

## Unscheduled Care Operational Statistics Official Statistics in Development Weekly Statistics

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

### Contents:

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

### Source:

Publication only contains information from the SAP Hana Data Warehouse.

This publication includes data for week ending: 21/01/2024 to 14/04/2024

### 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	18/03/2024	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	30/03/2024	31/03/2024	01/04/2024	02/04/2024	03/04/2024	04/04/2024	05/04/2024	06/04/2024	07/04/2024	08/04/2024	09/04/2024	10/04/2024	11/04/2024	12/04/2024	13/04/2024	14/04/2024
Overall Call Volume	3,839	3,482	3,211	3,124	3,301	7,958	7,859	3,563	3,250	3,164	3,441	8,139	8,675	8,866	8,628	3,483	3,315	3,311	3,335	8,095	7,420	4,043	3,122	3,070	3,053	3,509	7,385	7,254
Overall Calls Connected	2,984	2,700	2,593	2,440	2,510	5,478	5,148	2,518	2,207	2,218	2,335	7,129	8,317	7,848	7,665	2,627	2,419	2,752	2,707	6,618	6,509	3,104	2,604	2,486	2,490	2,769	5,742	5,812
Caller Disconnected	0.41%	0.60%	0.68%	0.44%	0.48%	1.14%	1.51%	0.94%	0.98%	1.22%	1.34%	0.46%	0.15%	0.04%	0.42%	0.54%	0.96%	0.19%	0.53%	0.34%	0.10%	0.64%	0.21%	0.16%	0.21%	0.52%	0.48%	0.38%
Overall Avg Patient Journey Time	00:34:57	00:37:51	00:34:46	00:37:23	00:41:12	01:05:27	01:04:31	00:48:13	00:45:58	00:50:21	00:51:19	00:47:57	00:43:19	00:36:59	00:49:44	00:46:56	00:41:59	00:32:40	00:38:46	00:48:29	00:37:60	00:43:55	00:36:22	00:35:02	00:31:50	00:35:05	00:52:25	00:46:47
Tagged at First Contact %	98.28%	99.16%	97.86%	99.60%	95.61%	90.04%	91.49%	98.72%	98.74%	99.06%	98.61%	90.12%	91.72%	93.37%	92.61%	97.43%	99.01%	99.13%	96.24%	90.56%	94.09%	98.99%	98.87%	98.16%	98.13%	94.77%	91.37%	94.10%
Median Time to Answer	00:11:16	00:10:35	00:13:00	00:11:22	00:15:17	00:45:06	00:55:36	00:28:41	00:16:55	00:24:43	00:26:08	00:22:28	00:14:39	00:10:17	00:27:13	00:18:39	00:15:11	00:07:57	00:10:01	00:19:28	00:10:23	00:18:09	00:07:27	00:09:08	00:08:46	00:06:50	00:30:10	00:22:04
90th Percentile Time to Answer	00:56:44	00:52:50	00:44:44	00:54:47	01:02:53	01:41:07	01:26:06	01:32:56	01:19:04	01:35:22	01:52:59	00:52:10	00:46:07	00:22:21	01:12:45	01:21:47	01:24:32	00:48:31	01:16:16	00:53:00	00:34:45	01:02:42	00:47:40	00:46:39	00:38:59	00:45:39	01:02:51	00:50:51

**Table 2**

Week Ending Date	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	24/03/2024	31/03/2024	07/04/2024	14/04/2024
Overall Call Volume	31,163	32,665	32,337	32,126	32,451	32,436	31,341	31,350	32,446	32,874	41,098	38,586	31,236
Overall Calls Connected	24,997	25,952	26,478	25,677	25,448	25,340	25,349	24,517	23,889	23,853	32,662	31,297	25,007
Caller Discontinued	0.35%	0.42%	0.31%	0.44%	0.61%	0.41%	0.37%	0.50%	0.89%	0.89%	0.50%	0.39%	0.39%
Overall Avg Patient Journey Time	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	00:50:33	00:44:50	00:43:53	00:42:46
Triaged at First Contact %	95.08%	96.01%	95.57%	94.67%	95.28%	95.33%	95.50%	95.41%	95.15%	94.74%	93.69%	94.18%	95.41%
Median Time to Answer	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	00:23:52	00:15:54	00:15:49	00:17:37
90th Percentile Time to Answer	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	01:22:21	00:54:07	01:06:55	00:52:35

Table 3

Health Board	Care Group	Endpoint	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	24/03/2024	31/03/2024	07/04/2024	14/04/2024
NHS Ayrshire & Arran	PCARE	CPN (Dr) to phone patient within 1 Hr	9	9	9	7	15	23	12	16	13	11	11	16	5
NHS Ayrshire & Arran	PCARE	CPN (Dr) to phone patient within 2 Hrs	23	10	23	15	28	32	14	21	14	17	13	8	15
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 1 Hr	3	2		2		1	1	3	2	1	1	6	2
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 2 Hrs	1	2	3	1	1	2	5	1	4	1	1	1	2
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 4 Hrs	5	3	2	1	2		4	4	6	3	7	5	4
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	5	3	2	4	3	5	2	4	4	3	6	7	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)	6	3	2		5	4	2	5	2	6		2	3
NHS Ayrshire & Arran	PCARE	Home Visit within 1 Hr	6	11	9	11	23	11	13	14	10	7	17	19	14
NHS Ayrshire & Arran	PCARE	Home Visit within 2 Hrs	34	48	42	37	25	36	37	31	20	22	52	38	25
NHS Ayrshire & Arran	PCARE	Home Visit within 4 Hrs	40	56	39	49	58	44	46	41	31	47	62	54	44
NHS Ayrshire & Arran	PCARE	PCEC within 1 Hr	57	43	69	50	60	52	60	60	54	53	84	76	49
NHS Ayrshire & Arran	PCARE	PCEC within 2 Hrs	113	117	133	151	148	131	126	125	112	138	204	167	140
NHS Ayrshire & Arran	PCARE	PCEC within 4 Hrs	349	309	351	366	345	329	353	328	341	363	614	477	338
NHS Ayrshire & Arran	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	70	69	60	49	60	61	66	60	78	63	40	62	70
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice - For Information Only	10	6	8	5	8	4	9	7	9	3	11	7	2
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	8	12	10	13	7	4	6	6	9	12	5	4	6
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	32	44	38	39	34	33	25	33	42	37	20	44	33
NHS Ayrshire & Arran	PCARE	Speak to clinician within 1 Hr	24	26	24	33	31	31	31	23	25	16	34	33	26
NHS Ayrshire & Arran	PCARE	Speak to clinician within 2 Hrs	28	28	25	35	42	18	34	31	29	28	53	41	43
NHS Ayrshire & Arran	PCARE	Speak to clinician within 4 Hrs	96	79	58	95	71	70	85	61	74	57	153	102	77
NHS Ayrshire & Arran	SCARE	999 contacted - For Information Only					1								
NHS Ayrshire & Arran	SCARE	999 contacted - For information only	123	120	137	133	164	171	148	134	105	123	166	165	122
NHS Ayrshire & Arran	SCARE	Patient advised to go to A&E	120	136	127	138	118	113	135	112	114	119	154	148	104
NHS Ayrshire & Arran	SCARE	Patient advised to go to A&E	1	2	2	2		3	1	1				1	1
NHS Ayrshire & Arran	SCARE	Patient sent to A&E via Ambulance within 1 Hr	16	11	6	14	9	12	8	9	13	13	9	11	8
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	64	54	71	79	56	57	62	75	61	61	66	76	71
NHS Ayrshire & Arran	SCARE	Speak to clinician 2 Hrs	16	22	15	16	10	13	14	15	14	18	11	18	13
NHS Ayrshire & Arran	SCARE	Speak to clinician within 4 Hrs	43	36	27	37	32	40	28	35	28	26	38	28	31
NHS Ayrshire & Arran	SLFC_NPA	Contact Breathing Space					1		1				1		
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour			1	2			2	2	1		3	1	
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	100	98	97	105	89	99	85	93	96	81	142	123	90
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	2			2		1		1		3		3	1
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	4	6	2	3	10	5	6	3	2	9	4	5	5
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Routine Contact with Dentist				1		3	1			1	2	3	
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Self Care	2		2		1	1			1	2	3	2	1

