

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: 25/02/2024 to 19/05/2024

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	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	13/05/2024	14/05/2024	15/05/2024	16/05/2024	17/05/2024	18/05/2024	19/05/2024
Overall Call Volume	3,376	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	3,123	3,103	3,305	7,194	7,178	3,566	3,368	3,334	3,209	3,369	6,971	6,869
Overall Calls Connected	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	2,396	5,704	5,590	2,825	2,695	2,492	2,490	2,708	5,838	5,912
Caller Disconnected	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%	0.83%	0.45%	0.62%	0.80%	0.78%	0.62%	0.35%	0.38%	0.62%	0.42%	0.35%	0.34%	0.21%	0.38%
Overall Avg Patient Journey Time	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	00:44:59	00:36:25	00:39:15	00:36:24	00:31:55	00:39:13	00:37:58
Tagged at First Contact %	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%	97.88%	92.90%	93.11%	99.62%	99.61%	98.46%	99.32%	97.67%	91.50%	92.01%
Median Time to Answer	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	00:14:41	00:11:37	00:14:58	00:16:06	00:05:14	00:10:22	00:12:23
90th Percentile Time to Answer	00:35:56	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	01:28:28	01:33:25	00:48:21	01:01:15	01:03:04	01:08:40	00:47:04	00:41:42	01:23:52	00:41:35	01:13:40	00:56:55	00:46:31	00:31:51	00:25:35

Table 2

Week Ending Date	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	19/05/2024
Overall Call Volume	32,436	31,341	31,350	32,446	32,874	41,098	38,586	31,236	30,270	30,089	32,822	36,297	30,746
Overall Calls Connected	25,340	25,349	24,517	23,889	23,853	32,662	31,297	25,007	25,497	25,952	26,730	28,071	24,960
Caller Discontinued	0.41%	0.37%	0.50%	0.89%	0.89%	0.50%	0.39%	0.39%	0.22%	0.20%	0.30%	0.62%	0.36%
Overall Avg Patient Journey Time	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	00:38:12
Triaged at First Contact %	95.33%	95.50%	95.41%	95.15%	94.74%	93.69%	94.18%	95.41%	94.41%	94.92%	94.36%	95.18%	95.48%
Median Time to Answer	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	00:11:53
90th Percentile Time to Answer	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	00:41:02

Table 3

Health Board	Care Group	Endpoint	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	19/05/2024
NHS Ayrshire & Arran	PCARE	CPN (Dr) to phone patient within 1 Hr	23	12	16	13	11	11	16	5	9	8	10	15	7
NHS Ayrshire & Arran	PCARE	CPN (Dr) to phone patient within 2 Hrs	32	14	21	14	17	13	8	15	16	19	10	20	18
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	2	5	1	4	1	1	1	2	1	2	1	1	5
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 4 Hrs		4	4	6	3	7	5	4	8	5	7	10	5
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	5	2	4	4	3	6	7	4	3	2	5	4	8
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)					1		1	1			1		2
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	4	2	5	2	6		2	3	1	4	4	4	1
NHS Ayrshire & Arran	PCARE	Home Visit within 1 Hr	11	13	14	10	7	17	19	14	9	17	14	11	6
NHS Ayrshire & Arran	PCARE	Home Visit within 2 Hrs	36	37	31	20	22	52	38	25	37	26	36	41	38
NHS Ayrshire & Arran	PCARE	Home Visit within 4 Hrs	44	46	41	31	47	62	54	44	39	41	46	59	37
NHS Ayrshire & Arran	PCARE	PCEC within 1 Hr	52	60	60	54	53	84	76	49	53	46	68	62	56
NHS Ayrshire & Arran	PCARE	PCEC within 2 Hrs	131	126	125	112	138	204	167	140	126	112	133	116	93
NHS Ayrshire & Arran	PCARE	PCEC within 4 Hrs	329	353	328	341	363	614	477	338	342	324	357	434	287
NHS Ayrshire & Arran	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	61	66	60	78	63	40	62	70	53	68	46	46	45
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice - For Information Only	4	9	7	9	3	11	7	2	4	7	4	10	4
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	4	6	6	9	12	5	4	6	3	13	3	1	2
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	33	25	33	42	37	20	44	33	44	36	23	42	34
NHS Ayrshire & Arran	PCARE	Speak to clinician within 1 Hr	31	31	23	25	16	34	33	26	27	20	39	18	27
NHS Ayrshire & Arran	PCARE	Speak to clinician within 2 Hrs	18	34	31	29	28	53	41	43	26	28	30	41	26
NHS Ayrshire & Arran	PCARE	Speak to clinician within 4 Hrs	70	85	61	74	57	153	102	77	92	77	89	113	70
NHS Ayrshire & Arran	PCARE	Triage refused therefore Dr requested to phone patient									1				
NHS Ayrshire & Arran	SCARE	999 contacted - For information only	171	148	134	105	123	166	165	122	138	138	145	131	134
NHS Ayrshire & Arran	SCARE	Patient advised to go to A&E	113	135	112	114	119	154	148	104	112	110	97	120	121
NHS Ayrshire & Arran	SCARE	Patient advised to go to A&E	3	1	1				1	1	1	3	1		1
NHS Ayrshire & Arran	SCARE	Patient sent to A&E via Ambulance within 1 Hr	12	8	9	13	13	9	11	8	8	8	7	16	10
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	57	62	75	61	61	66	76	71	66	70	91	83	97
NHS Ayrshire & Arran	SCARE	Speak to clinician 2 Hrs	13	14	15	14	18	11	18	13	21	22	23	24	25
NHS Ayrshire & Arran	SCARE	Speak to clinician within 4 Hrs	40	28	35	28	26	38	28	31	34	41	38	31	43
NHS Ayrshire & Arran	SLFC_NPA	Contact Breathing Space		1				1					1		
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour		2	2	1		3	1				1	1	1
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	99	85	93	96	81	142	123	90	94	93	106	106	97
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 Triaged/Assessed	5	6	3	2	9	4	5	5	3	7	11	3	
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	3	1				1	2	3	1	1	3	2	1

