

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: 03/03/2024 to 26/05/2024

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	28/04/2024	30/04/2024	01/05/2024	02/05/2024	03/05/2024	04/05/2024	06/05/2024	06/05/2024	07/05/2024	08/05/2024	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	20/05/2024	21/05/2024	22/05/2024	23/05/2024	24/05/2024	25/05/2024	26/05/2024
Overall Call Volume	3,466	3,238	3,287	3,265	3,305	8,100	8,161	8,944	3,360	3,123	3,193	3,305	7,194	7,178	3,566	3,368	3,334	3,269	3,389	6,971	6,889	3,323	3,285	2,970	3,004	3,526	7,359	7,673	
Overall Calls Connected	2,982	2,739	2,783	2,762	2,744	6,438	6,292	6,755	2,617	2,364	2,345	2,386	5,704	5,900	2,825	2,695	2,462	2,460	2,708	5,838	5,912	2,600	2,483	2,316	2,179	2,723	5,876	6,088	
Caller Disconnected	0.18%	0.20%	0.04%	0.19%	0.08%	0.41%	0.56%	0.83%	0.40%	0.52%	0.80%	0.78%	0.62%	0.39%	0.38%	0.62%	0.42%	0.35%	0.34%	0.21%	0.38%	0.30%	0.59%	0.37%	0.70%	0.58%	0.27%	0.51%	
Overall Avg Patient Journey Time	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	00:49:20	00:40:23	00:40:06	00:40:08	00:37:12	00:41:00	00:47:22	
Tagged at First Contact %	96.78%	96.70%	97.65%	97.31%	96.89%	90.78%	92.26%	93.53%	99.06%	99.77%	99.36%	97.86%	92.90%	93.11%	99.62%	99.61%	98.46%	99.32%	97.67%	91.50%	92.01%	99.19%	98.66%	99.39%	98.43%	96.03%	91.78%	93.87%	
Median Time to Answer	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	00:12:03	00:23:07	00:17:26	00:16:48	00:19:20	00:12:45	00:18:11	00:24:22	
90th Percentile Time to Answer	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	01:24:43	01:09:06	00:58:24	01:03:32	00:53:06	00:38:14	01:03:17	

Table 2

Week Ending Date	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	26/05/2024
Overall Call Volume	31,341	31,350	32,446	32,874	41,098	38,586	31,236	30,270	30,089	32,822	36,297	30,746	31,140
Overall Calls Connected	25,349	24,517	23,889	23,853	32,662	31,297	25,007	25,497	25,952	26,730	28,071	24,960	24,265
Caller Discontinued	0.37%	0.50%	0.89%	0.89%	0.50%	0.39%	0.39%	0.22%	0.20%	0.30%	0.62%	0.36%	0.46%
Overall Avg Patient Journey Time	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	00:42:48
Triaged at First Contact %	95.50%	95.41%	95.15%	94.74%	93.69%	94.18%	95.41%	94.41%	94.92%	94.36%	95.18%	95.48%	95.53%
Median Time to Answer	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	00:18:57
90th Percentile Time to Answer	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	00:58:42