Table 3

Health Board	Care Group	Endpoint	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	24/03/2024	31/03/2024	07/04/2024	14/04/2024
NHS Ayrshire & Arran	SLFC_NPA	Distress Brief Intervention	10	8	9	12	5	11	8	6	9	9	4	8	6
NHS Ayrshire & Arran	SLFC_NPA	For Information Only	36	39	52	48	40	35	31	36	32	31	38	45	35
NHS Ayrshire & Arran	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	1			2	1	1				1		4	2
NHS Ayrshire & Arran	SLFC_NPA	Patient given self care advice - For Information Only	150	154	169	134	159	161	154	138	125	114	146	174	146
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1	1	1	1					2			1	
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	2	1	3	3	1	1	2	2	1	1	1	1	3
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Optician - For Information Only	2	2	2	2		3	2	3	2	3	1	2	3
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	25	21	19	20	18	15	12	18	16	35	30	28
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Police - For Information Only	3	2	1	3	3	2	4	3	2	1	1	1	3
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	10	15	8	6	6	9	5	13	3	4	10	6	6
NHS Ayrshire & Arran	Not assigned	Not assigned							2	1			1		1
NHS Borders	PCARE	CPN (Dr) to phone patient within 1 Hr	4		4	3	2	2	3	2	2	3	2	5	3
NHS Borders	PCARE	CPN (Dr) to phone patient within 2 Hrs	10	6	5	3	6	1	8	4	10	3	4	5	4
NHS Borders	PCARE	DN (Dr) phone patient within 1 Hr	1	2	2	1	3	1	2	2	3	6	2	4	1
NHS Borders	PCARE	DN (Dr) phone patient within 2 Hrs	3	8	6	4	6	6	4	4	5	5	5	7	5
NHS Borders	PCARE	DN (Dr) phone patient within 4 Hrs	14	9	12	10	3	12	12	14	10	10	9	13	9
NHS Borders	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)			1				1	1		1		2	
NHS Borders	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	1									1		1	
NHS Borders	PCARE	Home Visit within 1 Hr	6	3	1	3	6	3	3	5	3	1	3	6	4
NHS Borders	PCARE	Home Visit within 2 Hrs	13	13	13	14	11	8	7	13	5	7	16	7	9
NHS Borders	PCARE	Home Visit within 4 Hrs	17	11	19	11	12	21	10	7	13	6	9	14	9
NHS Borders	PCARE	PCEC within 1 Hr	15	15	12	17	14	12	11	14	11	10	15	14	14
NHS Borders	PCARE	PCEC within 2 Hrs	24	28	29	28	27	24	29	22	16	20	27	24	29
NHS Borders	PCARE	PCEC within 4 Hrs	59	81	57	68	58	61	73	54	48	63	90	71	56
NHS Borders	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	21	22	16	21	16	12	21	27	23	24	26	21	18
NHS Borders	PCARE	Pt advised to contact practice - For Information Only	2	1	3		2	1	1		2	2	4	1	4
NHS Borders	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	3	1		2		3	2	4		3	1	2	1
NHS Borders	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	4	9	4	13	7	4	13	6	9	7	7	6	4
NHS Borders	PCARE	Speak to clinician within 1 Hr	7	13	7	3	5	9	2	9	7	2	3	5	10
NHS Borders	PCARE	Speak to clinician within 2 Hrs	8	6	11	12	11	4	13	13	5	11	6	16	6
NHS Borders	PCARE	Speak to clinician within 4 Hrs	15	19	23	21	15	11	13	19	17	12	18	23	15
NHS Borders	SCARE	999 contacted - For information only	42	37	47	40	22	31	40	35	28	30	40	41	35
NHS Borders	SCARE	Patient advised to go to A&E	44	40	36	33	33	35	36	37	35	40	34	37	35
NHS Borders	SCARE	Patient advised to go to A&E		1		2		1		2				1	

Table 3

Health Board	Care Group	Endpoint	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	24/03/2024	31/03/2024	07/04/2024	14/04/2024
NHS Borders	SCARE	Patient sent to A&E via Ambulance within 1 Hr	4	3	4	4	5	4	4	3	3	3	6	2	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	33	32	32	41	25	36	39	28	46	43	39	26	32
NHS Borders	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub			2						1	1			
NHS Borders	SCARE	Speak to clinician 2 Hrs	6	7	13	10	6	15	12	14	5	16	11	13	6
NHS Borders	SCARE	Speak to clinician within 4 Hrs	11	11	10	12	8	12	12	8	13	8	14	16	9
NHS Borders	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	22	20	20	32	32	19	22	22	16	17	23	34	16
NHS Borders	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour												1	1
NHS Borders	SLFC_NPA	Dental Nurse - Not Triage/Assessed	1	1			1	1	1	1	1	1	3	2	2
NHS Borders	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1										3	1	1
NHS Borders	SLFC_NPA	Dental Nurse - Self Care			1		1		2						1
NHS Borders	SLFC_NPA	Distress Brief Intervention	2	1	1	2	1	1	4	1	1	4		2	
NHS Borders	SLFC_NPA	For Information Only	14	7	10	9	9	8	5	4	7	9	13	8	8
NHS Borders	SLFC_NPA	Patient given self care advice - For Information Only	43	31	36	25	31	39	26	30	23	33	35	39	34
NHS Borders	SLFC_NPA	Pt advised to contact Dentist - For Information Only										1			
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	1			1			1	1			1	1
NHS Borders	SLFC_NPA	Pt advised to contact Optician - For Information Only	1	1		1			1		1	3		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	4	4	3	5	9	1	2	3	4	4	2	6	3
NHS Borders	SLFC_NPA	Pt advised to contact Police - For Information Only	1	3	1	2			2	2	1	3	2	5	
NHS Borders	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	2	1	2	1	1		1	1	3	2	1		1
NHS Borders	Not assigned	Not assigned									1				
NHS Dumfries & Gallo	PCARE	CPN (Dr) to phone patient within 1 Hr		1	1	2	3	2	2	3	1	2	2	7	3
NHS Dumfries & Gallo	PCARE	CPN (Dr) to phone patient within 2 Hrs	3	9	4	3	2	9	5	7	8	4	8	8	13
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 1 Hr		2	1	2		2	1	3	1		3	4	1
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 2 Hrs	3	2	6	2	7	7	4	1	3	3	1	7	3
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 4 Hrs	13	14	24	16	14	18	15	16	12	13	22	17	8
NHS Dumfries & Gallo	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)		2	2	1		2	3	1		1	1	2	2
NHS Dumfries & Gallo	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)									1				
NHS Dumfries & Gallo	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	1				1		1	2	1				
NHS Dumfries & Gallo	PCARE	Home Visit within 1 Hr	3	4	6	5	5	6	6	3	5	8	3	5	2
NHS Dumfries & Gallo	PCARE	Home Visit within 2 Hrs	8	11	10	13	11	10	12	13	8	13	8	14	14
NHS Dumfries & Gallo	PCARE	Home Visit within 4 Hrs	18	18	14	14	17	10	19	17	7	12	13	21	20
NHS Dumfries & Gallo	PCARE	PCEC within 1 Hr	18	14	20	18	18	16	21	19	13	12	22	24	15
NHS Dumfries & Gallo	PCARE	PCEC within 2 Hrs	16	21	41	24	29	45	34	26	39	47	31	45	44
NHS Dumfries & Gallo	PCARE	PCEC within 4 Hrs	70	87	84	86	77	87	70	82	77	54	110	119	78
NHS Dumfries & Gallo	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	15	15	15	17	11	19	14	20	17	12	30	20	16

Table 3

Health Board	Care Group	Endpoint	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	24/03/2024	31/03/2024	07/04/2024	14/04/2024
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice - For Information Only	3	2	2	1		3	1	3	2	3	2	1	
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	2	3	4	2	2	3	1	1	1	1		4	3
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	8	13	10	14	8	13	9	8	9	14	2	13	8
NHS Dumfries & Gallo	PCARE	Speak to clinician within 1 Hr	6	6	7	5	2	9	11	10	4	4	12	14	9
NHS Dumfries & Gallo	PCARE	Speak to clinician within 2 Hrs	6	7	8	10	5	9	9	6	8	8	7	11	14
NHS Dumfries & Gallo	PCARE	Speak to clinician within 4 Hrs	16	22	32	17	28	26	18	16	19	17	49	36	24
NHS Dumfries & Gallo	PCARE	Transport to PCEC within 2 Hrs													1
NHS Dumfries & Gallo	PCARE	Transport to PCEC within 4 hrs							1						
NHS Dumfries & Gallo	SCARE	999 contacted - For information only	37	41	37	39	39	39	43	46	37	38	49	51	41
NHS Dumfries & Gallo	SCARE	Patient advised to go to A&E	24	31	26	44	29	28	36	37	27	26	30	41	35
NHS Dumfries & Gallo	SCARE	Patient advised to go to A&E						1		1			1	1	
NHS Dumfries & Gallo	SCARE	Patient sent to A&E via Ambulance within 1 Hr	3	6	6	5	4	2	2	7	2	4		5	7
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	8	15	17	10	11	10	8	11	8	6	10	20	7
NHS Dumfries & Gallo	SCARE	Speak to clinician 2 Hrs	4	5	2	2	2	4	3	1	4	1	4	3	1
NHS Dumfries & Gallo	SCARE	Speak to clinician within 4 Hrs	6	9	8	7	6	4	8	8	6	7	8	10	2
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	40	44	39	34	37	53	25	29	34	31	39	48	35
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	2		3	2		2	1	1	1		6	2	1
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	2	1							2			1	1
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Self Care	1	1	2	1				2					
NHS Dumfries & Gallo	SLFC_NPA	Distress Brief Intervention	5	2	3	2		1	3	1	3		1	1	5
NHS Dumfries & Gallo	SLFC_NPA	For Information Only	10	10	7	13	8	14	11	6	11	10	9	18	14
NHS Dumfries & Gallo	SLFC_NPA	Patient given self care advice - For Information Only	25	33	40	33	30	31	44	26	30	23	37	43	25
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Dentist - For Information Only										1			
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Midwife - For Information Only	2	1	1	1	1	2			1	1		1	
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Optician - For Information Only		2	2	1				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	5	7	7	3	4	8	2	6	7	6	10	12	7
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Police - For Information Only		1				2		2	4	1	3	3	2
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information											1		
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact appropriate service - For Info Only													1
NHS Dumfries & Gallo	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	3	8	1	4	1	4	3		3	1	2	3	2
NHS Fife	PCARE	CPN (Dr) to phone patient within 1 Hr	10	16	23	5	23	20	15	14	12	15	18	18	10
NHS Fife	PCARE	CPN (Dr) to phone patient within 2 Hrs	19	25	17	18	29	30	24	18	29	28	30	30	14
NHS Fife	PCARE	DN (Dr) phone patient within 1 Hr	7	6	4	3	2	7	3	3	6	5	4	12	2
NHS Fife	PCARE	DN (Dr) phone patient within 2 Hrs	15	17	21	10	14	9	14	13	5	12	10	13	14
NHS Fife	PCARE	DN (Dr) phone patient within 4 Hrs	36	34	36	34	41	23	22	28	36	33	42	44	36



