

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: 11/02/2024 to 05/05/2024

Notes:

- 1) This document is Official Statistics in Development.
- 2) The statistics in this weekly update cover NHS 24 activity only, and include new data for the previous 4 weeks. Data for the most recent 3 weeks should be treated as provisional.

Definitions

Indicator	Defintion	Format
Overall Call Volume	The total number of calls made to the NHS 24 Service. As well as answered and abandoned calls the figure includes ringback requests.	Number
Overall Connected	Calls which are picked up by NHS 24 skillsets, includes successful ringback attempts from the Virtual Queue.	Number
Median Time to Answer	The time in which 50% of patients are answered by 111 service.	hh:mm:ss
Time to Answer 90% of Calls	The time in which 90% of patients are answered by 111 service.	hh:mm:ss
Caller Discontinued	Percentage of callers where source number abandons at least twice after 5 minute threshold with no call answered within a calendar day.	Percentage
Overall Avg Patient Journey	Mean Time of when calls enter queue for advisor (when phone starts ringing for an advisor) - to when the final endpoint is entered indicating that the triage from NHS 24 is complete or when call is abandoned.	hh:mm:ss
Triaged at First Contact	Based on Contact Records (episode of care) - this percentage monitors the number of records which are triaged on the initial inbound call without need for calling patient back.	Percentage
Health Board	The Health Board where the patient / endpoint data is sent.	Text
Primary Care (PCARE)	This measure reports the proportion of 111 calls where the outcome is a direct referral to Out of Hours service, such as GP Telephone Advice or attending Urgent Care Centre to see a GP. This also includes advice to Contact Own GP with no onward referral to rest of system.	Number
Secondary Care (SCARE)	This measure will report the proportion of 111 calls where the outcome is direct referral to Emergency Departments/Minor Injury Unit, referral into Flow Navigation Centre (FNC) for further virtual consultation, or 999 referral to Scottish Ambulance Service.	Number
Self Care/No Partner Action (SLFC_NPA)	This measure will report the proportion of 111 calls where the outcome is direct self-care by NHS 24 or where the outcomes is advice to contact another health care professional, including pharmacist, optometrist, dentist and midwife.	Number

Table 1

Calendar day	08/04/2024	09/04/2024	10/04/2024	11/04/2024	12/04/2024	13/04/2024	14/04/2024	15/04/2024	16/04/2024	17/04/2024	18/04/2024	19/04/2024	20/04/2024	21/04/2024	22/04/2024	23/04/2024	24/04/2024	25/04/2024	26/04/2024	27/04/2024	28/04/2024	29/04/2024	30/04/2024	01/05/2024	02/05/2024	03/05/2024	04/05/2024	05/05/2024
Overall Call Volume	4,043	3,122	3,070	3,053	3,500	7,385	7,054	3,344	3,161	2,978	2,980	3,181	7,374	7,262	3,378	3,053	3,133	2,936	3,256	7,200	7,075	3,466	3,238	3,287	3,265	3,305	8,100	8,161
Overall Calls Connected	3,104	2,604	2,486	2,490	2,769	5,742	5,812	2,828	2,590	2,543	2,391	2,436	6,360	6,349	2,964	2,567	2,553	2,541	2,758	6,209	6,270	2,982	2,739	2,783	2,762	2,744	6,428	6,292
Caller Disconnected	0.64%	0.21%	0.16%	0.21%	0.52%	0.48%	0.38%	0.16%	0.12%	0.21%	0.43%	0.53%	0.23%	0.06%	0.22%	0.35%	0.16%	0.25%	0.07%	0.15%	0.23%	0.18%	0.20%	0.04%	0.19%	0.08%	0.41%	0.56%
Overall Avg Patient Journey Time	00:43:55	00:36:22	00:35:02	00:31:50	00:35:05	00:52:25	00:46:47	00:38:14	00:34:24	00:32:25	00:38:41	00:41:44	00:39:47	00:36:59	00:32:54	00:35:03	00:34:12	00:31:44	00:29:17	00:44:24	00:41:32	00:33:30	00:31:44	00:28:03	00:27:36	00:32:02	00:48:08	01:02:18
Tagged at First Contact %	98.99%	98.87%	98.16%	98.13%	94.77%	91.37%	94.10%	96.49%	99.13%	97.29%	98.50%	93.76%	90.92%	92.82%	97.00%	97.63%	98.61%	97.33%	95.50%	91.66%	93.46%	96.79%	96.70%	97.60%	97.31%	96.89%	90.78%	92.26%
Median Time to Answer	00:18:09	00:07:27	00:09:08	00:08:46	00:06:50	00:30:10	00:22:04	00:07:57	00:08:25	00:06:41	00:08:43	00:12:51	00:04:53	00:08:51	00:02:53	00:11:59	00:12:12	00:08:52	00:07:44	00:16:12	00:10:12	00:08:51	00:04:51	00:05:02	00:06:47	00:09:34	00:20:47	00:37:27
50th Percentile Time to Answer	01:02:42	00:47:40	00:46:39	00:38:59	00:45:39	01:02:51	00:50:51	00:42:57	00:39:60	00:34:17	01:00:24	01:08:17	00:29:20	00:19:13	00:35:58	00:40:56	00:40:53	00:25:43	00:17:20	00:39:17	00:47:17	00:44:26	00:34:59	00:19:32	00:20:59	00:37:51	00:56:33	01:28:26

Table 2

Week Ending Date	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	21/04/2024	28/04/2024	05/05/2024
Overall Call Volume	32,126	32,451	32,436	31,341	31,350	32,446	32,874	41,098	38,586	31,236	30,270	30,089	32,822
Overall Calls Connected	25,677	25,448	25,340	25,349	24,517	23,889	23,853	32,662	31,297	25,007	25,497	25,952	26,730
Caller Discontinued	0.44%	0.61%	0.41%	0.37%	0.50%	0.89%	0.89%	0.50%	0.39%	0.39%	0.22%	0.20%	0.30%
Overall Avg Patient Journey Time	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	00:37:45	00:37:33	00:42:49
Triaged at First Contact %	94.67%	95.28%	95.33%	95.50%	95.41%	95.15%	94.74%	93.69%	94.18%	95.41%	94.41%	94.92%	94.36%
Median Time to Answer	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	00:07:40	00:10:49	00:13:30
90th Percentile Time to Answer	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	00:35:43	00:38:35	00:57:34

Table 3

Health Board	Care Group	Endpoint	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	21/04/2024	28/04/2024	05/05/2024
NHS Ayrshire & Arran	PCARE	CPN (Dr) to phone patient within 1 Hr	7	15	23	12	16	13	11	11	16	5	9	8	10
NHS Ayrshire & Arran	PCARE	CPN (Dr) to phone patient within 2 Hrs	15	28	32	14	21	14	17	13	8	15	16	19	10
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 1 Hr	2		1	1	3	2	1	1	6	2	1	1	2
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 2 Hrs	1	1	2	5	1	4	1	1	1	2	1	2	1
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 4 Hrs	1	2		4	4	6	3	7	5	4	8	5	7
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	4	3	5	2	4	4	3	6	7	4	3	2	5
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)		5	4	2	5	2	6		2	3	1	4	4
NHS Ayrshire & Arran	PCARE	Home Visit within 1 Hr	11	23	11	13	14	10	7	17	19	14	9	17	14
NHS Ayrshire & Arran	PCARE	Home Visit within 2 Hrs	37	25	36	37	31	20	22	52	38	25	37	26	36
NHS Ayrshire & Arran	PCARE	Home Visit within 4 Hrs	49	58	44	46	41	31	47	62	54	44	39	41	46
NHS Ayrshire & Arran	PCARE	PCEC within 1 Hr	50	60	52	60	60	54	53	84	76	49	53	46	68
NHS Ayrshire & Arran	PCARE	PCEC within 2 Hrs	151	148	131	126	125	112	138	204	167	140	126	112	133
NHS Ayrshire & Arran	PCARE	PCEC within 4 Hrs	366	345	329	353	328	341	363	614	477	338	342	324	357
NHS Ayrshire & Arran	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	49	60	61	66	60	78	63	40	62	70	53	68	46
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice - For Information Only	5	8	4	9	7	9	3	11	7	2	4	7	4
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	13	7	4	6	6	9	12	5	4	6	3	13	3
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	39	34	33	25	33	42	37	20	44	33	44	36	23
NHS Ayrshire & Arran	PCARE	Speak to clinician within 1 Hr	33	31	31	31	23	25	16	34	33	26	27	20	39
NHS Ayrshire & Arran	PCARE	Speak to clinician within 2 Hrs	35	42	18	34	31	29	28	53	41	43	26	28	30
NHS Ayrshire & Arran	PCARE	Speak to clinician within 4 Hrs	95	71	70	85	61	74	57	153	102	77	92	77	89
NHS Ayrshire & Arran	PCARE	Triage refused therefore Dr requested to phone patient											1		
NHS Ayrshire & Arran	SCARE	999 contacted - For Information Only		1											
NHS Ayrshire & Arran	SCARE	999 contacted - For information only	133	164	171	148	134	105	123	166	165	122	138	138	145
NHS Ayrshire & Arran	SCARE	Patient advised to go to A&E	138	118	113	135	112	114	119	154	148	104	112	110	97
NHS Ayrshire & Arran	SCARE	Patient advised to go to A&E	2		3	1	1				1	1	1	3	1
NHS Ayrshire & Arran	SCARE	Patient sent to A&E via Ambulance within 1 Hr	14	9	12	8	9	13	13	9	11	8	8	8	7
NHS Ayrshire & Arran	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only											1		
NHS Ayrshire & Arran	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only						1							1
NHS Ayrshire & Arran	SCARE	Patient suitable for MIU 4hr - Flow Hub to arrange	79	56	57	62	75	61	61	66	76	71	66	70	91
NHS Ayrshire & Arran	SCARE	Speak to clinician 2 Hrs	16	10	13	14	15	14	18	11	18	13	21	22	23
NHS Ayrshire & Arran	SCARE	Speak to clinician within 4 Hrs	37	32	40	28	35	28	26	38	28	31	34	41	38
NHS Ayrshire & Arran	SLFC_NPA	Contact Breathing Space		1		1				1					1
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	2			2	2	1		3	1				1
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	105	89	99	85	93	96	81	142	123	90	94	93	106
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	2		1		1		3		3	1	2	1	
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Not Triage/Assessed	3	10	5	6	3	2	9	4	5	5	3	7	11