Table 3

Health Board	Care Group	Endpoint	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	26/05/2024
NHS Ayrshire & Arran	PCARE	CPN (Dr) to phone patient within 1 Hr	12	16	13	11	11	16	5	9	8	10	15	7	13
NHS Ayrshire & Arran	PCARE	CPN (Dr) to phone patient within 2 Hrs	14	21	14	17	13	8	15	16	19	10	20	18	23
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 1 Hr	1	3	2	1	1	6	2	1	1	2	1		2
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 2 Hrs	5	1	4	1	1	1	2	1	2	1	1	5	3
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 4 Hrs	4	4	6	3	7	5	4	8	5	7	10	5	4
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2	4	4	3	6	7	4	3	2	5	4	8	3
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)	2	5	2	6		2	3	1	4	4	4	1	2
NHS Ayrshire & Arran	PCARE	Home Visit within 1 Hr	13	14	10	7	17	19	14	9	17	14	11	6	15
NHS Ayrshire & Arran	PCARE	Home Visit within 2 Hrs	37	31	20	22	52	38	25	37	26	36	41	38	32
NHS Ayrshire & Arran	PCARE	Home Visit within 4 Hrs	46	41	31	47	62	54	44	39	41	46	59	37	39
NHS Ayrshire & Arran	PCARE	PCEC within 1 Hr	60	60	54	53	84	76	49	53	46	68	62	56	50
NHS Ayrshire & Arran	PCARE	PCEC within 2 Hrs	126	125	112	138	204	167	140	126	112	133	116	93	115
NHS Ayrshire & Arran	PCARE	PCEC within 4 Hrs	353	328	341	363	614	477	338	342	324	357	434	287	329
NHS Ayrshire & Arran	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	66	60	78	63	40	62	70	53	68	46	46	45	60
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice - For Information Only	9	7	9	3	11	7	2	4	7	4	10	4	7
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	6	6	9	12	5	4	6	3	13	3	1	2	5
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	25	33	42	37	20	44	33	44	36	23	42	34	32
NHS Ayrshire & Arran	PCARE	Speak to clinician within 1 Hr	31	23	25	16	34	33	26	27	20	39	18	27	26
NHS Ayrshire & Arran	PCARE	Speak to clinician within 2 Hrs	34	31	29	28	53	41	43	26	28	30	41	26	32
NHS Ayrshire & Arran	PCARE	Speak to clinician within 4 Hrs	85	61	74	57	153	102	77	92	77	89	113	70	84
NHS Ayrshire & Arran	PCARE	Triage refused therefore Dr requested to phone patient								1					
NHS Ayrshire & Arran	SCARE	999 contacted - For information only	148	134	105	123	166	165	122	138	138	145	131	134	109
NHS Ayrshire & Arran	SCARE	Patient advised to go to A&E	135	112	114	119	154	148	104	112	110	97	120	121	118
NHS Ayrshire & Arran	SCARE	Patient advised to go to A&E	1	1				1	1	1	3	1		1	1
NHS Ayrshire & Arran	SCARE	Patient sent to A&E via Ambulance within 1 Hr	8	9	13	13	9	11	8	8	8	7	16	10	9
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	62	75	61	61	66	76	71	66	70	91	83	97	84
NHS Ayrshire & Arran	SCARE	Speak to clinician 2 Hrs	14	15	14	18	11	18	13	21	22	23	24	25	14
NHS Ayrshire & Arran	SCARE	Speak to clinician within 4 Hrs	28	35	28	26	38	28	31	34	41	38	31	43	36
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	1	1
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	85	93	96	81	142	123	90	94	93	106	106	97	103
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour		1		3		3	1	2	1		2		
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Not Triage/Assessed	6	3	2	9	4	5	5	3	7	11	3		2
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1			1	2	3		1	1	3	2	1	3