Table 3

Health Board	Care Group	Endpoint	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	19/05/2024
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Self Care	1			1	2	3	2	1	1	3	2	1	2
NHS Ayrshire & Arran	SLFC_NPA	Distress Brief Intervention	11	8	6	9	9	4	8	6	10	7	9	7	4
NHS Ayrshire & Arran	SLFC_NPA	For Information Only	35	31	36	32	31	38	45	35	47	44	50	52	31
NHS Ayrshire & Arran	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	1				1		4	2					
NHS Ayrshire & Arran	SLFC_NPA	Patient given self care advice - For Information Only	161	154	138	125	114	146	174	146	147	151	140	147	150
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	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	3
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only													1
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	18	15	12	18	16	35	30	28	21	18	20	33	17
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Police - For Information Only	2	4	3	2	1	1	1	3	3	3	3	3	4
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	9	5	13	3	4	10	6	6	10	9	10	6	3
NHS Ayrshire & Arran	Not assigned	Not assigned		2	1			1		1		1			
NHS Borders	PCARE	CPN (Dr) to phone patient within 1 Hr	2	3	2	2	3	2	5	3	3	4	8	4	3
NHS Borders	PCARE	CPN (Dr) to phone patient within 2 Hrs	1	8	4	10	3	4	5	4	4	9	6	8	7
NHS Borders	PCARE	DN (Dr) phone patient within 1 Hr	1	2	2	3	6	2	4	1	3	9		1	2
NHS Borders	PCARE	DN (Dr) phone patient within 2 Hrs	6	4	4	5	5	5	7	5	2	5	1	7	8
NHS Borders	PCARE	DN (Dr) phone patient within 4 Hrs	12	12	14	10	10	9	13	9	14	17	7	14	7
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				1
NHS Borders	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)					1		1						1
NHS Borders	PCARE	Home Visit within 1 Hr	3	3	5	3	1	3	6	4	6	2	4	4	2
NHS Borders	PCARE	Home Visit within 2 Hrs	8	7	13	5	7	16	7	9	7	5	12	20	26
NHS Borders	PCARE	Home Visit within 4 Hrs	21	10	7	13	6	9	14	9	11	11	7	12	14
NHS Borders	PCARE	PCEC within 1 Hr	12	11	14	11	10	15	14	14	15	14	12	13	7
NHS Borders	PCARE	PCEC within 2 Hrs	24	29	22	16	20	27	24	29	28	24	19	27	24
NHS Borders	PCARE	PCEC within 4 Hrs	61	73	54	48	63	90	71	56	75	75	69	77	55
NHS Borders	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	12	21	27	23	24	26	21	18	19	25	18	17	21
NHS Borders	PCARE	Pt advised to contact practice - For Information Only	1	1		2	2	4	1	4	4	2	2	4	1
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	4	13	6	9	7	7	6	4	6	12	6	14	8
NHS Borders	PCARE	Speak to clinician within 1 Hr	9	2	9	7	2	3	5	10	5	2	6	4	5
NHS Borders	PCARE	Speak to clinician within 2 Hrs	4	13	13	5	11	6	16	6	4	9	3	7	9
NHS Borders	PCARE	Speak to clinician within 4 Hrs	11	13	19	17	12	18	23	15	15	18	21	18	21
NHS Borders	SCARE	999 contacted - For information only	31	40	35	28	30	40	41	35	33	33	35	36	37
NHS Borders	SCARE	Patient advised to go to A&E	35	36	37	35	40	34	37	35	27	28	39	39	45

Table 3

Health Board	Care Group	Endpoint	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	19/05/2024
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	4	4	3	3	3	6	2	3	8	1		3	6
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	36	39	28	46	43	39	26	32	45	35	34	43	39
NHS Borders	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub				1	1								
NHS Borders	SCARE	Speak to clinician 2 Hrs	15	12	14	5	16	11	13	6	13	10	10	17	12
NHS Borders	SCARE	Speak to clinician within 4 Hrs	12	12	8	13	8	14	16	9	13	12	11	16	20
NHS Borders	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	19	22	22	16	17	23	34	16	23	22	17	28	18
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	3	2	2	2	1		2	1
NHS Borders	SLFC_NPA	Dental Nurse - Routine Contact with Dentist						3	1	1					
NHS Borders	SLFC_NPA	Dental Nurse - Self Care		2						1		1	1	1	
NHS Borders	SLFC_NPA	Distress Brief Intervention	1	4	1	1	4		2		4	2	4	3	
NHS Borders	SLFC_NPA	For Information Only	8	5	4	7	9	13	8	8	11	13	11	11	6
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	39	26	30	23	33	35	39	34	30	35	30	32	31
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	
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	1	2	3	4	4	2	6	3	2	1	3	7	4
NHS Borders	SLFC_NPA	Pt advised to contact Police - For Information Only		2	2	1	3	2	5		4	1		1	2
NHS Borders	SLFC_NPA	Triage refused - Pt terminated call - For Information Only		1	1	3	2	1		1	1	5	1	2	1
NHS Borders	Not assigned	Not assigned				1									
NHS Dumfries & Gallo	PCARE	CPN (Dr) to phone patient within 1 Hr	2	2	3	1	2	2	7	3	4	9	3	1	6
NHS Dumfries & Gallo	PCARE	CPN (Dr) to phone patient within 2 Hrs	9	5	7	8	4	8	8	13	12	9	10	12	6
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 1 Hr	2	1	3	1		3	4	1	1	3		3	4
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 2 Hrs	7	4	1	3	3	1	7	3	13	2	9	10	3
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 4 Hrs	18	15	16	12	13	22	17	8	19	14	11	19	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	2	1					1	1			
NHS Dumfries & Gallo	PCARE	Home Visit within 1 Hr	6	6	3	5	8	3	5	2	2	10	2	6	2
NHS Dumfries & Gallo	PCARE	Home Visit within 2 Hrs	10	12	13	8	13	8	14	14	16	12	21	11	9
NHS Dumfries & Gallo	PCARE	Home Visit within 4 Hrs	10	19	17	7	12	13	21	20	12	15	10	14	11
NHS Dumfries & Gallo	PCARE	PCEC within 1 Hr	16	21	19	13	12	22	24	15	19	18	21	22	16
NHS Dumfries & Gallo	PCARE	PCEC within 2 Hrs	45	34	26	39	47	31	45	44	42	38	35	40	33
NHS Dumfries & Gallo	PCARE	PCEC within 4 Hrs	87	70	82	77	54	110	119	78	83	94	84	105	75

Table 3

Health Board	Care Group	Endpoint	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	19/05/2024
NHS Dumfries & Gallo	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	19	14	20	17	12	30	20	16	18	17	20	11	12
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice - For Information Only	3	1	3	2	3	2	1		2	2		2	2
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	3	1	1	1	1		4	3	2	4	3	2	2
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	13	9	8	9	14	2	13	8	11	11	7	13	11
NHS Dumfries & Gallo	PCARE	Speak to clinician within 1 Hr	9	11	10	4	4	12	14	9	3	8	9	9	7
NHS Dumfries & Gallo	PCARE	Speak to clinician within 2 Hrs	9	9	6	8	8	7	11	14	7	14	23	15	10
NHS Dumfries & Gallo	PCARE	Speak to clinician within 4 Hrs	26	18	16	19	17	49	36	24	23	25	35	24	22
NHS Dumfries & Gallo	PCARE	Transport to PCEC within 2 Hrs								1					
NHS Dumfries & Gallo	PCARE	Transport to PCEC within 4 hrs		1								1		1	1
NHS Dumfries & Gallo	SCARE	999 contacted - For information only	39	43	46	37	38	49	51	41	48	40	48	46	42
NHS Dumfries & Gallo	SCARE	Patient advised to go to A&E	28	36	37	27	26	30	41	35	25	38	40	31	33
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	2	2	7	2	4		5	7	6	5	8	2	7
NHS Dumfries & Gallo	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	10	8	11	8	6	10	20	7	10	9	6	13	17
NHS Dumfries & Gallo	SCARE	Speak to clinician 2 Hrs	4	3	1	4	1	4	3	1	2	5	5	2	4
NHS Dumfries & Gallo	SCARE	Speak to clinician within 4 Hrs	4	8	8	6	7	8	10	2	7	8	11	4	12
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	53	25	29	34	31	39	48	35	55	34	45	56	38
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	1
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Self Care			2							2		1	1
NHS Dumfries & Gallo	SLFC_NPA	Distress Brief Intervention	1	3	1	3		1	1	5	1	4	1	1	2
NHS Dumfries & Gallo	SLFC_NPA	For Information Only	14	11	6	11	10	9	18	14	19	14	6	8	19
NHS Dumfries & Gallo	SLFC_NPA	Patient advised to contact CPN Team - For Info Only													1
NHS Dumfries & Gallo	SLFC_NPA	Patient given self care advice - For Information Only	31	44	26	30	23	37	43	25	27	33	42	31	30
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Dentist - For Information Only					1								
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only													1
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Midwife - For Information Only	2			1	1		1		1				1
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Optician - For Information Only			2			1	2			2	1		1
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	8	2	6	7	6	10	12	7	7	1	6	6	4
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	4	3		3	1	2	3	2		1	1	3	1
NHS Dumfries & Gallo	SLFC_NPA	Untriaged call - OOH Service clinician to phone patient											1		
NHS Dumfries & Gallo	Not assigned	Not assigned												1	1
NHS Fife	PCARE	CPN (Dr) to phone patient within 1 Hr	20	15	14	12	15	18	18	10	17	14	8	11	4
NHS Fife	PCARE	CPN (Dr) to phone patient within 2 Hrs	30	24	18	29	28	30	30	14	24	25	26	30	17

