

Unscheduled Care Operational Statistics Official Statistics in Development Weekly Statistics

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

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Source:

Publication only contains information from the SAP Hana Data Warehouse.

This publication includes data for week ending: 18/02/2024 to 12/05/2024

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	16/04/2024	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	06/05/2024	07/05/2024	08/05/2024	09/05/2024	10/05/2024	11/05/2024	12/05/2024
Overall Call Volume	3,344	3,151	2,878	2,980	3,181	7,374	7,262	3,378	3,053	3,133	2,936	3,256	7,260	7,075	3,466	3,238	3,287	3,265	3,305	8,100	8,161	8,944	3,360	3,133	3,193	3,305	7,194	7,178
Overall Calls Connected	2,828	2,590	2,543	2,391	2,436	6,360	6,549	2,964	2,567	2,553	2,541	2,758	6,299	6,270	2,982	2,739	2,783	2,762	2,744	6,428	6,292	6,755	2,617	2,364	2,345	2,386	5,704	5,900
Caller Disconnected	0.16%	0.13%	0.21%	0.43%	0.53%	0.23%	0.06%	0.22%	0.36%	0.16%	0.25%	0.07%	0.15%	0.23%	0.19%	0.20%	0.04%	0.19%	0.08%	0.41%	0.56%	0.83%	0.45%	0.52%	0.80%	0.78%	0.62%	0.35%
Overall Avg Patient Journey Time	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	00:57:57	00:40:36	00:39:41	00:41:42	00:41:27	00:38:53	00:43:24
Tagged at First Contact %	96.49%	99.13%	97.29%	98.55%	93.75%	90.92%	92.82%	97.00%	97.63%	98.61%	97.33%	95.55%	91.66%	93.46%	96.78%	96.70%	97.65%	97.31%	96.89%	90.78%	92.26%	93.53%	99.06%	99.77%	99.36%	97.98%	92.90%	93.11%
Median Time to Answer	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	00:38:31	00:22:09	00:18:03	00:17:51	00:22:32	00:07:40	00:20:38
50th Percentile Time to Answer	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	00:29:43	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	01:28:28	01:33:25	00:48:21	01:01:15	01:03:04	01:08:40	00:47:04	00:41:42

Table 2

Week Ending Date	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	12/05/2024
Overall Call Volume	32,451	32,436	31,341	31,350	32,446	32,874	41,098	38,586	31,236	30,270	30,089	32,822	36,297
Overall Calls Connected	25,448	25,340	25,349	24,517	23,889	23,853	32,662	31,297	25,007	25,497	25,952	26,730	28,071
Caller Discontinued	0.61%	0.41%	0.37%	0.50%	0.89%	0.89%	0.50%	0.39%	0.39%	0.22%	0.20%	0.30%	0.62%
Overall Avg Patient Journey Time	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	00:45:11
Triaged at First Contact %	95.28%	95.33%	95.50%	95.41%	95.15%	94.74%	93.69%	94.18%	95.41%	94.41%	94.92%	94.36%	95.18%
Median Time to Answer	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	00:19:28
90th Percentile Time to Answer	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	01:07:57

Table 3

Health Board	Care Group	Endpoint	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	12/05/2024
NHS Ayrshire & Arran	PCARE	CPN (Dr) to phone patient within 1 Hr	15	23	12	16	13	11	11	16	5	9	8	10	15
NHS Ayrshire & Arran	PCARE	CPN (Dr) to phone patient within 2 Hrs	28	32	14	21	14	17	13	8	15	16	19	10	20
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 1 Hr		1	1	3	2	1	1	6	2	1	1	2	1
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 2 Hrs	1	2	5	1	4	1	1	1	2	1	2	1	1
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 4 Hrs	2		4	4	6	3	7	5	4	8	5	7	10
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	3	5	2	4	4	3	6	7	4	3	2	5	4
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)						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	4
NHS Ayrshire & Arran	PCARE	Home Visit within 1 Hr	23	11	13	14	10	7	17	19	14	9	17	14	11
NHS Ayrshire & Arran	PCARE	Home Visit within 2 Hrs	25	36	37	31	20	22	52	38	25	37	26	36	41
NHS Ayrshire & Arran	PCARE	Home Visit within 4 Hrs	58	44	46	41	31	47	62	54	44	39	41	46	59
NHS Ayrshire & Arran	PCARE	PCEC within 1 Hr	60	52	60	60	54	53	84	76	49	53	46	68	62
NHS Ayrshire & Arran	PCARE	PCEC within 2 Hrs	148	131	126	125	112	138	204	167	140	126	112	133	116
NHS Ayrshire & Arran	PCARE	PCEC within 4 Hrs	345	329	353	328	341	363	614	477	338	342	324	357	434
NHS Ayrshire & Arran	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	60	61	66	60	78	63	40	62	70	53	68	46	46
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice - For Information Only	8	4	9	7	9	3	11	7	2	4	7	4	10
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	7	4	6	6	9	12	5	4	6	3	13	3	1
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	34	33	25	33	42	37	20	44	33	44	36	23	42
NHS Ayrshire & Arran	PCARE	Speak to clinician within 1 Hr	31	31	31	23	25	16	34	33	26	27	20	39	18
NHS Ayrshire & Arran	PCARE	Speak to clinician within 2 Hrs	42	18	34	31	29	28	53	41	43	26	28	30	41
NHS Ayrshire & Arran	PCARE	Speak to clinician within 4 Hrs	71	70	85	61	74	57	153	102	77	92	77	89	113
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	164	171	148	134	105	123	166	165	122	138	138	145	131
NHS Ayrshire & Arran	SCARE	Patient advised to go to A&E	118	113	135	112	114	119	154	148	104	112	110	97	120
NHS Ayrshire & Arran	SCARE	Patient advised to go to A&E		3	1	1				1	1	1	3	1	
NHS Ayrshire & Arran	SCARE	Patient sent to A&E via Ambulance within 1 Hr	9	12	8	9	13	13	9	11	8	8	8	7	16
NHS Ayrshire & Arran	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only										1			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	56	57	62	75	61	61	66	76	71	66	70	91	83
NHS Ayrshire & Arran	SCARE	Speak to clinician 2 Hrs	10	13	14	15	14	18	11	18	13	21	22	23	24
NHS Ayrshire & Arran	SCARE	Speak to clinician within 4 Hrs	32	40	28	35	28	26	38	28	31	34	41	38	31
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	1		3	1				1	1
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	89	99	85	93	96	81	142	123	90	94	93	106	106
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour		1		1		3		3	1	2	1		2
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Not Triage/Assessed	10	5	6	3	2	9	4	5	5	3	7	11	3

