2	5	3	1	3	2
NHS Grampian	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)			1	1		1		1		1	2	2	
NHS Grampian	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	3	5	1	5	3	1	3	7	3	1	2	3	2
NHS Grampian	PCARE	Home Visit within 1 Hr	31	33	24	24	14	17	27	24	18	13	26	20	13
NHS Grampian	PCARE	Home Visit within 2 Hrs	49	84	84	45	62	59	58	47	47	43	43	51	52
NHS Grampian	PCARE	Home Visit within 4 Hrs	82	135	117	59	69	64	60	51	60	57	66	72	59
NHS Grampian	PCARE	PCEC within 1 Hr	134	127	154	88	81	83	95	80	86	96	103	124	93
NHS Grampian	PCARE	PCEC within 2 Hrs	197	256	260	158	156	215	204	174	190	201	181	209	165
NHS Grampian	PCARE	PCEC within 4 Hrs	618	996	912	402	399	458	532	497	518	525	535	494	516
NHS Grampian	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	109	85	80	109	116	106	106	87	120	91	98	104	117

Table 3

Health Board	Care Group	Endpoint	24/12/2023	31/12/2023	07/01/2024	14/01/2024	21/01/2024	28/01/2024	04/02/2024	11/02/2024	18/02/2024	25/02/2024	03/03/2024	10/03/2024	17/03/2024
NHS Grampian	PCARE	Pt advised to contact practice - For Information Only	7	13	16	10	15	17	12	10	11	4	11	12	10
NHS Grampian	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	11	10	9	12	18	13	10	15	19	16	12	9	13
NHS Grampian	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	33	27	68	58	60	42	43	54	53	47	50	55	45
NHS Grampian	PCARE	Speak to clinician within 1 Hr	40	45	56	40	20	43	42	23	32	33	33	32	28
NHS Grampian	PCARE	Speak to clinician within 2 Hrs	59	64	66	48	48	47	47	41	48	45	46	37	40
NHS Grampian	PCARE	Speak to clinician within 4 Hrs	185	268	228	136	126	131	108	122	106	121	131	82	118
NHS Grampian	PCARE	Triage refused therefore Dr requested to phone patient									1		1		
NHS Grampian	SCARE	999 contacted - For information only	196	262	275	253	214	175	222	198	210	243	216	202	188
NHS Grampian	SCARE	Patient advised to go to A&E	196	203	255	193	197	226	211	188	198	209	231	207	194
NHS Grampian	SCARE	Patient advised to go to A&E		1	1			4	2	2	1		1		1
NHS Grampian	SCARE	Patient sent to A&E via Ambulance within 1 Hr	15	15	18	18	8	14	9	14	10	10	12	14	12
NHS Grampian	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only					1				1				
NHS Grampian	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	180	141	140	171	152	161	191	164	183	184	199	176	173
NHS Grampian	SCARE	Speak to clinician 2 Hrs	32	27	35	33	37	41	45	38	34	49	44	44	37
NHS Grampian	SCARE	Speak to clinician within 4 Hrs	61	54	64	69	50	74	56	61	59	61	56	50	76
NHS Grampian	SLFC_NPA	Contact Breathing Space					1							1	
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	1	2	3	1		1		2	1	1	1	1	
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	122	212	191	105	105	74	118	137	115	107	97	88	125
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour		8	1	2	1				1	2		1	1
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Pharmacist		1											
NHS Grampian	SLFC_NPA	Dental Nurse - Not Triage/Assessed	4	8	6	3	4	3	5	6	7	2	5	5	4
NHS Grampian	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	3	6	4		2			4	1			1	3
NHS Grampian	SLFC_NPA	Dental Nurse - Self Care	4	3	1	1	1	1	3	3	1		2	2	2
NHS Grampian	SLFC_NPA	Distress Brief Intervention	8	12	12	8	8	7	10	8	13	11	6	13	6
NHS Grampian	SLFC_NPA	For Information Only	149	143	144	118	112	96	97	92	124	120	105	81	113
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		5	1			
NHS Grampian	SLFC_NPA	Patient given self care advice - For Information Only	202	257	233	209	181	158	193	195	197	171	179	180	146
NHS Grampian	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1	1	1					1		1	1		
NHS Grampian	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only						2	2					1	1
NHS Grampian	SLFC_NPA	Pt advised to contact Midwife - For Information Only	3	4	5	4	5	2	2	6	6	3		4	3
NHS Grampian	SLFC_NPA	Pt advised to contact Optician - For Information Only	4	1	5	4	2	3	3	2	2	7	3	5	4
NHS Grampian	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only													1
NHS Grampian	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	41	66	65	42	27	32	34	35	28	34	26	19	20
NHS Grampian	SLFC_NPA	Pt advised to contact Police - For Information Only	11	7	8	14	11	11	11	12	13	10	10	9	8
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	42	24	37	30	23	26	18	33	35	17	23	30	24