Table 3

Health Board	Care Group	Endpoint	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	19/05/2024
NHS Fife	PCARE	DN (Dr) phone patient within 1 Hr	7	3	3	6	5	4	12	2	7	4	5	5	4
NHS Fife	PCARE	DN (Dr) phone patient within 2 Hrs	9	14	13	5	12	10	13	14	11	11	16	9	15
NHS Fife	PCARE	DN (Dr) phone patient within 4 Hrs	23	22	28	36	33	42	44	36	45	31	43	33	33
NHS Fife	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	6	5	6	5	6	3	2	2	4	5	4	4	1
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)	2	5	1		1	1	1	2	1		3	2	2
NHS Fife	PCARE	Home Visit within 1 Hr	5	13	10	12	7	23	18	14	9	10	13	11	10
NHS Fife	PCARE	Home Visit within 2 Hrs	32	36	27	34	41	60	32	39	35	40	44	34	27
NHS Fife	PCARE	Home Visit within 4 Hrs	47	48	39	37	48	84	49	47	47	46	60	49	44
NHS Fife	PCARE	PCEC within 1 Hr	81	64	64	72	70	98	78	73	56	66	74	77	53
NHS Fife	PCARE	PCEC within 2 Hrs	127	159	150	120	132	216	180	136	143	127	129	159	115
NHS Fife	PCARE	PCEC within 4 Hrs	381	389	348	368	356	671	549	352	336	326	357	471	306
NHS Fife	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	87	80	75	88	91	98	69	81	55	54	80	59	76
NHS Fife	PCARE	Pt advised to contact practice - For Information Only	2	7	7	7	11	11	12	5	6	7	5	8	9
NHS Fife	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	11	4	7	6	4	2	7	10	4	13	6	12	8
NHS Fife	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	36	38	41	32	28	18	44	36	31	48	26	61	38
NHS Fife	PCARE	Speak to clinician within 1 Hr	27	25	19	23	17	24	29	20	18	15	28	27	19
NHS Fife	PCARE	Speak to clinician within 2 Hrs	20	41	30	27	27	50	39	35	31	40	50	43	33
NHS Fife	PCARE	Speak to clinician within 4 Hrs	75	63	70	70	65	163	122	84	102	82	104	109	68
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	161	120	153	130	147	150	185	139	154	140	139	147	141
NHS Fife	SCARE	Patient advised to go to A&E	141	121	111	125	143	164	153	131	137	156	160	111	141
NHS Fife	SCARE	Patient advised to go to A&E			2	1					2		1	3	
NHS Fife	SCARE	Patient sent to A&E via Ambulance within 1 Hr	9	8	10	12	11	9	16	11	14	9	17	11	8
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	78	66	95	90	78	97	92	77	92	90	96	96	97
NHS Fife	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub		1	2										1
NHS Fife	SCARE	Speak to clinician 2 Hrs	17	27	20	18	15	21	21	30	22	26	27	27	31
NHS Fife	SCARE	Speak to clinician within 4 Hrs	40	29	25	35	21	30	30	30	32	28	21	35	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	104	116	113	101	103	108	129	110	131	100	136	106	91
NHS Fife	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour		1		1	1	1	1		2	3	1	2	3
NHS Fife	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	5	1	1	5	6	10	8	5	5	5	4	7	2
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	1			3		2	2	2		3	2		5

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Health Board	Care Group	Endpoint	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	19/05/2024
NHS Fife	SLFC_NPA	Distress Brief Intervention	12	6	5	8	10	12	8	9	8	9	12	10	7
NHS Fife	SLFC_NPA	For Information Only	50	53	27	49	41	68	48	47	57	66	47	77	51
NHS Fife	SLFC_NPA	Patient advised to contact CPN Team - For Info Only		1	2	1		2	1		1	1	2		
NHS Fife	SLFC_NPA	Patient given self care advice - For Information Only	176	195	163	138	147	196	206	181	181	161	204	189	126
NHS Fife	SLFC_NPA	Pt advised to contact Dentist - For Information Only			1		4	1		3		1			
NHS Fife	SLFC_NPA	Pt advised to contact Midwife - For Information Only	1	5	2	2	2	2	5	2	2	2	4	1	4
NHS Fife	SLFC_NPA	Pt advised to contact Optician - For Information Only	5	1		1	2	2	1	3	1	2	4	5	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	32	16	17	20	22	40	47	16	18	19	13	30	23
NHS Fife	SLFC_NPA	Pt advised to contact Police - For Information Only	2	3	7	4	3	6	3	5	2	6	6	4	2
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	7	7	13	4	10	12	8	5	9	10	6	12	5
NHS Fife	Not assigned	Not assigned						1							
NHS Forth Valley	PCARE	CPN (Dr) to phone patient within 1 Hr	6	10	15	9	7	5	2	2	5	8	5	7	5
NHS Forth Valley	PCARE	CPN (Dr) to phone patient within 2 Hrs	8	12	7	13	14	17	10	15	8	13	9	10	9
NHS Forth Valley	PCARE	DN (Dr) phone patient within 1 Hr	4	3	3	1	3	10	3	5	5	5	3	2	2
NHS Forth Valley	PCARE	DN (Dr) phone patient within 2 Hrs	7	6	10	4	13	9	8	6	5	5	8	4	6
NHS Forth Valley	PCARE	DN (Dr) phone patient within 4 Hrs	16	28	23	22	21	34	28	23	26	21	25	35	15
NHS Forth Valley	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	7	3	3	4	1	5	2	6	1		1	3	2
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	2
NHS Forth Valley	PCARE	Home Visit within 1 Hr	9	6	11	4	5	17	6	7	7	10	13	11	5
NHS Forth Valley	PCARE	Home Visit within 2 Hrs	17	21	21	23	17	35	26	17	24	27	29	25	16
NHS Forth Valley	PCARE	Home Visit within 4 Hrs	31	24	24	38	34	42	39	38	35	32	23	38	18
NHS Forth Valley	PCARE	PCEC within 1 Hr	58	80	69	61	50	76	85	40	57	46	65	57	51
NHS Forth Valley	PCARE	PCEC within 12 Hrs											1		
NHS Forth Valley	PCARE	PCEC within 2 Hrs	125	116	115	121	126	193	169	133	110	97	116	127	80
NHS Forth Valley	PCARE	PCEC within 4 Hrs	306	314	340	310	304	559	454	329	310	270	320	375	259
NHS Forth Valley	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	66	86	87	94	88	55	63	85	86	85	62	63	79
NHS Forth Valley	PCARE	Pt advised to contact practice - For Information Only	8	10	8	6	12	12	9	7	5	7	14	8	12
NHS Forth Valley	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	4	12	7	5	3	6	9	8	2	10	6	6	6
NHS Forth Valley	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	30	37	26	46	24	12	37	30	33	30	32	33	31
NHS Forth Valley	PCARE	Speak to clinician within 1 Hr	15	16	13	10	8	18	25	15	16	23	19	19	16
NHS Forth Valley	PCARE	Speak to clinician within 2 Hrs	24	28	29	27	13	40	39	28	24	35	27	26	19
NHS Forth Valley	PCARE	Speak to clinician within 4 Hrs	56	64	48	70	62	133	87	74	69	59	86	75	52
NHS Forth Valley	SCARE	999 contacted - For information only	113	108	104	105	89	140	134	115	113	113	126	90	111
NHS Forth Valley	SCARE	Patient advised to go to A&E	162	174	163	189	151	168	184	150	157	175	149	187	164