Table 3

Health Board	Care Group	Endpoint	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	24/03/2024	31/03/2024	07/04/2024	14/04/2024
NHS Fife	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	4	2	4	10	3	6	5	6	5	6	3	2	2
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)	3	5	5	1	1	2	5	1		1	1	1	2
NHS Fife	PCARE	Home Visit within 1 Hr	14	12	13	13	12	5	13	10	12	7	23	18	14
NHS Fife	PCARE	Home Visit within 2 Hrs	26	41	38	44	31	32	36	27	34	41	60	32	39
NHS Fife	PCARE	Home Visit within 4 Hrs	46	47	49	42	50	47	48	39	37	48	84	49	47
NHS Fife	PCARE	PCEC within 1 Hr	77	75	81	63	63	81	64	64	72	70	98	78	73
NHS Fife	PCARE	PCEC within 12 Hrs			1										
NHS Fife	PCARE	PCEC within 2 Hrs	140	127	146	146	145	127	159	150	120	132	216	180	136
NHS Fife	PCARE	PCEC within 4 Hrs	341	324	389	434	401	381	389	348	368	356	671	549	352
NHS Fife	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	76	92	74	93	106	87	80	75	88	91	98	69	81
NHS Fife	PCARE	Pt advised to contact practice - For Information Only	12	6	5	5	9	2	7	7	7	11	11	12	5
NHS Fife	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	18	14	12	7	9	11	4	7	6	4	2	7	10
NHS Fife	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	36	44	32	40	49	36	38	41	32	28	18	44	36
NHS Fife	PCARE	Speak to clinician within 1 Hr	30	27	21	31	18	27	25	19	23	17	24	29	20
NHS Fife	PCARE	Speak to clinician within 2 Hrs	30	44	42	37	41	20	41	30	27	27	50	39	35
NHS Fife	PCARE	Speak to clinician within 4 Hrs	88	91	75	96	65	75	63	70	70	65	163	122	84
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	136	158	151	168	178	161	120	153	130	147	150	185	139
NHS Fife	SCARE	Patient advised to go to A&E	131	144	130	132	142	141	121	111	125	143	164	153	131
NHS Fife	SCARE	Patient advised to go to A&E	1	1		2	1			2	1				
NHS Fife	SCARE	Patient sent to A&E via Ambulance within 1 Hr	10	13	10	11	13	9	8	10	12	11	9	16	11
NHS Fife	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only	1									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	86	76	82	82	69	78	66	95	90	78	97	92	77
NHS Fife	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub							1	2					
NHS Fife	SCARE	Speak to clinician 2 Hrs	17	22	22	17	20	17	27	20	18	15	21	21	30
NHS Fife	SCARE	Speak to clinician within 4 Hrs	26	35	28	32	39	40	29	25	35	21	30	30	30
NHS Fife	SLFC_NPA	Contact Breathing Space								1				1	
NHS Fife	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour		1	2	2		1						1	
NHS Fife	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	95	107	109	91	117	104	116	113	101	103	108	129	110
NHS Fife	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	2	3		1	2		1		1	1	1	1	
NHS Fife	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	2	4	2	2	9	5	1	1	5	6	10	8	5
NHS Fife	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1	1	2			1			3	2	1	3	
NHS Fife	SLFC_NPA	Dental Nurse - Self Care	2	2	1	6	2	1			3		2	2	2
NHS Fife	SLFC_NPA	Distress Brief Intervention	9	12	6	11	8	12	6	5	8	10	12	8	9
NHS Fife	SLFC_NPA	For Information Only	32	43	62	51	53	50	53	27	49	41	68	48	47

Table 3

Health Board	Care Group	Endpoint	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	24/03/2024	31/03/2024	07/04/2024	14/04/2024
NHS Fife	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	1				2		1	2	1		2	1	
NHS Fife	SLFC_NPA	Patient given self care advice - For Information Only	172	196	170	182	181	176	195	163	138	147	196	206	181
NHS Fife	SLFC_NPA	Pt advised to contact Dentist - For Information Only			1		1			1		4	1		3
NHS Fife	SLFC_NPA	Pt advised to contact Midwife - For Information Only	5	5	2	5	3	1	5	2	2	2	2	5	2
NHS Fife	SLFC_NPA	Pt advised to contact Optician - For Information Only	3	4	4	2	2	5	1		1	2	2	1	3
NHS Fife	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only						1		1	1				1
NHS Fife	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	23	21	22	25	26	32	16	17	20	22	40	47	16
NHS Fife	SLFC_NPA	Pt advised to contact Police - For Information Only	3	4	3	2	1	2	3	7	4	3	6	3	5
NHS Fife	SLFC_NPA	Pt given TOXBASE advice - For Information Only													1
NHS Fife	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	5	12	5	13	5	7	7	13	4	10	12	8	5
NHS Fife	Not assigned	Not assigned											1		
NHS Forth Valley	PCARE	CPN (Dr) to phone patient within 1 Hr	4	5	6	7	9	6	10	15	9	7	5	2	2
NHS Forth Valley	PCARE	CPN (Dr) to phone patient within 2 Hrs	12	16	9	13	9	8	12	7	13	14	17	10	15
NHS Forth Valley	PCARE	DN (Dr) phone patient within 1 Hr	5	5	2	6	7	4	3	3	1	3	10	3	5
NHS Forth Valley	PCARE	DN (Dr) phone patient within 2 Hrs	7	13	8	5	6	7	6	10	4	13	9	8	6
NHS Forth Valley	PCARE	DN (Dr) phone patient within 4 Hrs	35	19	28	23	22	16	28	23	22	21	34	28	23
NHS Forth Valley	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2	3	5	3	4	7	3	3	4	1	5	2	6
NHS Forth Valley	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1			1		1			1		1	2	
NHS Forth Valley	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	1	1	1	3		2	1		1	2	3	5	
NHS Forth Valley	PCARE	Home Visit within 1 Hr	7	10	5	7	3	9	6	11	4	5	17	6	7
NHS Forth Valley	PCARE	Home Visit within 2 Hrs	26	21	19	16	26	17	21	21	23	17	35	26	17
NHS Forth Valley	PCARE	Home Visit within 4 Hrs	29	34	27	26	21	31	24	24	38	34	42	39	38
NHS Forth Valley	PCARE	PCEC within 1 Hr	40	50	62	54	59	58	80	69	61	50	76	85	40
NHS Forth Valley	PCARE	PCEC within 2 Hrs	112	107	115	132	110	125	116	115	121	126	193	169	133
NHS Forth Valley	PCARE	PCEC within 4 Hrs	264	295	316	298	348	306	314	340	310	304	559	454	329
NHS Forth Valley	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	79	88	78	76	89	66	86	87	94	88	55	63	85
NHS Forth Valley	PCARE	Pt advised to contact practice - For Information Only	9	6	8	10	5	8	10	8	6	12	12	9	7
NHS Forth Valley	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	9	6	10	10	16	4	12	7	5	3	6	9	8
NHS Forth Valley	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	31	25	35	27	35	30	37	26	46	24	12	37	30
NHS Forth Valley	PCARE	Speak to clinician within 1 Hr	20	13	18	18	24	15	16	13	10	8	18	25	15
NHS Forth Valley	PCARE	Speak to clinician within 2 Hrs	30	32	26	32	23	24	28	29	27	13	40	39	28
NHS Forth Valley	PCARE	Speak to clinician within 4 Hrs	55	79	62	72	55	56	64	48	70	62	133	87	74
NHS Forth Valley	SCARE	999 contacted - For information only	92	110	95	104	109	113	108	104	105	89	140	134	115
NHS Forth Valley	SCARE	Patient advised to go to A&E	151	170	176	148	134	162	174	163	189	151	168	184	150
NHS Forth Valley	SCARE	Patient advised to go to A&E		1	2	1	2			1	1		1		
NHS Forth Valley	SCARE	Patient sent to A&E via Ambulance within 1 Hr	8	11	10	11	16	6	12	2	9	7	10	10	8
NHS Forth Valley	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only				1									1
NHS Forth Valley	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	152	174	195	173	185	183	206	188	208	206	157	159	197