Table 3

Health Board	Care Group	Endpoint	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	12/05/2024
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Routine Contact with Dentist		3	1			1	2	3		1	1	3	2
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Self Care	1	1			1	2	3	2	1	1	3	2	1
NHS Ayrshire & Arran	SLFC_NPA	Distress Brief Intervention	5	11	8	6	9	9	4	8	6	10	7	9	7
NHS Ayrshire & Arran	SLFC_NPA	For Information Only	40	35	31	36	32	31	38	45	35	47	44	50	52
NHS Ayrshire & Arran	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	1	1				1		4	2				
NHS Ayrshire & Arran	SLFC_NPA	Patient given self care advice - For Information Only	159	161	154	138	125	114	146	174	146	147	151	140	147
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Dentist - For Information Only					2			1				1	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	1	1	2	2	1	1	1	1	3	2	3	2	1
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Optician - For Information Only		3	2	3	2	3	1	2	3	2	1	3	3
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	20	18	15	12	18	16	35	30	28	21	18	20	33
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Police - For Information Only	3	2	4	3	2	1	1	1	3	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	9	5	13	3	4	10	6	6	10	9	10	6
NHS Ayrshire & Arran	Not assigned	Not assigned			2	1			1		1		1		
NHS Borders	PCARE	CPN (Dr) to phone patient within 1 Hr	2	2	3	2	2	3	2	5	3	3	4	8	4
NHS Borders	PCARE	CPN (Dr) to phone patient within 2 Hrs	6	1	8	4	10	3	4	5	4	4	9	6	8
NHS Borders	PCARE	DN (Dr) phone patient within 1 Hr	3	1	2	2	3	6	2	4	1	3	9		1
NHS Borders	PCARE	DN (Dr) phone patient within 2 Hrs	6	6	4	4	5	5	5	7	5	2	5	1	7
NHS Borders	PCARE	DN (Dr) phone patient within 4 Hrs	3	12	12	14	10	10	9	13	9	14	17	7	14
NHS Borders	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)			1	1		1		2				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					1
NHS Borders	PCARE	Home Visit within 1 Hr	6	3	3	5	3	1	3	6	4	6	2	4	4
NHS Borders	PCARE	Home Visit within 2 Hrs	11	8	7	13	5	7	16	7	9	7	5	12	20
NHS Borders	PCARE	Home Visit within 4 Hrs	12	21	10	7	13	6	9	14	9	11	11	7	12
NHS Borders	PCARE	PCEC within 1 Hr	14	12	11	14	11	10	15	14	14	15	14	12	13
NHS Borders	PCARE	PCEC within 2 Hrs	27	24	29	22	16	20	27	24	29	28	24	19	27
NHS Borders	PCARE	PCEC within 4 Hrs	58	61	73	54	48	63	90	71	56	75	75	69	77
NHS Borders	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	16	12	21	27	23	24	26	21	18	19	25	18	17
NHS Borders	PCARE	Pt advised to contact practice - For Information Only	2	1	1		2	2	4	1	4	4	2	2	4
NHS Borders	PCARE	Pt advised to contact practice within 12 Hrs - Info Only		3	2	4		3	1	2	1	1	3		3
NHS Borders	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	7	4	13	6	9	7	7	6	4	6	12	6	14
NHS Borders	PCARE	Speak to clinician within 1 Hr	5	9	2	9	7	2	3	5	10	5	2	6	4
NHS Borders	PCARE	Speak to clinician within 2 Hrs	11	4	13	13	5	11	6	16	6	4	9	3	7
NHS Borders	PCARE	Speak to clinician within 4 Hrs	15	11	13	19	17	12	18	23	15	15	18	21	18
NHS Borders	SCARE	999 contacted - For information only	22	31	40	35	28	30	40	41	35	33	33	35	36
NHS Borders	SCARE	Patient advised to go to A&E	33	35	36	37	35	40	34	37	35	27	28	39	39

Table 3

Health Board	Care Group	Endpoint	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	12/05/2024
NHS Borders	SCARE	Patient advised to go to A&E		1		2				1					1
NHS Borders	SCARE	Patient sent to A&E via Ambulance within 1 Hr	5	4	4	3	3	3	6	2	3	8	1		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	25	36	39	28	46	43	39	26	32	45	35	34	43
NHS Borders	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub					1	1							
NHS Borders	SCARE	Speak to clinician 2 Hrs	6	15	12	14	5	16	11	13	6	13	10	10	17
NHS Borders	SCARE	Speak to clinician within 4 Hrs	8	12	12	8	13	8	14	16	9	13	12	11	16
NHS Borders	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	32	19	22	22	16	17	23	34	16	23	22	17	28
NHS Borders	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour								1	1				1
NHS Borders	SLFC_NPA	Dental Nurse - Not Triage/Assessed	1	1	1	1	1	1	3	2	2	2	1		2
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	1
NHS Borders	SLFC_NPA	Distress Brief Intervention	1	1	4	1	1	4		2		4	2	4	3
NHS Borders	SLFC_NPA	For Information Only	9	8	5	4	7	9	13	8	8	11	13	11	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	31	39	26	30	23	33	35	39	34	30	35	30	32
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	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	9	1	2	3	4	4	2	6	3	2	1	3	7
NHS Borders	SLFC_NPA	Pt advised to contact Police - For Information Only			2	2	1	3	2	5		4	1		1
NHS Borders	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	1		1	1	3	2	1		1	1	5	1	2
NHS Borders	Not assigned	Not assigned					1								
NHS Dumfries & Gallo	PCARE	CPN (Dr) to phone patient within 1 Hr	3	2	2	3	1	2	2	7	3	4	9	3	1
NHS Dumfries & Gallo	PCARE	CPN (Dr) to phone patient within 2 Hrs	2	9	5	7	8	4	8	8	13	12	9	10	12
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 1 Hr		2	1	3	1		3	4	1	1	3		3
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 2 Hrs	7	7	4	1	3	3	1	7	3	13	2	9	10
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 4 Hrs	14	18	15	16	12	13	22	17	8	19	14	11	19
NHS Dumfries & Gallo	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)		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	6	6	3	5	8	3	5	2	2	10	2	6
NHS Dumfries & Gallo	PCARE	Home Visit within 2 Hrs	11	10	12	13	8	13	8	14	14	16	12	21	11
NHS Dumfries & Gallo	PCARE	Home Visit within 4 Hrs	17	10	19	17	7	12	13	21	20	12	15	10	14
NHS Dumfries & Gallo	PCARE	PCEC within 1 Hr	18	16	21	19	13	12	22	24	15	19	18	21	22
NHS Dumfries & Gallo	PCARE	PCEC within 2 Hrs	29	45	34	26	39	47	31	45	44	42	38	35	40
NHS Dumfries & Gallo	PCARE	PCEC within 4 Hrs	77	87	70	82	77	54	110	119	78	83	94	84	105

Table 3

Health Board	Care Group	Endpoint	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	12/05/2024
NHS Dumfries & Gallo	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	11	19	14	20	17	12	30	20	16	18	17	20	11
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice - For Information Only		3	1	3	2	3	2	1		2	2		2
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	2	3	1	1	1	1		4	3	2	4	3	2
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	8	13	9	8	9	14	2	13	8	11	11	7	13
NHS Dumfries & Gallo	PCARE	Speak to clinician within 1 Hr	2	9	11	10	4	4	12	14	9	3	8	9	9
NHS Dumfries & Gallo	PCARE	Speak to clinician within 2 Hrs	5	9	9	6	8	8	7	11	14	7	14	23	15
NHS Dumfries & Gallo	PCARE	Speak to clinician within 4 Hrs	28	26	18	16	19	17	49	36	24	23	25	35	24
NHS Dumfries & Gallo	PCARE	Transport to PCEC within 2 Hrs									1				
NHS Dumfries & Gallo	PCARE	Transport to PCEC within 4 hrs			1								1		1
NHS Dumfries & Gallo	SCARE	999 contacted - For information only	39	39	43	46	37	38	49	51	41	48	40	48	46
NHS Dumfries & Gallo	SCARE	Patient advised to go to A&E	29	28	36	37	27	26	30	41	35	25	38	40	31
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	4	2	2	7	2	4		5	7	6	5	8	2
NHS Dumfries & Gallo	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	11	10	8	11	8	6	10	20	7	10	9	6	13
NHS Dumfries & Gallo	SCARE	Speak to clinician 2 Hrs	2	4	3	1	4	1	4	3	1	2	5	5	2
NHS Dumfries & Gallo	SCARE	Speak to clinician within 4 Hrs	6	4	8	8	6	7	8	10	2	7	8	11	4
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	37	53	25	29	34	31	39	48	35	55	34	45	56
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1					1		1			1	1	
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Not Triage/Assessed		2	1	1	1		6	2	1	4	1	6	3
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Routine Contact with Dentist					2			1	1			2	1
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Self Care				2							2		1
NHS Dumfries & Gallo	SLFC_NPA	Distress Brief Intervention		1	3	1	3		1	1	5	1	4	1	1
NHS Dumfries & Gallo	SLFC_NPA	For Information Only	8	14	11	6	11	10	9	18	14	19	14	6	8
NHS Dumfries & Gallo	SLFC_NPA	Patient given self care advice - For Information Only	30	31	44	26	30	23	37	43	25	27	33	42	31
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	2			1	1		1		1			
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Optician - For Information Only				2			1	2			2	1	
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	4	8	2	6	7	6	10	12	7	7	1	6	6
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Police - For Information Only		2		2	4	1	3	3	2	1	1		3
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	1	4	3		3	1	2	3	2		1	1	3
NHS Dumfries & Gallo	SLFC_NPA	Untriaged call - OOH Service clinician to phone patient												1	
NHS Dumfries & Gallo	Not assigned	Not assigned													1
NHS Fife	PCARE	CPN (Dr) to phone patient within 1 Hr	23	20	15	14	12	15	18	18	10	17	14	8	11
NHS Fife	PCARE	CPN (Dr) to phone patient within 2 Hrs	29	30	24	18	29	28	30	30	14	24	25	26	30
NHS Fife	PCARE	DN (Dr) phone patient within 1 Hr	2	7	3	3	6	5	4	12	2	7	4	5	5
NHS Fife	PCARE	DN (Dr) phone patient within 2 Hrs	14	9	14	13	5	12	10	13	14	11	11	16	9