Table 3

Health Board	Care Group	Endpoint	24/12/2023	31/12/2023	07/01/2024	14/01/2024	21/01/2024	28/01/2024	04/02/2024	11/02/2024	18/02/2024	25/02/2024	03/03/2024	10/03/2024	17/03/2024
NHS Grampian	Not assigned	Not assigned		1										1	
NHS Greater Glasgow	PCARE	CPN (Dr) to phone patient within 1 Hr	37	35	36	32	30	33	29	42	46	41	39	40	32
NHS Greater Glasgow	PCARE	CPN (Dr) to phone patient within 2 Hrs	72	79	75	55	73	79	71	66	74	69	61	59	71
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 1 Hr	8	4	4	3		3	3	4	4	2	3	3	2
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 2 Hrs	5	13	5	8	7	2	12	8	4	6	5	3	5
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 4 Hrs	22	23	13	16	12	12	11	8	12	22	8	12	10
NHS Greater Glasgow	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	13	13	16	11	12	8	8	5	6	13	13	10	11
NHS Greater Glasgow	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)		1	1	1	2		1	2	1	1	3	1	
NHS Greater Glasgow	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	6	12	9	10	11	5	8	12	10	6	6	14	2
NHS Greater Glasgow	PCARE	Home Visit within 1 Hr	33	72	86	55	51	44	44	45	44	50	40	39	35
NHS Greater Glasgow	PCARE	Home Visit within 2 Hrs	126	153	163	105	98	95	97	91	97	97	82	92	67
NHS Greater Glasgow	PCARE	Home Visit within 4 Hrs	151	251	244	151	125	139	144	136	124	124	128	118	99
NHS Greater Glasgow	PCARE	PCEC within 1 Hr	214	294	262	205	164	194	230	182	188	188	192	168	179
NHS Greater Glasgow	PCARE	PCEC within 2 Hrs	436	586	579	399	410	398	400	404	379	425	420	395	391
NHS Greater Glasgow	PCARE	PCEC within 4 Hrs	1,462	2,002	1,974	1,128	1,080	1,125	1,235	1,195	1,134	1,148	1,166	1,116	1,084
NHS Greater Glasgow	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	294	180	198	267	260	301	285	256	268	270	215	226	287
NHS Greater Glasgow	PCARE	Pt advised to contact practice - For Information Only	20	33	42	29	23	42	30	23	20	25	31	26	20
NHS Greater Glasgow	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	34	17	34	28	39	33	33	30	34	30	30	17	31
NHS Greater Glasgow	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	69	83	159	115	155	131	129	109	133	118	117	116	113
NHS Greater Glasgow	PCARE	Speak to clinician within 1 Hr	99	110	135	98	81	66	75	88	90	77	88	79	78
NHS Greater Glasgow	PCARE	Speak to clinician within 2 Hrs	141	146	119	119	95	108	108	85	113	105	121	107	87
NHS Greater Glasgow	PCARE	Speak to clinician within 4 Hrs	436	544	491	323	281	271	276	279	244	251	254	244	245
NHS Greater Glasgow	PCARE	Transport to PCEC within 2 Hrs		1											
NHS Greater Glasgow	PCARE	Transport to PCEC within 4 hrs	6	7	3	5	4	2	3	6	4	5	7	5	3
NHS Greater Glasgow	SCARE	999 contacted - For Information Only	1		2			1			1	1			
NHS Greater Glasgow	SCARE	999 contacted - For information only	408	469	491	362	401	418	431	417	397	370	367	371	351
NHS Greater Glasgow	SCARE	Patient advised to go to A&E	417	475	525	439	451	465	515	438	481	476	448	446	412
NHS Greater Glasgow	SCARE	Patient advised to go to A&E	7	8	9	4	2	1	1		3	1	4	1	
NHS Greater Glasgow	SCARE	Patient sent to A&E via Ambulance within 1 Hr	34	41	45	25	32	26	41	29	30	33	34	25	25
NHS Greater Glasgow	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only									1				
NHS Greater Glasgow	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only						1		1	2				1
NHS Greater Glasgow	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	278	219	261	306	335	323	306	278	247	279	282	286	250
NHS Greater Glasgow	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub							1	1				1	
NHS Greater Glasgow	SCARE	Speak to clinician 2 Hrs	45	36	35	47	41	61	46	41	48	59	61	72	42
NHS Greater Glasgow	SCARE	Speak to clinician within 4 Hrs	133	113	128	136	156	142	110	104	115	116	98	112	110
NHS Greater Glasgow	SLFC_NPA	Contact Breathing Space	1		1	1			1		1			3	2
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	1	7	6	1	3		4	4	3	3	3	5	2
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	358	509	464	255	299	262	256	279	313	295	288	280	278

Table 3

Health Board	Care Group	Endpoint	24/12/2023	31/12/2023	07/01/2024	14/01/2024	21/01/2024	28/01/2024	04/02/2024	11/02/2024	18/02/2024	25/02/2024	03/03/2024	10/03/2024	17/03/2024
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	6	11	4	3	2		5	6	3	5	3	1	1
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Pharmacist						1							
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	21	18	23	14	14	9	12	10	10	17	12	6	9
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	6	8	6	4	4	4	5	2	2	4	4	2	4
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Self Care	8	10		4	9	7	5	4	5	5	5	9	4
NHS Greater Glasgow	SLFC_NPA	Distress Brief Intervention	25	26	29	28	25	37	44	23	24	37	22	20	31
NHS Greater Glasgow	SLFC_NPA	For Information Only	188	171	167	140	152	163	184	161	128	154	132	126	134
NHS Greater Glasgow	SLFC_NPA	Hub to arrange appointment within 24 hours												1	
NHS Greater Glasgow	SLFC_NPA	Patient advised to contact CPN Team - For Info Only		3	3		1	2	4	3	5	4	3	5	9
NHS Greater Glasgow	SLFC_NPA	Patient given self care advice - For Information Only	625	583	596	588	543	533	573	577	512	508	530	524	466
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Dentist - For Information Only	2	1		1	3	1	1		2			3	
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only	1	1	3	3	1		1	1	3	4	1	3	1
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Midwife - For Information Only	6	6	5	10	7	9	12	12	8	7	10	7	10
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Optician - For Information Only	6	10	9	9	8	11	9	10	5	5	6	12	9
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only	1	1		1	1	2					1	1	
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	103	156	161	114	71	85	82	73	76	87	62	79	88
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Police - For Information Only	7	11	18	17	20	15	17	9	14	8	18	13	17
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact appropriate service - For Info Only	1			1		1	2			1			
NHS Greater Glasgow	SLFC_NPA	Pt given TOXBASE advice - For Information Only			1							1			
NHS Greater Glasgow	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	30	26	28	24	31	30	40	28	18	20	26	26	15
NHS Greater Glasgow	Not assigned	Not assigned									1				1
NHS HIGHLAND	PCARE	CPN (Dr) to phone patient within 1 Hr	9	7	9	9	4	8	1	10	10	9	9	8	12
NHS HIGHLAND	PCARE	CPN (Dr) to phone patient within 2 Hrs	14	12	12	12	13	10	3	12	7	12	3	8	8
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 1 Hr	2	2	7	2	5	3	1	1	1	6	4	3	2
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 2 Hrs	3	4	6	1	5	4	4	6	11	1	4	5	3
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 4 Hrs	11	19	19	10	18	16	11	10	15	19	12	16	11
NHS HIGHLAND	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2	1	1	2	2	1	2	2	1	2	1	2	
NHS HIGHLAND	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)						2	1					1	
NHS HIGHLAND	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)		1	3	3	2	3		2			3	2	2
NHS HIGHLAND	PCARE	Home Visit within 1 Hr	10	20	20	14	11	11	11	12	6	6	11	5	8
NHS HIGHLAND	PCARE	Home Visit within 2 Hrs	24	43	31	23	23	22	13	34	24	22	21	20	13
NHS HIGHLAND	PCARE	Home Visit within 4 Hrs	33	56	55	29	31	26	25	36	31	22	33	29	32
NHS HIGHLAND	PCARE	PCEC within 1 Hr	42	49	59	43	27	33	41	36	27	36	38	47	36
NHS HIGHLAND	PCARE	PCEC within 2 Hrs	68	104	105	65	62	85	86	58	62	89	71	75	77
NHS HIGHLAND	PCARE	PCEC within 4 Hrs	233	412	370	165	190	169	205	171	204	200	202	194	150
NHS HIGHLAND	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	39	36	42	47	39	48	27	44	43	40	39	42	29
NHS HIGHLAND	PCARE	Pt advised to contact practice - For Information Only	5	9	14	3	3	5	1	6	3	1	4	8	1
NHS HIGHLAND	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	8	4	6	8	5	2	5	9	3	6	1	7	