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Health Board	Care Group	Endpoint	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	19/05/2024
NHS Forth Valley	SCARE	Patient advised to go to A&E			1	1		1				3	2	3	1
NHS Forth Valley	SCARE	Patient sent to A&E via Ambulance within 1 Hr	6	12	2	9	7	10	10	8	13	6	7	7	6
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	183	206	188	208	206	157	159	197	225	243	260	255	263
NHS Forth Valley	SCARE	Speak to clinician 2 Hrs	45	49	53	59	54	62	30	38	69	99	92	60	77
NHS Forth Valley	SCARE	Speak to clinician within 4 Hrs	54	61	40	48	42	58	49	63	63	80	49	39	63
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	56	71	66	76	72	89	104	73	74	73	72	90	97
NHS Forth Valley	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour		1				1		1		2			1
NHS Forth Valley	SLFC_NPA	Dental Nurse - Not Triage/Assessed	3	2	2	1	7	9	4	5	3	2	8	5	2
NHS Forth Valley	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	2	3		1		1	3		2		2	1	3
NHS Forth Valley	SLFC_NPA	Dental Nurse - Self Care			2			2	2	4	1	1	3	2	1
NHS Forth Valley	SLFC_NPA	Distress Brief Intervention	10	14	3	8	9	11	5	9	8	9	4	5	6
NHS Forth Valley	SLFC_NPA	For Information Only	26	41	35	40	34	57	38	27	35	39	29	21	38
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	88	108	114	99	96	129	116	73	101	102	103	95	112
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		1	2		1	2		3	5	6	3	3	2
NHS Forth Valley	SLFC_NPA	Pt advised to contact Optician - For Information Only	3	1	4	5	3	4	1	2	3	4	5	3	2
NHS Forth Valley	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only			1		1	1	1		1				
NHS Forth Valley	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	15	26	20	7	15	26	22	16	10	15	19	21	18
NHS Forth Valley	SLFC_NPA	Pt advised to contact Police - For Information Only	4	6	5	3	3	1	4		5	3	2	1	3
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	8	7	3	4		7	5	4	2	10	6	4	4
NHS Forth Valley	Not assigned	Not assigned						1					1		
NHS Grampian	PCARE	CPN (Dr) to phone patient within 1 Hr	16	12	13	16	13	15	16	19	23	28	20	14	17
NHS Grampian	PCARE	CPN (Dr) to phone patient within 2 Hrs	23	32	28	29	21	25	33	26	20	15	25	26	17
NHS Grampian	PCARE	DN (Dr) phone patient within 1 Hr	3	9	4	3	1	2	8	4	6	2	8	2	4
NHS Grampian	PCARE	DN (Dr) phone patient within 2 Hrs	13	7	7	7	7	2	11	1	6	3	5	2	8
NHS Grampian	PCARE	DN (Dr) phone patient within 4 Hrs	16	16	13	16	9	20	17	12	21	11	24	22	20
NHS Grampian	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	3	1	3	2	3	6	8	3	10	5	6	4	7
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)	1	2	3	2	3		5	3	4	4	3	6	5
NHS Grampian	PCARE	Home Visit within 1 Hr	13	26	20	13	21	17	16	12	21	21	25	19	17
NHS Grampian	PCARE	Home Visit within 2 Hrs	43	43	51	52	46	53	66	52	48	67	55	66	56
NHS Grampian	PCARE	Home Visit within 4 Hrs	57	66	72	59	70	61	66	45	65	61	57	68	47

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Health Board	Care Group	Endpoint	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	19/05/2024
NHS Grampian	PCARE	PCEC within 1 Hr	96	103	124	93	79	100	117	84	82	86	113	100	80
NHS Grampian	PCARE	PCEC within 2 Hrs	201	181	209	165	193	200	247	194	155	185	182	202	169
NHS Grampian	PCARE	PCEC within 4 Hrs	525	535	494	516	475	545	645	449	447	455	490	590	458
NHS Grampian	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	91	98	104	117	112	107	72	91	89	98	99	84	120
NHS Grampian	PCARE	Pt advised to contact practice - For Information Only	4	11	12	10	12	13	15	11	6	7	9	7	14
NHS Grampian	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	16	12	9	13	10	9	13	14	9	12	10	12	6
NHS Grampian	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	47	50	55	45	53	26	63	45	56	47	38	72	58
NHS Grampian	PCARE	Speak to clinician within 1 Hr	33	33	32	28	25	41	40	30	34	29	29	44	42
NHS Grampian	PCARE	Speak to clinician within 2 Hrs	45	46	37	40	50	44	65	72	58	46	60	63	56
NHS Grampian	PCARE	Speak to clinician within 4 Hrs	121	131	82	118	107	137	152	98	104	129	113	137	110
NHS Grampian	PCARE	Triage refused therefore Dr requested to phone patient		1											
NHS Grampian	SCARE	999 contacted - For information only	243	216	202	188	193	219	267	193	195	224	221	221	199
NHS Grampian	SCARE	Patient advised to go to A&E	209	231	207	194	208	217	221	232	212	207	205	205	227
NHS Grampian	SCARE	Patient advised to go to A&E		1		1		2		1	1	2	1	1	
NHS Grampian	SCARE	Patient sent to A&E via Ambulance within 1 Hr	10	12	14	12	22	15	26	11	17	17	12	19	21
NHS Grampian	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only					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	184	199	176	173	185	167	176	189	159	193	195	202	237
NHS Grampian	SCARE	Speak to clinician 2 Hrs	49	44	44	37	55	32	30	35	55	51	53	55	72
NHS Grampian	SCARE	Speak to clinician within 4 Hrs	61	56	50	76	54	64	62	63	64	78	67	69	71
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			2			
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	107	97	88	125	114	86	164	119	105	110	123	141	78
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	2		1	1	1	1	2		4	1	5	1	1
NHS Grampian	SLFC_NPA	Dental Nurse - Not Triage/Assessed	2	5	5	4	3	9	3	1	8	3	7	5	4
NHS Grampian	SLFC_NPA	Dental Nurse - Routine Contact with Dentist			1	3		3	6	1	3	4	1	2	2
NHS Grampian	SLFC_NPA	Dental Nurse - Self Care		2	2	2	1	1	3	1	3	8	2		
NHS Grampian	SLFC_NPA	Distress Brief Intervention	11	6	13	6	11	9	13	9	13	10	7	5	10
NHS Grampian	SLFC_NPA	For Information Only	120	105	81	113	91	107	119	99	108	107	99	90	113
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	1						2	1			1	1	
NHS Grampian	SLFC_NPA	Patient given self care advice - For Information Only	171	179	180	146	162	194	210	164	163	174	167	170	208
NHS Grampian	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1	1			2	2	1					2	1
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	3		4	3	2	3	4	4	6	6	1	2	3
NHS Grampian	SLFC_NPA	Pt advised to contact Optician - For Information Only	7	3	5	4	2	2	1	5	4	2	5	5	2
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	34	26	19	20	30	43	56	44	29	31	33	51	36