Table 3

Health Board	Care Group	Endpoint	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	26/05/2024
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Self Care			1	2	3	2	1	1	3	2	1	2	5
NHS Ayrshire & Arran	SLFC_NPA	Distress Brief Intervention	8	6	9	9	4	8	6	10	7	9	7	4	6
NHS Ayrshire & Arran	SLFC_NPA	For Information Only	31	36	32	31	38	45	35	47	44	50	52	31	26
NHS Ayrshire & Arran	SLFC_NPA	Patient advised to contact CPN Team - For Info Only				1		4	2						
NHS Ayrshire & Arran	SLFC_NPA	Patient given self care advice - For Information Only	154	138	125	114	146	174	146	147	151	140	147	150	132
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Dentist - For Information Only			2			1				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	2	2	1	1	1	1	3	2	3	2	1		1
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Optician - For Information Only	2	3	2	3	1	2	3	2	1	3	3	3	2
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only												1	
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	15	12	18	16	35	30	28	21	18	20	33	17	20
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Police - For Information Only	4	3	2	1	1	1	3	3	3	3	3	4	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	5	13	3	4	10	6	6	10	9	10	6	3	7
NHS Ayrshire & Arran	Not assigned	Not assigned	2	1			1		1		1				
NHS Borders	PCARE	CPN (Dr) to phone patient within 1 Hr	3	2	2	3	2	5	3	3	4	8	4	3	5
NHS Borders	PCARE	CPN (Dr) to phone patient within 2 Hrs	8	4	10	3	4	5	4	4	9	6	8	7	6
NHS Borders	PCARE	DN (Dr) phone patient within 1 Hr	2	2	3	6	2	4	1	3	9		1	2	
NHS Borders	PCARE	DN (Dr) phone patient within 2 Hrs	4	4	5	5	5	7	5	2	5	1	7	8	6
NHS Borders	PCARE	DN (Dr) phone patient within 4 Hrs	12	14	10	10	9	13	9	14	17	7	14	7	14
NHS Borders	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	1	1		1		2				2	2		1
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	5	3	1	3	6	4	6	2	4	4	2	1
NHS Borders	PCARE	Home Visit within 2 Hrs	7	13	5	7	16	7	9	7	5	12	20	26	7
NHS Borders	PCARE	Home Visit within 4 Hrs	10	7	13	6	9	14	9	11	11	7	12	14	12
NHS Borders	PCARE	PCEC within 1 Hr	11	14	11	10	15	14	14	15	14	12	13	7	5
NHS Borders	PCARE	PCEC within 2 Hrs	29	22	16	20	27	24	29	28	24	19	27	24	36
NHS Borders	PCARE	PCEC within 4 Hrs	73	54	48	63	90	71	56	75	75	69	77	55	71
NHS Borders	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	21	27	23	24	26	21	18	19	25	18	17	21	12
NHS Borders	PCARE	Pt advised to contact practice - For Information Only	1		2	2	4	1	4	4	2	2	4	1	4
NHS Borders	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	2	4		3	1	2	1	1	3		3		2
NHS Borders	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	13	6	9	7	7	6	4	6	12	6	14	8	10
NHS Borders	PCARE	Speak to clinician within 1 Hr	2	9	7	2	3	5	10	5	2	6	4	5	5
NHS Borders	PCARE	Speak to clinician within 2 Hrs	13	13	5	11	6	16	6	4	9	3	7	9	10
NHS Borders	PCARE	Speak to clinician within 4 Hrs	13	19	17	12	18	23	15	15	18	21	18	21	17
NHS Borders	SCARE	999 contacted - For information only	40	35	28	30	40	41	35	33	33	35	36	37	39
NHS Borders	SCARE	Patient advised to go to A&E	36	37	35	40	34	37	35	27	28	39	39	45	37

Table 3

Health Board	Care Group	Endpoint	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	26/05/2024
NHS Borders	SCARE	Patient advised to go to A&E		2				1					1		
NHS Borders	SCARE	Patient sent to A&E via Ambulance within 1 Hr	4	3	3	3	6	2	3	8	1		3	6	5
NHS Borders	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only													1
NHS Borders	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only											1		
NHS Borders	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	39	28	46	43	39	26	32	45	35	34	43	39	31
NHS Borders	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub			1	1									
NHS Borders	SCARE	Speak to clinician 2 Hrs	12	14	5	16	11	13	6	13	10	10	17	12	8
NHS Borders	SCARE	Speak to clinician within 4 Hrs	12	8	13	8	14	16	9	13	12	11	16	20	12
NHS Borders	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	22	22	16	17	23	34	16	23	22	17	28	18	20
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	3	2	2	2	1		2	1	2
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	4	1	1	4		2		4	2	4	3		
NHS Borders	SLFC_NPA	For Information Only	5	4	7	9	13	8	8	11	13	11	11	6	10
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	26	30	23	33	35	39	34	30	35	30	32	31	36
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		2
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	2	3	4	4	2	6	3	2	1	3	7	4	3
NHS Borders	SLFC_NPA	Pt advised to contact Police - For Information Only	2	2	1	3	2	5		4	1		1	2	2
NHS Borders	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	1	1	3	2	1		1	1	5	1	2	1	2
NHS Borders	Not assigned	Not assigned			1										
NHS Dumfries & Gallo	PCARE	CPN (Dr) to phone patient within 1 Hr	2	3	1	2	2	7	3	4	9	3	1	6	3
NHS Dumfries & Gallo	PCARE	CPN (Dr) to phone patient within 2 Hrs	5	7	8	4	8	8	13	12	9	10	12	6	9
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 1 Hr	1	3	1		3	4	1	1	3		3	4	
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 2 Hrs	4	1	3	3	1	7	3	13	2	9	10	3	3
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 4 Hrs	15	16	12	13	22	17	8	19	14	11	19	19	14
NHS Dumfries & Gallo	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	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				1
NHS Dumfries & Gallo	PCARE	Home Visit within 1 Hr	6	3	5	8	3	5	2	2	10	2	6	2	4
NHS Dumfries & Gallo	PCARE	Home Visit within 2 Hrs	12	13	8	13	8	14	14	16	12	21	11	9	10
NHS Dumfries & Gallo	PCARE	Home Visit within 4 Hrs	19	17	7	12	13	21	20	12	15	10	14	11	17
NHS Dumfries & Gallo	PCARE	PCEC within 1 Hr	21	19	13	12	22	24	15	19	18	21	22	16	19
NHS Dumfries & Gallo	PCARE	PCEC within 2 Hrs	34	26	39	47	31	45	44	42	38	35	40	33	36