Table 3

Health Board	Care Group	Endpoint	24/12/2023	31/12/2023	07/01/2024	14/01/2024	21/01/2024	28/01/2024	04/02/2024	11/02/2024	18/02/2024	25/02/2024	03/03/2024	10/03/2024	17/03/2024
NHS HIGHLAND	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	13	20	35	16	21	23	23	12	19	11	26	17	20
NHS HIGHLAND	PCARE	Speak to clinician within 1 Hr	16	23	28	20	13	13	15	14	15	19	25	11	17
NHS HIGHLAND	PCARE	Speak to clinician within 2 Hrs	30	34	33	27	20	20	20	26	26	20	24	31	21
NHS HIGHLAND	PCARE	Speak to clinician within 4 Hrs	76	145	114	39	49	59	41	53	49	45	44	51	54
NHS HIGHLAND	PCARE	Transport to PCEC within 2 Hrs					2					1			
NHS HIGHLAND	PCARE	Transport to PCEC within 4 hrs	1		1				2				1		
NHS HIGHLAND	PCARE	Triage refused therefore Dr requested to phone patient	1												
NHS HIGHLAND	SCARE	999 contacted - For Information Only		1											
NHS HIGHLAND	SCARE	999 contacted - For information only	84	112	114	76	97	66	89	85	71	82	81	54	58
NHS HIGHLAND	SCARE	Patient advised to go to A&E	85	90	98	64	79	70	69	85	70	69	64	64	59
NHS HIGHLAND	SCARE	Patient advised to go to A&E			1				1		4	1	2	2	1
NHS HIGHLAND	SCARE	Patient sent to A&E via Ambulance within 1 Hr	9	11	8	4	6	6	5	5	8	6	3	5	6
NHS HIGHLAND	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	50	55	53	53	44	40	40	37	44	44	42	50	51
NHS HIGHLAND	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	23	25	28	14	23	18	21	18	18	22	20	10	11
NHS HIGHLAND	SCARE	Speak to clinician 2 Hrs	7	12	11	8	13	12	19	11	11	18	17	15	16
NHS HIGHLAND	SCARE	Speak to clinician within 4 Hrs	20	24	32	18	26	16	18	11	21	21	16	23	20
NHS HIGHLAND	SLFC_NPA	Distress Brief Intervention	5	5	5	8	3	6	4	2	5	6	5	2	7
NHS HIGHLAND	SLFC_NPA	For Information Only	27	35	44	35	22	31	29	24	20	31	25	26	24
NHS HIGHLAND	SLFC_NPA	Hub to arrange appointment within 24 hours	84	125	95	51	61	57	70	55	56	60	56	60	56
NHS HIGHLAND	SLFC_NPA	Hub to arrange contact with Clinician within 1 hour			1						1		1		
NHS HIGHLAND	SLFC_NPA	Patient advised to contact CPN Team - For Info Only						1						1	
NHS HIGHLAND	SLFC_NPA	Patient advised to contact dental advice line - Info Only	1	1					1						
NHS HIGHLAND	SLFC_NPA	Patient advised to contact registered GDP - Info Only	15	16	17	9	8	6	14	6	10	11	7	11	11
NHS HIGHLAND	SLFC_NPA	Patient given self care advice - For Information Only	109	137	109	94	93	82	94	107	95	98	89	82	81
NHS HIGHLAND	SLFC_NPA	Patient given self care dental advice - For Information Only	2	2		2	1		2	1		2	1	1	1
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Dentist - For Information Only	2	1								1		1	
NHS HIGHLAND	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only	1												1
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Midwife - For Information Only		1	2		1			1	1				1
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Optician - For Information Only	3	2	3	2	1			1	2		1		
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only													1
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	17	31	28	11	10	7	12	7	7	12	3	6	9
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Police - For Information Only	2	3	4			4	7	2	4	1	4	3	4
NHS HIGHLAND	SLFC_NPA	Triage refused - For Information Only	4	5	6	4	2	4		4	5	5	1	2	4
NHS HIGHLAND	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	10	7	8	4	6	2	7	7	7	11	10	8	7
NHS HIGHLAND	SLFC_NPA	Untriaged call - OOH Service clinician to phone patient					1								
NHS LANARKSHIRE	PCARE	CPN (Dr) to phone patient within 1 Hr	12	15	25	15	14	5	9	16	17	15	14	16	19
NHS LANARKSHIRE	PCARE	CPN (Dr) to phone patient within 2 Hrs	28	40	40	32	23	29	24	24	22	20	22	21	23
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 1 Hr		6	3	3	2	1	1	4	2	2	4	1	2