Table 3

Health Board	Care Group	Endpoint	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	19/05/2024
NHS Greater Glasgow	SCARE	Speak to clinician 2 Hrs	59	61	72	42	60	56	50	52	79	85	60	75	93
NHS Greater Glasgow	SCARE	Speak to clinician within 4 Hrs	116	98	112	110	108	96	125	103	137	125	121	120	142
NHS Greater Glasgow	SLFC_NPA	Contact Breathing Space			3	2	1		2			1	1		
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	3	3	5	2	5	6	3	4	3	3	5	2	3
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	295	288	280	278	263	432	335	270	282	325	333	334	294
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	5	3	1	1	4	3		5	1	5	3	5	3
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Not Triage/Assessed	17	12	6	9	19	21	24	5	15	13	21	11	12
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	4	4	2	4	1	8	7	3	4	1	3	5	6
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Self Care	5	5	9	4	4	10	3	5	6	5	4	9	5
NHS Greater Glasgow	SLFC_NPA	Distress Brief Intervention	37	22	20	31	18	31	28	26	21	23	20	35	23
NHS Greater Glasgow	SLFC_NPA	For Information Only	154	132	126	134	152	177	179	166	184	226	199	157	140
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	4	3	5	9	5	3	3	2	7	6	6	6	2
NHS Greater Glasgow	SLFC_NPA	Patient given self care advice - For Information Only	508	530	524	466	467	602	576	547	583	626	561	527	527
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Dentist - For Information Only			3		6	2		2	1	1	3	2	1
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only	4	1	3	1				2	1	1		1	
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Midwife - For Information Only	7	10	7	10	17	17	12	10	17	7	11	15	10
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Optician - For Information Only	5	6	12	9	4	14	8	10	10	13	11	11	10
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	87	62	79	88	70	136	132	80	91	73	83	94	81
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Police - For Information Only	8	18	13	17	11	10	13	12	14	11	26	18	8
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information													1
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact appropriate service - For Info Only	1					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	20	26	26	15	16	20	30	26	37	26	28	16	29
NHS Greater Glasgow	Not assigned	Not assigned				1		2		1				2	1
NHS HIGHLAND	PCARE	CPN (Dr) to phone patient within 1 Hr	9	9	8	12	8	12	3	5	5	2	10	11	5
NHS HIGHLAND	PCARE	CPN (Dr) to phone patient within 2 Hrs	12	3	8	8	10	21	10	6	8	6	15	13	13
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 1 Hr	6	4	3	2	2	3	2	2		1		2	5
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 2 Hrs	1	4	5	3	4	4	8	9	6	6	1	4	6
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 4 Hrs	19	12	16	11	7	12	6	6	11	11	8	8	10
NHS HIGHLAND	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2	1	2		1	2	3	5	2	2			5
NHS HIGHLAND	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)			1			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	2
NHS HIGHLAND	PCARE	Home Visit within 1 Hr	6	11	5	8	4	10	11	9	7	10	9	12	13
NHS HIGHLAND	PCARE	Home Visit within 2 Hrs	22	21	20	13	15	28	18	29	14	20	20	31	20
NHS HIGHLAND	PCARE	Home Visit within 4 Hrs	22	33	29	32	29	49	33	26	34	28	29	38	28
NHS HIGHLAND	PCARE	PCEC within 1 Hr	36	38	47	36	34	62	57	32	33	30	55	30	31

Table 3

Health Board	Care Group	Endpoint	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	19/05/2024
NHS HIGHLAND	SLFC_NPA	Triage refused - For Information Only	5	1	2	4	3	6	7	4	2	2	5	3	6
NHS HIGHLAND	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	11	10	8	7	6	12	11	14	11	6	11	6	4
NHS HIGHLAND	Not assigned	Not assigned										1			
NHS LANARKSHIRE	PCARE	CPN (Dr) to phone patient within 1 Hr	15	14	16	19	10	18	23	19	6	21	3	14	13
NHS LANARKSHIRE	PCARE	CPN (Dr) to phone patient within 2 Hrs	20	22	21	23	22	14	15	23	22	34	19	37	28
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 1 Hr	2	4	1	2		2	3	1	4				2
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 2 Hrs	5	3	6	1	4	1	1		2	1	2		3
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 4 Hrs	6	9	8	6	5	8	5	4	2	9	3	5	5
NHS LANARKSHIRE	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	6	7	6	3	5	2	3	4	4	4	4	2	3
NHS LANARKSHIRE	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)				1	1	1	1	1	1	1		1	1
NHS LANARKSHIRE	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	2	4	3	4	1	7	3	2	2	2	3	3	
NHS LANARKSHIRE	PCARE	Home Visit within 1 Hr	14	23	17	15	11	18	18	17	11	19	13	16	8
NHS LANARKSHIRE	PCARE	Home Visit within 2 Hrs	38	45	32	52	36	50	46	23	40	39	28	51	33
NHS LANARKSHIRE	PCARE	Home Visit within 4 Hrs	47	47	58	44	35	102	63	45	64	61	61	74	42
NHS LANARKSHIRE	PCARE	PCEC within 1 Hr	112	102	103	116	83	155	148	101	99	100	98	111	81
NHS LANARKSHIRE	PCARE	PCEC within 2 Hrs	189	255	221	218	207	346	312	213	209	229	188	260	204
NHS LANARKSHIRE	PCARE	PCEC within 4 Hrs	587	555	579	537	596	994	796	582	559	538	578	634	474
NHS LANARKSHIRE	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	109	109	112	99	102	92	64	92	93	89	100	69	83
NHS LANARKSHIRE	PCARE	Pt advised to contact practice - For Information Only	13	15	9	12	11	13	13	15	11	13	11	9	13
NHS LANARKSHIRE	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	18	17	11	12	18	4	12	20	10	11	14	9	8
NHS LANARKSHIRE	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	63	49	49	60	55	27	77	43	40	44	56	71	42
NHS LANARKSHIRE	PCARE	Speak to clinician within 1 Hr	34	25	34	31	28	46	49	24	37	30	38	30	21
NHS LANARKSHIRE	PCARE	Speak to clinician within 2 Hrs	41	38	44	60	39	75	64	53	52	39	46	54	62
NHS LANARKSHIRE	PCARE	Speak to clinician within 4 Hrs	126	106	102	120	108	258	184	97	111	122	126	143	114
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		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	199	193	190	170	164	208	229	202	202	220	214	180	193
NHS LANARKSHIRE	SCARE	Patient advised to go to A&E	238	244	236	231	253	286	276	238	232	237	237	224	237
NHS LANARKSHIRE	SCARE	Patient advised to go to A&E	1	1	1	2	5	2	5		2	5	3	2	4
NHS LANARKSHIRE	SCARE	Patient sent to A&E via Ambulance within 1 Hr	17	16	16	10	23	4	17	15	15	11	18	18	19
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	92	114	106	94	96	93	89	97	124	113	103	116	116
NHS LANARKSHIRE	SCARE	Speak to clinician 2 Hrs	26	26	33	23	26	24	16	29	27	32	34	27	39
NHS LANARKSHIRE	SCARE	Speak to clinician within 4 Hrs	48	42	42	39	39	37	57	29	59	54	55	60	49
NHS LANARKSHIRE	SLFC_NPA	Contact Breathing Space	1			1		1	1	1	1				