Table 3

Health Board	Care Group	Endpoint	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	24/03/2024	31/03/2024	07/04/2024	14/04/2024
NHS Forth Valley	SCARE	Speak to clinician 2 Hrs	49	26	37	52	53	45	49	53	59	54	62	30	38
NHS Forth Valley	SCARE	Speak to clinician within 4 Hrs	56	45	54	47	59	54	61	40	48	42	58	49	63
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	71	72	61	65	65	56	71	66	76	72	89	104	73
NHS Forth Valley	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1		1				1				1		1
NHS Forth Valley	SLFC_NPA	Dental Nurse - Not Triage/Assessed		2		5	4	3	2	2	1	7	9	4	5
NHS Forth Valley	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1	1	1	1		2	3		1		1	3	
NHS Forth Valley	SLFC_NPA	Dental Nurse - Self Care		2		1	3			2			2	2	4
NHS Forth Valley	SLFC_NPA	Distress Brief Intervention	12	10	8	10	12	10	14	3	8	9	11	5	9
NHS Forth Valley	SLFC_NPA	For Information Only	29	32	28	32	43	26	41	35	40	34	57	38	27
NHS Forth Valley	SLFC_NPA	Patient advised to contact CPN Team - For Info Only						1	1	1		1	1		
NHS Forth Valley	SLFC_NPA	Patient given self care advice - For Information Only	107	114	123	98	113	88	108	114	99	96	129	116	73
NHS Forth Valley	SLFC_NPA	Pt advised to contact Dentist - For Information Only		2		1		1		1		2			
NHS Forth Valley	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only										1			
NHS Forth Valley	SLFC_NPA	Pt advised to contact Midwife - For Information Only	2	1		2	3		1	2		1	2		3
NHS Forth Valley	SLFC_NPA	Pt advised to contact Optician - For Information Only	4	2	3	3	2	3	1	4	5	3	4	1	2
NHS Forth Valley	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only				1				1		1	1	1	
NHS Forth Valley	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	19	16	23	14	18	15	26	20	7	15	26	22	16
NHS Forth Valley	SLFC_NPA	Pt advised to contact Police - For Information Only	3	3	4	4	4	4	6	5	3	3	1	4	
NHS Forth Valley	SLFC_NPA	Pt advised to contact appropriate service - For Info Only				1									
NHS Forth Valley	SLFC_NPA	Pt given TOXBASE advice - For Information Only										1			
NHS Forth Valley	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	5	6	5	6	7	8	7	3	4		7	5	4
NHS Forth Valley	Not assigned	Not assigned											1		
NHS Grampian	PCARE	CPN (Dr) to phone patient within 1 Hr	12	19	12	12	17	16	12	13	16	13	15	16	19
NHS Grampian	PCARE	CPN (Dr) to phone patient within 2 Hrs	26	30	21	21	17	23	32	28	29	21	25	33	26
NHS Grampian	PCARE	DN (Dr) phone patient within 1 Hr	5	1	4	7	4	3	9	4	3	1	2	8	4
NHS Grampian	PCARE	DN (Dr) phone patient within 2 Hrs	7	10	11	7	6	13	7	7	7	7	2	11	1
NHS Grampian	PCARE	DN (Dr) phone patient within 4 Hrs	23	16	15	21	14	16	16	13	16	9	20	17	12
NHS Grampian	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2	5	3	2	5	3	1	3	2	3	6	8	3
NHS Grampian	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)		1		1		1	2	2			2	1	
NHS Grampian	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	3	1	3	7	3	1	2	3	2	3		5	3
NHS Grampian	PCARE	Home Visit within 1 Hr	14	17	27	24	18	13	26	20	13	21	17	16	12
NHS Grampian	PCARE	Home Visit within 2 Hrs	62	59	58	47	47	43	43	51	52	46	53	66	52
NHS Grampian	PCARE	Home Visit within 4 Hrs	69	64	60	51	60	57	66	72	59	70	61	66	45
NHS Grampian	PCARE	PCEC within 1 Hr	81	83	95	80	86	96	103	124	93	79	100	117	84
NHS Grampian	PCARE	PCEC within 2 Hrs	156	215	204	174	190	201	181	209	165	193	200	247	194
NHS Grampian	PCARE	PCEC within 4 Hrs	399	458	532	497	518	525	535	494	516	475	545	645	449

Table 3

Health Board	Care Group	Endpoint	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	24/03/2024	31/03/2024	07/04/2024	14/04/2024
NHS Grampian	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	116	106	106	87	120	91	98	104	117	112	107	72	91
NHS Grampian	PCARE	Pt advised to contact practice - For Information Only	15	17	12	10	11	4	11	12	10	12	13	15	11
NHS Grampian	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	18	13	10	15	19	16	12	9	13	10	9	13	14
NHS Grampian	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	60	42	43	54	53	47	50	55	45	53	26	63	45
NHS Grampian	PCARE	Speak to clinician within 1 Hr	20	43	42	23	32	33	33	32	28	25	41	40	30
NHS Grampian	PCARE	Speak to clinician within 2 Hrs	48	47	47	41	48	45	46	37	40	50	44	65	72
NHS Grampian	PCARE	Speak to clinician within 4 Hrs	126	131	108	122	106	121	131	82	118	107	137	152	98
NHS Grampian	PCARE	Triage refused therefore Dr requested to phone patient					1		1						
NHS Grampian	SCARE	999 contacted - For information only	214	175	222	198	210	243	216	202	188	193	219	267	193
NHS Grampian	SCARE	Patient advised to go to A&E	197	226	211	188	198	209	231	207	194	208	217	221	232
NHS Grampian	SCARE	Patient advised to go to A&E		4	2	2	1		1		1		2		1
NHS Grampian	SCARE	Patient sent to A&E via Ambulance within 1 Hr	8	14	9	14	10	10	12	14	12	22	15	26	11
NHS Grampian	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only	1				1					1			
NHS Grampian	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only												1	
NHS Grampian	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	152	161	191	164	183	184	199	176	173	185	167	176	189
NHS Grampian	SCARE	Speak to clinician 2 Hrs	37	41	45	38	34	49	44	44	37	55	32	30	35
NHS Grampian	SCARE	Speak to clinician within 4 Hrs	50	74	56	61	59	61	56	50	76	54	64	62	63
NHS Grampian	SLFC_NPA	Contact Breathing Space	1							1		1			1
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour		1		2	1	1	1	1				1	
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	105	74	118	137	115	107	97	88	125	114	86	164	119
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1				1	2		1	1	1	1	2	
NHS Grampian	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	4	3	5	6	7	2	5	5	4	3	9	3	1
NHS Grampian	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	2			4	1			1	3		3	6	1
NHS Grampian	SLFC_NPA	Dental Nurse - Self Care	1	1	3	3	1		2	2	2	1	1	3	1
NHS Grampian	SLFC_NPA	Distress Brief Intervention	8	7	10	8	13	11	6	13	6	11	9	13	9
NHS Grampian	SLFC_NPA	For Information Only	112	96	97	92	124	120	105	81	113	91	107	119	99
NHS Grampian	SLFC_NPA	Hub to arrange appointment within 24 hours	2												
NHS Grampian	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	2		1		5	1						2	1
NHS Grampian	SLFC_NPA	Patient given self care advice - For Information Only	181	158	193	195	197	171	179	180	146	162	194	210	164
NHS Grampian	SLFC_NPA	Pt advised to contact Dentist - For Information Only				1		1	1			2	2	1	
NHS Grampian	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only		2	2					1	1				1
NHS Grampian	SLFC_NPA	Pt advised to contact Midwife - For Information Only	5	2	2	6	6	3		4	3	2	3	4	4
NHS Grampian	SLFC_NPA	Pt advised to contact Optician - For Information Only	2	3	3	2	2	7	3	5	4	2	2	1	5
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	27	32	34	35	28	34	26	19	20	30	43	56	44
NHS Grampian	SLFC_NPA	Pt advised to contact Police - For Information Only	11	11	11	12	13	10	10	9	8	14	12	22	12
NHS Grampian	SLFC_NPA	Pt advised to contact appropriate service - For Info Only								1					
NHS Grampian	SLFC_NPA	Pt given TOXBASE advice - For Information Only						1							