Table 3

Health Board	Care Group	Endpoint	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	26/05/2024
NHS Dumfries & Gallo	PCARE	PCEC within 4 Hrs	70	82	77	54	110	119	78	83	94	84	105	75	85
NHS Dumfries & Gallo	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	14	20	17	12	30	20	16	18	17	20	11	12	16
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice - For Information Only	1	3	2	3	2	1		2	2		2	2	
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	1	1	1	1		4	3	2	4	3	2	2	2
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	9	8	9	14	2	13	8	11	11	7	13	11	11
NHS Dumfries & Gallo	PCARE	Speak to clinician within 1 Hr	11	10	4	4	12	14	9	3	8	9	9	7	9
NHS Dumfries & Gallo	PCARE	Speak to clinician within 2 Hrs	9	6	8	8	7	11	14	7	14	23	15	10	19
NHS Dumfries & Gallo	PCARE	Speak to clinician within 4 Hrs	18	16	19	17	49	36	24	23	25	35	24	22	23
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	1
NHS Dumfries & Gallo	SCARE	999 contacted - For information only	43	46	37	38	49	51	41	48	40	48	46	42	42
NHS Dumfries & Gallo	SCARE	Patient advised to go to A&E	36	37	27	26	30	41	35	25	38	40	31	33	30
NHS Dumfries & Gallo	SCARE	Patient advised to go to A&E		1			1	1							
NHS Dumfries & Gallo	SCARE	Patient sent to A&E via Ambulance within 1 Hr	2	7	2	4		5	7	6	5	8	2	7	2
NHS Dumfries & Gallo	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	8	11	8	6	10	20	7	10	9	6	13	17	14
NHS Dumfries & Gallo	SCARE	Speak to clinician 2 Hrs	3	1	4	1	4	3	1	2	5	5	2	4	3
NHS Dumfries & Gallo	SCARE	Speak to clinician within 4 Hrs	8	8	6	7	8	10	2	7	8	11	4	12	5
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	25	29	34	31	39	48	35	55	34	45	56	38	44
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour				1		1			1	1		1	1
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Not Triage/Assessed	1	1	1		6	2	1	4	1	6	3		1
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Routine Contact with Dentist			2			1	1			2	1	1	1
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Self Care		2							2		1	1	1
NHS Dumfries & Gallo	SLFC_NPA	Distress Brief Intervention	3	1	3		1	1	5	1	4	1	1	2	2
NHS Dumfries & Gallo	SLFC_NPA	For Information Only	11	6	11	10	9	18	14	19	14	6	8	19	11
NHS Dumfries & Gallo	SLFC_NPA	Patient advised to contact CPN Team - For Info Only												1	
NHS Dumfries & Gallo	SLFC_NPA	Patient given self care advice - For Information Only	44	26	30	23	37	43	25	27	33	42	31	30	36
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			1	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	2	6	7	6	10	12	7	7	1	6	6	4	4
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Police - For Information Only		2	4	1	3	3	2	1	1		3		2
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information					1								
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact appropriate service - For Info Only							1						
NHS Dumfries & Gallo	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	3		3	1	2	3	2		1	1	3	1	3
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	15	14	12	15	18	18	10	17	14	8	11	4	15