Table 3

Health Board	Care Group	Endpoint	24/12/2023	31/12/2023	07/01/2024	14/01/2024	21/01/2024	28/01/2024	04/02/2024	11/02/2024	18/02/2024	25/02/2024	03/03/2024	10/03/2024	17/03/2024
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 2 Hrs	2	1		4	2	2	3	9	3	5	3	6	1
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 4 Hrs	7	9	6	7	7	5	3		4	6	9	8	6
NHS LANARKSHIRE	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	4	6	5	1	5	5	3	3	7	6	7	6	3
NHS LANARKSHIRE	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)				1		1							1
NHS LANARKSHIRE	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	5	6	9	3	5	2	5	3	4	2	4	3	4
NHS LANARKSHIRE	PCARE	Home Visit within 1 Hr	18	28	35	17	11	22	14	20	7	14	23	17	15
NHS LANARKSHIRE	PCARE	Home Visit within 2 Hrs	43	60	61	34	49	41	50	38	57	38	45	32	52
NHS LANARKSHIRE	PCARE	Home Visit within 4 Hrs	68	103	79	38	73	58	49	40	45	47	47	58	44
NHS LANARKSHIRE	PCARE	PCEC within 1 Hr	126	156	157	103	111	120	111	84	107	112	102	103	116
NHS LANARKSHIRE	PCARE	PCEC within 2 Hrs	240	327	327	226	202	257	240	238	223	189	255	221	218
NHS LANARKSHIRE	PCARE	PCEC within 4 Hrs	793	1,117	1,108	557	539	555	632	631	604	587	555	579	537
NHS LANARKSHIRE	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	136	78	84	115	98	119	79	117	101	109	109	112	99
NHS LANARKSHIRE	PCARE	Pt advised to contact practice - For Information Only	10	15	19	11	13	17	10	7	5	13	15	9	12
NHS LANARKSHIRE	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	21	6	12	10	23	13	15	16	15	18	17	11	12
NHS LANARKSHIRE	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	40	35	78	63	61	56	52	71	63	63	49	49	60
NHS LANARKSHIRE	PCARE	Speak to clinician within 1 Hr	41	51	45	35	26	30	26	32	30	34	25	34	31
NHS LANARKSHIRE	PCARE	Speak to clinician within 2 Hrs	56	62	77	37	38	46	59	38	54	41	38	44	60
NHS LANARKSHIRE	PCARE	Speak to clinician within 4 Hrs	215	271	248	126	129	148	123	123	116	126	106	102	120
NHS LANARKSHIRE	PCARE	Transport to PCEC within 2 Hrs		3	1	1	1	2	3	1			1	1	1
NHS LANARKSHIRE	PCARE	Transport to PCEC within 4 hrs		3	1		1				2		1	2	3
NHS LANARKSHIRE	SCARE	999 contacted - For Information Only				1									
NHS LANARKSHIRE	SCARE	999 contacted - For information only	165	222	231	204	191	197	208	174	177	199	193	190	170
NHS LANARKSHIRE	SCARE	Patient advised to go to A&E	255	261	308	229	231	241	249	240	234	238	244	236	231
NHS LANARKSHIRE	SCARE	Patient advised to go to A&E	1		2		1	5		1	2	1	1	1	2
NHS LANARKSHIRE	SCARE	Patient sent to A&E via Ambulance within 1 Hr	18	19	11	10	11	25	8	13	24	17	16	16	10
NHS LANARKSHIRE	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only						1						1	
NHS LANARKSHIRE	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only										1			
NHS LANARKSHIRE	SCARE	Patient suitable for MIU 4hr - Flow Hub to arrange	91	94	94	94	97	98	104	79	97	92	114	106	94
NHS LANARKSHIRE	SCARE	Speak to clinician 2 Hrs	16	11	18	18	17	21	23	18	13	26	26	33	23
NHS LANARKSHIRE	SCARE	Speak to clinician within 4 Hrs	61	47	64	45	52	52	45	45	52	48	42	42	39
NHS LANARKSHIRE	SLFC_NPA	Contact Breathing Space	1	1								1			1
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	1	2	2	1		1				1			
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	206	234	220	151	154	128	115	153	119	153	161	137	123
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1	4	3	1	1	2				1	1	1	1
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Not Triage/Assessed	6	10	4	5	6	1	7	2	10	6	9	4	6
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1	4	4		1	1	1	1		1	1	1	1
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Self Care	3	5	1	1	2		2	4	4	1	2	1	2
NHS LANARKSHIRE	SLFC_NPA	Distress Brief Intervention	10	16	18	17	13	12	21	9	10	8	18	9	11

Table 3

Health Board	Care Group	Endpoint	24/12/2023	31/12/2023	07/01/2024	14/01/2024	21/01/2024	28/01/2024	04/02/2024	11/02/2024	18/02/2024	25/02/2024	03/03/2024	10/03/2024	17/03/2024
NHS LANARKSHIRE	SLFC_NPA	For Information Only	75	82	61	82	52	50	73	71	42	36	53	50	42
NHS LANARKSHIRE	SLFC_NPA	Patient advised to contact CPN Team - For Info Only				1	2			2		2		2	1
NHS LANARKSHIRE	SLFC_NPA	Patient given self care advice - For Information Only	237	231	247	184	194	188	189	187	187	172	155	162	162
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Dentist - For Information Only	2		1		2			1	2	1			
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only				1			2						1
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Midwife - For Information Only	2	7	9	4	4	3	9	6	7	1	8	5	3
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Optician - For Information Only		5	2	2	4	2	2	4	4	1	5	5	4
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only					1		1						
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	39	89	72	41	25	28	33	34	37	25	39	28	33
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Police - For Information Only	5	7	3	6	1	6	2	7	8	9	4	5	1
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information													1
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact appropriate service - For Info Only				1				1					1
NHS LANARKSHIRE	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	7	11	18	10	12	14	12	10	13	4	7	8	9
NHS LANARKSHIRE	Not assigned	Not assigned	1											1	
NHS Lothian	PCARE	CPN (Dr) to phone patient within 1 Hr	7	14	25	20	10	14	17	14	20	14	22	18	16
NHS Lothian	PCARE	CPN (Dr) to phone patient within 2 Hrs	14	39	46	27	22	34	19	22	36	27	29	26	25
NHS Lothian	PCARE	DN (Dr) phone patient within 1 Hr	7	8	6	4	4	5	12	3	1	5	3	7	6
NHS Lothian	PCARE	DN (Dr) phone patient within 2 Hrs	5	13	8	6	13	13	9	13	11	10	4	15	9
NHS Lothian	PCARE	DN (Dr) phone patient within 4 Hrs	53	38	38	31	37	31	31	26	35	30	22	25	18
NHS Lothian	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	12	15	10	10	2	6	9	11	8	2	5	5	12
NHS Lothian	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1		3		1	2			3	3	3	1	3
NHS Lothian	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	7	6	12	5	7	4	7	9	2	4	8	6	8
NHS Lothian	PCARE	Home Visit within 1 Hr	42	38	61	19	25	29	27	23	17	28	27	19	23
NHS Lothian	PCARE	Home Visit within 2 Hrs	84	111	97	60	63	62	60	58	58	59	65	54	56
NHS Lothian	PCARE	Home Visit within 4 Hrs	121	176	147	79	85	84	102	95	103	85	87	109	71
NHS Lothian	PCARE	PCEC within 1 Hr	146	198	184	154	129	136	140	138	127	137	133	135	137
NHS Lothian	PCARE	PCEC within 12 Hrs			1										
NHS Lothian	PCARE	PCEC within 2 Hrs	304	430	409	301	278	311	317	307	284	292	289	284	282
NHS Lothian	PCARE	PCEC within 4 Hrs	1,088	1,544	1,518	841	796	872	946	892	878	907	874	756	798
NHS Lothian	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	249	135	184	219	223	224	209	190	207	203	189	201	195
NHS Lothian	PCARE	Pt advised to contact practice - For Information Only	18	24	38	31	24	32	21	22	24	29	23	19	28
NHS Lothian	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	21	22	24	25	32	20	26	32	30	22	28	15	31
NHS Lothian	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	65	76	112	91	90	83	88	106	103	81	96	90	93
NHS Lothian	PCARE	Speak to clinician within 1 Hr	78	74	63	60	64	58	57	42	51	61	54	53	46
NHS Lothian	PCARE	Speak to clinician within 2 Hrs	108	97	104	87	76	100	90	76	88	90	73	79	56
NHS Lothian	PCARE	Speak to clinician within 4 Hrs	292	417	370	201	231	223	208	224	188	197	206	179	204
NHS Lothian	PCARE	Transport to PCEC within 2 Hrs		3	2	1	2		3			2		2	
NHS Lothian	PCARE	Transport to PCEC within 4 hrs	1	2	2	2	1		1	4	2	2	1		2