Table 3

Health Board	Care Group	Endpoint	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	12/05/2024
NHS Fife	PCARE	DN (Dr) phone patient within 4 Hrs	41	23	22	28	36	33	42	44	36	45	31	43	33
NHS Fife	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	3	6	5	6	5	6	3	2	2	4	5	4	4
NHS Fife	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)					1	1		1	1			1	
NHS Fife	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	1	2	5	1		1	1	1	2	1		3	2
NHS Fife	PCARE	Home Visit within 1 Hr	12	5	13	10		7	23	18	14	9	10	13	11
NHS Fife	PCARE	Home Visit within 2 Hrs	31	32	36	27	34	41	60	32	39	35	40	44	34
NHS Fife	PCARE	Home Visit within 4 Hrs	50	47	48	39	37	48	84	49	47	47	46	60	49
NHS Fife	PCARE	PCEC within 1 Hr	63	81	64	64	72	70	98	78	73	56	66	74	77
NHS Fife	PCARE	PCEC within 2 Hrs	145	127	159	150	120	132	216	180	136	143	127	129	159
NHS Fife	PCARE	PCEC within 4 Hrs	401	381	389	348	368	356	671	549	352	336	326	357	471
NHS Fife	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	106	87	80	75	88	91	98	69	81	55	54	80	59
NHS Fife	PCARE	Pt advised to contact practice - For Information Only	9	2	7	7	7	11	11	12	5	6	7	5	8
NHS Fife	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	9	11	4	7	6	4	2	7	10	4	13	6	12
NHS Fife	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	49	36	38	41	32	28	18	44	36	31	48	26	61
NHS Fife	PCARE	Speak to clinician within 1 Hr	18	27	25	19	23	17	24	29	20	18	15	28	27
NHS Fife	PCARE	Speak to clinician within 2 Hrs	41	20	41	30	27	27	50	39	35	31	40	50	43
NHS Fife	PCARE	Speak to clinician within 4 Hrs	65	75	63	70	70	65	163	122	84	102	82	104	109
NHS Fife	PCARE	Transport to PCEC within 1 Hr				1									
NHS Fife	PCARE	Triage refused therefore Dr requested to phone patient	1	1										1	1
NHS Fife	SCARE	999 contacted - For information only	178	161	120	153	130	147	150	185	139	154	140	139	147
NHS Fife	SCARE	Patient advised to go to A&E	142	141	121	111	125	143	164	153	131	137	156	160	111
NHS Fife	SCARE	Patient advised to go to A&E	1			2	1					2		1	3
NHS Fife	SCARE	Patient sent to A&E via Ambulance within 1 Hr	13	9	8	10	12	11	9	16	11	14	9	17	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											1
NHS Fife	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	69	78	66	95	90	78	97	92	77	92	90	96	96
NHS Fife	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub			1	2									
NHS Fife	SCARE	Speak to clinician 2 Hrs	20	17	27	20	18	15	21	21	30	22	26	27	27
NHS Fife	SCARE	Speak to clinician within 4 Hrs	39	40	29	25	35	21	30	30	30	32	28	21	35
NHS Fife	SLFC_NPA	Contact Breathing Space				1				1			1		
NHS Fife	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour		1						1					
NHS Fife	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	117	104	116	113	101	103	108	129	110	131	100	136	106
NHS Fife	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	2		1		1	1	1	1		2	3	1	2
NHS Fife	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	9	5	1	1	5	6	10	8	5	5	5	4	7
NHS Fife	SLFC_NPA	Dental Nurse - Routine Contact with Dentist		1			3	2	1	3		2	1	4	1
NHS Fife	SLFC_NPA	Dental Nurse - Self Care	2	1			3		2	2	2		3	2	
NHS Fife	SLFC_NPA	Distress Brief Intervention	8	12	6	5	8	10	12	8	9	8	9	12	10
NHS Fife	SLFC_NPA	For Information Only	53	50	53	27	49	41	68	48	47	57	66	47	77

Table 3

Health Board	Care Group	Endpoint	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	12/05/2024
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	181	176	195	163	138	147	196	206	181	181	161	204	189
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	3	1	5	2	2	2	2	5	2	2	2	4	1
NHS Fife	SLFC_NPA	Pt advised to contact Optician - For Information Only	2	5	1		1	2	2	1	3	1	2	4	5
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	26	32	16	17	20	22	40	47	16	18	19	13	30
NHS Fife	SLFC_NPA	Pt advised to contact Police - For Information Only	1	2	3	7	4	3	6	3	5	2	6	6	4
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	5	7	7	13	4	10	12	8	5	9	10	6	12
NHS Fife	Not assigned	Not assigned							1						
NHS Forth Valley	PCARE	CPN (Dr) to phone patient within 1 Hr	9	6	10	15	9	7	5	2	2	5	8	5	7
NHS Forth Valley	PCARE	CPN (Dr) to phone patient within 2 Hrs	9	8	12	7	13	14	17	10	15	8	13	9	10
NHS Forth Valley	PCARE	DN (Dr) phone patient within 1 Hr	7	4	3	3	1	3	10	3	5	5	5	3	2
NHS Forth Valley	PCARE	DN (Dr) phone patient within 2 Hrs	6	7	6	10	4	13	9	8	6	5	5	8	4
NHS Forth Valley	PCARE	DN (Dr) phone patient within 4 Hrs	22	16	28	23	22	21	34	28	23	26	21	25	35
NHS Forth Valley	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	4	7	3	3	4	1	5	2	6	1		1	3
NHS Forth Valley	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)		1			1		1	2			2		
NHS Forth Valley	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)		2	1		1	2	3	5		2			4
NHS Forth Valley	PCARE	Home Visit within 1 Hr	3	9	6	11	4	5	17	6	7	7	10	13	11
NHS Forth Valley	PCARE	Home Visit within 2 Hrs	26	17	21	21	23	17	35	26	17	24	27	29	25
NHS Forth Valley	PCARE	Home Visit within 4 Hrs	21	31	24	24	38	34	42	39	38	35	32	23	38
NHS Forth Valley	PCARE	PCEC within 1 Hr	59	58	80	69	61	50	76	85	40	57	46	65	57
NHS Forth Valley	PCARE	PCEC within 12 Hrs												1	
NHS Forth Valley	PCARE	PCEC within 2 Hrs	110	125	116	115	121	126	193	169	133	110	97	116	127
NHS Forth Valley	PCARE	PCEC within 4 Hrs	348	306	314	340	310	304	559	454	329	310	270	320	375
NHS Forth Valley	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	89	66	86	87	94	88	55	63	85	86	85	62	63
NHS Forth Valley	PCARE	Pt advised to contact practice - For Information Only	5	8	10	8	6	12	12	9	7	5	7	14	8
NHS Forth Valley	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	16	4	12	7	5	3	6	9	8	2	10	6	6
NHS Forth Valley	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	35	30	37	26	46	24	12	37	30	33	30	32	33
NHS Forth Valley	PCARE	Speak to clinician within 1 Hr	24	15	16	13	10	8	18	25	15	16	23	19	19
NHS Forth Valley	PCARE	Speak to clinician within 2 Hrs	23	24	28	29	27	13	40	39	28	24	35	27	26
NHS Forth Valley	PCARE	Speak to clinician within 4 Hrs	55	56	64	48	70	62	133	87	74	69	59	86	75
NHS Forth Valley	SCARE	999 contacted - For information only	109	113	108	104	105	89	140	134	115	113	113	126	90
NHS Forth Valley	SCARE	Patient advised to go to A&E	134	162	174	163	189	151	168	184	150	157	175	149	187
NHS Forth Valley	SCARE	Patient advised to go to A&E	2			1	1		1				3	2	3
NHS Forth Valley	SCARE	Patient sent to A&E via Ambulance within 1 Hr	16	6	12	2	9	7	10	10	8	13	6	7	7