Table 3

Health Board	Care Group	Endpoint	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	21/04/2024	28/04/2024	05/05/2024
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1		3	1			1	2	3		1	1	3
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Self Care		1	1			1	2	3	2	1	1	3	2
NHS Ayrshire & Arran	SLFC_NPA	Distress Brief Intervention	12	5	11	8	6	9	9	4	8	6	10	7	9
NHS Ayrshire & Arran	SLFC_NPA	For Information Only	48	40	35	31	36	32	31	38	45	35	47	44	50
NHS Ayrshire & Arran	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	2	1	1				1		4	2			
NHS Ayrshire & Arran	SLFC_NPA	Patient given self care advice - For Information Only	134	159	161	154	138	125	114	146	174	146	147	151	140
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1					2			1				1
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Midwife - For Information Only	3	1	1	2	2	1	1	1	1	3	2	3	2
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Optician - For Information Only	2		3	2	3	2	3	1	2	3	2	1	3
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	19	20	18	15	12	18	16	35	30	28	21	18	20
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Police - For Information Only	3	3	2	4	3	2	1	1	1	3	3	3	3
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	6	9	5	13	3	4	10	6	6	10	9	10
NHS Ayrshire & Arran	Not assigned	Not assigned				2	1			1		1		1	
NHS Borders	PCARE	CPN (Dr) to phone patient within 1 Hr	3	2	2	3	2	2	3	2	5	3	3	4	8
NHS Borders	PCARE	CPN (Dr) to phone patient within 2 Hrs	3	6	1	8	4	10	3	4	5	4	4	9	6
NHS Borders	PCARE	DN (Dr) phone patient within 1 Hr	1	3	1	2	2	3	6	2	4	1	3	9	
NHS Borders	PCARE	DN (Dr) phone patient within 2 Hrs	4	6	6	4	4	5	5	5	7	5	2	5	1
NHS Borders	PCARE	DN (Dr) phone patient within 4 Hrs	10	3	12	12	14	10	10	9	13	9	14	17	7
NHS Borders	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)				1	1		1		2				2
NHS Borders	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)											1		
NHS Borders	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)							1		1				
NHS Borders	PCARE	Home Visit within 1 Hr	3	6	3	3	5	3	1	3	6	4	6	2	4
NHS Borders	PCARE	Home Visit within 2 Hrs	14	11	8	7	13	5	7	16	7	9	7	5	12
NHS Borders	PCARE	Home Visit within 4 Hrs	11	12	21	10	7	13	6	9	14	9	11	11	7
NHS Borders	PCARE	PCEC within 1 Hr	17	14	12	11	14	11	10	15	14	14	15	14	12
NHS Borders	PCARE	PCEC within 2 Hrs	28	27	24	29	22	16	20	27	24	29	28	24	19
NHS Borders	PCARE	PCEC within 4 Hrs	68	58	61	73	54	48	63	90	71	56	75	75	69
NHS Borders	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	21	16	12	21	27	23	24	26	21	18	19	25	18
NHS Borders	PCARE	Pt advised to contact practice - For Information Only		2	1	1		2	2	4	1	4	4	2	2
NHS Borders	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	2		3	2	4		3	1	2	1	1	3	
NHS Borders	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	13	7	4	13	6	9	7	7	6	4	6	12	6
NHS Borders	PCARE	Speak to clinician within 1 Hr	3	5	9	2	9	7	2	3	5	10	5	2	6
NHS Borders	PCARE	Speak to clinician within 2 Hrs	12	11	4	13	13	5	11	6	16	6	4	9	3
NHS Borders	PCARE	Speak to clinician within 4 Hrs	21	15	11	13	19	17	12	18	23	15	15	18	21
NHS Borders	SCARE	999 contacted - For information only	40	22	31	40	35	28	30	40	41	35	33	33	35
NHS Borders	SCARE	Patient advised to go to A&E	33	33	35	36	37	35	40	34	37	35	27	28	39
NHS Borders	SCARE	Patient advised to go to A&E	2		1		2				1				

Table 3

Health Board	Care Group	Endpoint	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	21/04/2024	28/04/2024	05/05/2024
NHS Borders	SCARE	Patient sent to A&E via Ambulance within 1 Hr	4	5	4	4	3	3	3	6	2	3	8	1	
NHS Borders	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only		1											
NHS Borders	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	41	25	36	39	28	46	43	39	26	32	45	35	34
NHS Borders	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub						1	1						
NHS Borders	SCARE	Speak to clinician 2 Hrs	10	6	15	12	14	5	16	11	13	6	13	10	10
NHS Borders	SCARE	Speak to clinician within 4 Hrs	12	8	12	12	8	13	8	14	16	9	13	12	11
NHS Borders	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	32	32	19	22	22	16	17	23	34	16	23	22	17
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	3	2	2	2	1	
NHS Borders	SLFC_NPA	Dental Nurse - Routine Contact with Dentist								3	1	1			
NHS Borders	SLFC_NPA	Dental Nurse - Self Care		1		2						1		1	1
NHS Borders	SLFC_NPA	Distress Brief Intervention	2	1	1	4	1	1	4		2		4	2	4
NHS Borders	SLFC_NPA	For Information Only	9	9	8	5	4	7	9	13	8	8	11	13	11
NHS Borders	SLFC_NPA	Patient advised to contact CPN Team - For Info Only													1
NHS Borders	SLFC_NPA	Patient given self care advice - For Information Only	25	31	39	26	30	23	33	35	39	34	30	35	30
NHS Borders	SLFC_NPA	Pt advised to contact Dentist - 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	3		1		1	1	1
NHS Borders	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only									1				
NHS Borders	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	5	9	1	2	3	4	4	2	6	3	2	1	3
NHS Borders	SLFC_NPA	Pt advised to contact Police - For Information Only	2			2	2	1	3	2	5		4	1	
NHS Borders	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	1	1		1	1	3	2	1		1	1	5	1
NHS Borders	Not assigned	Not assigned						1							
NHS Dumfries & Gallo	PCARE	CPN (Dr) to phone patient within 1 Hr	2	3	2	2	3	1	2	2	7	3	4	9	3
NHS Dumfries & Gallo	PCARE	CPN (Dr) to phone patient within 2 Hrs	3	2	9	5	7	8	4	8	8	13	12	9	10
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 1 Hr	2		2	1	3	1		3	4	1	1	3	
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 2 Hrs	2	7	7	4	1	3	3	1	7	3	13	2	9
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 4 Hrs	16	14	18	15	16	12	13	22	17	8	19	14	11
NHS Dumfries & Gallo	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	1		2	3	1		1	1	2	2	1	1	1
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	2	1					1	1	
NHS Dumfries & Gallo	PCARE	Home Visit within 1 Hr	5	5	6	6	3	5	8	3	5	2	2	10	2
NHS Dumfries & Gallo	PCARE	Home Visit within 2 Hrs	13	11	10	12	13	8	13	8	14	14	16	12	21
NHS Dumfries & Gallo	PCARE	Home Visit within 4 Hrs	14	17	10	19	17	7	12	13	21	20	12	15	10
NHS Dumfries & Gallo	PCARE	PCEC within 1 Hr	18	18	16	21	19	13	12	22	24	15	19	18	21
NHS Dumfries & Gallo	PCARE	PCEC within 2 Hrs	24	29	45	34	26	39	47	31	45	44	42	38	35
NHS Dumfries & Gallo	PCARE	PCEC within 4 Hrs	86	77	87	70	82	77	54	110	119	78	83	94	84
NHS Dumfries & Gallo	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	17	11	19	14	20	17	12	30	20	16	18	17	20