Table 3

Health Board	Care Group	Endpoint	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	24/03/2024	31/03/2024	07/04/2024	14/04/2024
NHS Grampian	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	23	26	18	33	35	17	23	30	24	19	23	23	17
NHS Grampian	Not assigned	Not assigned								1		1	1	1	1
NHS Greater Glasgow	PCARE	CPN (Dr) to phone patient within 1 Hr	30	33	29	42	46	41	39	40	32	42	49	46	35
NHS Greater Glasgow	PCARE	CPN (Dr) to phone patient within 2 Hrs	73	79	71	66	74	69	61	59	71	84	77	76	72
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 1 Hr		3	3	4	4	2	3	3	2	2	12	4	4
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 2 Hrs	7	2	12	8	4	6	5	3	5	4	7	8	6
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 4 Hrs	12	12	11	8	12	22	8	12	10	8	20	13	9
NHS Greater Glasgow	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	12	8	8	5	6	13	13	10	11	13	7	8	10
NHS Greater Glasgow	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	2		1	2	1	1	3	1		2	1	2	4
NHS Greater Glasgow	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	11	5	8	12	10	6	6	14	2	2	12	8	6
NHS Greater Glasgow	PCARE	Home Visit within 1 Hr	51	44	44	45	44	50	40	39	35	28	50	59	40
NHS Greater Glasgow	PCARE	Home Visit within 2 Hrs	98	95	97	91	97	97	82	92	67	84	109	113	75
NHS Greater Glasgow	PCARE	Home Visit within 4 Hrs	125	139	144	136	124	124	128	118	99	112	228	167	128
NHS Greater Glasgow	PCARE	PCEC within 1 Hr	164	194	230	182	188	188	192	168	179	141	240	279	169
NHS Greater Glasgow	PCARE	PCEC within 2 Hrs	410	398	400	404	379	425	420	395	391	402	546	557	414
NHS Greater Glasgow	PCARE	PCEC within 4 Hrs	1,080	1,125	1,235	1,195	1,134	1,148	1,166	1,116	1,084	1,075	1,985	1,611	1,103
NHS Greater Glasgow	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	260	301	285	256	268	270	215	226	287	256	205	222	280
NHS Greater Glasgow	PCARE	Pt advised to contact practice - For Information Only	23	42	30	23	20	25	31	26	20	22	40	31	29
NHS Greater Glasgow	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	39	33	33	30	34	30	30	17	31	24	20	29	33
NHS Greater Glasgow	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	155	131	129	109	133	118	117	116	113	120	58	171	121
NHS Greater Glasgow	PCARE	Speak to clinician within 1 Hr	81	66	75	88	90	77	88	79	78	70	102	103	78
NHS Greater Glasgow	PCARE	Speak to clinician within 2 Hrs	95	108	108	85	113	105	121	107	87	88	127	150	111
NHS Greater Glasgow	PCARE	Speak to clinician within 4 Hrs	281	271	276	279	244	251	254	244	245	200	533	350	247
NHS Greater Glasgow	PCARE	Transport to PCEC within 4 hrs	4	2	3	6	4	5	7	5	3	1	7	5	2
NHS Greater Glasgow	SCARE	999 contacted - For Information Only		1			1	1							1
NHS Greater Glasgow	SCARE	999 contacted - For information only	401	418	431	417	397	370	367	371	351	367	418	462	405
NHS Greater Glasgow	SCARE	Patient advised to go to A&E	451	465	515	438	481	476	448	446	412	444	503	521	453
NHS Greater Glasgow	SCARE	Patient advised to go to A&E	2	1	1		3	1	4	1		2	2	4	1
NHS Greater Glasgow	SCARE	Patient sent to A&E via Ambulance within 1 Hr	32	26	41	29	30	33	34	25	25	24	32	39	24
NHS Greater Glasgow	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only					1								1
NHS Greater Glasgow	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only		1		1	2				1		1	1	1
NHS Greater Glasgow	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	335	323	306	278	247	279	282	286	250	259	278	259	266
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	41	61	46	41	48	59	61	72	42	60	56	50	52
NHS Greater Glasgow	SCARE	Speak to clinician within 4 Hrs	156	142	110	104	115	116	98	112	110	108	96	125	103
NHS Greater Glasgow	SLFC_NPA	Contact Breathing Space			1		1			3	2	1		2	
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	3		4	4	3	3	3	5	2	5	6	3	4
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	299	262	256	279	313	295	288	280	278	263	432	335	270

Table 3

Health Board	Care Group	Endpoint	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	24/03/2024	31/03/2024	07/04/2024	14/04/2024
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	2		5	6	3	5	3	1	1	4	3		5
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Pharmacist		1											
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	14	9	12	10	10	17	12	6	9	19	21	24	5
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	4	4	5	2	2	4	4	2	4	1	8	7	3
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Self Care	9	7	5	4	5	5	5	9	4	4	10	3	5
NHS Greater Glasgow	SLFC_NPA	Distress Brief Intervention	25	37	44	23	24	37	22	20	31	18	31	28	26
NHS Greater Glasgow	SLFC_NPA	For Information Only	152	163	184	161	128	154	132	126	134	152	177	179	166
NHS Greater Glasgow	SLFC_NPA	Hub to arrange appointment within 24 hours								1			1		
NHS Greater Glasgow	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	1	2	4	3	5	4	3	5	9	5	3	3	2
NHS Greater Glasgow	SLFC_NPA	Patient given self care advice - For Information Only	543	533	573	577	512	508	530	524	466	467	602	576	547
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Dentist - For Information Only	3	1	1		2			3		6	2		2
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only	1		1	1	3	4	1	3	1				2
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Midwife - For Information Only	7	9	12	12	8	7	10	7	10	17	17	12	10
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Optician - For Information Only	8	11	9	10	5	5	6	12	9	4	14	8	10
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only	1	2					1	1			1		4
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	71	85	82	73	76	87	62	79	88	70	136	132	80
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Police - For Information Only	20	15	17	9	14	8	18	13	17	11	10	13	12
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact appropriate service - For Info Only		1	2			1					1		
NHS Greater Glasgow	SLFC_NPA	Pt given TOXBASE advice - For Information Only						1							
NHS Greater Glasgow	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	31	30	40	28	18	20	26	26	15	16	20	30	26
NHS Greater Glasgow	Not assigned	Not assigned					1				1		2		1
NHS HIGHLAND	PCARE	CPN (Dr) to phone patient within 1 Hr	4	8	1	10	10	9	9	8	12	8	12	3	5
NHS HIGHLAND	PCARE	CPN (Dr) to phone patient within 2 Hrs	13	10	3	12	7	12	3	8	8	10	21	10	6
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 1 Hr	5	3	1	1	1	6	4	3	2	2	3	2	2
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 2 Hrs	5	4	4	6	11	1	4	5	3	4	4	8	9
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 4 Hrs	18	16	11	10	15	19	12	16	11	7	12	6	6
NHS HIGHLAND	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2	1	2	2	1	2	1	2		1	2	3	5
NHS HIGHLAND	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)		2	1					1			1		1
NHS HIGHLAND	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	2	3		2			3	2	2	1		1	1
NHS HIGHLAND	PCARE	Home Visit within 1 Hr	11	11	11	12	6	6	11	5	8	4	10	11	9
NHS HIGHLAND	PCARE	Home Visit within 2 Hrs	23	22	13	34	24	22	21	20	13	15	28	18	29
NHS HIGHLAND	PCARE	Home Visit within 4 Hrs	31	26	25	36	31	22	33	29	32	29	49	33	26
NHS HIGHLAND	PCARE	PCEC within 1 Hr	27	33	41	36	27	36	38	47	36	34	62	57	32
NHS HIGHLAND	PCARE	PCEC within 2 Hrs	62	85	86	58	62	89	71	75	77	74	110	103	57
NHS HIGHLAND	PCARE	PCEC within 4 Hrs	190	169	205	171	204	200	202	194	150	173	339	294	175
NHS HIGHLAND	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	39	48	27	44	43	40	39	42	29	48	38	42	50
NHS HIGHLAND	PCARE	Pt advised to contact practice - For Information Only	3	5	1	6	3	1	4	8	1	7	9	5	5
NHS HIGHLAND	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	5	2	5	9	3	6	1	7		5	3	7	7

Table 3

Health Board	Care Group	Endpoint	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	24/03/2024	31/03/2024	07/04/2024	14/04/2024
NHS HIGHLAND	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	21	23	23	12	19	11	26	17	20	15	11	24	13
NHS HIGHLAND	PCARE	Speak to clinician within 1 Hr	13	13	15	14	15	19	25	11	17	25	25	18	12
NHS HIGHLAND	PCARE	Speak to clinician within 2 Hrs	20	20	20	26	26	20	24	31	21	20	27	29	25
NHS HIGHLAND	PCARE	Speak to clinician within 4 Hrs	49	59	41	53	49	45	44	51	54	37	90	60	53
NHS HIGHLAND	PCARE	Transport to PCEC within 2 Hrs	2					1						1	
NHS HIGHLAND	PCARE	Transport to PCEC within 4 hrs			2				1				1		
NHS HIGHLAND	SCARE	999 contacted - For information only	97	66	89	85	71	82	81	54	58	74	105	86	92
NHS HIGHLAND	SCARE	Patient advised to go to A&E	79	70	69	85	70	69	64	64	59	59	95	81	67
NHS HIGHLAND	SCARE	Patient advised to go to A&E			1		4	1	2	2	1			3	1
NHS HIGHLAND	SCARE	Patient sent to A&E via Ambulance within 1 Hr	6	6	5	5	8	6	3	5	6	6	4	5	1
NHS HIGHLAND	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only										1			
NHS HIGHLAND	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	44	40	40	37	44	44	42	50	51	43	47	45	44
NHS HIGHLAND	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	23	18	21	18	18	22	20	10	11	14	18	19	19
NHS HIGHLAND	SCARE	Speak to clinician 2 Hrs	13	12	19	11	11	18	17	15	16	10	15	8	15
NHS HIGHLAND	SCARE	Speak to clinician within 4 Hrs	26	16	18	11	21	21	16	23	20	18	27	17	22
NHS HIGHLAND	SLFC_NPA	Distress Brief Intervention	3	6	4	2	5	6	5	2	7	3	5	4	4
NHS HIGHLAND	SLFC_NPA	For Information Only	22	31	29	24	20	31	25	26	24	36	41	36	49
NHS HIGHLAND	SLFC_NPA	Hub to arrange appointment within 24 hours	61	57	70	55	56	60	56	60	56	69	90	83	75
NHS HIGHLAND	SLFC_NPA	Hub to arrange contact with Clinician within 1 hour					1		1						
NHS HIGHLAND	SLFC_NPA	Patient advised to contact CPN Team - For Info Only		1						1		1			2
NHS HIGHLAND	SLFC_NPA	Patient advised to contact dental advice line - Info Only			1							2		1	
NHS HIGHLAND	SLFC_NPA	Patient advised to contact registered GDP - Info Only	8	6	14	6	10	11	7	11	11	4	7	15	14
NHS HIGHLAND	SLFC_NPA	Patient given self care advice - For Information Only	93	82	94	107	95	98	89	82	81	83	122	96	77
NHS HIGHLAND	SLFC_NPA	Patient given self care dental advice - For Information Only	1		2	1		2	1	1	1	1	4	2	3
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Dentist - For Information Only						1		1					
NHS HIGHLAND	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only									1				
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Midwife - For Information Only	1			1	1				1	1	4	2	
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Optician - For Information Only	1			1	2		1			2	3	2	
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	10	7	12	7	7	12	3	6	9	8	18	18	11
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Police - For Information Only		4	7	2	4	1	4	3	4	6	3	7	6
NHS HIGHLAND	SLFC_NPA	Triage refused - For Information Only	2	4		4	5	5	1	2	4	3	6	7	4
NHS HIGHLAND	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	6	2	7	7	7	11	10	8	7	6	12	11	14
NHS HIGHLAND	SLFC_NPA	Untriaged call - OOH Service clinician to phone patient	1												
NHS LANARKSHIRE	PCARE	CPN (Dr) to phone patient within 1 Hr	14	5	9	16	17	15	14	16	19	10	18	23	19
NHS LANARKSHIRE	PCARE	CPN (Dr) to phone patient within 2 Hrs	23	29	24	24	22	20	22	21	23	22	14	15	23
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 1 Hr	2	1	1	4	2	2	4	1	2		2	3	1
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 2 Hrs	2	2	3	9	3	5	3	6	1	4	1	1	