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Health Board	Care Group	Endpoint	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	19/05/2024
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	161	137	123	124	210	183	130	140	140	151	117	105
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1	1	1	1	1		1	1	1	1	3	1	1
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	6	9	4	6	9	15	8	3	9	6	7	1	5
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1	1	1	1		4	2		4	1	1	2	2
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Self Care	1	2	1	2		7	4	6		4	4	3	4
NHS LANARKSHIRE	SLFC_NPA	Distress Brief Intervention	8	18	9	11	1	10	14	14	11	19	14	12	15
NHS LANARKSHIRE	SLFC_NPA	For Information Only	36	53	50	42	39	104	74	69	57	70	61	76	59
NHS LANARKSHIRE	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	2		2	1	1			1		2	2	3	1
NHS LANARKSHIRE	SLFC_NPA	Patient given self care advice - For Information Only	172	155	162	162	178	245	188	159	185	193	179	199	182
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1							1		1	1		1
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only				1						1	2	1	1
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Midwife - For Information Only	1	8	5	3	2	3	3	7	5	1	5	2	2
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Optician - For Information Only	1	5	5	4	4	4	4		2	8	4	5	2
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	25	39	28	33	24	78	60	32	41	33	40	57	39
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Police - For Information Only	9	4	5	1	4	6	9	13	7	7	5	5	3
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	4	7	8	9	12	11	4	11	5	9	10	7	11
NHS LANARKSHIRE	Not assigned	Not assigned			1									1	
NHS Lothian	PCARE	CPN (Dr) to phone patient within 1 Hr	14	22	18	16	20	20	20	15	23	25	23	19	9
NHS Lothian	PCARE	CPN (Dr) to phone patient within 2 Hrs	27	29	26	25	30	32	43	29	24	36	39	52	45
NHS Lothian	PCARE	DN (Dr) phone patient within 1 Hr	5	3	7	6	6	8	4	8	7	6	7	11	11
NHS Lothian	PCARE	DN (Dr) phone patient within 2 Hrs	10	4	15	9	14	13	13	9	9	8	15	12	8
NHS Lothian	PCARE	DN (Dr) phone patient within 4 Hrs	30	22	25	18	23	41	41	21	35	40	24	58	31
NHS Lothian	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2	5	5	12	9	10	4	10	7	9	10	6	5
NHS Lothian	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	3	3	1	3		1	2	2	1	1	1	6	1
NHS Lothian	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	4	8	6	8	9	6	6	2	8	6	8	4	7
NHS Lothian	PCARE	Home Visit within 1 Hr	28	27	19	23	19	37	39	33	26	30	36	30	34
NHS Lothian	PCARE	Home Visit within 2 Hrs	59	65	54	56	48	90	88	75	67	58	62	69	61
NHS Lothian	PCARE	Home Visit within 4 Hrs	85	87	109	71	69	122	95	72	83	71	101	107	82
NHS Lothian	PCARE	PCEC within 1 Hr	137	133	135	137	126	188	166	130	124	125	128	148	112
NHS Lothian	PCARE	PCEC within 2 Hrs	292	289	284	282	289	430	384	280	300	326	299	390	289
NHS Lothian	PCARE	PCEC within 4 Hrs	907	874	756	798	872	1,489	1,218	777	813	872	860	1,068	746
NHS Lothian	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	203	189	201	195	218	162	171	205	180	193	195	142	196
NHS Lothian	PCARE	Pt advised to contact practice - For Information Only	29	23	19	28	24	30	23	17	17	21	28	32	23
NHS Lothian	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	22	28	15	31	12	14	17	27	11	36	18	19	22

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Health Board	Care Group	Endpoint	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	19/05/2024
NHS Lothian	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	81	96	90	93	79	49	127	86	74	89	70	121	91
NHS Lothian	PCARE	Speak to clinician within 1 Hr	61	54	53	46	48	78	57	58	55	54	56	63	47
NHS Lothian	PCARE	Speak to clinician within 2 Hrs	90	73	79	56	83	125	100	83	93	104	82	98	76
NHS Lothian	PCARE	Speak to clinician within 4 Hrs	197	206	179	204	140	398	259	191	192	207	242	253	207
NHS Lothian	PCARE	Transport to PCEC within 2 Hrs	2		2				2	1	2	2	3		1
NHS Lothian	PCARE	Transport to PCEC within 4 hrs	2	1		2	3	3	3		3		2	2	1
NHS Lothian	PCARE	Triage refused therefore Dr requested to phone patient			1										
NHS Lothian	SCARE	999 contacted - For Information Only		1											
NHS Lothian	SCARE	999 contacted - For information only	288	307	274	243	256	318	353	274	291	263	306	289	258
NHS Lothian	SCARE	Patient advised to go to A&E	407	411	366	373	355	400	473	385	397	395	371	355	375
NHS Lothian	SCARE	Patient advised to go to A&E	1	1	3	1	3	3	2	1	4	5	5	3	1
NHS Lothian	SCARE	Patient sent to A&E via Ambulance within 1 Hr	25	26	17	24	18	15	15	17	24	25	17	20	17
NHS Lothian	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only					1				1			2	
NHS Lothian	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only			1										
NHS Lothian	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	401	345	352	306	314	337	323	333	391	406	383	363	403
NHS Lothian	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub						1				1			
NHS Lothian	SCARE	Speak to clinician 2 Hrs	73	58	68	46	65	62	48	41	72	74	83	76	79
NHS Lothian	SCARE	Speak to clinician within 4 Hrs	108	116	125	94	108	132	122	120	121	138	132	118	129
NHS Lothian	SLFC_NPA	Contact Breathing Space			1	1		1							
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	1	2	4	3	1	3	1	4	2	2	5	1	1
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	213	205	220	193	239	331	307	218	252	239	232	242	210
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	5	2	3	1	1	5	8	3	6	5	4	5	5
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Pharmacist													1
NHS Lothian	SLFC_NPA	Dental Nurse - Not Triage/Assessed	10	8	10	11	13	11	18	12	11	14	14	10	10
NHS Lothian	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	4	4	5	2	7	5	6	5	3	3	3	8	1
NHS Lothian	SLFC_NPA	Dental Nurse - Self Care	3	3	5	7	4	7	2	3	7	8	5	4	4
NHS Lothian	SLFC_NPA	Distress Brief Intervention	16	15	15	18	15	17	21	16	16	20	22	20	17
NHS Lothian	SLFC_NPA	For Information Only	101	94	102	90	96	122	120	98	97	118	124	92	118
NHS Lothian	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	1		2			2		2			1		
NHS Lothian	SLFC_NPA	Patient given self care advice - For Information Only	290	346	324	292	260	351	345	305	341	340	321	334	352
NHS Lothian	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1	1	1	2	2	2		1	1		1	2	2
NHS Lothian	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only			1	2	1	1	1		1	3	4		1
NHS Lothian	SLFC_NPA	Pt advised to contact Midwife - For Information Only	13	12	5	7	9	9	11	10	18	9	7	16	15
NHS Lothian	SLFC_NPA	Pt advised to contact Optician - For Information Only	13	6	7	11	12	13	17	13	7	6	12	7	11
NHS Lothian	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only			1		1	1				1			
NHS Lothian	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	62	69	59	64	56	119	96	59	71	57	70	86	72
NHS Lothian	SLFC_NPA	Pt advised to contact Police - For Information Only	13	6	13	12	9	4	12	6	17	17	15	13	13
NHS Lothian	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information									1			1	1