Table 3

Health Board	Care Group	Endpoint	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	21/04/2024	28/04/2024	05/05/2024
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice - For Information Only	1		3	1	3	2	3	2	1		2	2	
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	2	2	3	1	1	1	1		4	3	2	4	3
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	14	8	13	9	8	9	14	2	13	8	11	11	7
NHS Dumfries & Gallo	PCARE	Speak to clinician within 1 Hr	5	2	9	11	10	4	4	12	14	9	3	8	9
NHS Dumfries & Gallo	PCARE	Speak to clinician within 2 Hrs	10	5	9	9	6	8	8	7	11	14	7	14	23
NHS Dumfries & Gallo	PCARE	Speak to clinician within 4 Hrs	17	28	26	18	16	19	17	49	36	24	23	25	35
NHS Dumfries & Gallo	PCARE	Transport to PCEC within 2 Hrs										1			
NHS Dumfries & Gallo	PCARE	Transport to PCEC within 4 hrs				1								1	
NHS Dumfries & Gallo	SCARE	999 contacted - For information only	39	39	39	43	46	37	38	49	51	41	48	40	48
NHS Dumfries & Gallo	SCARE	Patient advised to go to A&E	44	29	28	36	37	27	26	30	41	35	25	38	40
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	5	4	2	2	7	2	4		5	7	6	5	8
NHS Dumfries & Gallo	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	10	11	10	8	11	8	6	10	20	7	10	9	6
NHS Dumfries & Gallo	SCARE	Speak to clinician 2 Hrs	2	2	4	3	1	4	1	4	3	1	2	5	5
NHS Dumfries & Gallo	SCARE	Speak to clinician within 4 Hrs	7	6	4	8	8	6	7	8	10	2	7	8	11
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	34	37	53	25	29	34	31	39	48	35	55	34	45
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1	1					1		1			1	1
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Not Triage/Assessed	2		2	1	1	1		6	2	1	4	1	6
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Routine Contact with Dentist						2			1	1			2
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Self Care	1				2							2	
NHS Dumfries & Gallo	SLFC_NPA	Distress Brief Intervention	2		1	3	1	3		1	1	5	1	4	1
NHS Dumfries & Gallo	SLFC_NPA	For Information Only	13	8	14	11	6	11	10	9	18	14	19	14	6
NHS Dumfries & Gallo	SLFC_NPA	Patient given self care advice - For Information Only	33	30	31	44	26	30	23	37	43	25	27	33	42
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	1	1	2			1	1		1		1		
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Optician - For Information Only	1				2			1	2			2	1
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	3	4	8	2	6	7	6	10	12	7	7	1	6
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Police - For Information Only			2		2	4	1	3	3	2	1	1	
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	4	1	4	3		3	1	2	3	2		1	1
NHS Dumfries & Gallo	SLFC_NPA	Untriaged call - OOH Service clinician to phone patient													1
NHS Fife	PCARE	CPN (Dr) to phone patient within 1 Hr	5	23	20	15	14	12	15	18	18	10	17	14	8
NHS Fife	PCARE	CPN (Dr) to phone patient within 2 Hrs	18	29	30	24	18	29	28	30	30	14	24	25	26
NHS Fife	PCARE	DN (Dr) phone patient within 1 Hr	3	2	7	3	3	6	5	4	12	2	7	4	5
NHS Fife	PCARE	DN (Dr) phone patient within 2 Hrs	10	14	9	14	13	5	12	10	13	14	11	11	16
NHS Fife	PCARE	DN (Dr) phone patient within 4 Hrs	34	41	23	22	28	36	33	42	44	36	45	31	43
NHS Fife	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	10	3	6	5	6	5	6	3	2	2	4	5	4

Table 3

Health Board	Care Group	Endpoint	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	21/04/2024	28/04/2024	05/05/2024
NHS Fife	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)						1	1		1	1			1
NHS Fife	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	1	1	2	5	1		1	1	1	2	1		3
NHS Fife	PCARE	Home Visit within 1 Hr	13	12	5	13	10	12	7	23	18	14	9	10	13
NHS Fife	PCARE	Home Visit within 2 Hrs	44	31	32	36	27	34	41	60	32	39	35	40	44
NHS Fife	PCARE	Home Visit within 4 Hrs	42	50	47	48	39	37	48	84	49	47	47	46	60
NHS Fife	PCARE	PCEC within 1 Hr	63	63	81	64	64	72	70	98	78	73	56	66	74
NHS Fife	PCARE	PCEC within 2 Hrs	146	145	127	159	150	120	132	216	180	136	143	127	129
NHS Fife	PCARE	PCEC within 4 Hrs	434	401	381	389	348	368	356	671	549	352	336	326	357
NHS Fife	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	93	106	87	80	75	88	91	98	69	81	55	54	80
NHS Fife	PCARE	Pt advised to contact practice - For Information Only	5	9	2	7	7	7	11	11	12	5	6	7	5
NHS Fife	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	7	9	11	4	7	6	4	2	7	10	4	13	6
NHS Fife	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	40	49	36	38	41	32	28	18	44	36	31	48	26
NHS Fife	PCARE	Speak to clinician within 1 Hr	31	18	27	25	19	23	17	24	29	20	18	15	28
NHS Fife	PCARE	Speak to clinician within 2 Hrs	37	41	20	41	30	27	27	50	39	35	31	40	50
NHS Fife	PCARE	Speak to clinician within 4 Hrs	96	65	75	63	70	70	65	163	122	84	102	82	104
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	168	178	161	120	153	130	147	150	185	139	154	140	139
NHS Fife	SCARE	Patient advised to go to A&E	132	142	141	121	111	125	143	164	153	131	137	156	160
NHS Fife	SCARE	Patient advised to go to A&E	2	1			2	1					2		1
NHS Fife	SCARE	Patient sent to A&E via Ambulance within 1 Hr	11	13	9	8	10	12		11	9	16	11	14	17
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	82	69	78	66	95	90	78	97	92	77	92	90	96
NHS Fife	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub				1	2								
NHS Fife	SCARE	Speak to clinician 2 Hrs	17	20	17	27	20	18	15	21	21	30	22	26	27
NHS Fife	SCARE	Speak to clinician within 4 Hrs	32	39	40	29	25	35	21	30	30	30	32	28	21
NHS Fife	SLFC_NPA	Contact Breathing Space					1				1			1	
NHS Fife	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	2		1						1				
NHS Fife	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	91	117	104	116	113	101	103	108	129	110	131	100	136
NHS Fife	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1	2		1		1	1	1	1		2	3	1
NHS Fife	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	2	9	5	1	1	5	6	10	8	5	5	5	4
NHS Fife	SLFC_NPA	Dental Nurse - Routine Contact with Dentist			1			3	2	1	3		2	1	4
NHS Fife	SLFC_NPA	Dental Nurse - Self Care	6	2	1			3		2	2	2		3	2
NHS Fife	SLFC_NPA	Distress Brief Intervention	11	8	12	6	5	8	10	12	8	9	8	9	12
NHS Fife	SLFC_NPA	For Information Only	51	53	50	53	27	49	41	68	48	47	57	66	47
NHS Fife	SLFC_NPA	Patient advised to contact CPN Team - For Info Only		2		1	2	1		2	1		1	1	2
NHS Fife	SLFC_NPA	Patient given self care advice - For Information Only	182	181	176	195	163	138	147	196	206	181	181	161	204