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Health Board	Care Group	Endpoint	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	12/05/2024
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	185	183	206	188	208	206	157	159	197	225	243	260	255
NHS Forth Valley	SCARE	Speak to clinician 2 Hrs	53	45	49	53	59	54	62	30	38	69	99	92	60
NHS Forth Valley	SCARE	Speak to clinician within 4 Hrs	59	54	61	40	48	42	58	49	63	63	80	49	39
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	56	71	66	76	72	89	104	73	74	73	72	90
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	4	3	2	2	1	7	9	4	5	3	2	8	5
NHS Forth Valley	SLFC_NPA	Dental Nurse - Routine Contact with Dentist		2	3		1		1	3		2		2	1
NHS Forth Valley	SLFC_NPA	Dental Nurse - Self Care	3			2			2	2	4	1	1	3	2
NHS Forth Valley	SLFC_NPA	Distress Brief Intervention	12	10	14	3	8	9	11	5	9	8	9	4	5
NHS Forth Valley	SLFC_NPA	For Information Only	43	26	41	35	40	34	57	38	27	35	39	29	21
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	113	88	108	114	99	96	129	116	73	101	102	103	95
NHS Forth Valley	SLFC_NPA	Pt advised to contact Dentist - For Information Only		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	3		1	2		1	2		3	5	6	3	3
NHS Forth Valley	SLFC_NPA	Pt advised to contact Optician - For Information Only	2	3	1	4	5	3	4	1	2	3	4	5	3
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	18	15	26	20	7	15	26	22	16	10	15	19	21
NHS Forth Valley	SLFC_NPA	Pt advised to contact Police - For Information Only	4	4	6	5	3	3	1	4		5	3	2	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	7	8	7	3	4		7	5	4	2	10	6	4
NHS Forth Valley	Not assigned	Not assigned							1					1	
NHS Grampian	PCARE	CPN (Dr) to phone patient within 1 Hr	17	16	12	13	16	13	15	16	19	23	28	20	14
NHS Grampian	PCARE	CPN (Dr) to phone patient within 2 Hrs	17	23	32	28	29	21	25	33	26	20	15	25	26
NHS Grampian	PCARE	DN (Dr) phone patient within 1 Hr	4	3	9	4	3	1	2	8	4	6	2	8	2
NHS Grampian	PCARE	DN (Dr) phone patient within 2 Hrs	6	13	7	7	7	7	2	11	1	6	3	5	2
NHS Grampian	PCARE	DN (Dr) phone patient within 4 Hrs	14	16	16	13	16	9	20	17	12	21	11	24	22
NHS Grampian	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	5	3	1	3	2	3	6	8	3	10	5	6	4
NHS Grampian	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)		1	2	2			2	1		2	3		1
NHS Grampian	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	3	1	2	3	2	3		5	3	4	4	3	6
NHS Grampian	PCARE	Home Visit within 1 Hr	18	13	26	20	13	21	17	16	12	21	21	25	19
NHS Grampian	PCARE	Home Visit within 2 Hrs	47	43	43	51	52	46	53	66	52	48	67	55	66
NHS Grampian	PCARE	Home Visit within 4 Hrs	60	57	66	72	59	70	61	66	45	65	61	57	68
NHS Grampian	PCARE	PCEC within 1 Hr	86	96	103	124	93	79	100	117	84	82	86	113	100
NHS Grampian	PCARE	PCEC within 2 Hrs	190	201	181	209	165	193	200	247	194	155	185	182	202

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Health Board	Care Group	Endpoint	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	12/05/2024
NHS Grampian	PCARE	PCEC within 4 Hrs	518	525	535	494	516	475	545	645	449	447	455	490	590
NHS Grampian	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	120	91	98	104	117	112	107	72	91	89	98	99	84
NHS Grampian	PCARE	Pt advised to contact practice - For Information Only	11	4	11	12	10	12	13	15	11	6	7	9	7
NHS Grampian	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	19	16	12	9	13	10	9	13	14	9	12	10	12
NHS Grampian	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	53	47	50	55	45	53	26	63	45	56	47	38	72
NHS Grampian	PCARE	Speak to clinician within 1 Hr	32	33	33	32	28	25	41	40	30	34	29	29	44
NHS Grampian	PCARE	Speak to clinician within 2 Hrs	48	45	46	37	40	50	44	65	72	58	46	60	63
NHS Grampian	PCARE	Speak to clinician within 4 Hrs	106	121	131	82	118	107	137	152	98	104	129	113	137
NHS Grampian	PCARE	Triage refused therefore Dr requested to phone patient	1		1										
NHS Grampian	SCARE	999 contacted - For information only	210	243	216	202	188	193	219	267	193	195	224	221	221
NHS Grampian	SCARE	Patient advised to go to A&E	198	209	231	207	194	208	217	221	232	212	207	205	205
NHS Grampian	SCARE	Patient advised to go to A&E	1		1		1		2		1	1	2	1	1
NHS Grampian	SCARE	Patient sent to A&E via Ambulance within 1 Hr	10	10	12	14	12	22	15	26	11	17	17	12	19
NHS Grampian	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only	1					1							
NHS Grampian	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only								1		1			1
NHS Grampian	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	183	184	199	176	173	185	167	176	189	159	193	195	202
NHS Grampian	SCARE	Speak to clinician 2 Hrs	34	49	44	44	37	55	32	30	35	55	51	53	55
NHS Grampian	SCARE	Speak to clinician within 4 Hrs	59	61	56	50	76	54	64	62	63	64	78	67	69
NHS Grampian	SLFC_NPA	Contact Breathing Space				1		1			1		1		
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	1	1	1	1				1			2		
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	115	107	97	88	125	114	86	164	119	105	110	123	141
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1	2		1	1	1	1	2		4	1	5	1
NHS Grampian	SLFC_NPA	Dental Nurse - Not Triage/Assessed	7	2	5	5	4	3	9	3	1	8	3	7	5
NHS Grampian	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1			1	3		3	6	1	3	4	1	2
NHS Grampian	SLFC_NPA	Dental Nurse - Self Care	1		2	2	2	1	1	3	1	3	8	2	
NHS Grampian	SLFC_NPA	Distress Brief Intervention	13	11	6	13	6	11	9	13	9	13	10	7	5
NHS Grampian	SLFC_NPA	For Information Only	124	120	105	81	113	91	107	119	99	108	107	99	90
NHS Grampian	SLFC_NPA	Hub to arrange appointment within 24 hours												1	1
NHS Grampian	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	5	1						2	1			1	1
NHS Grampian	SLFC_NPA	Patient given self care advice - For Information Only	197	171	179	180	146	162	194	210	164	163	174	167	170
NHS Grampian	SLFC_NPA	Pt advised to contact Dentist - For Information Only		1	1			2	2	1					2
NHS Grampian	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only				1	1				1				2
NHS Grampian	SLFC_NPA	Pt advised to contact Midwife - For Information Only	6	3		4	3	2	3	4	4	6	6	1	2
NHS Grampian	SLFC_NPA	Pt advised to contact Optician - For Information Only	2	7	3	5	4	2	2	1	5	4	2	5	5
NHS Grampian	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only					1						1		
NHS Grampian	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	28	34	26	19	20	30	43	56	44	29	31	33	51
NHS Grampian	SLFC_NPA	Pt advised to contact Police - For Information Only	13	10	10	9	8	14	12	22	12	16	18	20	9
NHS Grampian	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information											1		