Table 3

Health Board	Care Group	Endpoint	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	19/05/2024
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	16	9	25	17	13	19	16	21	22	16	20	19	18
NHS Lothian	Not assigned	Not assigned							1						
NHS Orkney	PCARE	CPN (Dr) to phone patient within 1 Hr													1
NHS Orkney	PCARE	CPN (Dr) to phone patient within 2 Hrs				1									
NHS Orkney	PCARE	DN (Dr) phone patient within 1 Hr		1		1				1	1	1	2		1
NHS Orkney	PCARE	DN (Dr) phone patient within 2 Hrs				1	1						1		2
NHS Orkney	PCARE	DN (Dr) phone patient within 4 Hrs	2		2	2	1	2	1	1	2	1	1	2	1
NHS Orkney	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)												1	
NHS Orkney	PCARE	Home Visit within 1 Hr	2		1	1	1	1	3		1	1	1	4	1
NHS Orkney	PCARE	Home Visit within 2 Hrs	1	3	2	2	1		1	1	1		2	1	2
NHS Orkney	PCARE	Home Visit within 4 Hrs	1	5	1	3	3	2	6	4	3	2		4	4
NHS Orkney	PCARE	PCEC within 1 Hr	2			2	1	7		1			1	2	2
NHS Orkney	PCARE	PCEC within 2 Hrs	2	2	7	1	3	6	5	1	1	2	5	7	4
NHS Orkney	PCARE	PCEC within 4 Hrs	5	10	7	9	4	8	15	9	9	4	9	11	6
NHS Orkney	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	3	1	1	1	1		1		3	4	5	1	
NHS Orkney	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	1												
NHS Orkney	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	2	2	2	2	1		1	3	2	2			1
NHS Orkney	PCARE	Speak to clinician within 1 Hr	1		1	1	1		1	1					1
NHS Orkney	PCARE	Speak to clinician within 2 Hrs	2	2				1		1	1	1	2		1
NHS Orkney	PCARE	Speak to clinician within 4 Hrs	1	1	2	1	2		2		8	2	5	10	
NHS Orkney	SCARE	999 contacted - For information only	2	7	4	5	4	5	4	3	8	3	7	4	5
NHS Orkney	SCARE	Patient advised to go to A&E	4	3	4	4	2	5	3	1	3	1	3	1	5
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			
NHS Orkney	SCARE	Speak to clinician 2 Hrs	1	1	1		1	1							1
NHS Orkney	SCARE	Speak to clinician within 4 Hrs	2	1	1	1	1					3		2	1
NHS Orkney	SLFC_NPA	For Information Only								1	1	2		3	1
NHS Orkney	SLFC_NPA	Hub to arrange appointment within 24 hours	2	3	1	3	2	2	1		5	2	5	2	4
NHS Orkney	SLFC_NPA	Hub to arrange contact with Clinician within 1 hour										1			
NHS Orkney	SLFC_NPA	Patient advised to contact registered GDP - Info Only	1	1		1	1			1		1	2	1	
NHS Orkney	SLFC_NPA	Patient given self care advice - For Information Only	4	4	4	2		3	5	4	4	4	4	7	4
NHS Orkney	SLFC_NPA	Pt advised to contact Dentist - For Information Only													1
NHS Orkney	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only								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				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			2			1			1

Table 3

Health Board	Care Group	Endpoint	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	19/05/2024
NHS Shetland	PCARE	CPN (Dr) to phone patient within 2 Hrs		1	1	1		1	1	1	1	1			2
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	3		1	1		1		2	2		3		4
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	4		1	5		1	3	1	1	3	1	2	1
NHS Shetland	PCARE	Home Visit within 4 Hrs	4	2	3	2	1	4	1	1	1	1			2
NHS Shetland	PCARE	PCEC within 1 Hr	3	1	2	2	1	5	1	1	1	1	2	1	
NHS Shetland	PCARE	PCEC within 2 Hrs	2	2	1	3	1	3	4	1	1	2	1	1	1
NHS Shetland	PCARE	PCEC within 4 Hrs	4	9	4	5	6	12	11	10	7	10	7	8	11
NHS Shetland	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only		1	2	1	1	1		2	2		3	1	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		2	1	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	2	3	1	2	3	2	4	2	1	4	2		3
NHS Shetland	PCARE	Triage refused therefore Dr requested to phone patient											1		
NHS Shetland	SCARE	999 contacted - For information only	2	2	3		4	1	5	5	5	6	1	4	4
NHS Shetland	SCARE	Patient advised to go to A&E	3		4	1	2	4		3	4	1	1	3	2
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	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		1
NHS Shetland	SLFC_NPA	Distress Brief Intervention	1												
NHS Shetland	SLFC_NPA	For Information Only		2	1	1		1		2	1	1		3	1
NHS Shetland	SLFC_NPA	Hub to arrange appointment within 24 hours	3	4	2	3	8	2	3	4	7	3	2	3	4
NHS Shetland	SLFC_NPA	Hub to arrange contact with Clinician within 1 hour		1										1	
NHS Shetland	SLFC_NPA	Patient advised to contact registered GDP - Info Only	1			1								1	1
NHS Shetland	SLFC_NPA	Patient given self care advice - For Information Only	7	4	1	2	2	1	2	2	4	3	5	2	5
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	Pt advised to contact Police - For Information Only													1
NHS Shetland	SLFC_NPA	Triage refused - For Information Only								1			1		
NHS Shetland	SLFC_NPA	Triage refused - Pt terminated call - For Information Only								1			1		