Table 3

Health Board	Care Group	Endpoint	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	21/04/2024	28/04/2024	05/05/2024
NHS Fife	SLFC_NPA	Pt advised to contact Dentist - For Information Only		1			1		4	1		3		1	
NHS Fife	SLFC_NPA	Pt advised to contact Midwife - For Information Only	5	3	1	5	2	2	2	2	5	2	2	2	4
NHS Fife	SLFC_NPA	Pt advised to contact Optician - For Information Only	2	2	5	1		1	2	2	1	3	1	2	4
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	25	26	32	16	17	20	22	40	47	16	18	19	13
NHS Fife	SLFC_NPA	Pt advised to contact Police - For Information Only	2	1	2	3	7	4	3	6	3	5	2	6	6
NHS Fife	SLFC_NPA	Pt advised to contact appropriate service - For Info Only											1		
NHS Fife	SLFC_NPA	Pt given TOXBASE advice - For Information Only									1		1		
NHS Fife	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	13	5	7	7	13	4	10	12	8	5	9	10	6
NHS Fife	Not assigned	Not assigned								1					
NHS Forth Valley	PCARE	CPN (Dr) to phone patient within 1 Hr	7	9	6	10	15	9	7	5	2	2	5	8	5
NHS Forth Valley	PCARE	CPN (Dr) to phone patient within 2 Hrs	13	9	8	12	7	13	14	17	10	15	8	13	9
NHS Forth Valley	PCARE	DN (Dr) phone patient within 1 Hr	6	7	4	3	3	1	3	10	3	5	5	5	3
NHS Forth Valley	PCARE	DN (Dr) phone patient within 2 Hrs	5	6	7	6	10	4	13	9	8	6	5	5	8
NHS Forth Valley	PCARE	DN (Dr) phone patient within 4 Hrs	23	22	16	28	23	22	21	34	28	23	26	21	25
NHS Forth Valley	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	3	4	7	3	3	4	1	5	2	6	1		1
NHS Forth Valley	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1		1			1		1	2			2	
NHS Forth Valley	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	3		2	1		1	2	3	5		2		
NHS Forth Valley	PCARE	Home Visit within 1 Hr	7	3	9	6	11	4	5	17	6	7	7	10	13
NHS Forth Valley	PCARE	Home Visit within 2 Hrs	16	26	17	21	21	23	17	35	26	17	24	27	29
NHS Forth Valley	PCARE	Home Visit within 4 Hrs	26	21	31	24	24	38	34	42	39	38	35	32	23
NHS Forth Valley	PCARE	PCEC within 1 Hr	54	59	58	80	69	61	50	76	85	40	57	46	65
NHS Forth Valley	PCARE	PCEC within 12 Hrs													1
NHS Forth Valley	PCARE	PCEC within 2 Hrs	132	110	125	116	115	121	126	193	169	133	110	97	116
NHS Forth Valley	PCARE	PCEC within 4 Hrs	298	348	306	314	340	310	304	559	454	329	310	270	320
NHS Forth Valley	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	76	89	66	86	87	94	88	55	63	85	86	85	62
NHS Forth Valley	PCARE	Pt advised to contact practice - For Information Only	10	5	8	10	8	6	12	12	9	7	5	7	14
NHS Forth Valley	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	10	16	4	12	7	5	3	6	9	8	2	10	6
NHS Forth Valley	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	27	35	30	37	26	46	24	12	37	30	33	30	32
NHS Forth Valley	PCARE	Speak to clinician within 1 Hr	18	24	15	16	13	10	8	18	25	15	16	23	19
NHS Forth Valley	PCARE	Speak to clinician within 2 Hrs	32	23	24	28	29	27	13	40	39	28	24	35	27
NHS Forth Valley	PCARE	Speak to clinician within 4 Hrs	72	55	56	64	48	70	62	133	87	74	69	59	86
NHS Forth Valley	SCARE	999 contacted - For information only	104	109	113	108	104	105	89	140	134	115	113	113	126
NHS Forth Valley	SCARE	Patient advised to go to A&E	148	134	162	174	163	189	151	168	184	150	157	175	149
NHS Forth Valley	SCARE	Patient advised to go to A&E	1	2			1	1		1				3	2
NHS Forth Valley	SCARE	Patient sent to A&E via Ambulance within 1 Hr	11	16	6	12	2	9	7	10	10	8	13	6	7
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	173	185	183	206	188	208	206	157	159	197	225	243	260

Table 3

Health Board	Care Group	Endpoint	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	21/04/2024	28/04/2024	05/05/2024
NHS Forth Valley	SCARE	Speak to clinician 2 Hrs	52	53	45	49	53	59	54	62	30	38	69	99	92
NHS Forth Valley	SCARE	Speak to clinician within 4 Hrs	47	59	54	61	40	48	42	58	49	63	63	80	49
NHS Forth Valley	SLFC_NPA	Contact Breathing Space									1				
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	65	65	56	71	66	76	72	89	104	73	74	73	72
NHS Forth Valley	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour				1				1		1		2	
NHS Forth Valley	SLFC_NPA	Dental Nurse - Not Triage/Assessed	5	4	3	2	2	1	7	9	4	5	3	2	8
NHS Forth Valley	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1		2	3		1		1	3		2		2
NHS Forth Valley	SLFC_NPA	Dental Nurse - Self Care	1	3			2			2	2	4	1	1	3
NHS Forth Valley	SLFC_NPA	Distress Brief Intervention	10	12	10	14	3	8	9	11	5	9	8	9	4
NHS Forth Valley	SLFC_NPA	For Information Only	32	43	26	41	35	40	34	57	38	27	35	39	29
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	98	113	88	108	114	99	96	129	116	73	101	102	103
NHS Forth Valley	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1		1		1		2				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	2	3		1	2		1	2		3	5	6	3
NHS Forth Valley	SLFC_NPA	Pt advised to contact Optician - For Information Only	3	2	3	1	4	5	3	4	1	2	3	4	5
NHS Forth Valley	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only	1				1		1	1	1		1		
NHS Forth Valley	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	14	18	15	26	20	7	15	26	22	16	10	15	19
NHS Forth Valley	SLFC_NPA	Pt advised to contact Police - For Information Only	4	4	4	6	5	3	3	1	4		5	3	2
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	6	7	8	7	3	4			7	5	4	2	10
NHS Forth Valley	Not assigned	Not assigned								1					1
NHS Grampian	PCARE	CPN (Dr) to phone patient within 1 Hr	12	17	16	12	13	16	13	15	16	19	23	28	20
NHS Grampian	PCARE	CPN (Dr) to phone patient within 2 Hrs	21	17	23	32	28	29	21	25	33	26	20	15	25
NHS Grampian	PCARE	DN (Dr) phone patient within 1 Hr	7	4	3	9	4	3	1	2	8	4	6	2	8
NHS Grampian	PCARE	DN (Dr) phone patient within 2 Hrs	7	6	13	7	7	7	7	2	11	1	6	3	5
NHS Grampian	PCARE	DN (Dr) phone patient within 4 Hrs	21	14	16	16	13	16	9	20	17	12	21	11	24
NHS Grampian	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2	5	3	1	3	2	3	6	8	3	10	5	6
NHS Grampian	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1		1	2	2			2	1		2	3	
NHS Grampian	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	7	3	1	2	3	2	3		5	3	4	4	3
NHS Grampian	PCARE	Home Visit within 1 Hr	24	18	13	26	20	13	21	17	16	12	21	21	25
NHS Grampian	PCARE	Home Visit within 2 Hrs	47	47	43	43	51	52	46	53	66	52	48	67	55
NHS Grampian	PCARE	Home Visit within 4 Hrs	51	60	57	66	72	59	70	61	66	45	65	61	57
NHS Grampian	PCARE	PCEC within 1 Hr	80	86	96	103	124	93	79	100	117	84	82	86	113
NHS Grampian	PCARE	PCEC within 2 Hrs	174	190	201	181	209	165	193	200	247	194	155	185	182
NHS Grampian	PCARE	PCEC within 4 Hrs	497	518	525	535	494	516	475	545	645	449	447	455	490