Table 3

Health Board	Care Group	Endpoint	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	12/05/2024
NHS Grampian	SLFC_NPA	Pt advised to contact appropriate service - For Info Only				1							1		
NHS Grampian	SLFC_NPA	Pt given TOXBASE advice - For Information Only		1											
NHS Grampian	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	35	17	23	30	24	19	23	23	17	20	23	22	14
NHS Grampian	Not assigned	Not assigned				1		1	1	1	1				3
NHS Greater Glasgow	PCARE	CPN (Dr) to phone patient within 1 Hr	46	41	39	40	32	42	49	46	35	34	41	45	49
NHS Greater Glasgow	PCARE	CPN (Dr) to phone patient within 2 Hrs	74	69	61	59	71	84	77	76	72	67	60	60	82
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 1 Hr	4	2	3	3	2	2	12	4	4	5	4	3	2
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 2 Hrs	4	6	5	3	5	4	7	8	6	6	8	8	5
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 4 Hrs	12	22	8	12	10	8	20	13	9	15	14	15	10
NHS Greater Glasgow	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	6	13	13	10	11	13	7	8	10	12	11	12	10
NHS Greater Glasgow	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1	1	3	1		2	1	2	4	1	3	2	3
NHS Greater Glasgow	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	10	6	6	14	2	2	12	8	6	7	6	5	12
NHS Greater Glasgow	PCARE	Home Visit within 1 Hr	44	50	40	39	35	28	50	59	40	40	39	29	39
NHS Greater Glasgow	PCARE	Home Visit within 2 Hrs	97	97	82	92	67	84	109	113	75	92	94	103	128
NHS Greater Glasgow	PCARE	Home Visit within 4 Hrs	124	124	128	118	99	112	228	167	128	104	118	154	150
NHS Greater Glasgow	PCARE	PCEC within 1 Hr	188	188	192	168	179	141	240	279	169	205	176	172	216
NHS Greater Glasgow	PCARE	PCEC within 2 Hrs	379	425	420	395	391	402	546	557	414	405	386	426	462
NHS Greater Glasgow	PCARE	PCEC within 4 Hrs	1,134	1,148	1,166	1,116	1,084	1,075	1,985	1,611	1,103	1,065	1,110	1,231	1,432
NHS Greater Glasgow	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	268	270	215	226	287	256	205	222	280	221	213	243	204
NHS Greater Glasgow	PCARE	Pt advised to contact practice - For Information Only	20	25	31	26	20	22	40	31	29	24	27	17	33
NHS Greater Glasgow	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	34	30	30	17	31	24	20	29	33	29	33	16	18
NHS Greater Glasgow	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	133	118	117	116	113	120	58	171	121	119	109	111	159
NHS Greater Glasgow	PCARE	Speak to clinician within 1 Hr	90	77	88	79	78	70	102	103	78	89	91	89	69
NHS Greater Glasgow	PCARE	Speak to clinician within 2 Hrs	113	105	121	107	87	88	127	150	111	91	120	126	119
NHS Greater Glasgow	PCARE	Speak to clinician within 4 Hrs	244	251	254	244	245	200	533	350	247	254	240	293	318
NHS Greater Glasgow	PCARE	Transport to PCEC within 4 hrs	4	5	7	5	3	1	7	5	2	6	5	5	6
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	397	370	367	371	351	367	418	462	405	360	359	400	393
NHS Greater Glasgow	SCARE	Patient advised to go to A&E	481	476	448	446	412	444	503	521	453	473	413	478	447
NHS Greater Glasgow	SCARE	Patient advised to go to A&E	3	1	4	1		2	2	4	1		2	2	6
NHS Greater Glasgow	SCARE	Patient sent to A&E via Ambulance within 1 Hr	30	33	34	25	25	24	32	39	24	42	40	38	31
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	2				1		1	1	1	1		1	1
NHS Greater Glasgow	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	247	279	282	286	250	259	278	259	266	294	352	328	302
NHS Greater Glasgow	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub				1									
NHS Greater Glasgow	SCARE	Speak to clinician 2 Hrs	48	59	61	72	42	60	56	50	52	79	85	60	75
NHS Greater Glasgow	SCARE	Speak to clinician within 4 Hrs	115	116	98	112	110	108	96	125	103	137	125	121	120

Table 3

Health Board	Care Group	Endpoint	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	12/05/2024
NHS Greater Glasgow	SLFC_NPA	Contact Breathing Space	1			3	2	1		2			1	1	
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	3	3	3	5	2	5	6	3	4	3	3	5	2
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	313	295	288	280	278	263	432	335	270	282	325	333	334
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	3	5	3	1	1	4	3		5	1	5	3	5
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Not Triage/Assessed	10	17	12	6	9	19	21	24	5	15	13	21	11
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	2	4	4	2	4	1	8	7	3	4	1	3	5
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Self Care	5	5	5	9	4	4	10	3	5	6	5	4	9
NHS Greater Glasgow	SLFC_NPA	Distress Brief Intervention	24	37	22	20	31	18	31	28	26	21	23	20	35
NHS Greater Glasgow	SLFC_NPA	For Information Only	128	154	132	126	134	152	177	179	166	184	226	199	157
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	5	4	3	5	9	5	3	3	2	7	6	6	6
NHS Greater Glasgow	SLFC_NPA	Patient given self care advice - For Information Only	512	508	530	524	466	467	602	576	547	583	626	561	527
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Dentist - For Information Only	2			3		6	2		2	1	1	3	2
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only	3	4	1	3	1				2	1	1		1
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Midwife - For Information Only	8	7	10	7	10	17	17	12	10	17	7	11	15
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Optician - For Information Only	5	5	6	12	9	4	14	8	10	10	13	11	11
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only			1	1			1		4			1	1
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	76	87	62	79	88	70	136	132	80	91	73	83	94
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Police - For Information Only	14	8	18	13	17	11	10	13	12	14	11	26	18
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	18	20	26	26	15	16	20	30	26	37	26	28	16
NHS Greater Glasgow	Not assigned	Not assigned	1				1		2		1				2
NHS HIGHLAND	PCARE	CPN (Dr) to phone patient within 1 Hr	10	9	9	8	12	8	12	3	5	5	2	10	11
NHS HIGHLAND	PCARE	CPN (Dr) to phone patient within 2 Hrs	7	12	3	8	8	10	21	10	6	8	6	15	13
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 1 Hr	1	6	4	3	2	2	3	2	2		1		2
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 2 Hrs	11	1	4	5	3	4	4	8	9	6	6	1	4
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 4 Hrs	15	19	12	16	11	7	12	6	6	11	11	8	8
NHS HIGHLAND	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	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)			3	2	2	1		1	1	1	1		2
NHS HIGHLAND	PCARE	Home Visit within 1 Hr	6	6	11	5	8	4	10	11	9	7	10	9	12
NHS HIGHLAND	PCARE	Home Visit within 2 Hrs	24	22	21	20	13	15	28	18	29	14	20	20	31
NHS HIGHLAND	PCARE	Home Visit within 4 Hrs	31	22	33	29	32	29	49	33	26	34	28	29	38
NHS HIGHLAND	PCARE	PCEC within 1 Hr	27	36	38	47	36	34	62	57	32	33	30	55	30
NHS HIGHLAND	PCARE	PCEC within 2 Hrs	62	89	71	75	77	74	110	103	57	79	99	88	86
NHS HIGHLAND	PCARE	PCEC within 4 Hrs	204	200	202	194	150	173	339	294	175	217	186	230	252
NHS HIGHLAND	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	43	40	39	42	29	48	38	42	50	44	30	31	23