Table 3

Health Board	Care Group	Endpoint	24/12/2023	31/12/2023	07/01/2024	14/01/2024	21/01/2024	28/01/2024	04/02/2024	11/02/2024	18/02/2024	25/02/2024	03/03/2024	10/03/2024	17/03/2024
NHS Lothian	PCARE	Triage refused therefore Dr requested to phone patient		1			1	1		1				1	
NHS Lothian	SCARE	999 contacted - For Information Only											1		
NHS Lothian	SCARE	999 contacted - For information only	312	336	322	324	270	280	318	263	280	288	307	274	243
NHS Lothian	SCARE	Patient advised to go to A&E	359	363	418	400	391	451	389	389	381	407	411	366	373
NHS Lothian	SCARE	Patient advised to go to A&E	3	4	2		2	1			2	1	1	3	1
NHS Lothian	SCARE	Patient sent to A&E via Ambulance within 1 Hr	29	33	31	32	24	21	26	23	22	25	26	17	24
NHS Lothian	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only									1			1	
NHS Lothian	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	321	260	285	298	358	386	338	345	340	401	345	352	306
NHS Lothian	SCARE	Speak to clinician 2 Hrs	48	30	41	60	49	62	64	37	42	73	58	68	46
NHS Lothian	SCARE	Speak to clinician within 4 Hrs	134	110	109	127	123	133	131	118	132	108	116	125	94
NHS Lothian	SLFC_NPA	Contact Breathing Space		1	1	2	1		1					1	1
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	1		2	2		2	3	4	4	1	2	4	3
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	299	381	361	207	219	227	228	223	205	213	205	220	193
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	4	5	9	3	1	7	2	2	4	5	2	3	1
NHS Lothian	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	19	18	19	10	12	6	9	13	12	10	8	10	11
NHS Lothian	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	6	7	5	3	5	3	7	4	1	4	4	5	2
NHS Lothian	SLFC_NPA	Dental Nurse - Self Care	4	6	5	6	5	5	6	8	3	3	3	5	7
NHS Lothian	SLFC_NPA	Distress Brief Intervention	15	23	22	13	13	19	23	20	19	16	15	15	18
NHS Lothian	SLFC_NPA	For Information Only	123	132	119	76	103	95	109	117	94	101	94	102	90
NHS Lothian	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	1		2	1	2		2	1		1		2	
NHS Lothian	SLFC_NPA	Patient given self care advice - For Information Only	366	383	429	338	358	337	382	355	291	290	346	324	292
NHS Lothian	SLFC_NPA	Pt advised to contact Dentist - For Information Only	4	2	3	2		3			1	1	1	1	2
NHS Lothian	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only	2		2	1	1	2	1					1	2
NHS Lothian	SLFC_NPA	Pt advised to contact Midwife - For Information Only	11	16	12	10	13	14	11	12	20	13	12	5	7
NHS Lothian	SLFC_NPA	Pt advised to contact Optician - For Information Only	12	8	16	10	8	6	14	4	9	13	6	7	11
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	99	116	123	70	53	60	67	58	66	62	69	59	64
NHS Lothian	SLFC_NPA	Pt advised to contact Police - For Information Only	6	7	9	12	5	7	13	9	10	13	6	13	12
NHS Lothian	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information								1					
NHS Lothian	SLFC_NPA	Pt advised to contact appropriate service - For Info Only		1											
NHS Lothian	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	12	13	13	9	18	12	8	13	20	16	9	25	17
NHS Lothian	SLFC_NPA	Untriaged call - OOH Service clinician to phone patient							1						
NHS Lothian	Not assigned	Not assigned		1											
NHS Orkney	PCARE	CPN (Dr) to phone patient within 1 Hr							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		1
NHS Orkney	PCARE	DN (Dr) phone patient within 2 Hrs		2		1	1								1
NHS Orkney	PCARE	DN (Dr) phone patient within 4 Hrs	2	2	1	2		1				2		2	2