Table 3

Health Board	Care Group	Endpoint	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	24/03/2024	31/03/2024	07/04/2024	14/04/2024
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 4 Hrs	7	5	3		4	6	9	8	6	5	8	5	4
NHS LANARKSHIRE	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	5	5	3	3	7	6	7	6	3	5	2	3	4
NHS LANARKSHIRE	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)		1							1	1	1	1	1
NHS LANARKSHIRE	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	5	2	5	3	4	2	4	3	4	1	7	3	2
NHS LANARKSHIRE	PCARE	Home Visit within 1 Hr	11	22	14	20	7	14	23	17	15	11	18	18	17
NHS LANARKSHIRE	PCARE	Home Visit within 2 Hrs	49	41	50	38	57	38	45	32	52	36	50	46	23
NHS LANARKSHIRE	PCARE	Home Visit within 4 Hrs	73	58	49	40	45	47	47	58	44	35	102	63	45
NHS LANARKSHIRE	PCARE	PCEC within 1 Hr	111	120	111	84	107	112	102	103	116	83	155	148	101
NHS LANARKSHIRE	PCARE	PCEC within 2 Hrs	202	257	240	238	223	189	255	221	218	207	346	312	213
NHS LANARKSHIRE	PCARE	PCEC within 4 Hrs	539	555	632	631	604	587	555	579	537	596	994	796	582
NHS LANARKSHIRE	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	98	119	79	117	101	109	109	112	99	102	92	64	92
NHS LANARKSHIRE	PCARE	Pt advised to contact practice - For Information Only	13	17	10	7	5	13	15	9	12	11	13	13	15
NHS LANARKSHIRE	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	23	13	15	16	15	18	17	11	12	18	4	12	20
NHS LANARKSHIRE	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	61	56	52	71	63	63	49	49	60	55	27	77	43
NHS LANARKSHIRE	PCARE	Speak to clinician within 1 Hr	26	30	26	32	30	34	25	34	31	28	46	49	24
NHS LANARKSHIRE	PCARE	Speak to clinician within 2 Hrs	38	46	59	38	54	41	38	44	60	39	75	64	53
NHS LANARKSHIRE	PCARE	Speak to clinician within 4 Hrs	129	148	123	123	116	126	106	102	120	108	258	184	97
NHS LANARKSHIRE	PCARE	Transport to PCEC within 2 Hrs	1	2	3	1			1	1	1	1	1		
NHS LANARKSHIRE	PCARE	Transport to PCEC within 4 hrs	1				2		1	2	3	2	3		6
NHS LANARKSHIRE	PCARE	Triage refused therefore Dr requested to phone patient												1	
NHS LANARKSHIRE	SCARE	999 contacted - For Information Only												1	
NHS LANARKSHIRE	SCARE	999 contacted - For information only	191	197	208	174	177	199	193	190	170	164	208	229	202
NHS LANARKSHIRE	SCARE	Patient advised to go to A&E	231	241	249	240	234	238	244	236	231	253	286	276	238
NHS LANARKSHIRE	SCARE	Patient advised to go to A&E	1	5		1	2	1	1	1	2	5	2	5	
NHS LANARKSHIRE	SCARE	Patient sent to A&E via Ambulance within 1 Hr	11	25	8	13	24	17	16	16	10	23	4	17	15
NHS LANARKSHIRE	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only		1						1				1	
NHS LANARKSHIRE	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only						1						1	
NHS LANARKSHIRE	SCARE	Patient suitable for MIU 4hr - Flow Hub to arrange	97	98	104	79	97	92	114	106	94	96	93	89	97
NHS LANARKSHIRE	SCARE	Speak to clinician 2 Hrs	17	21	23	18	13	26	26	33	23	26	24	16	29
NHS LANARKSHIRE	SCARE	Speak to clinician within 4 Hrs	52	52	45	45	52	48	42	42	39	39	37	57	29
NHS LANARKSHIRE	SLFC_NPA	Contact Breathing Space						1			1		1	1	1
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour		1				1				2	2	1	2
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	154	128	115	153	119	153	161	137	123	124	210	183	130
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1	2				1	1	1	1	1		1	1
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Not Triage/Assessed	6	1	7	2	10	6	9	4	6	9	15	8	3
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1	1	1	1		1	1	1	1		4	2	
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Self Care	2		2	4	4	1	2	1	2		7	4	6
NHS LANARKSHIRE	SLFC_NPA	Distress Brief Intervention	13	12	21	9	10	8	18	9	11	1	10	14	14



Table 3

Health Board	Care Group	Endpoint	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	24/03/2024	31/03/2024	07/04/2024	14/04/2024
NHS LANARKSHIRE	SLFC_NPA	For Information Only	52	50	73	71	42	36	53	50	42	39	104	74	69
NHS LANARKSHIRE	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	2			2		2		2	1	1			1
NHS LANARKSHIRE	SLFC_NPA	Patient given self care advice - For Information Only	194	188	189	187	187	172	155	162	162	178	245	188	159
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Dentist - For Information Only	2			1	2	1							1
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only			2						1				
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Midwife - For Information Only	4	3	9	6	7	1	8	5	3	2	3	3	7
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Optician - For Information Only	4	2	2	4	4	1	5	5	4	4	4	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	25	28	33	34	37	25	39	28	33	24	78	60	32
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Police - For Information Only	1	6	2	7	8	9	4	5	1	4	6	9	13
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	12	14	12	10	13	4	7	8	9	12	11	4	11
NHS LANARKSHIRE	Not assigned	Not assigned								1					
NHS Lothian	PCARE	CPN (Dr) to phone patient within 1 Hr	10	14	17	14	20	14	22	18	16	20	20	20	15
NHS Lothian	PCARE	CPN (Dr) to phone patient within 2 Hrs	22	34	19	22	36	27	29	26	25	30	32	43	29
NHS Lothian	PCARE	DN (Dr) phone patient within 1 Hr	4	5	12	3	1	5	3	7	6	6	8	4	8
NHS Lothian	PCARE	DN (Dr) phone patient within 2 Hrs	13	13	9	13	11	10	4	15	9	14	13	13	9
NHS Lothian	PCARE	DN (Dr) phone patient within 4 Hrs	37	31	31	26	35	30	22	25	18	23	41	41	21
NHS Lothian	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2	6	9	11	8	2	5	5	12	9	10	4	10
NHS Lothian	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1	2			3	3	3	1	3		1	2	2
NHS Lothian	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	7	4	7	9	2	4	8	6	8	9	6	6	2
NHS Lothian	PCARE	Home Visit within 1 Hr	25	29	27	23	17	28	27	19	23	19	37	39	33
NHS Lothian	PCARE	Home Visit within 2 Hrs	63	62	60	58	58	59	65	54	56	48	90	88	75
NHS Lothian	PCARE	Home Visit within 4 Hrs	85	84	102	95	103	85	87	109	71	69	122	95	72
NHS Lothian	PCARE	PCEC within 1 Hr	129	136	140	138	127	137	133	135	137	126	188	166	130
NHS Lothian	PCARE	PCEC within 2 Hrs	278	311	317	307	284	292	289	284	282	289	430	384	280
NHS Lothian	PCARE	PCEC within 4 Hrs	796	872	946	892	878	907	874	756	798	872	1,489	1,218	777
NHS Lothian	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	223	224	209	190	207	203	189	201	195	218	162	171	205
NHS Lothian	PCARE	Pt advised to contact practice - For Information Only	24	32	21	22	24	29	23	19	28	24	30	23	17
NHS Lothian	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	32	20	26	32	30	22	28	15	31	12	14	17	27
NHS Lothian	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	90	83	88	106	103	81	96	90	93	79	49	127	86
NHS Lothian	PCARE	Speak to clinician within 1 Hr	64	58	57	42	51	61	54	53	46	48	78	57	58
NHS Lothian	PCARE	Speak to clinician within 2 Hrs	76	100	90	76	88	90	73	79	56	83	125	100	83
NHS Lothian	PCARE	Speak to clinician within 4 Hrs	231	223	208	224	188	197	206	179	204	140	398	259	191
NHS Lothian	PCARE	Transport to PCEC within 2 Hrs	2		3			2		2				2	1
NHS Lothian	PCARE	Transport to PCEC within 4 hrs	1		1	4	2	2	1		2	3	3	3	
NHS Lothian	PCARE	Triage refused therefore Dr requested to phone patient	1	1		1				1					