Table 3

Health Board	Care Group	Endpoint	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	12/05/2024
NHS HIGHLAND	PCARE	Pt advised to contact practice - For Information Only	3	1	4	8	1	7	9	5	5	5	1	7	6
NHS HIGHLAND	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	3	6	1	7		5	3	7	7	2	8	6	3
NHS HIGHLAND	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	19	11	26	17	20	15	11	24	13	16	18	10	28
NHS HIGHLAND	PCARE	Speak to clinician within 1 Hr	15	19	25	11	17	25	25	18	12	11	15	11	22
NHS HIGHLAND	PCARE	Speak to clinician within 2 Hrs	26	20	24	31	21	20	27	29	25	14	29	28	36
NHS HIGHLAND	PCARE	Speak to clinician within 4 Hrs	49	45	44	51	54	37	90	60	53	46	55	45	63
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	71	82	81	54	58	74	105	86	92	92	94	90	89
NHS HIGHLAND	SCARE	Patient advised to go to A&E	70	69	64	64	59	59	95	81	67	68	79	74	64
NHS HIGHLAND	SCARE	Patient advised to go to A&E	4	1	2	2	1			3	1	2			1
NHS HIGHLAND	SCARE	Patient sent to A&E via Ambulance within 1 Hr	8	6	3	5	6	6	4	5	1	7	4	4	8
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	44	44	42	50	51	43	47	45	44	46	39	46	47
NHS HIGHLAND	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	18	22	20	10	11	14	18	19	19	20	20	20	12
NHS HIGHLAND	SCARE	Speak to clinician 2 Hrs	11	18	17	15	16	10	15	8	15	15	20	20	15
NHS HIGHLAND	SCARE	Speak to clinician within 4 Hrs	21	21	16	23	20	18	27	17	22	25	27	22	17
NHS HIGHLAND	SLFC_NPA	Distress Brief Intervention	5	6	5	2	7	3	5	4	4	8	5	6	2
NHS HIGHLAND	SLFC_NPA	For Information Only	20	31	25	26	24	36	41	36	49	38	42	37	36
NHS HIGHLAND	SLFC_NPA	Hub to arrange appointment within 24 hours	56	60	56	60	56	69	90	83	75	62	67	68	82
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	2
NHS HIGHLAND	SLFC_NPA	Patient advised to contact registered GDP - Info Only	10	11	7	11	11	4	7	15	14	15	7	12	8
NHS HIGHLAND	SLFC_NPA	Patient given self care advice - For Information Only	95	98	89	82	81	83	122	96	77	98	79	103	94
NHS HIGHLAND	SLFC_NPA	Patient given self care dental advice - For Information Only		2	1	1	1	1	4	2	3	1	2	1	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	4	2		3	1		1
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Optician - For Information Only	2		1			2	3	2		1	2		3
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only					1								1
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	7	12	3	6	9	8	18	18	11	17	12	11	19
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Police - For Information Only	4	1	4	3	4	6	3	7	6	1	3	2	10
NHS HIGHLAND	SLFC_NPA	Pt given TOXBASE advice - For Information Only													1
NHS HIGHLAND	SLFC_NPA	Triage refused - For Information Only	5	5	1	2	4	3	6	7	4	2	2	5	3
NHS HIGHLAND	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	7	11	10	8	7	6	12	11	14	11	6	11	6
NHS HIGHLAND	Not assigned	Not assigned											1		

Table 3

Health Board	Care Group	Endpoint	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	12/05/2024
NHS LANARKSHIRE	PCARE	CPN (Dr) to phone patient within 1 Hr	17	15	14	16	19	10	18	23	19	6	21	3	14
NHS LANARKSHIRE	PCARE	CPN (Dr) to phone patient within 2 Hrs	22	20	22	21	23	22	14	15	23	22	34	19	37
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 1 Hr	2	2	4	1	2		2	3	1	4			
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 2 Hrs	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	5
NHS LANARKSHIRE	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	7	6	7	6	3	5	2	3	4	4	4	4	2
NHS LANARKSHIRE	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)					1	1	1	1	1	1	1		1
NHS LANARKSHIRE	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	4	2	4	3	4	1	7	3	2	2	2	3	3
NHS LANARKSHIRE	PCARE	Home Visit within 1 Hr	7	14	23	17	15	11	18	18	17	11	19	13	16
NHS LANARKSHIRE	PCARE	Home Visit within 2 Hrs	57	38	45	32	52	36	50	46	23	40	39	28	51
NHS LANARKSHIRE	PCARE	Home Visit within 4 Hrs	45	47	47	58	44	35	102	63	45	64	61	61	74
NHS LANARKSHIRE	PCARE	PCEC within 1 Hr	107	112	102	103	116	83	155	148	101	99	100	98	111
NHS LANARKSHIRE	PCARE	PCEC within 2 Hrs	223	189	255	221	218	207	346	312	213	209	229	188	260
NHS LANARKSHIRE	PCARE	PCEC within 4 Hrs	604	587	555	579	537	596	994	796	582	559	538	578	634
NHS LANARKSHIRE	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	101	109	109	112	99	102	92	64	92	93	89	100	69
NHS LANARKSHIRE	PCARE	Pt advised to contact practice - For Information Only	5	13	15	9	12	11	13	13	15	11	13	11	9
NHS LANARKSHIRE	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	15	18	17	11	12	18	4	12	20	10	11	14	9
NHS LANARKSHIRE	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	63	63	49	49	60	55	27	77	43	40	44	56	71
NHS LANARKSHIRE	PCARE	Speak to clinician within 1 Hr	30	34	25	34	31	28	46	49	24	37	30	38	30
NHS LANARKSHIRE	PCARE	Speak to clinician within 2 Hrs	54	41	38	44	60	39	75	64	53	52	39	46	54
NHS LANARKSHIRE	PCARE	Speak to clinician within 4 Hrs	116	126	106	102	120	108	258	184	97	111	122	126	143
NHS LANARKSHIRE	PCARE	Transport to PCEC within 2 Hrs			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	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	177	199	193	190	170	164	208	229	202	202	220	214	180
NHS LANARKSHIRE	SCARE	Patient advised to go to A&E	234	238	244	236	231	253	286	276	238	232	237	237	224
NHS LANARKSHIRE	SCARE	Patient advised to go to A&E	2	1	1	1	2	5	2	5		2	5	3	2
NHS LANARKSHIRE	SCARE	Patient sent to A&E via Ambulance within 1 Hr	24	17	16	16	10	23	4	17	15	15	11	18	18
NHS LANARKSHIRE	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only				1				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	92	114	106	94	96	93	89	97	124	113	103	116
NHS LANARKSHIRE	SCARE	Speak to clinician 2 Hrs	13	26	26	33	23	26	24	16	29	27	32	34	27
NHS LANARKSHIRE	SCARE	Speak to clinician within 4 Hrs	52	48	42	42	39	39	37	57	29	59	54	55	60
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	119	153	161	137	123	124	210	183	130	140	140	151	117
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour		1	1	1	1	1		1	1	1	1	3	1