Table 3

Health Board	Care Group	Endpoint	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	26/05/2024
NHS Fife	PCARE	CPN (Dr) to phone patient within 2 Hrs	24	18	29	28	30	30	14	24	25	26	30	17	22
NHS Fife	PCARE	DN (Dr) phone patient within 1 Hr	3	3	6	5	4	12	2	7	4	5	5	4	6
NHS Fife	PCARE	DN (Dr) phone patient within 2 Hrs	14	13	5	12	10	13	14	11	11	16	9	15	12
NHS Fife	PCARE	DN (Dr) phone patient within 4 Hrs	22	28	36	33	42	44	36	45	31	43	33	33	36
NHS Fife	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	5	6	5	6	3	2	2	4	5	4	4	1	2
NHS Fife	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)			1	1		1	1			1			1
NHS Fife	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	5	1		1	1	1	2	1		3	2	2	
NHS Fife	PCARE	Home Visit within 1 Hr	13	10	12	7	23	18	14	9	10	13	11	10	9
NHS Fife	PCARE	Home Visit within 2 Hrs	36	27	34	41	60	32	39	35	40	44	34	27	34
NHS Fife	PCARE	Home Visit within 4 Hrs	48	39	37	48	84	49	47	47	46	60	49	44	40
NHS Fife	PCARE	PCEC within 1 Hr	64	64	72	70	98	78	73	56	66	74	77	53	54
NHS Fife	PCARE	PCEC within 2 Hrs	159	150	120	132	216	180	136	143	127	129	159	115	123
NHS Fife	PCARE	PCEC within 4 Hrs	389	348	368	356	671	549	352	336	326	357	471	306	317
NHS Fife	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	80	75	88	91	98	69	81	55	54	80	59	76	70
NHS Fife	PCARE	Pt advised to contact practice - For Information Only	7	7	7	11	11	12	5	6	7	5	8	9	9
NHS Fife	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	4	7	6	4	2	7	10	4	13	6	12	8	5
NHS Fife	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	38	41	32	28	18	44	36	31	48	26	61	38	26
NHS Fife	PCARE	Speak to clinician within 1 Hr	25	19	23	17	24	29	20	18	15	28	27	19	22
NHS Fife	PCARE	Speak to clinician within 2 Hrs	41	30	27	27	50	39	35	31	40	50	43	33	31
NHS Fife	PCARE	Speak to clinician within 4 Hrs	63	70	70	65	163	122	84	102	82	104	109	68	85
NHS Fife	PCARE	Transport to PCEC within 1 Hr		1											
NHS Fife	PCARE	Triage refused therefore Dr requested to phone patient										1	1		
NHS Fife	SCARE	999 contacted - For information only	120	153	130	147	150	185	139	154	140	139	147	141	127
NHS Fife	SCARE	Patient advised to go to A&E	121	111	125	143	164	153	131	137	156	160	111	141	117
NHS Fife	SCARE	Patient advised to go to A&E		2	1					2		1	3		1
NHS Fife	SCARE	Patient sent to A&E via Ambulance within 1 Hr	8	10	12	11	9	16	11	14	9	17	11	8	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		
NHS Fife	SCARE	Patient suitable for MIU 4hr - Flow Hub to arrange	66	95	90	78	97	92	77	92	90	96	96	97	85
NHS Fife	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	1	2										1	1
NHS Fife	SCARE	Speak to clinician 2 Hrs	27	20	18	15	21	21	30	22	26	27	27	31	22
NHS Fife	SCARE	Speak to clinician within 4 Hrs	29	25	35	21	30	30	30	32	28	21	35	35	35
NHS Fife	SLFC_NPA	Contact Breathing Space		1				1			1				
NHS Fife	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour						1							
NHS Fife	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	116	113	101	103	108	129	110	131	100	136	106	91	99
NHS Fife	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1		1	1	1	1		2	3	1	2	3	1
NHS Fife	SLFC_NPA	Dental Nurse - Not Triage/Assessed	1	1	5	6	10	8	5	5	5	4	7	2	3
NHS Fife	SLFC_NPA	Dental Nurse - Routine Contact with Dentist			3	2	1	3		2	1	4	1		3