Table 3

Health Board	Care Group	Endpoint	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	21/04/2024	28/04/2024	05/05/2024
NHS Grampian	SLFC_NPA	Pt given TOXBASE advice - For Information Only			1										
NHS Grampian	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	33	35	17	23	30	24	19	23	23	17	20	23	22
NHS Grampian	Not assigned	Not assigned					1		1	1	1	1			
NHS Greater Glasgow	PCARE	CPN (Dr) to phone patient within 1 Hr	42	46	41	39	40	32	42	49	46	35	34	41	45
NHS Greater Glasgow	PCARE	CPN (Dr) to phone patient within 2 Hrs	66	74	69	61	59	71	84	77	76	72	67	60	60
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 1 Hr	4	4	2	3	3	2	2	12	4	4	5	4	3
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 2 Hrs	8	4	6	5	3	5	4	7	8	6	6	8	8
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 4 Hrs	8	12	22	8	12	10	8	20	13	9	15	14	15
NHS Greater Glasgow	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	5	6	13	13	10	11	13	7	8	10	12	11	12
NHS Greater Glasgow	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	2	1	1	3	1		2	1	2	4	1	3	2
NHS Greater Glasgow	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	12	10	6	6	14	2	2	12	8	6	7	6	5
NHS Greater Glasgow	PCARE	Home Visit within 1 Hr	45	44	50	40	39	35	28	50	59	40	40	39	29
NHS Greater Glasgow	PCARE	Home Visit within 2 Hrs	91	97	97	82	92	67	84	109	113	75	92	94	103
NHS Greater Glasgow	PCARE	Home Visit within 4 Hrs	136	124	124	128	118	99	112	228	167	128	104	118	154
NHS Greater Glasgow	PCARE	PCEC within 1 Hr	182	188	188	192	168	179	141	240	279	169	205	176	172
NHS Greater Glasgow	PCARE	PCEC within 2 Hrs	404	379	425	420	395	391	402	546	557	414	405	386	426
NHS Greater Glasgow	PCARE	PCEC within 4 Hrs	1,195	1,134	1,148	1,166	1,116	1,084	1,075	1,985	1,611	1,103	1,065	1,110	1,231
NHS Greater Glasgow	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	256	268	270	215	226	287	256	205	222	280	221	213	243
NHS Greater Glasgow	PCARE	Pt advised to contact practice - For Information Only	23	20	25	31	26	20	22	40	31	29	24	27	17
NHS Greater Glasgow	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	30	34	30	30	17	31	24	20	29	33	29	33	16
NHS Greater Glasgow	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	109	133	118	117	116	113	120	58	171	121	119	109	111
NHS Greater Glasgow	PCARE	Speak to clinician within 1 Hr	88	90	77	88	79	78	70	102	103	78	89	91	89
NHS Greater Glasgow	PCARE	Speak to clinician within 2 Hrs	85	113	105	121	107	87	88	127	150	111	91	120	126
NHS Greater Glasgow	PCARE	Speak to clinician within 4 Hrs	279	244	251	254	244	245	200	533	350	247	254	240	293
NHS Greater Glasgow	PCARE	Transport to PCEC within 4 hrs	6	4	5	7	5	3	1	7	5	2	6	5	5
NHS Greater Glasgow	PCARE	Triage refused therefore Dr requested to phone patient													1
NHS Greater Glasgow	SCARE	999 contacted - For Information Only		1	1							1	1		
NHS Greater Glasgow	SCARE	999 contacted - For information only	417	397	370	367	371	351	367	418	462	405	360	359	400
NHS Greater Glasgow	SCARE	Patient advised to go to A&E	438	481	476	448	446	412	444	503	521	453	473	413	478
NHS Greater Glasgow	SCARE	Patient advised to go to A&E		3	1	4	1		2	2	4	1		2	2
NHS Greater Glasgow	SCARE	Patient sent to A&E via Ambulance within 1 Hr	29	30	33	34	25	25	24	32	39	24	42	40	38
NHS Greater Glasgow	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only		1								1	1		
NHS Greater Glasgow	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only	1	2				1		1	1	1	1		1
NHS Greater Glasgow	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	278	247	279	282	286	250	259	278	259	266	294	352	328
NHS Greater Glasgow	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	1				1								
NHS Greater Glasgow	SCARE	Speak to clinician 2 Hrs	41	48	59	61	72	42	60	56	50	52	79	85	60
NHS Greater Glasgow	SCARE	Speak to clinician within 4 Hrs	104	115	116	98	112	110	108	96	125	103	137	125	121
NHS Greater Glasgow	SLFC_NPA	Contact Breathing Space		1			3	2	1		2			1	1

Table 3

Health Board	Care Group	Endpoint	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	21/04/2024	28/04/2024	05/05/2024
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	4	3	3	3	5	2	5	6	3	4	3	3	5
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	279	313	295	288	280	278	263	432	335	270	282	325	333
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	6	3	5	3	1	1	4	3		5	1	5	3
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	10	10	17	12	6	9	19	21	24	5	15	13	21
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	2	2	4	4	2	4	1	8	7	3	4	1	3
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Self Care	4	5	5	5	9	4	4	10	3	5	6	5	4
NHS Greater Glasgow	SLFC_NPA	Distress Brief Intervention	23	24	37	22	20	31	18	31	28	26	21	23	20
NHS Greater Glasgow	SLFC_NPA	For Information Only	161	128	154	132	126	134	152	177	179	166	184	226	199
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	3	5	4	3	5	9	5	3	3	2	7	6	6
NHS Greater Glasgow	SLFC_NPA	Patient given self care advice - For Information Only	577	512	508	530	524	466	467	602	576	547	583	626	561
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Dentist - For Information Only		2			3		6	2		2	1	1	3
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only	1	3	4	1	3	1				2	1	1	
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Midwife - For Information Only	12	8	7	10	7	10	17	17	12	10	17	7	11
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Optician - For Information Only	10	5	5	6	12	9	4	14	8	10	10	13	11
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only				1	1			1		4			1
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	73	76	87	62	79	88	70	136	132	80	91	73	83
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Police - For Information Only	9	14	8	18	13	17	11	10	13	12	14	11	26
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact appropriate service - For Info Only			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	28	18	20	26	26	15	16	20	30	26	37	26	28
NHS Greater Glasgow	Not assigned	Not assigned		1				1		2		1			
NHS HIGHLAND	PCARE	CPN (Dr) to phone patient within 1 Hr	10	10	9	9	8	12	8	12	3	5	5	2	10
NHS HIGHLAND	PCARE	CPN (Dr) to phone patient within 2 Hrs	12	7	12	3	8	8	10	21	10	6	8	6	15
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 1 Hr	1	1	6	4	3	2	2	3	2	2		1	
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 2 Hrs	6	11	1	4	5	3	4	4	8	9	6	6	1
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 4 Hrs	10	15	19	12	16	11	7	12	6	6	11	11	8
NHS HIGHLAND	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2	1	2	1	2		1	2	3	5	2	2	
NHS HIGHLAND	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)					1			1		1			1
NHS HIGHLAND	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	2			3	2	2	1		1	1	1	1	
NHS HIGHLAND	PCARE	Home Visit within 1 Hr	12	6	6	11	5	8	4	10	11	9	7	10	9
NHS HIGHLAND	PCARE	Home Visit within 2 Hrs	34	24	22	21	20	13	15	28	18	29	14	20	20
NHS HIGHLAND	PCARE	Home Visit within 4 Hrs	36	31	22	33	29	32	29	49	33	26	34	28	29
NHS HIGHLAND	PCARE	PCEC within 1 Hr	36	27	36	38	47	36	34	62	57	32	33	30	55
NHS HIGHLAND	PCARE	PCEC within 2 Hrs	58	62	89	71	75	77	74	110	103	57	79	99	88
NHS HIGHLAND	PCARE	PCEC within 4 Hrs	171	204	200	202	194	150	173	339	294	175	217	186	230
NHS HIGHLAND	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	44	43	40	39	42	29	48	38	42	50	44	30	31
NHS HIGHLAND	PCARE	Pt advised to contact practice - For Information Only	6	3	1	4	8	1	7	9	5	5	5	1	7

Table 3

Health Board	Care Group	Endpoint	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	21/04/2024	28/04/2024	05/05/2024
NHS HIGHLAND	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	9	3	6	1	7		5	3	7	7	2	8	6
NHS HIGHLAND	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	12	19	11	26	17	20	15	11	24	13	16	18	10
NHS HIGHLAND	PCARE	Speak to clinician within 1 Hr	14	15	19	25	11	17	25	25	18	12	11	15	11
NHS HIGHLAND	PCARE	Speak to clinician within 2 Hrs	26	26	20	24	31	21	20	27	29	25	14	29	28
NHS HIGHLAND	PCARE	Speak to clinician within 4 Hrs	53	49	45	44	51	54	37	90	60	53	46	55	45
NHS HIGHLAND	PCARE	Transport to PCEC within 1 Hr											1		
NHS HIGHLAND	PCARE	Transport to PCEC within 2 Hrs			1						1				
NHS HIGHLAND	PCARE	Transport to PCEC within 4 hrs				1				1					1
NHS HIGHLAND	SCARE	999 contacted - For information only	85	71	82	81	54	58	74	105	86	92	92	94	90
NHS HIGHLAND	SCARE	Patient advised to go to A&E	85	70	69	64	64	59	59	95	81	67	68	79	74
NHS HIGHLAND	SCARE	Patient advised to go to A&E		4	1	2	2	1			3	1	2		
NHS HIGHLAND	SCARE	Patient sent to A&E via Ambulance within 1 Hr	5	8	6	3	5	6	6	4	5	1	7	4	4
NHS HIGHLAND	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only							1						1
NHS HIGHLAND	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	37	44	44	42	50	51	43	47	45	44	46	39	46
NHS HIGHLAND	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	18	18	22	20	10	11	14	18	19	19	20	20	20
NHS HIGHLAND	SCARE	Speak to clinician 2 Hrs	11	11	18	17	15	16	10	15	8	15	15	20	20
NHS HIGHLAND	SCARE	Speak to clinician within 4 Hrs	11	21	21	16	23	20	18	27	17	22	25	27	22
NHS HIGHLAND	SLFC_NPA	Distress Brief Intervention	2	5	6	5	2	7	3	5	4	4	8	5	6
NHS HIGHLAND	SLFC_NPA	For Information Only	24	20	31	25	26	24	36	41	36	49	38	42	37
NHS HIGHLAND	SLFC_NPA	Hub to arrange appointment within 24 hours	55	56	60	56	60	56	69	90	83	75	62	67	68
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			2			
NHS HIGHLAND	SLFC_NPA	Patient advised to contact dental advice line - Info Only							2		1				2
NHS HIGHLAND	SLFC_NPA	Patient advised to contact registered GDP - Info Only	6	10	11	7	11	11	4	7	15	14	15	7	12
NHS HIGHLAND	SLFC_NPA	Patient given self care advice - For Information Only	107	95	98	89	82	81	83	122	96	77	98	79	103
NHS HIGHLAND	SLFC_NPA	Patient given self care dental advice - For Information Only	1		2	1	1	1	1	4	2	3	1	2	1
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	4	2		3	1	
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Optician - For Information Only	1	2		1			2	3	2		1	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	7	7	12	3	6	9	8	18	18	11	17	12	11
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Police - For Information Only	2	4	1	4	3	4	6	3	7	6	1	3	2
NHS HIGHLAND	SLFC_NPA	Triage refused - For Information Only	4	5	5	1	2	4	3	6	7	4	2	2	5
NHS HIGHLAND	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	7	7	11	10	8	7	6	12	11	14	11	6	11
NHS HIGHLAND	Not assigned	Not assigned												1	
NHS LANARKSHIRE	PCARE	CPN (Dr) to phone patient within 1 Hr	16	17	15	14	16	19	10	18	23	19	6	21	3
NHS LANARKSHIRE	PCARE	CPN (Dr) to phone patient within 2 Hrs	24	22	20	22	21	23	22	14	15	23	22	34	19