Table 3

Health Board	Care Group	Endpoint	24/12/2023	31/12/2023	07/01/2024	14/01/2024	21/01/2024	28/01/2024	04/02/2024	11/02/2024	18/02/2024	25/02/2024	03/03/2024	10/03/2024	17/03/2024
NHS Orkney	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)							1						
NHS Orkney	PCARE	Home Visit within 1 Hr	3	3	2	2	1			1		2		1	1
NHS Orkney	PCARE	Home Visit within 2 Hrs		3	3	2		1	1	2	1	1	3	2	2
NHS Orkney	PCARE	Home Visit within 4 Hrs	4	4		4	4	1	1	3	2	1	5	1	3
NHS Orkney	PCARE	PCEC within 1 Hr	3		2	4	1		2	1	2	2			2
NHS Orkney	PCARE	PCEC within 2 Hrs	5	8	10	2		3	3	1	1	2	2	7	1
NHS Orkney	PCARE	PCEC within 4 Hrs	17	27	22	13	7	5	11	14	5	5	10	7	9
NHS Orkney	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	3	1	1		1		1	3	4	3	1	1	1
NHS Orkney	PCARE	Pt advised to contact practice - For Information Only				1	2								
NHS Orkney	PCARE	Pt advised to contact practice within 12 Hrs - Info Only									1	1			
NHS Orkney	PCARE	Pt advised to contact practice within 36 Hrs - Info Only			1		1		1			2	2	2	2
NHS Orkney	PCARE	Speak to clinician within 1 Hr	2	2	3	2	2					1		1	1
NHS Orkney	PCARE	Speak to clinician within 2 Hrs	2		2	4	1			1	1	2	2		
NHS Orkney	PCARE	Speak to clinician within 4 Hrs	4	8	10	6	4	3	2	2	4	1	1	2	1
NHS Orkney	SCARE	999 contacted - For information only	3	4	6	6	5	7	2	8	3	2	7	4	5
NHS Orkney	SCARE	Patient advised to go to A&E	4	5	9	4	1	1	4	6	5	4	3	4	4
NHS Orkney	SCARE	Patient sent to A&E via Ambulance within 1 Hr		1		1									
NHS Orkney	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	2	2		3	1	1			1	1		1	
NHS Orkney	SCARE	Speak to clinician 2 Hrs										1	1	1	
NHS Orkney	SCARE	Speak to clinician within 4 Hrs	3	1			1		1		2	2	1	1	1
NHS Orkney	SLFC_NPA	Distress Brief Intervention			1				1		2				
NHS Orkney	SLFC_NPA	For Information Only	1	2			2		1	1	1				
NHS Orkney	SLFC_NPA	Hub to arrange appointment within 24 hours	4	9	4	1	2	2	2	2	2	2	3	1	3
NHS Orkney	SLFC_NPA	Hub to arrange contact with Clinician within 1 hour									1				
NHS Orkney	SLFC_NPA	Patient advised to contact registered GDP - Info Only		1	1							1	1		1
NHS Orkney	SLFC_NPA	Patient given self care advice - For Information Only	2	9	5	2	5		8	3	3	4	4	4	2
NHS Orkney	SLFC_NPA	Pt advised to contact Optician - For Information Only	1				1				1				
NHS Orkney	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	1	1		1		1	1	1					
NHS Orkney	SLFC_NPA	Triage refused - For Information Only		1								1		1	
NHS Orkney	SLFC_NPA	Triage refused - Pt terminated call - For Information Only												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
NHS Shetland	PCARE	DN (Dr) phone patient within 1 Hr				1			1						
NHS Shetland	PCARE	DN (Dr) phone patient within 2 Hrs		2		1		1	1				1		1
NHS Shetland	PCARE	DN (Dr) phone patient within 4 Hrs	2	1	1	1	1	2	1	2	2	3		1	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		2	1	1			1	1			2	1	

Table 3

Health Board	Care Group	Endpoint	24/12/2023	31/12/2023	07/01/2024	14/01/2024	21/01/2024	28/01/2024	04/02/2024	11/02/2024	18/02/2024	25/02/2024	03/03/2024	10/03/2024	17/03/2024
NHS Shetland	PCARE	Home Visit within 2 Hrs		1	5		1	2	2		2	4		1	5
NHS Shetland	PCARE	Home Visit within 4 Hrs	2	5	1	1	1	3	4	4		4	2	3	2
NHS Shetland	PCARE	PCEC within 1 Hr	2	2	1		1	2		1	4	3	1	2	2
NHS Shetland	PCARE	PCEC within 2 Hrs	3	6	2	1	1	3	5	4	3	2	2	1	3
NHS Shetland	PCARE	PCEC within 4 Hrs	13	13	14	8	4	5	7	4	6	4	9	4	5
NHS Shetland	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	3	1	1	3		1	3	3	1		1	2	1
NHS Shetland	PCARE	Pt advised to contact practice - For Information Only		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	1						1					1	2
NHS Shetland	PCARE	Speak to clinician within 1 Hr	1		1				3	1	1	1			
NHS Shetland	PCARE	Speak to clinician within 2 Hrs	1	1			1		2	1		2	3	3	3
NHS Shetland	PCARE	Speak to clinician within 4 Hrs	4	6	5	4	3	6	3	3	1	2	3	1	2
NHS Shetland	SCARE	999 contacted - For information only	3	7	3	4	5	1	4	1	4	2	2	3	
NHS Shetland	SCARE	Patient advised to go to A&E	3	3	3	6	2	3	6	1	4	3		4	1
NHS Shetland	SCARE	Patient sent to A&E via Ambulance within 1 Hr											2	1	1
NHS Shetland	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange			2				1	2		1		1	
NHS Shetland	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	1	1	2	1									
NHS Shetland	SCARE	Speak to clinician 2 Hrs													1
NHS Shetland	SCARE	Speak to clinician within 4 Hrs	2		2		2		1						
NHS Shetland	SLFC_NPA	Distress Brief Intervention						1				1			
NHS Shetland	SLFC_NPA	For Information Only		2	2				2		2		2	1	1
NHS Shetland	SLFC_NPA	Hub to arrange appointment within 24 hours	4	7	5	2	1	2	3		3	3	4	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			1
NHS Shetland	SLFC_NPA	Patient given self care advice - For Information Only	6	1	1	3	3	2	7	1	4	7	4	1	2
NHS Shetland	SLFC_NPA	Patient given self care dental advice - For Information Only			1										
NHS Shetland	SLFC_NPA	Pt advised to contact Midwife - For Information Only													1
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	1		1			
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						
NHS TAYSIDE	PCARE	CPN (Dr) to phone patient within 1 Hr	14	12	15	16	16	19	11	15	11	10	15	7	14
NHS TAYSIDE	PCARE	CPN (Dr) to phone patient within 2 Hrs	18	29	36	17	20	19	21	28	22	14	19	14	24
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 1 Hr	5	5	3	5	5	10	6	5	5	4	3	11	3
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 2 Hrs	7	22	12	12	11	9	15	13	9	14	11	10	14
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 4 Hrs	32	29	50	46	26	36	38	50	33	44	48	34	31
NHS TAYSIDE	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)		6	4	3	2	4	8	3		1	3	4	4