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Health Board	Care Group	Endpoint	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	26/05/2024
NHS Fife	SLFC_NPA	Dental Nurse - Self Care			3		2	2	2		3	2		5	2
NHS Fife	SLFC_NPA	Distress Brief Intervention	6	5	8	10	12	8	9	8	9	12	10	7	10
NHS Fife	SLFC_NPA	For Information Only	53	27	49	41	68	48	47	57	66	47	77	51	36
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	195	163	138	147	196	206	181	181	161	204	189	126	133
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	5	2	2	2	2	5	2	2	2	4	1	4	4
NHS Fife	SLFC_NPA	Pt advised to contact Optician - For Information Only	1		1	2	2	1	3	1	2	4	5	5	3
NHS Fife	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only		1	1			1							
NHS Fife	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	16	17	20	22	40	47	16	18	19	13	30	23	21
NHS Fife	SLFC_NPA	Pt advised to contact Police - For Information Only	3	7	4	3	6	3	5	2	6	6	4	2	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	7	13	4	10	12	8	5	9	10	6	12	5	2
NHS Fife	Not assigned	Not assigned					1								
NHS Forth Valley	PCARE	CPN (Dr) to phone patient within 1 Hr	10	15	9	7	5	2	2	5	8	5	7	5	8
NHS Forth Valley	PCARE	CPN (Dr) to phone patient within 2 Hrs	12	7	13	14	17	10	15	8	13	9	10	9	7
NHS Forth Valley	PCARE	DN (Dr) phone patient within 1 Hr	3	3	1	3	10	3	5	5	5	3	2	2	5
NHS Forth Valley	PCARE	DN (Dr) phone patient within 2 Hrs	6	10	4	13	9	8	6	5	5	8	4	6	9
NHS Forth Valley	PCARE	DN (Dr) phone patient within 4 Hrs	28	23	22	21	34	28	23	26	21	25	35	15	30
NHS Forth Valley	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	3	3	4	1	5	2	6	1		1	3	2	4
NHS Forth Valley	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)			1		1	2			2				
NHS Forth Valley	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	1		1	2	3	5		2			4	2	2
NHS Forth Valley	PCARE	Home Visit within 1 Hr	6	11	4	5	17	6	7	7	10	13	11	5	8
NHS Forth Valley	PCARE	Home Visit within 2 Hrs	21	21	23	17	35	26	17	24	27	29	25	16	23
NHS Forth Valley	PCARE	Home Visit within 4 Hrs	24	24	38	34	42	39	38	35	32	23	38	18	23
NHS Forth Valley	PCARE	PCEC within 1 Hr	80	69	61	50	76	85	40	57	46	65	57	51	52
NHS Forth Valley	PCARE	PCEC within 12 Hrs										1			
NHS Forth Valley	PCARE	PCEC within 2 Hrs	116	115	121	126	193	169	133	110	97	116	127	80	92
NHS Forth Valley	PCARE	PCEC within 4 Hrs	314	340	310	304	559	454	329	310	270	320	375	259	281
NHS Forth Valley	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	86	87	94	88	55	63	85	86	85	62	63	79	93
NHS Forth Valley	PCARE	Pt advised to contact practice - For Information Only	10	8	6	12	12	9	7	5	7	14	8	12	12
NHS Forth Valley	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	12	7	5	3	6	9	8	2	10	6	6	6	5
NHS Forth Valley	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	37	26	46	24	12	37	30	33	30	32	33	31	25
NHS Forth Valley	PCARE	Speak to clinician within 1 Hr	16	13	10	8	18	25	15	16	23	19	19	16	14
NHS Forth Valley	PCARE	Speak to clinician within 2 Hrs	28	29	27	13	40	39	28	24	35	27	26	19	30
NHS Forth Valley	PCARE	Speak to clinician within 4 Hrs	64	48	70	62	133	87	74	69	59	86	75	52	64
NHS Forth Valley	SCARE	999 contacted - For information only	108	104	105	89	140	134	115	113	113	126	90	111	103