Table 3

Health Board	Care Group	Endpoint	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	21/04/2024	28/04/2024	05/05/2024
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 1 Hr	4	2	2	4	1	2		2	3	1	4		
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 2 Hrs	9	3	5	3	6	1	4	1	1		2	1	2
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 4 Hrs		4	6	9	8	6	5	8	5	4	2	9	3
NHS LANARKSHIRE	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	3	7	6	7	6	3	5	2	3	4	4	4	4
NHS LANARKSHIRE	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)						1	1	1	1	1	1	1	
NHS LANARKSHIRE	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	3	4	2	4	3	4	1	7	3	2	2	2	3
NHS LANARKSHIRE	PCARE	Home Visit within 1 Hr	20	7	14	23	17	15	11	18	18	17	11	19	13
NHS LANARKSHIRE	PCARE	Home Visit within 2 Hrs	38	57	38	45	32	52	36	50	46	23	40	39	28
NHS LANARKSHIRE	PCARE	Home Visit within 4 Hrs	40	45	47	47	58	44	35	102	63	45	64	61	61
NHS LANARKSHIRE	PCARE	PCEC within 1 Hr	84	107	112	102	103	116	83	155	148	101	99	100	98
NHS LANARKSHIRE	PCARE	PCEC within 2 Hrs	238	223	189	255	221	218	207	346	312	213	209	229	188
NHS LANARKSHIRE	PCARE	PCEC within 4 Hrs	631	604	587	555	579	537	596	994	796	582	559	538	578
NHS LANARKSHIRE	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	117	101	109	109	112	99	102	92	64	92	93	89	100
NHS LANARKSHIRE	PCARE	Pt advised to contact practice - For Information Only	7	5	13	15	9	12	11	13	13	15	11	13	11
NHS LANARKSHIRE	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	16	15	18	17	11	12	18	4	12	20	10	11	14
NHS LANARKSHIRE	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	71	63	63	49	49	60	55	27	77	43	40	44	56
NHS LANARKSHIRE	PCARE	Speak to clinician within 1 Hr	32	30	34	25	34	31	28	46	49	24	37	30	38
NHS LANARKSHIRE	PCARE	Speak to clinician within 2 Hrs	38	54	41	38	44	60	39	75	64	53	52	39	46
NHS LANARKSHIRE	PCARE	Speak to clinician within 4 Hrs	123	116	126	106	102	120	108	258	184	97	111	122	126
NHS LANARKSHIRE	PCARE	Transport to PCEC within 2 Hrs	1			1	1	1	1	1			2	3	1
NHS LANARKSHIRE	PCARE	Transport to PCEC within 4 hrs		2		1	2	3	2	3	1	6		1	2
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	174	177	199	193	190	170	164	208	229	202	202	220	214
NHS LANARKSHIRE	SCARE	Patient advised to go to A&E	240	234	238	244	236	231	253	286	276	238	232	237	237
NHS LANARKSHIRE	SCARE	Patient advised to go to A&E	1	2	1	1	1	2	5	2	5		2	5	3
NHS LANARKSHIRE	SCARE	Patient sent to A&E via Ambulance within 1 Hr	13	24	17	16	16	10	23	4	17	15	15	11	18
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	79	97	92	114	106	94	96	93	89	97	124	113	103
NHS LANARKSHIRE	SCARE	Speak to clinician 2 Hrs	18	13	26	26	33	23	26	24	16	29	27	32	34
NHS LANARKSHIRE	SCARE	Speak to clinician within 4 Hrs	45	52	48	42	42	39	39	37	57	29	59	54	55
NHS LANARKSHIRE	SLFC_NPA	Contact Breathing Space			1			1		1	1	1	1		
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour			1				2	2	1	2	1	1	
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	153	119	153	161	137	123	124	210	183	130	140	140	151
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour			1	1	1	1	1		1	1	1	1	3
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Not Triage/Assessed	2	10	6	9	4	6	9	15	8	3	9	6	7
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1		1	1	1	1		4	2		4	1	1

Table 3

Health Board	Care Group	Endpoint	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	21/04/2024	28/04/2024	05/05/2024
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Self Care	4	4	1	2	1	2		7	4	6		4	4
NHS LANARKSHIRE	SLFC_NPA	Distress Brief Intervention	9	10	8	18	9	11	1	10	14	14	11	19	14
NHS LANARKSHIRE	SLFC_NPA	For Information Only	71	42	36	53	50	42	39	104	74	69	57	70	61
NHS LANARKSHIRE	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	2		2		2	1	1			1		2	2
NHS LANARKSHIRE	SLFC_NPA	Patient given self care advice - For Information Only	187	187	172	155	162	162	178	245	188	159	185	193	179
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1	2	1							1		1	1
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only						1						1	2
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Midwife - For Information Only	6	7	1	8	5	3	2	3	3	7	5	1	5
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Optician - For Information Only	4	4	1	5	5	4	4	4	4		2	8	4
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	34	37	25	39	28	33	24	78	60	32	41	33	40
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Police - For Information Only	7	8	9	4	5	1	4	6	9	13	7	7	5
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information						1							1
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact appropriate service - For Info Only	1					1				1		2	
NHS LANARKSHIRE	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	10	13	4	7	8	9	12	11	4	11	5	9	10
NHS LANARKSHIRE	Not assigned	Not assigned					1								
NHS Lothian	PCARE	CPN (Dr) to phone patient within 1 Hr	14	20	14	22	18	16	20	20	20	15	23	25	23
NHS Lothian	PCARE	CPN (Dr) to phone patient within 2 Hrs	22	36	27	29	26	25	30	32	43	29	24	36	39
NHS Lothian	PCARE	DN (Dr) phone patient within 1 Hr	3	1	5	3	7	6	6	8	4	8	7	6	7
NHS Lothian	PCARE	DN (Dr) phone patient within 2 Hrs	13	11	10	4	15	9	14	13	13	9	9	8	15
NHS Lothian	PCARE	DN (Dr) phone patient within 4 Hrs	26	35	30	22	25	18	23	41	41	21	35	40	24
NHS Lothian	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	11	8	2	5	5	12	9	10	4	10	7	9	10
NHS Lothian	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)		3	3	3	1	3		1	2	2	1	1	1
NHS Lothian	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	9	2	4	8	6	8	9	6	6	2	8	6	8
NHS Lothian	PCARE	Home Visit within 1 Hr	23	17	28	27	19	23	19	37	39	33	26	30	36
NHS Lothian	PCARE	Home Visit within 2 Hrs	58	58	59	65	54	56	48	90	88	75	67	58	62
NHS Lothian	PCARE	Home Visit within 4 Hrs	95	103	85	87	109	71	69	122	95	72	83	71	101
NHS Lothian	PCARE	PCEC within 1 Hr	138	127	137	133	135	137	126	188	166	130	124	125	128
NHS Lothian	PCARE	PCEC within 2 Hrs	307	284	292	289	284	282	289	430	384	280	300	326	299
NHS Lothian	PCARE	PCEC within 4 Hrs	892	878	907	874	756	798	872	1,489	1,218	777	813	872	860
NHS Lothian	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	190	207	203	189	201	195	218	162	171	205	180	193	195
NHS Lothian	PCARE	Pt advised to contact practice - For Information Only	22	24	29	23	19	28	24	30	23	17	17	21	28
NHS Lothian	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	32	30	22	28	15	31	12	14	17	27	11	36	18
NHS Lothian	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	106	103	81	96	90	93	79	49	127	86	74	89	70
NHS Lothian	PCARE	Speak to clinician within 1 Hr	42	51	61	54	53	46	48	78	57	58	55	54	56
NHS Lothian	PCARE	Speak to clinician within 2 Hrs	76	88	90	73	79	56	83	125	100	83	93	104	82
NHS Lothian	PCARE	Speak to clinician within 4 Hrs	224	188	197	206	179	204	140	398	259	191	192	207	242
NHS Lothian	PCARE	Transport to PCEC within 2 Hrs			2		2				2	1	2	2	3
NHS Lothian	PCARE	Transport to PCEC within 4 hrs	4	2	2	1		2	3	3	3		3		2