Table 3

Health Board	Care Group	Endpoint	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	12/05/2024
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Not Triage/Assessed	10	6	9	4	6	9	15	8	3	9	6	7	1
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Routine Contact with Dentist		1	1	1	1		4	2		4	1	1	2
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Self Care	4	1	2	1	2		7	4	6		4	4	3
NHS LANARKSHIRE	SLFC_NPA	Distress Brief Intervention	10	8	18	9	11	1	10	14	14	11	19	14	12
NHS LANARKSHIRE	SLFC_NPA	For Information Only	42	36	53	50	42	39	104	74	69	57	70	61	76
NHS LANARKSHIRE	SLFC_NPA	Patient advised to contact CPN Team - For Info Only		2		2	1	1			1		2	2	3
NHS LANARKSHIRE	SLFC_NPA	Patient given self care advice - For Information Only	187	172	155	162	162	178	245	188	159	185	193	179	199
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Dentist - For Information Only	2	1							1		1	1	
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only					1						1	2	1
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Midwife - For Information Only	7	1	8	5	3	2	3	3	7	5	1	5	2
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Optician - For Information Only	4	1	5	5	4	4	4	4		2	8	4	5
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only													1
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	37	25	39	28	33	24	78	60	32	41	33	40	57
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Police - For Information Only	8	9	4	5	1	4	6	9	13	7	7	5	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		2		
NHS LANARKSHIRE	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	13	4	7	8	9	12	11	4	11	5	9	10	7
NHS LANARKSHIRE	Not assigned	Not assigned				1									1
NHS Lothian	PCARE	CPN (Dr) to phone patient within 1 Hr	20	14	22	18	16	20	20	20	15	23	25	23	19
NHS Lothian	PCARE	CPN (Dr) to phone patient within 2 Hrs	36	27	29	26	25	30	32	43	29	24	36	39	52
NHS Lothian	PCARE	DN (Dr) phone patient within 1 Hr	1	5	3	7	6	6	8	4	8	7	6	7	11
NHS Lothian	PCARE	DN (Dr) phone patient within 2 Hrs	11	10	4	15	9	14	13	13	9	9	8	15	12
NHS Lothian	PCARE	DN (Dr) phone patient within 4 Hrs	35	30	22	25	18	23	41	41	21	35	40	24	58
NHS Lothian	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	8	2	5	5	12	9	10	4	10	7	9	10	6
NHS Lothian	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	3	3	3	1	3		1	2	2	1	1	1	6
NHS Lothian	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	2	4	8	6	8	9	6	6	2	8	6	8	4
NHS Lothian	PCARE	Home Visit within 1 Hr	17	28	27	19	23	19	37	39	33	26	30	36	30
NHS Lothian	PCARE	Home Visit within 2 Hrs	58	59	65	54	56	48	90	88	75	67	58	62	69
NHS Lothian	PCARE	Home Visit within 4 Hrs	103	85	87	109	71	69	122	95	72	83	71	101	107
NHS Lothian	PCARE	PCEC within 1 Hr	127	137	133	135	137	126	188	166	130	124	125	128	148
NHS Lothian	PCARE	PCEC within 2 Hrs	284	292	289	284	282	289	430	384	280	300	326	299	390
NHS Lothian	PCARE	PCEC within 4 Hrs	878	907	874	756	798	872	1,489	1,218	777	813	872	860	1,068
NHS Lothian	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	207	203	189	201	195	218	162	171	205	180	193	195	142
NHS Lothian	PCARE	Pt advised to contact practice - For Information Only	24	29	23	19	28	24	30	23	17	17	21	28	32
NHS Lothian	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	30	22	28	15	31	12	14	17	27	11	36	18	19
NHS Lothian	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	103	81	96	90	93	79	49	127	86	74	89	70	121
NHS Lothian	PCARE	Speak to clinician within 1 Hr	51	61	54	53	46	48	78	57	58	55	54	56	63
NHS Lothian	PCARE	Speak to clinician within 2 Hrs	88	90	73	79	56	83	125	100	83	93	104	82	98

Table 3

Health Board	Care Group	Endpoint	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	12/05/2024
NHS Shetland	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)								1					
NHS Shetland	PCARE	Home Visit within 1 Hr			2	1		1			2			2	
NHS Shetland	PCARE	Home Visit within 2 Hrs	2	4		1	5		1	3	1	1	3	1	2
NHS Shetland	PCARE	Home Visit within 4 Hrs		4	2	3	2	1	4	1	1	1	1		
NHS Shetland	PCARE	PCEC within 1 Hr	4	3	1	2	2	1	5	1	1	1	1	2	1
NHS Shetland	PCARE	PCEC within 2 Hrs	3	2	2	1	3	1	3	4	1	1	2	1	1
NHS Shetland	PCARE	PCEC within 4 Hrs	6	4	9	4	5	6	12	11	10	7	10	7	8
NHS Shetland	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	1		1	2	1	1	1		2	2		3	1
NHS Shetland	PCARE	Pt advised to contact practice - For Information Only											1		
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	2		1		1				1
NHS Shetland	PCARE	Speak to clinician within 1 Hr	1	1					1		2	1	1	1	
NHS Shetland	PCARE	Speak to clinician within 2 Hrs		2	3	3	3	1	1	1	1	2	2		1
NHS Shetland	PCARE	Speak to clinician within 4 Hrs	1	2	3	1	2	3	2	4	2	1	4	2	
NHS Shetland	PCARE	Triage refused therefore Dr requested to phone patient												1	
NHS Shetland	SCARE	999 contacted - For information only	4	2	2	3		4	1	5	5	5	6	1	4
NHS Shetland	SCARE	Patient advised to go to A&E	4	3		4	1	2	4		3	4	1	1	3
NHS Shetland	SCARE	Patient sent to A&E via Ambulance within 1 Hr			2	1	1	1		2					1
NHS Shetland	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange		1		1			1		1	1	2	2	1
NHS Shetland	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub						1	1	2		1		1	
NHS Shetland	SCARE	Speak to clinician 2 Hrs					1								
NHS Shetland	SCARE	Speak to clinician within 4 Hrs							1	2			1	1	
NHS Shetland	SLFC_NPA	Distress Brief Intervention		1											
NHS Shetland	SLFC_NPA	For Information Only	2		2	1	1		1		2	1	1		3
NHS Shetland	SLFC_NPA	Hub to arrange appointment within 24 hours	3	3	4	2	3	8	2	3	4	7	3	2	3
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								1
NHS Shetland	SLFC_NPA	Patient given self care advice - For Information Only	4	7	4	1	2	2	1	2	2	4	3	5	2
NHS Shetland	SLFC_NPA	Pt advised to contact Dentist - For Information Only													1
NHS Shetland	SLFC_NPA	Pt advised to contact Midwife - For Information Only					1								
NHS Shetland	SLFC_NPA	Pt advised to contact Optician - For Information Only													1
NHS Shetland	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only		1									1		
NHS Shetland	SLFC_NPA	Triage refused - For Information Only	1								1			1	
NHS Shetland	SLFC_NPA	Triage refused - Pt terminated call - For Information Only									1			1	
NHS TAYSIDE	PCARE	CPN (Dr) to phone patient within 1 Hr	11	10	15	7	14	11	15	5	13	12	11	9	8
NHS TAYSIDE	PCARE	CPN (Dr) to phone patient within 2 Hrs	22	14	19	14	24	24	22	22	27	22	22	18	31
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 1 Hr	5	4	3	11	3	5	3	8	4	3	7	7	6
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 2 Hrs	9	14	11	10	14	13	9	10	6	10	7	12	14