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Health Board	Care Group	Endpoint	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	26/05/2024
NHS Forth Valley	SCARE	Patient advised to go to A&E	174	163	189	151	168	184	150	157	175	149	187	164	159
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	12	2	9	7	10	10	8	13	6	7	7	6	11
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	206	188	208	206	157	159	197	225	243	260	255	263	235
NHS Forth Valley	SCARE	Speak to clinician 2 Hrs	49	53	59	54	62	30	38	69	99	92	60	77	71
NHS Forth Valley	SCARE	Speak to clinician within 4 Hrs	61	40	48	42	58	49	63	63	80	49	39	63	62
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	71	66	76	72	89	104	73	74	73	72	90	97	80
NHS Forth Valley	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1				1		1		2			1	1
NHS Forth Valley	SLFC_NPA	Dental Nurse - Not Triage/Assessed	2	2	1	7	9	4	5	3	2	8	5	2	1
NHS Forth Valley	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	3		1		1	3		2		2	1	3	1
NHS Forth Valley	SLFC_NPA	Dental Nurse - Self Care		2			2	2	4	1	1	3	2	1	2
NHS Forth Valley	SLFC_NPA	Distress Brief Intervention	14	3	8	9	11	5	9	8	9	4	5	6	7
NHS Forth Valley	SLFC_NPA	For Information Only	41	35	40	34	57	38	27	35	39	29	21	38	30
NHS Forth Valley	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	1	1		1	1								
NHS Forth Valley	SLFC_NPA	Patient given self care advice - For Information Only	108	114	99	96	129	116	73	101	102	103	95	112	94
NHS Forth Valley	SLFC_NPA	Pt advised to contact Dentist - For Information Only		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	3
NHS Forth Valley	SLFC_NPA	Pt advised to contact Optician - For Information Only	1	4	5	3	4	1	2	3	4	5	3	2	2
NHS Forth Valley	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only		1		1	1	1		1					1
NHS Forth Valley	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	26	20	7	15	26	22	16	10	15	19	21	18	16
NHS Forth Valley	SLFC_NPA	Pt advised to contact Police - For Information Only	6	5	3	3	1	4		5	3	2	1	3	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	3	4		7	5	4	2	10	6	4	4	4
NHS Forth Valley	Not assigned	Not assigned					1					1			
NHS Grampian	PCARE	CPN (Dr) to phone patient within 1 Hr	12	13	16	13	15	16	19	23	28	20	14	17	7
NHS Grampian	PCARE	CPN (Dr) to phone patient within 2 Hrs	32	28	29	21	25	33	26	20	15	25	26	17	26
NHS Grampian	PCARE	DN (Dr) phone patient within 1 Hr	9	4	3	1	2	8	4	6	2	8	2	4	5
NHS Grampian	PCARE	DN (Dr) phone patient within 2 Hrs	7	7	7	7	2	11	1	6	3	5	2	8	6
NHS Grampian	PCARE	DN (Dr) phone patient within 4 Hrs	16	13	16	9	20	17	12	21	11	24	22	20	15
NHS Grampian	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	1	3	2	3	6	8	3	10	5	6	4	7	
NHS Grampian	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	2	2			2	1		2	3		1		
NHS Grampian	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	2	3	2	3		5	3	4	4	3	6	5	2
NHS Grampian	PCARE	Home Visit within 1 Hr	26	20	13	21	17	16	12	21	21	25	19	17	20
NHS Grampian	PCARE	Home Visit within 2 Hrs	43	51	52	46	53	66	52	48	67	55	66	56	51