Table 3

Health Board	Care Group	Endpoint	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	21/04/2024	28/04/2024	05/05/2024
NHS Lothian	PCARE	Triage refused therefore Dr requested to phone patient	1				1								
NHS Lothian	SCARE	999 contacted - For Information Only				1									
NHS Lothian	SCARE	999 contacted - For information only	263	280	288	307	274	243	256	318	353	274	291	263	306
NHS Lothian	SCARE	Patient advised to go to A&E	389	381	407	411	366	373	355	400	473	385	397	395	371
NHS Lothian	SCARE	Patient advised to go to A&E		2	1	1	3	1	3	3	2	1	4	5	5
NHS Lothian	SCARE	Patient sent to A&E via Ambulance within 1 Hr	23	22	25	26	17	24	18	15	15	17	24	25	17
NHS Lothian	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only							1				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	345	340	401	345	352	306	314	337	323	333	391	406	383
NHS Lothian	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub								1				1	
NHS Lothian	SCARE	Speak to clinician 2 Hrs	37	42	73	58	68	46	65	62	48	41	72	74	83
NHS Lothian	SCARE	Speak to clinician within 4 Hrs	118	132	108	116	125	94	108	132	122	120	121	138	132
NHS Lothian	SLFC_NPA	Contact Breathing Space					1	1		1					
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	4	4	1	2	4	3	1	3	1	4	2	2	5
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	223	205	213	205	220	193	239	331	307	218	252	239	232
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	2	4	5	2	3	1	1	5	8	3	6	5	4
NHS Lothian	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	13	12	10	8	10	11	13	11	18	12	11	14	14
NHS Lothian	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	4	1	4	4	5	2	7	5	6	5	3	3	3
NHS Lothian	SLFC_NPA	Dental Nurse - Self Care	8	3	3	3	5	7	4	7	2	3	7	8	5
NHS Lothian	SLFC_NPA	Distress Brief Intervention	20	19	16	15	15	18	15	17	21	16	16	20	22
NHS Lothian	SLFC_NPA	For Information Only	117	94	101	94	102	90	96	122	120	98	97	118	124
NHS Lothian	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	1		1		2			2		2			1
NHS Lothian	SLFC_NPA	Patient given self care advice - For Information Only	355	291	290	346	324	292	260	351	345	305	341	340	321
NHS Lothian	SLFC_NPA	Pt advised to contact Dentist - For Information Only		1	1	1	1	2	2	2		1	1		1
NHS Lothian	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only					1	2	1	1	1		1	3	4
NHS Lothian	SLFC_NPA	Pt advised to contact Midwife - For Information Only	12	20	13	12	5	7	9	9	11	10	18	9	7
NHS Lothian	SLFC_NPA	Pt advised to contact Optician - For Information Only	4	9	13	6	7	11	12	13	17	13	7	6	12
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	58	66	62	69	59	64	56	119	96	59	71	57	70
NHS Lothian	SLFC_NPA	Pt advised to contact Police - For Information Only	9	10	13	6	13	12	9	4	12	6	17	17	15
NHS Lothian	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information	1										1		
NHS Lothian	SLFC_NPA	Pt advised to contact appropriate service - For Info Only												1	1
NHS Lothian	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	13	20	16	9	25	17	13	19	16	21	22	16	20
NHS Lothian	Not assigned	Not assigned									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	1	1	2
NHS Orkney	PCARE	DN (Dr) phone patient within 2 Hrs						1	1						1
NHS Orkney	PCARE	DN (Dr) phone patient within 4 Hrs			2		2	2	1	2	1	1	2	1	1

Table 3

Health Board	Care Group	Endpoint	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	21/04/2024	28/04/2024	05/05/2024
NHS Orkney	PCARE	Home Visit within 1 Hr	1		2		1	1	1	1	3		1	1	1
NHS Orkney	PCARE	Home Visit within 2 Hrs	2	1	1	3	2	2	1		1	1	1		2
NHS Orkney	PCARE	Home Visit within 4 Hrs	3	2	1	5	1	3	3	2	6	4	3	2	
NHS Orkney	PCARE	PCEC within 1 Hr	1	2	2			2	1	7		1			1
NHS Orkney	PCARE	PCEC within 2 Hrs	1	1	2	2	7	1	3	6	5	1	1	2	5
NHS Orkney	PCARE	PCEC within 4 Hrs	14	5	5	10	7	9	4	8	15	9	9	4	9
NHS Orkney	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	3	4	3	1	1	1	1		1		3	4	5
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			2	2	2	2	1		1	3	2	2	
NHS Orkney	PCARE	Speak to clinician within 1 Hr			1		1	1	1		1	1			
NHS Orkney	PCARE	Speak to clinician within 2 Hrs	1	1	2	2				1		1	1	1	2
NHS Orkney	PCARE	Speak to clinician within 4 Hrs	2	4	1	1	2	1	2		2		8	2	5
NHS Orkney	SCARE	999 contacted - For information only	8	3	2	7	4	5	4	5	4	3	8	3	7
NHS Orkney	SCARE	Patient advised to go to A&E	6	5	4	3	4	4	2	5	3	1	3	1	3
NHS Orkney	SCARE	Patient sent to A&E via Ambulance within 1 Hr							1			1	1	1	2
NHS Orkney	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange		1	1		1		1			1		1	
NHS Orkney	SCARE	Speak to clinician 2 Hrs			1	1	1		1	1					
NHS Orkney	SCARE	Speak to clinician within 4 Hrs		2	2	1	1	1	1					3	
NHS Orkney	SLFC_NPA	Distress Brief Intervention		2											
NHS Orkney	SLFC_NPA	For Information Only	1	1								1	1	2	
NHS Orkney	SLFC_NPA	Hub to arrange appointment within 24 hours	2	2	2	3	1	3	2	2	1		5	2	5
NHS Orkney	SLFC_NPA	Hub to arrange contact with Clinician within 1 hour		1										1	
NHS Orkney	SLFC_NPA	Patient advised to contact registered GDP - Info Only			1	1		1	1			1		1	2
NHS Orkney	SLFC_NPA	Patient given self care advice - For Information Only	3	3	4	4	4	2		3	5	4	4	4	4
NHS Orkney	SLFC_NPA	Pt advised to contact Optician - For Information Only		1											
NHS Orkney	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	1									1			
NHS Orkney	SLFC_NPA	Pt advised to contact Police - For Information Only							1						
NHS Orkney	SLFC_NPA	Triage refused - For Information Only			1		1			1		1			
NHS Orkney	SLFC_NPA	Triage refused - Pt terminated call - For Information Only					1		1			1	1		
NHS Shetland	PCARE	CPN (Dr) to phone patient within 1 Hr	1					1			2			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 2 Hrs				1		1			1		1	1	
NHS Shetland	PCARE	DN (Dr) phone patient within 4 Hrs	2	2	3		1	1		1		2	2		3
NHS Shetland	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	1	1											
NHS Shetland	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)									1				
NHS Shetland	PCARE	Home Visit within 1 Hr	1			2	1		1			2			2
NHS Shetland	PCARE	Home Visit within 2 Hrs		2	4		1	5		1	3	1	1	3	1
NHS Shetland	PCARE	Home Visit within 4 Hrs	4		4	2	3	2	1	4	1	1	1	1	