Table 3

Health Board	Care Group	Endpoint	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	19/05/2024
NHS TAYSIDE	PCARE	CPN (Dr) to phone patient within 1 Hr	10	15	7	14	11	15	5	13	12	11	9	8	12
NHS TAYSIDE	PCARE	CPN (Dr) to phone patient within 2 Hrs	14	19	14	24	24	22	22	27	22	22	18	31	23
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 1 Hr	4	3	11	3	5	3	8	4	3	7	7	6	6
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 2 Hrs	14	11	10	14	13	9	10	6	10	7	12	14	12
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 4 Hrs	44	48	34	31	40	37	30	27	24	35	33	36	44
NHS TAYSIDE	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	1	3	4	4		3		4	3	3	2	2	4
NHS TAYSIDE	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	2		1	3				1	1	2		1	
NHS TAYSIDE	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	1	2		1	5	2	4	1	5	1	3	5	3
NHS TAYSIDE	PCARE	Home Visit within 1 Hr	23	9	15	8	8	11	14	16	16	9	15	18	14
NHS TAYSIDE	PCARE	Home Visit within 12 Hrs	1												
NHS TAYSIDE	PCARE	Home Visit within 2 Hrs	32	36	31	31	28	37	46	36	33	35	33	47	42
NHS TAYSIDE	PCARE	Home Visit within 4 Hrs	41	55	46	40	39	53	72	53	45	45	50	52	41
NHS TAYSIDE	PCARE	PCEC within 1 Hr	77	77	112	81	92	89	111	82	99	90	89	102	75
NHS TAYSIDE	PCARE	PCEC within 2 Hrs	134	146	137	139	148	195	204	159	126	149	147	157	127
NHS TAYSIDE	PCARE	PCEC within 4 Hrs	379	362	327	344	332	425	560	538	339	337	381	456	396
NHS TAYSIDE	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	69	59	57	55	59	75	39	50	58	37	51	45	75
NHS TAYSIDE	PCARE	Pt advised to contact practice - For Information Only	7	5	6	5	6	7	7	8	9	11	9	5	5
NHS TAYSIDE	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	4	10	9	9	8	4	9	8	10	18	4	4	2
NHS TAYSIDE	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	27	30	39	36	30	26	39	36	37	28	30	45	38
NHS TAYSIDE	PCARE	Speak to clinician within 1 Hr	38	23	19	24	20	20	25	23	21	27	25	28	22
NHS TAYSIDE	PCARE	Speak to clinician within 2 Hrs	44	24	37	27	29	44	40	44	29	34	41	39	30
NHS TAYSIDE	PCARE	Speak to clinician within 4 Hrs	80	74	88	91	79	91	125	118	89	76	97	99	94
NHS TAYSIDE	PCARE	Transport to PCEC within 1 Hr	1	1							1	1			
NHS TAYSIDE	PCARE	Transport to PCEC within 2 Hrs						2		1			2		1
NHS TAYSIDE	PCARE	Transport to PCEC within 4 hrs	1	1	2	1			2				1	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	164	158	131	156	149	130	202	177	155	158	138	143	142
NHS TAYSIDE	SCARE	Paramedic See & Treat – Primary Care OOH service to forward								1					
NHS TAYSIDE	SCARE	Patient advised to go to A&E	72	80	82	63	81	79	88	84	82	71	64	67	88
NHS TAYSIDE	SCARE	Patient advised to go to A&E		1	1	2	1	1	1			1		2	1
NHS TAYSIDE	SCARE	Patient sent to A&E via Ambulance within 1 Hr	13	8	9	15	10	8	12	9	15	11	9	10	7
NHS TAYSIDE	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	83	97	99	85	94	78	81	87	92	99	77	87	129
NHS TAYSIDE	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub			1	4	1	1	1		1			1	2
NHS TAYSIDE	SCARE	Speak to clinician 2 Hrs	19	21	18	22	23	15	19	18	19	19	21	31	34
NHS TAYSIDE	SCARE	Speak to clinician within 4 Hrs	35	33	29	42	35	45	54	45	52	57	44	57	44
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour		2			1				1			1	2
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	103	115	115	108	122	138	147	119	127	109	129	121	112

Table 3

Health Board	Care Group	Endpoint	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	19/05/2024
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	3		1	1	1	3	1	2	2	1		1	3
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Not Triage/Assessed	3	4	5	7	11	10	15	7	3	6	15	5	4
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Routine Contact with Dentist		2	1	1	1	5	2	1			3		1
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Self Care	7	2	3	5		1	3	4	2	3	6	5	2
NHS TAYSIDE	SLFC_NPA	Distress Brief Intervention	6	8	16	11	4	3	11	8	8	4	7	4	6
NHS TAYSIDE	SLFC_NPA	For Information Only	45	41	37	28	50	49	41	37	29	40	47	41	37
NHS TAYSIDE	SLFC_NPA	Patient advised to contact CPN Team - For Info Only			2	1		1			1		2		
NHS TAYSIDE	SLFC_NPA	Patient given self care advice - For Information Only	143	120	116	123	128	153	149	147	154	123	121	136	168
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	3	4	2	2	1	3		3	3	4	6	2	4
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Optician - For Information Only	4	5	5	1	1	2	2	5	3	5	7	2	10
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only						1	2				1		1
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	25	22	15	21	15	27	39	34	29	19	28	31	28
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Police - For Information Only	3	2	3	5	4	3	4	9	4	7	3	4	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	9	5	2	3	4	10	9	13	3	6	1	5	3
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		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	1					2				1		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			1	1		4	1		2	2		1	3
NHS Western Isles	PCARE	Home Visit within 4 Hrs	1	3	1	1	4	2	2	3	4	2	5	4	4
NHS Western Isles	PCARE	PCEC within 1 Hr	5	6	2	4	1	5	3	3	3	2	3	1	3
NHS Western Isles	PCARE	PCEC within 2 Hrs	7	2	5	2	7	7	10	3	4	6	3	7	5
NHS Western Isles	PCARE	PCEC within 4 Hrs	14	15	11	9	14	22	20	15	15	19	23	20	16
NHS Western Isles	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	1	1	2		3	1		2		2		1	1
NHS Western Isles	PCARE	Pt advised to contact practice - For Information Only		1			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	1	1	3	2	2		3		1	1	2	1	3
NHS Western Isles	PCARE	Speak to clinician within 1 Hr	1			1	1	2	6	1		1			1
NHS Western Isles	PCARE	Speak to clinician within 2 Hrs	4	2	1	1	2	5	2	3	3	3	1	2	2
NHS Western Isles	PCARE	Speak to clinician within 4 Hrs	9	2	4	2	2	6	8	3	7	5	5	4	4

Table 3

Health Board	Care Group	Endpoint	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	19/05/2024
NHS Western Isles	SCARE	999 contacted - For Information Only					1								
NHS Western Isles	SCARE	999 contacted - For information only	5	6	6	2	3	6	10	5	6	5	13	7	2
NHS Western Isles	SCARE	Patient advised to go to A&E	3	4	4	1	11	4	5	5	6	6	5	6	5
NHS Western Isles	SCARE	Patient sent to A&E via Ambulance within 1 Hr		1	1			1		1				1	1
NHS Western Isles	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	4	4	1	1	5	3	5	3		3	5	3	1
NHS Western Isles	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub		2	2	2	1		3	2		4	3	2	1
NHS Western Isles	SCARE	Speak to clinician 2 Hrs			3			2			2	2	2		1
NHS Western Isles	SCARE	Speak to clinician within 4 Hrs	3	1		2	1	1	1	2	2	2	1	2	1
NHS Western Isles	SLFC_NPA	Distress Brief Intervention	1				1								
NHS Western Isles	SLFC_NPA	For Information Only			1		3	1	1	4	3				2
NHS Western Isles	SLFC_NPA	Hub to arrange appointment within 24 hours	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	2	2	5	4	3	8	6	1	2	7	6	5	9
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	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			
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						1
Not assigned	Not assigned	Not assigned	7	17	13	21	10	17	24	16	14	22	19	25	11

Table 4

Care Group	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	19/05/2024
PCARE	13,101	13,162	12,645	12,482	12,301	18,460	16,975	12,888	12,556	12,749	13,390	15,115	12,038
SCARE	6,337	6,252	6,056	5,742	5,915	6,485	6,845	6,081	6,496	6,652	6,616	6,424	6,921
SLFC_NPA	4,619	4,551	4,400	4,259	4,284	5,848	5,694	4,657	4,974	4,989	5,075	5,031	4,707
Not assigned	7	19	16	23	11	26	27	21	14	24	21	33	13
Total	24,064	23,984	23,117	22,506	22,511	30,819	29,541	23,647	24,040	24,414	25,102	26,603	23,679

Care Group	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	19/05/2024
PCARE	54.44%	54.88%	54.70%	55.46%	54.64%	59.90%	57.46%	54.50%	52.23%	52.22%	53.34%	56.82%	50.84%
SCARE	26.33%	26.07%	26.20%	25.51%	26.28%	21.04%	23.17%	25.72%	27.02%	27.25%	26.36%	24.15%	29.23%
SLFC_NPA	19.19%	18.98%	19.03%	18.92%	19.03%	18.98%	19.27%	19.69%	20.69%	20.43%	20.22%	18.91%	19.88%
Not assigned	0.03%	0.08%	0.07%	0.10%	0.05%	0.08%	0.09%	0.09%	0.06%	0.10%	0.08%	0.12%	0.05%

Graphs