Table 3

Health Board	Care Group	Endpoint	24/12/2023	31/12/2023	07/01/2024	14/01/2024	21/01/2024	28/01/2024	04/02/2024	11/02/2024	18/02/2024	25/02/2024	03/03/2024	10/03/2024	17/03/2024
NHS TAYSIDE	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1			1	1	1	1		1	2		1	3
NHS TAYSIDE	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	3	4	1	1	1	8	3	1	2	1	2		1
NHS TAYSIDE	PCARE	Home Visit within 1 Hr	17	19	16	13	7	15	15	9	10	23	9	15	8
NHS TAYSIDE	PCARE	Home Visit within 12 Hrs										1			
NHS TAYSIDE	PCARE	Home Visit within 2 Hrs	41	57	63	39	47	41	48	44	26	32	36	31	31
NHS TAYSIDE	PCARE	Home Visit within 4 Hrs	53	91	87	41	49	53	51	50	32	41	55	46	40
NHS TAYSIDE	PCARE	PCEC within 1 Hr	103	123	125	93	90	88	96	108	85	77	77	112	81
NHS TAYSIDE	PCARE	PCEC within 2 Hrs	159	223	191	125	142	176	139	164	133	134	146	137	139
NHS TAYSIDE	PCARE	PCEC within 4 Hrs	484	705	648	325	338	378	363	376	322	379	362	327	344
NHS TAYSIDE	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	64	34	59	56	54	69	57	56	63	69	59	57	55
NHS TAYSIDE	PCARE	Pt advised to contact practice - For Information Only	5	13	9	8	8	14	10	7	10	7	5	6	5
NHS TAYSIDE	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	11	4	13	11	8	8	11	8	7	4	10	9	9
NHS TAYSIDE	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	28	25	34	36	52	25	38	35	29	27	30	39	36
NHS TAYSIDE	PCARE	Speak to clinician within 1 Hr	35	39	32	24	23	34	21	22	14	38	23	19	24
NHS TAYSIDE	PCARE	Speak to clinician within 2 Hrs	50	55	55	39	33	46	37	29	37	44	24	37	27
NHS TAYSIDE	PCARE	Speak to clinician within 4 Hrs	131	209	148	81	74	77	93	76	73	80	74	88	91
NHS TAYSIDE	PCARE	Transport to PCEC within 1 Hr			1	1	1	1	1	1		1	1		
NHS TAYSIDE	PCARE	Transport to PCEC within 2 Hrs				2	2	1	1		2				
NHS TAYSIDE	PCARE	Transport to PCEC within 4 hrs	3	3	2	1			1			1	1	2	1
NHS TAYSIDE	PCARE	Triage refused therefore Dr requested to phone patient										1			
NHS TAYSIDE	SCARE	999 contacted - For information only	149	205	181	147	137	174	147	145	159	164	158	131	156
NHS TAYSIDE	SCARE	Patient advised to go to A&E	66	77	97	52	94	103	97	81	98	72	80	82	63
NHS TAYSIDE	SCARE	Patient advised to go to A&E	3	6			3	2		1	2		1	1	2
NHS TAYSIDE	SCARE	Patient sent to A&E via Ambulance within 1 Hr	13	12	8	12	7	13	13	4	8	13	8	9	15
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	102	78	88	100	87	81	91	94	91	83	97	99	85
NHS TAYSIDE	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub		2	1			3	3		3			1	4
NHS TAYSIDE	SCARE	Speak to clinician 2 Hrs	12	13	21	17	21	19	22	26	21	19	21	18	22
NHS TAYSIDE	SCARE	Speak to clinician within 4 Hrs	39	38	46	43	37	47	32	47	49	35	33	29	42
NHS TAYSIDE	SLFC_NPA	Contact Breathing Space							1		1				
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	1	1	2	1							2		
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	181	188	198	102	116	116	133	135	134	103	115	115	108
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1	2		1		2	3	1		3		1	1
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Pharmacist									1				
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Not Triage/Assessed	15	8	6	6	2	6	4	6	2	3	4	5	7
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	5	3	1	3	2	1	6	1	1		2	1	1
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Self Care	4		4	2	2	3	4	1	1	7	2	3	5
NHS TAYSIDE	SLFC_NPA	Distress Brief Intervention	7	12	8	5	7	7	12	12	11	6	8	16	11