Table 3

Health Board	Care Group	Endpoint	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	21/04/2024	28/04/2024	05/05/2024
NHS TAYSIDE	PCARE	Home Visit within 2 Hrs	44	26	32	36	31	31	28	37	46	36	33	35	33
NHS TAYSIDE	PCARE	Home Visit within 4 Hrs	50	32	41	55	46	40	39	53	72	53	45	45	50
NHS TAYSIDE	PCARE	PCEC within 1 Hr	108	85	77	77	112	81	92	89	111	82	99	90	89
NHS TAYSIDE	PCARE	PCEC within 2 Hrs	164	133	134	146	137	139	148	195	204	159	126	149	147
NHS TAYSIDE	PCARE	PCEC within 4 Hrs	376	322	379	362	327	344	332	425	560	538	339	337	381
NHS TAYSIDE	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	56	63	69	59	57	55	59	75	39	50	58	37	51
NHS TAYSIDE	PCARE	Pt advised to contact practice - For Information Only	7	10	7	5	6	5	6	7	7	8	9	11	9
NHS TAYSIDE	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	8	7	4	10	9	9	8	4	9	8	10	18	4
NHS TAYSIDE	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	35	29	27	30	39	36	30	26	39	36	37	28	30
NHS TAYSIDE	PCARE	Speak to clinician within 1 Hr	22	14	38	23	19	24	20	20	25	23	21	27	25
NHS TAYSIDE	PCARE	Speak to clinician within 2 Hrs	29	37	44	24	37	27	29	44	40	44	29	34	41
NHS TAYSIDE	PCARE	Speak to clinician within 4 Hrs	76	73	80	74	88	91	79	91	125	118	89	76	97
NHS TAYSIDE	PCARE	Transport to PCEC within 1 Hr	1		1	1							1	1	
NHS TAYSIDE	PCARE	Transport to PCEC within 2 Hrs		2						2		1			2
NHS TAYSIDE	PCARE	Transport to PCEC within 4 hrs			1	1	2	1			2				1
NHS TAYSIDE	PCARE	Triage refused therefore Dr requested to phone patient			1										
NHS TAYSIDE	SCARE	999 contacted - For information only	145	159	164	158	131	156	149	130	202	177	155	158	138
NHS TAYSIDE	SCARE	Paramedic See & Treat – Primary Care OOH service to forward										1			
NHS TAYSIDE	SCARE	Patient advised to go to A&E	81	98	72	80	82	63	81	79	88	84	82	71	64
NHS TAYSIDE	SCARE	Patient advised to go to A&E	1	2		1	1	2	1	1	1			1	
NHS TAYSIDE	SCARE	Patient sent to A&E via Ambulance within 1 Hr	4	8	13	8	9	15	10	8	12	9	15	11	9
NHS TAYSIDE	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	94	91	83	97	99	85	94	78	81	87	92	99	77
NHS TAYSIDE	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub		3			1	4	1	1	1		1		
NHS TAYSIDE	SCARE	Speak to clinician 2 Hrs	26	21	19	21	18	22	23	15	19	18	19	19	21
NHS TAYSIDE	SCARE	Speak to clinician within 4 Hrs	47	49	35	33	29	42	35	45	54	45	52	57	44
NHS TAYSIDE	SLFC_NPA	Contact Breathing Space		1											
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour				2			1				1		
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	135	134	103	115	115	108	122	138	147	119	127	109	129
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1		3		1	1	1	3	1	2	2	1	
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Pharmacist		1											
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	6	2	3	4	5	7	11	10	15	7	3	6	15
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1	1		2	1	1	1	5	2	1			3
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Self Care	1	1	7	2	3	5		1	3	4	2	3	6
NHS TAYSIDE	SLFC_NPA	Distress Brief Intervention	12	11	6	8	16	11	4	3	11	8	8	4	7
NHS TAYSIDE	SLFC_NPA	For Information Only	47	41	45	41	37	28	50	49	41	37	29	40	47
NHS TAYSIDE	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	1	1			2	1		1			1		2
NHS TAYSIDE	SLFC_NPA	Patient given self care advice - For Information Only	144	130	143	120	116	123	128	153	149	147	154	123	121
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Dentist - For Information Only			3	1	1	2	2		1	1	1	2	

Table 3

Health Board	Care Group	Endpoint	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	21/04/2024	28/04/2024	05/05/2024
NHS TAYSIDE	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only	1												1
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Midwife - For Information Only	2	2	3	4	2	2	1	3		3	3	4	6
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Optician - For Information Only	4	3	4	5	5	1	1	2	2	5	3	5	7
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only								1	2				1
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	20	29	25	22	15	21	15	27	39	34	29	19	28
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Police - For Information Only	2	6	3	2	3	5	4	3	4	9	4	7	3
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	4	7	9	5	2	3	4	10	9	13	3	6	1
NHS TAYSIDE	Not assigned	Not assigned								3	1	2			1
NHS Western Isles	PCARE	CPN (Dr) to phone patient within 1 Hr						1		1	2			1	1
NHS Western Isles	PCARE	CPN (Dr) to phone patient within 2 Hrs				1		1	1	2				1	
NHS Western Isles	PCARE	DN (Dr) phone patient within 1 Hr													1
NHS Western Isles	PCARE	DN (Dr) phone patient within 2 Hrs	1					1	1			2	1		
NHS Western Isles	PCARE	DN (Dr) phone patient within 4 Hrs	2	2	1					2				1	
NHS Western Isles	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1												
NHS Western Isles	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)								1					
NHS Western Isles	PCARE	Home Visit within 1 Hr			1	1	1			1	1		1		1
NHS Western Isles	PCARE	Home Visit within 2 Hrs	4	2			1	1		4	1		2	2	
NHS Western Isles	PCARE	Home Visit within 4 Hrs	3	3	1	3	1	1	4	2	2	3	4	2	5
NHS Western Isles	PCARE	PCEC within 1 Hr	6	4	5	6	2	4	1	5	3	3	3	2	3
NHS Western Isles	PCARE	PCEC within 2 Hrs	5	7	7	2	5	2	7	7	10	3	4	6	3
NHS Western Isles	PCARE	PCEC within 4 Hrs	9	12	14	15	11	9	14	22	20	15	15	19	23
NHS Western Isles	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	2	7	1	1	2		3	1		2		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								1		1
NHS Western Isles	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	1	2	1	1	3	2	2		3		1	1	2
NHS Western Isles	PCARE	Speak to clinician within 1 Hr	1		1			1	1	2	6	1		1	
NHS Western Isles	PCARE	Speak to clinician within 2 Hrs	5	2	4	2	1	1	2	5	2	3	3	3	1
NHS Western Isles	PCARE	Speak to clinician within 4 Hrs	3	10	9	2	4	2	2	6	8	3	7	5	5
NHS Western Isles	SCARE	999 contacted - For Information Only							1						
NHS Western Isles	SCARE	999 contacted - For information only	4	4	5	6	6	2	3	6	10	5	6	5	13
NHS Western Isles	SCARE	Patient advised to go to A&E	8	6	3	4	4	1	11	4	5	5	6	6	5
NHS Western Isles	SCARE	Patient sent to A&E via Ambulance within 1 Hr	2			1	1			1		1			
NHS Western Isles	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	3	4	4	4	1	1	5	3	5	3		3	5
NHS Western Isles	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	1			2	2	2	1		3	2		4	3
NHS Western Isles	SCARE	Speak to clinician 2 Hrs	3				3			2			2	2	2
NHS Western Isles	SCARE	Speak to clinician within 4 Hrs	1		3	1		2	1	1	1	2	2	2	1
NHS Western Isles	SLFC_NPA	Distress Brief Intervention		1	1				1						

Table 3

Health Board	Care Group	Endpoint	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	21/04/2024	28/04/2024	05/05/2024
NHS Western Isles	SLFC_NPA	For Information Only		1			1		3	1	1	4	3		
NHS Western Isles	SLFC_NPA	Hub to arrange appointment within 24 hours	2	2	7	3	1	4	5	3	5	2	6	4	3
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	2	4	2	2	5	4	3	8	6	1	2	7	6
NHS Western Isles	SLFC_NPA	Pt advised to contact Optician - For Information Only								1					
NHS Western Isles	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only		1		1	1					1	2		2
NHS Western Isles	SLFC_NPA	Pt advised to contact Police - For Information Only									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					1	
Not assigned	PCARE	CPN (Dr) to phone patient within 1 Hr												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	Self Care	1			2					7				
Not assigned	Not assigned	Not assigned	12	9	7	17	13	21	10	17	24	16	14	22	19

Table 4

Care Group	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	21/04/2024	28/04/2024	05/05/2024
PCARE	13,374	13,138	13,101	13,162	12,645	12,482	12,301	18,460	16,975	12,888	12,556	12,749	13,390
SCARE	6,058	6,133	6,337	6,252	6,056	5,742	5,915	6,485	6,845	6,081	6,496	6,652	6,616
SLFC_NPA	4,840	4,686	4,619	4,551	4,400	4,259	4,284	5,848	5,694	4,657	4,974	4,989	5,075
Not assigned	12	10	7	19	16	23	11	26	27	21	14	24	21
Total	24,284	23,967	24,064	23,984	23,117	22,506	22,511	30,819	29,541	23,647	24,040	24,414	25,102

Care Group	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	21/04/2024	28/04/2024	05/05/2024
PCARE	55.07%	54.82%	54.44%	54.88%	54.70%	55.46%	54.64%	59.90%	57.46%	54.50%	52.23%	52.22%	53.34%
SCARE	24.95%	25.59%	26.33%	26.07%	26.20%	25.51%	26.28%	21.04%	23.17%	25.72%	27.02%	27.25%	26.36%
SLFC_NPA	19.93%	19.55%	19.19%	18.98%	19.03%	18.92%	19.03%	18.98%	19.27%	19.69%	20.69%	20.43%	20.22%
Not assigned	0.05%	0.04%	0.03%	0.08%	0.07%	0.10%	0.05%	0.08%	0.09%	0.09%	0.06%	0.10%	0.08%

Graphs