Table 3

Health Board	Care Group	Endpoint	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	24/03/2024	31/03/2024	07/04/2024	14/04/2024
NHS Lothian	SCARE	999 contacted - For Information Only							1						
NHS Lothian	SCARE	999 contacted - For information only	270	280	318	263	280	288	307	274	243	256	318	353	274
NHS Lothian	SCARE	Patient advised to go to A&E	391	451	389	389	381	407	411	366	373	355	400	473	385
NHS Lothian	SCARE	Patient advised to go to A&E	2	1			2	1	1	3	1	3	3	2	1
NHS Lothian	SCARE	Patient sent to A&E via Ambulance within 1 Hr	24	21	26	23	22	25	26	17	24	18	15	15	17
NHS Lothian	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only										1			
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	358	386	338	345	340	401	345	352	306	314	337	323	333
NHS Lothian	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub											1		
NHS Lothian	SCARE	Speak to clinician 2 Hrs	49	62	64	37	42	73	58	68	46	65	62	48	41
NHS Lothian	SCARE	Speak to clinician within 4 Hrs	123	133	131	118	132	108	116	125	94	108	132	122	120
NHS Lothian	SLFC_NPA	Contact Breathing Space	1		1					1	1		1		
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour		2	3	4	4	1	2	4	3	1	3	1	4
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	219	227	228	223	205	213	205	220	193	239	331	307	218
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1	7	2	2	4	5	2	3	1	1	5	8	3
NHS Lothian	SLFC_NPA	Dental Nurse - Not Triage/Assessed	12	6	9	13	12	10	8	10	11	13	11	18	12
NHS Lothian	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	5	3	7	4	1	4	4	5	2	7	5	6	5
NHS Lothian	SLFC_NPA	Dental Nurse - Self Care	5	5	6	8	3	3	3	5	7	4	7	2	3
NHS Lothian	SLFC_NPA	Distress Brief Intervention	13	19	23	20	19	16	15	15	18	15	17	21	16
NHS Lothian	SLFC_NPA	For Information Only	103	95	109	117	94	101	94	102	90	96	122	120	98
NHS Lothian	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	2		2	1		1		2			2		2
NHS Lothian	SLFC_NPA	Patient given self care advice - For Information Only	358	337	382	355	291	290	346	324	292	260	351	345	305
NHS Lothian	SLFC_NPA	Pt advised to contact Dentist - For Information Only		3			1	1	1	1	2	2	2		1
NHS Lothian	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only	1	2	1					1	2	1	1	1	
NHS Lothian	SLFC_NPA	Pt advised to contact Midwife - For Information Only	13	14	11	12	20	13	12	5	7	9	9	11	10
NHS Lothian	SLFC_NPA	Pt advised to contact Optician - For Information Only	8	6	14	4	9	13	6	7	11	12	13	17	13
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	53	60	67	58	66	62	69	59	64	56	119	96	59
NHS Lothian	SLFC_NPA	Pt advised to contact Police - For Information Only	5	7	13	9	10	13	6	13	12	9	4	12	6
NHS Lothian	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information				1									
NHS Lothian	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	18	12	8	13	20	16	9	25	17	13	19	16	21
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				
NHS Orkney	PCARE	DN (Dr) phone patient within 1 Hr							1		1				1
NHS Orkney	PCARE	DN (Dr) phone patient within 2 Hrs	1								1	1			
NHS Orkney	PCARE	DN (Dr) phone patient within 4 Hrs		1				2		2	2	1	2	1	1



Table 3

Health Board	Care Group	Endpoint	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	24/03/2024	31/03/2024	07/04/2024	14/04/2024
NHS Shetland	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)												1	
NHS Shetland	PCARE	Home Visit within 1 Hr			1	1			2	1		1			2
NHS Shetland	PCARE	Home Visit within 2 Hrs	1	2	2		2	4		1	5		1	3	1
NHS Shetland	PCARE	Home Visit within 4 Hrs	1	3	4	4		4	2	3	2	1	4	1	1
NHS Shetland	PCARE	PCEC within 1 Hr	1	2		1	4	3	1	2	2	1	5	1	1
NHS Shetland	PCARE	PCEC within 2 Hrs	1	3	5	4	3	2	2	1	3	1	3	4	1
NHS Shetland	PCARE	PCEC within 4 Hrs	4	5	7	4	6	4	9	4	5	6	12	11	10
NHS Shetland	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only		1	3	3	1		1	2	1	1	1		2
NHS Shetland	PCARE	Pt advised to contact practice within 12 Hrs - Info Only										2		1	
NHS Shetland	PCARE	Pt advised to contact practice within 36 Hrs - Info Only			1					1	2		1		1
NHS Shetland	PCARE	Speak to clinician within 1 Hr			3	1	1	1					1		2
NHS Shetland	PCARE	Speak to clinician within 2 Hrs	1		2	1		2	3	3	3	1	1	1	1
NHS Shetland	PCARE	Speak to clinician within 4 Hrs	3	6	3	3	1	2	3	1	2	3	2	4	2
NHS Shetland	SCARE	999 contacted - For information only	5	1	4	1	4	2	2	3		4	1	5	5
NHS Shetland	SCARE	Patient advised to go to A&E	2	3	6	1	4	3		4	1	2	4		3
NHS Shetland	SCARE	Patient sent to A&E via Ambulance within 1 Hr							2	1	1	1		2	
NHS Shetland	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange			1	2		1		1			1		1
NHS Shetland	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub										1	1	2	
NHS Shetland	SCARE	Speak to clinician 2 Hrs									1				
NHS Shetland	SCARE	Speak to clinician within 4 Hrs	2		1								1	2	
NHS Shetland	SLFC_NPA	Distress Brief Intervention		1				1							
NHS Shetland	SLFC_NPA	For Information Only			2		2		2	1	1		1		2
NHS Shetland	SLFC_NPA	Hub to arrange appointment within 24 hours	1	2	3		3	3	4	2	3	8	2	3	4
NHS Shetland	SLFC_NPA	Hub to arrange contact with Clinician within 1 hour		1					1						
NHS Shetland	SLFC_NPA	Patient advised to contact registered GDP - Info Only						1			1				
NHS Shetland	SLFC_NPA	Patient given self care advice - For Information Only	3	2	7	1	4	7	4	1	2	2	1	2	2
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			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
NHS TAYSIDE	PCARE	CPN (Dr) to phone patient within 1 Hr	16	19	11	15	11	10	15	7	14	11	15	5	13
NHS TAYSIDE	PCARE	CPN (Dr) to phone patient within 2 Hrs	20	19	21	28	22	14	19	14	24	24	22	22	27
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 1 Hr	5	10	6	5	5	4	3	11	3	5	3	8	4
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 2 Hrs	11	9	15	13	9	14	11	10	14	13	9	10	6
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 4 Hrs	26	36	38	50	33	44	48	34	31	40	37	30	27
NHS TAYSIDE	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2	4	8	3		1	3	4	4		3		4
NHS TAYSIDE	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1	1	1		1	2		1	3				1

Table 3

Health Board	Care Group	Endpoint	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	24/03/2024	31/03/2024	07/04/2024	14/04/2024
NHS TAYSIDE	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	1	8	3	1	2	1	2		1	5	2	4	1
NHS TAYSIDE	PCARE	Home Visit within 1 Hr	7	15	15	9	10	23	9	15	8	8	11	14	16
NHS TAYSIDE	PCARE	Home Visit within 12 Hrs						1							
NHS TAYSIDE	PCARE	Home Visit within 2 Hrs	47	41	48	44	26	32	36	31	31	28	37	46	36
NHS TAYSIDE	PCARE	Home Visit within 4 Hrs	49	53	51	50	32	41	55	46	40	39	53	72	53
NHS TAYSIDE	PCARE	PCEC within 1 Hr	90	88	96	108	85	77	77	112	81	92	89	111	82
NHS TAYSIDE	PCARE	PCEC within 2 Hrs	142	176	139	164	133	134	146	137	139	148	195	204	159
NHS TAYSIDE	PCARE	PCEC within 4 Hrs	338	378	363	376	322	379	362	327	344	332	425	560	538
NHS TAYSIDE	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	54	69	57	56	63	69	59	57	55	59	75	39	50
NHS TAYSIDE	PCARE	Pt advised to contact practice - For Information Only	8	14	10	7	10	7	5	6	5	6	7	7	8
NHS TAYSIDE	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	8	8	11	8	7	4	10	9	9	8	4	9	8
NHS TAYSIDE	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	52	25	38	35	29	27	30	39	36	30	26	39	36
NHS TAYSIDE	PCARE	Speak to clinician within 1 Hr	23	34	21	22	14	38	23	19	24	20	20	25	23
NHS TAYSIDE	PCARE	Speak to clinician within 2 Hrs	33	46	37	29	37	44	24	37	27	29	44	40	44
NHS TAYSIDE	PCARE	Speak to clinician within 4 Hrs	74	77	93	76	73	80	74	88	91	79	91	125	118
NHS TAYSIDE	PCARE	Transport to PCEC within 1 Hr	1	1	1	1		1	1						
NHS TAYSIDE	PCARE	Transport to PCEC within 2 Hrs	2	1	1		2						2		1
NHS TAYSIDE	PCARE	Transport to PCEC within 4 hrs			1			1	1	2	1			2	
NHS TAYSIDE	PCARE	Triage refused therefore Dr requested to phone patient						1							
NHS TAYSIDE	SCARE	999 contacted - For information only	137	174	147	145	159	164	158	131	156	149	130	202	177
NHS TAYSIDE	SCARE	Paramedic See & Treat – Primary Care OOH service to forward													1
NHS TAYSIDE	SCARE	Patient advised to go to A&E	94	103	97	81	98	72	80	82	63	81	79	88	84
NHS TAYSIDE	SCARE	Patient advised to go to A&E	3	2		1	2		1	1	2	1	1	1	
NHS TAYSIDE	SCARE	Patient sent to A&E via Ambulance within 1 Hr	7	13	13	4	8	13	8	9	15	10	8	12	9
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	87	81	91	94	91	83	97	99	85	94	78	81	87
NHS TAYSIDE	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub		3	3		3			1	4	1	1	1	
NHS TAYSIDE	SCARE	Speak to clinician 2 Hrs	21	19	22	26	21	19	21	18	22	23	15	19	18
NHS TAYSIDE	SCARE	Speak to clinician within 4 Hrs	37	47	32	47	49	35	33	29	42	35	45	54	45
NHS TAYSIDE	SLFC_NPA	Contact Breathing Space			1		1								
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour							2			1			
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	116	116	133	135	134	103	115	115	108	122	138	147	119
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour		2	3	1		3		1	1	1	3	1	2
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Pharmacist					1								
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Not Triage/Assessed	2	6	4	6	2	3	4	5	7	11	10	15	7
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	2	1	6	1	1		2	1	1	1	5	2	1
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Self Care	2	3	4	1	1	7	2	3	5		1	3	4
NHS TAYSIDE	SLFC_NPA	Distress Brief Intervention	7	7	12	12	11	6	8	16	11	4	3	11	8