Table 3

Health Board	Care Group	Endpoint	24/12/2023	31/12/2023	07/01/2024	14/01/2024	21/01/2024	28/01/2024	04/02/2024	11/02/2024	18/02/2024	25/02/2024	03/03/2024	10/03/2024	17/03/2024
NHS TAYSIDE	SLFC_NPA	For Information Only	46	66	46	32	41	31	54	47	41	45	41	37	28
NHS TAYSIDE	SLFC_NPA	Patient advised to contact CPN Team - For Info Only					1	1	2	1	1			2	1
NHS TAYSIDE	SLFC_NPA	Patient given self care advice - For Information Only	144	195	156	120	135	129	151	144	130	143	120	116	123
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1		1		1	1	1			3	1	1	2
NHS TAYSIDE	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only	1	1		2				1					
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Midwife - For Information Only	1	6	4	3	2	1	2	2	2	3	4	2	2
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Optician - For Information Only	3	4	3	11	3	3	4	4	3	4	5	5	1
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only	1			1									
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	40	33	39	30	25	23	24	20	29	25	22	15	21
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Police - For Information Only	5	5	1	3	3	5	6	2	6	3	2	3	5
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information											1		
NHS TAYSIDE	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	7	8	7	2	6	8	3	4	7	9	5	2	3
NHS TAYSIDE	Not assigned	Not assigned	1												
NHS Western Isles	PCARE	CPN (Dr) to phone patient within 1 Hr							1						1
NHS Western Isles	PCARE	CPN (Dr) to phone patient within 2 Hrs		1	2	1			1				1		1
NHS Western Isles	PCARE	DN (Dr) phone patient within 1 Hr	2												
NHS Western Isles	PCARE	DN (Dr) phone patient within 2 Hrs								1					1
NHS Western Isles	PCARE	DN (Dr) phone patient within 4 Hrs	2	2		2	1		2	2	2	1			
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		1					
NHS Western Isles	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	1												
NHS Western Isles	PCARE	Home Visit within 1 Hr	1	3	1			2	3			1	1	1	
NHS Western Isles	PCARE	Home Visit within 2 Hrs		4	6	2	1		1	4	2			1	1
NHS Western Isles	PCARE	Home Visit within 4 Hrs	3	7	5	3	5		3	3	3	1	3	1	1
NHS Western Isles	PCARE	PCEC within 1 Hr	4	8	4	2	3	2	4	6	4	5	6	2	4
NHS Western Isles	PCARE	PCEC within 2 Hrs	7	5	10	5	6	9	7	5	7	7	2	5	2
NHS Western Isles	PCARE	PCEC within 4 Hrs	18	33	29	10	11	18	10	9	12	14	15	11	9
NHS Western Isles	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	2	3	3	8	4	4	3	2	7	1	1	2	
NHS Western Isles	PCARE	Pt advised to contact practice - For Information Only			1	1		1					1		
NHS Western Isles	PCARE	Pt advised to contact practice within 12 Hrs - Info Only		1	2		1	1	1			1			
NHS Western Isles	PCARE	Pt advised to contact practice within 36 Hrs - Info Only		1	2	1	1	2	1	1	2	1	1	3	2
NHS Western Isles	PCARE	Speak to clinician within 1 Hr	1	3	3	2	2	1	2	1		1			1
NHS Western Isles	PCARE	Speak to clinician within 2 Hrs	1	4	5	3	2	1	1	5	2	4	2	1	1
NHS Western Isles	PCARE	Speak to clinician within 4 Hrs	5	13	7	11	8	5	4	3	10	9	2	4	2
NHS Western Isles	PCARE	Transport to PCEC within 4 hrs					1								
NHS Western Isles	SCARE	999 contacted - For information only	11	9	8	5	10	6	7	4	4	5	6	6	2
NHS Western Isles	SCARE	Patient advised to go to A&E	4	6	2	6	4	6	9	8	6	3	4	4	1
NHS Western Isles	SCARE	Patient sent to A&E via Ambulance within 1 Hr		2						2			1	1	

Table 3

Health Board	Care Group	Endpoint	24/12/2023	31/12/2023	07/01/2024	14/01/2024	21/01/2024	28/01/2024	04/02/2024	11/02/2024	18/02/2024	25/02/2024	03/03/2024	10/03/2024	17/03/2024
NHS Western Isles	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	4	5	2	2	1		2	3	4	4	4	1	1
NHS Western Isles	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub		3	1		1	1	4	1			2	2	2
NHS Western Isles	SCARE	Speak to clinician 2 Hrs	2				1	2		3				3	
NHS Western Isles	SCARE	Speak to clinician within 4 Hrs	1	4	3		1	1	1	1		3	1		2
NHS Western Isles	SLFC_NPA	Distress Brief Intervention					1		1		1	1			
NHS Western Isles	SLFC_NPA	For Information Only	2	1	2	3			5		1			1	
NHS Western Isles	SLFC_NPA	Hub to arrange appointment within 24 hours	3	9	6	5	3	2	5	2	2	7	3	1	4
NHS Western Isles	SLFC_NPA	Patient advised to contact registered GDP - Info Only							1						
NHS Western Isles	SLFC_NPA	Patient given self care advice - For Information Only	4	14	4	6	7	3	2	2	4	2	2	5	4
NHS Western Isles	SLFC_NPA	Patient given self care dental advice - For Information Only				1									
NHS Western Isles	SLFC_NPA	Pt advised to contact Optician - For Information Only	1				1								
NHS Western Isles	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only			1	1			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							2			
NHS Western Isles	SLFC_NPA	Triage refused - Pt terminated call - For Information Only				1				1	1	1			
Not assigned	SCARE	999 contacted - For information only													1
Not assigned	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	1												1
Not assigned	SLFC_NPA	FMER										1			
Not assigned	SLFC_NPA	Routine Appointment in					1								
Not assigned	SLFC_NPA	Self Care								1			2		
Not assigned	Not assigned	Not assigned	22	29	33	14	13	8	9	12	9	7	17	13	21

Table 4

Care Group	24/12/2023	31/12/2023	07/01/2024	14/01/2024	21/01/2024	28/01/2024	04/02/2024	11/02/2024	18/02/2024	25/02/2024	03/03/2024	10/03/2024	17/03/2024
PCARE	15,897	20,992	20,749	12,958	12,726	13,388	13,634	13,374	13,138	13,101	13,162	12,645	12,482
SCARE	6,009	6,234	6,724	6,088	6,125	6,412	6,417	6,058	6,133	6,337	6,252	6,056	5,742
SLFC_NPA	5,754	6,791	6,414	4,758	4,699	4,595	4,999	4,840	4,686	4,619	4,551	4,400	4,259
Not assigned	24	31	33	14	13	8	9	12	10	7	19	16	23
Total	27,684	34,048	33,920	23,818	23,563	24,403	25,059	24,284	23,967	24,064	23,984	23,117	22,506

Care Group	24/12/2023	31/12/2023	07/01/2024	14/01/2024	21/01/2024	28/01/2024	04/02/2024	11/02/2024	18/02/2024	25/02/2024	03/03/2024	10/03/2024	17/03/2024
PCARE	57.42%	61.65%	61.17%	54.40%	54.01%	54.86%	54.41%	55.07%	54.82%	54.44%	54.88%	54.70%	55.46%
SCARE	21.71%	18.31%	19.82%	25.56%	25.99%	26.28%	25.61%	24.95%	25.59%	26.33%	26.07%	26.20%	25.51%
SLFC_NPA	20.78%	19.95%	18.91%	19.98%	19.94%	18.83%	19.95%	19.93%	19.55%	19.19%	18.98%	19.03%	18.92%
Not assigned	0.09%	0.09%	0.10%	0.06%	0.06%	0.03%	0.04%	0.05%	0.04%	0.03%	0.08%	0.07%	0.10%

Graphs