Table 3

Health Board	Care Group	Endpoint	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	12/05/2024
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 4 Hrs	33	44	48	34	31	40	37	30	27	24	35	33	36
NHS TAYSIDE	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)		1	3	4	4		3		4	3	3	2	2
NHS TAYSIDE	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1	2		1	3				1	1	2		1
NHS TAYSIDE	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	2	1	2		1	5	2	4	1	5	1	3	5
NHS TAYSIDE	PCARE	Home Visit within 1 Hr	10	23	9	15	8	8	11	14	16	16	9	15	18
NHS TAYSIDE	PCARE	Home Visit within 12 Hrs		1											
NHS TAYSIDE	PCARE	Home Visit within 2 Hrs	26	32	36	31	31	28	37	46	36	33	35	33	47
NHS TAYSIDE	PCARE	Home Visit within 4 Hrs	32	41	55	46	40	39	53	72	53	45	45	50	52
NHS TAYSIDE	PCARE	PCEC within 1 Hr	85	77	77	112	81	92	89	111	82	99	90	89	102
NHS TAYSIDE	PCARE	PCEC within 2 Hrs	133	134	146	137	139	148	195	204	159	126	149	147	157
NHS TAYSIDE	PCARE	PCEC within 4 Hrs	322	379	362	327	344	332	425	560	538	339	337	381	456
NHS TAYSIDE	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	63	69	59	57	55	59	75	39	50	58	37	51	45
NHS TAYSIDE	PCARE	Pt advised to contact practice - For Information Only	10	7	5	6	5	6	7	7	8	9	11	9	5
NHS TAYSIDE	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	7	4	10	9	9	8	4	9	8	10	18	4	4
NHS TAYSIDE	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	29	27	30	39	36	30	26	39	36	37	28	30	45
NHS TAYSIDE	PCARE	Speak to clinician within 1 Hr	14	38	23	19	24	20	20	25	23	21	27	25	28
NHS TAYSIDE	PCARE	Speak to clinician within 2 Hrs	37	44	24	37	27	29	44	40	44	29	34	41	39
NHS TAYSIDE	PCARE	Speak to clinician within 4 Hrs	73	80	74	88	91	79	91	125	118	89	76	97	99
NHS TAYSIDE	PCARE	Transport to PCEC within 1 Hr		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	1
NHS TAYSIDE	PCARE	Triage refused therefore Dr requested to phone patient		1											
NHS TAYSIDE	SCARE	999 contacted - For Information Only													1
NHS TAYSIDE	SCARE	999 contacted - For information only	159	164	158	131	156	149	130	202	177	155	158	138	143
NHS TAYSIDE	SCARE	Paramedic See & Treat – Primary Care OOH service to forward									1				
NHS TAYSIDE	SCARE	Patient advised to go to A&E	98	72	80	82	63	81	79	88	84	82	71	64	67
NHS TAYSIDE	SCARE	Patient advised to go to A&E	2		1	1	2	1	1	1			1		2
NHS TAYSIDE	SCARE	Patient sent to A&E via Ambulance within 1 Hr	8	13	8	9	15	10	8	12	9	15	11	9	10
NHS TAYSIDE	SCARE	Patient suitable for MIU 4hr - Flow Hub to arrange	91	83	97	99	85	94	78	81	87	92	99	77	87
NHS TAYSIDE	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	3			1	4	1	1	1		1			1
NHS TAYSIDE	SCARE	Speak to clinician 2 Hrs	21	19	21	18	22	23	15	19	18	19	19	21	31
NHS TAYSIDE	SCARE	Speak to clinician within 4 Hrs	49	35	33	29	42	35	45	54	45	52	57	44	57
NHS TAYSIDE	SLFC_NPA	Contact Breathing Space	1												
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour			2			1				1			1
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	134	103	115	115	108	122	138	147	119	127	109	129	121
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour		3		1	1	1	3	1	2	2	1		1
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Pharmacist	1												
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Not Triage/Assessed	2	3	4	5	7	11	10	15	7	3	6	15	5

Table 3

Health Board	Care Group	Endpoint	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	12/05/2024
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1		2	1	1	1	5	2	1			3	
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Self Care	1	7	2	3	5		1	3	4	2	3	6	5
NHS TAYSIDE	SLFC_NPA	Distress Brief Intervention	11	6	8	16	11	4	3	11	8	8	4	7	4
NHS TAYSIDE	SLFC_NPA	For Information Only	41	45	41	37	28	50	49	41	37	29	40	47	41
NHS TAYSIDE	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	1			2	1		1			1		2	
NHS TAYSIDE	SLFC_NPA	Patient given self care advice - For Information Only	130	143	120	116	123	128	153	149	147	154	123	121	136
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Dentist - For Information Only		3	1	1	2	2		1	1	1	2		
NHS TAYSIDE	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only												1	2
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Midwife - For Information Only	2	3	4	2	2	1	3		3	3	4	6	2
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Optician - For Information Only	3	4	5	5	1	1	2	2	5	3	5	7	2
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	29	25	22	15	21	15	27	39	34	29	19	28	31
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Police - For Information Only	6	3	2	3	5	4	3	4	9	4	7	3	4
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information			1			1							
NHS TAYSIDE	SLFC_NPA	Pt given TOXBASE advice - For Information Only													1
NHS TAYSIDE	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	7	9	5	2	3	4	10	9	13	3	6	1	5
NHS TAYSIDE	Not assigned	Not assigned							3	1	2			1	1
NHS Western Isles	PCARE	CPN (Dr) to phone patient within 1 Hr					1		1	2			1	1	1
NHS Western Isles	PCARE	CPN (Dr) to phone patient within 2 Hrs			1		1	1	2				1		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			2	1			
NHS Western Isles	PCARE	DN (Dr) phone patient within 4 Hrs	2	1					2				1		1
NHS Western Isles	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)							1						
NHS Western Isles	PCARE	Home Visit within 1 Hr		1	1	1			1	1		1		1	
NHS Western Isles	PCARE	Home Visit within 2 Hrs	2			1	1		4	1		2	2		1
NHS Western Isles	PCARE	Home Visit within 4 Hrs	3	1	3	1	1	4	2	2	3	4	2	5	4
NHS Western Isles	PCARE	PCEC within 1 Hr	4	5	6	2	4	1	5	3	3	3	2	3	1
NHS Western Isles	PCARE	PCEC within 2 Hrs	7	7	2	5	2	7	7	10	3	4	6	3	7
NHS Western Isles	PCARE	PCEC within 4 Hrs	12	14	15	11	9	14	22	20	15	15	19	23	20
NHS Western Isles	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	7	1	1	2		3	1		2		2		1
NHS Western Isles	PCARE	Pt advised to contact practice - For Information Only			1			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	2	1	1	3	2	2		3		1	1	2	1
NHS Western Isles	PCARE	Speak to clinician within 1 Hr		1			1	1	2	6	1		1		
NHS Western Isles	PCARE	Speak to clinician within 2 Hrs	2	4	2	1	1	2	5	2	3	3	3	1	2
NHS Western Isles	PCARE	Speak to clinician within 4 Hrs	10	9	2	4	2	2	6	8	3	7	5	5	4
NHS Western Isles	SCARE	999 contacted - For Information Only						1							
NHS Western Isles	SCARE	999 contacted - For information only	4	5	6	6	2	3	6	10	5	6	5	13	7

Table 3

Health Board	Care Group	Endpoint	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	12/05/2024
NHS Western Isles	SCARE	Patient advised to go to A&E	6	3	4	4	1	11	4	5	5	6	6	5	6
NHS Western Isles	SCARE	Patient sent to A&E via Ambulance within 1 Hr			1	1			1		1				1
NHS Western Isles	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	4	4	4	1	1	5	3	5	3		3	5	3
NHS Western Isles	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub			2	2	2	1		3	2		4	3	2
NHS Western Isles	SCARE	Speak to clinician 2 Hrs				3			2			2	2	2	
NHS Western Isles	SCARE	Speak to clinician within 4 Hrs		3	1		2	1	1	1	2	2	2	1	2
NHS Western Isles	SLFC_NPA	Distress Brief Intervention	1	1				1							
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	7	3	1	4	5	3	5	2	6	4	3	1
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	4	2	2	5	4	3	8	6	1	2	7	6	5
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		
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			2					7					
Not assigned	Not assigned	Not assigned	9	7	17	13	21	10	17	24	16	14	22	19	25

Table 4

Care Group	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	12/05/2024
PCARE	13,138	13,101	13,162	12,645	12,482	12,301	18,460	16,975	12,888	12,556	12,749	13,390	15,115
SCARE	6,133	6,337	6,252	6,056	5,742	5,915	6,485	6,845	6,081	6,496	6,652	6,616	6,424
SLFC_NPA	4,686	4,619	4,551	4,400	4,259	4,284	5,848	5,694	4,657	4,974	4,989	5,075	5,031
Not assigned	10	7	19	16	23	11	26	27	21	14	24	21	33
Total	23,967	24,064	23,984	23,117	22,506	22,511	30,819	29,541	23,647	24,040	24,414	25,102	26,603

Care Group	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	12/05/2024
PCARE	54.82%	54.44%	54.88%	54.70%	55.46%	54.64%	59.90%	57.46%	54.50%	52.23%	52.22%	53.34%	56.82%
SCARE	25.59%	26.33%	26.07%	26.20%	25.51%	26.28%	21.04%	23.17%	25.72%	27.02%	27.25%	26.36%	24.15%
SLFC_NPA	19.55%	19.19%	18.98%	19.03%	18.92%	19.03%	18.98%	19.27%	19.69%	20.69%	20.43%	20.22%	18.91%
Not assigned	0.04%	0.03%	0.08%	0.07%	0.10%	0.05%	0.08%	0.09%	0.09%	0.06%	0.10%	0.08%	0.12%

Graphs