Table 3

Health Board	Care Group	Endpoint	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	24/03/2024	31/03/2024	07/04/2024	14/04/2024
NHS TAYSIDE	SLFC_NPA	For Information Only	41	31	54	47	41	45	41	37	28	50	49	41	37
NHS TAYSIDE	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	1	1	2	1	1			2	1		1		
NHS TAYSIDE	SLFC_NPA	Patient given self care advice - For Information Only	135	129	151	144	130	143	120	116	123	128	153	149	147
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1	1	1			3	1	1	2	2		1	1
NHS TAYSIDE	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only				1									
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Midwife - For Information Only	2	1	2	2	2	3	4	2	2	1	3		3
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Optician - For Information Only	3	3	4	4	3	4	5	5	1	1	2	2	5
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only											1	2	
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	25	23	24	20	29	25	22	15	21	15	27	39	34
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Police - For Information Only	3	5	6	2	6	3	2	3	5	4	3	4	9
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information							1			1			
NHS TAYSIDE	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	6	8	3	4	7	9	5	2	3	4	10	9	13
NHS TAYSIDE	Not assigned	Not assigned											3	1	2
NHS Western Isles	PCARE	CPN (Dr) to phone patient within 1 Hr			1						1		1	2	
NHS Western Isles	PCARE	CPN (Dr) to phone patient within 2 Hrs			1				1		1	1	2		
NHS Western Isles	PCARE	DN (Dr) phone patient within 2 Hrs				1					1	1			2
NHS Western Isles	PCARE	DN (Dr) phone patient within 4 Hrs	1		2	2	2	1					2		
NHS Western Isles	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)			1										
NHS Western Isles	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)		1		1									
NHS Western Isles	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)											1		
NHS Western Isles	PCARE	Home Visit within 1 Hr		2	3			1	1	1			1	1	
NHS Western Isles	PCARE	Home Visit within 2 Hrs	1		1	4	2			1	1		4	1	
NHS Western Isles	PCARE	Home Visit within 4 Hrs	5		3	3	3	1	3	1	1	4	2	2	3
NHS Western Isles	PCARE	PCEC within 1 Hr	3	2	4	6	4	5	6	2	4	1	5	3	3
NHS Western Isles	PCARE	PCEC within 2 Hrs	6	9	7	5	7	7	2	5	2	7	7	10	3
NHS Western Isles	PCARE	PCEC within 4 Hrs	11	18	10	9	12	14	15	11	9	14	22	20	15
NHS Western Isles	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	4	4	3	2	7	1	1	2		3	1		2
NHS Western Isles	PCARE	Pt advised to contact practice - For Information Only		1					1			1			
NHS Western Isles	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	1	1	1			1							
NHS Western Isles	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	1	2	1	1	2	1	1	3	2	2		3	
NHS Western Isles	PCARE	Speak to clinician within 1 Hr	2	1	2	1		1			1	1	2	6	1
NHS Western Isles	PCARE	Speak to clinician within 2 Hrs	2	1	1	5	2	4	2	1	1	2	5	2	3
NHS Western Isles	PCARE	Speak to clinician within 4 Hrs	8	5	4	3	10	9	2	4	2	2	6	8	3
NHS Western Isles	PCARE	Transport to PCEC within 4 hrs	1												
NHS Western Isles	SCARE	999 contacted - For Information Only										1			
NHS Western Isles	SCARE	999 contacted - For information only	10	6	7	4	4	5	6	6	2	3	6	10	5
NHS Western Isles	SCARE	Patient advised to go to A&E	4	6	9	8	6	3	4	4	1	11	4	5	5
NHS Western Isles	SCARE	Patient sent to A&E via Ambulance within 1 Hr				2			1	1			1		1

Table 3

Health Board	Care Group	Endpoint	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	24/03/2024	31/03/2024	07/04/2024	14/04/2024
NHS Western Isles	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	1		2	3	4	4	4	1	1	5	3	5	3
NHS Western Isles	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	1	1	4	1			2	2	2	1		3	2
NHS Western Isles	SCARE	Speak to clinician 2 Hrs	1	2		3				3			2		
NHS Western Isles	SCARE	Speak to clinician within 4 Hrs	1	1	1	1		3	1		2	1	1	1	2
NHS Western Isles	SLFC_NPA	Distress Brief Intervention	1		1		1	1				1			
NHS Western Isles	SLFC_NPA	For Information Only			5		1			1		3	1	1	4
NHS Western Isles	SLFC_NPA	Hub to arrange appointment within 24 hours	3	2	5	2	2	7	3	1	4	5	3	5	2
NHS Western Isles	SLFC_NPA	Patient advised to contact registered GDP - Info Only			1							1	1		
NHS Western Isles	SLFC_NPA	Patient given self care advice - For Information Only	7	3	2	2	4	2	2	5	4	3	8	6	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
NHS Western Isles	SLFC_NPA	Pt advised to contact Police - For Information Only		1										1	1
NHS Western Isles	SLFC_NPA	Triage refused - For Information Only						2							
NHS Western Isles	SLFC_NPA	Triage refused - Pt terminated call - For Information Only				1	1	1				1			
Not assigned	PCARE	Contact GP Practice within 36 Hours (Next Day appt.)												1	
Not assigned	PCARE	Contact GP Practice within 4 Hours (ASAP)												1	
Not assigned	PCARE	In-Hours Action: Patient to Own GP within 4 hr												23	
Not assigned	SCARE	999 contacted - For information only									1			2	
Not assigned	SCARE	Accident & Emergency (ASAP)												20	
Not assigned	SCARE	Accident & Emergency / MIU within 4 Hours												10	1
Not assigned	SLFC_NPA	Contact Optician												1	
Not assigned	SLFC_NPA	Contact Pharmacist												1	
Not assigned	SLFC_NPA	Contact chosen Pharmacist												1	
Not assigned	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours									1	1			
Not assigned	SLFC_NPA	Dental Nurse - Self Care											1		
Not assigned	SLFC_NPA	FMER						1							
Not assigned	SLFC_NPA	Not Assessed / Triage Refused												3	
Not assigned	SLFC_NPA	Routine Appointment in	1												
Not assigned	SLFC_NPA	Self Care				1			2					7	
Not assigned	Not assigned	Not assigned	13	8	9	12	9	7	17	13	21	10	17	24	16

**Table 4**

Care Group	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	24/03/2024	31/03/2024	07/04/2024	14/04/2024
PCARE	12,726	13,388	13,634	13,374	13,138	13,101	13,162	12,645	12,482	12,301	18,460	16,975	12,888
SCARE	6,125	6,412	6,417	6,058	6,133	6,337	6,252	6,056	5,742	5,915	6,485	6,845	6,081
SLFC_NPA	4,699	4,595	4,999	4,840	4,686	4,619	4,551	4,400	4,259	4,284	5,848	5,694	4,657
Not assigned	13	8	9	12	10	7	19	16	23	11	26	27	21
<b>Total</b>	<b>23,563</b>	<b>24,403</b>	<b>25,059</b>	<b>24,284</b>	<b>23,967</b>	<b>24,064</b>	<b>23,984</b>	<b>23,117</b>	<b>22,506</b>	<b>22,511</b>	<b>30,819</b>	<b>29,541</b>	<b>23,647</b>

Care Group	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	24/03/2024	31/03/2024	07/04/2024	14/04/2024
PCARE	54.01%	54.86%	54.41%	55.07%	54.82%	54.44%	54.88%	54.70%	55.46%	54.64%	59.90%	57.46%	54.50%
SCARE	25.99%	26.28%	25.61%	24.95%	25.59%	26.33%	26.07%	26.20%	25.51%	26.28%	21.04%	23.17%	25.72%
SLFC_NPA	19.94%	18.83%	19.95%	19.93%	19.55%	19.19%	18.98%	19.03%	18.92%	19.03%	18.98%	19.27%	19.69%
Not assigned	0.06%	0.03%	0.04%	0.05%	0.04%	0.03%	0.08%	0.07%	0.10%	0.05%	0.08%	0.09%	0.09%



**Graphs**