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Health Board	Care Group	Endpoint	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	26/05/2024
NHS Grampian	PCARE	Home Visit within 4 Hrs	66	72	59	70	61	66	45	65	61	57	68	47	50
NHS Grampian	PCARE	PCEC within 1 Hr	103	124	93	79	100	117	84	82	86	113	100	80	78
NHS Grampian	PCARE	PCEC within 2 Hrs	181	209	165	193	200	247	194	155	185	182	202	169	161
NHS Grampian	PCARE	PCEC within 4 Hrs	535	494	516	475	545	645	449	447	455	490	590	458	448
NHS Grampian	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	98	104	117	112	107	72	91	89	98	99	84	120	81
NHS Grampian	PCARE	Pt advised to contact practice - For Information Only	11	12	10	12	13	15	11	6	7	9	7	14	11
NHS Grampian	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	12	9	13	10	9	13	14	9	12	10	12	6	11
NHS Grampian	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	50	55	45	53	26	63	45	56	47	38	72	58	32
NHS Grampian	PCARE	Speak to clinician within 1 Hr	33	32	28	25	41	40	30	34	29	29	44	42	33
NHS Grampian	PCARE	Speak to clinician within 2 Hrs	46	37	40	50	44	65	72	58	46	60	63	56	43
NHS Grampian	PCARE	Speak to clinician within 4 Hrs	131	82	118	107	137	152	98	104	129	113	137	110	113
NHS Grampian	PCARE	Triage refused therefore Dr requested to phone patient	1												
NHS Grampian	SCARE	999 contacted - For information only	216	202	188	193	219	267	193	195	224	221	221	199	199
NHS Grampian	SCARE	Patient advised to go to A&E	231	207	194	208	217	221	232	212	207	205	205	227	218
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	12	14	12	22	15	26	11	17	17	12	19	21	12
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		1
NHS Grampian	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	199	176	173	185	167	176	189	159	193	195	202	237	197
NHS Grampian	SCARE	Speak to clinician 2 Hrs	44	44	37	55	32	30	35	55	51	53	55	72	61
NHS Grampian	SCARE	Speak to clinician within 4 Hrs	56	50	76	54	64	62	63	64	78	67	69	71	60
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			2				
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	97	88	125	114	86	164	119	105	110	123	141	78	82
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour		1	1	1	1	2		4	1	5	1	1	2
NHS Grampian	SLFC_NPA	Dental Nurse - Not Triage/Assessed	5	5	4	3	9	3	1	8	3	7	5	4	2
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			2
NHS Grampian	SLFC_NPA	Distress Brief Intervention	6	13	6	11	9	13	9	13	10	7	5	10	5
NHS Grampian	SLFC_NPA	For Information Only	105	81	113	91	107	119	99	108	107	99	90	113	114
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						2	1			1	1		1
NHS Grampian	SLFC_NPA	Patient given self care advice - For Information Only	179	180	146	162	194	210	164	163	174	167	170	208	167
NHS Grampian	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1			2	2	1					2	1	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		4	3	2	3	4	4	6	6	1	2	3	4
NHS Grampian	SLFC_NPA	Pt advised to contact Optician - For Information Only	3	5	4	2	2	1	5	4	2	5	5	2	6
NHS Grampian	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only			1						1				

Table 3

Health Board	Care Group	Endpoint	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	26/05/2024
NHS Greater Glasgow	SCARE	Speak to clinician 2 Hrs	61	72	42	60	56	50	52	79	85	60	75	93	65
NHS Greater Glasgow	SCARE	Speak to clinician within 4 Hrs	98	112	110	108	96	125	103	137	125	121	120	142	111
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	5	2	5	6	3	4	3	3	5	2	3	2
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	288	280	278	263	432	335	270	282	325	333	334	294	298
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	3	1	1	4	3		5	1	5	3	5	3	
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Not Triage/Assessed	12	6	9	19	21	24	5	15	13	21	11	12	8
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	4	2	4	1	8	7	3	4	1	3	5	6	4
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Self Care	5	9	4	4	10	3	5	6	5	4	9	5	6
NHS Greater Glasgow	SLFC_NPA	Distress Brief Intervention	22	20	31	18	31	28	26	21	23	20	35	23	13
NHS Greater Glasgow	SLFC_NPA	For Information Only	132	126	134	152	177	179	166	184	226	199	157	140	110
NHS Greater Glasgow	SLFC_NPA	Hub to arrange appointment within 24 hours		1			1								
NHS Greater Glasgow	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	3	5	9	5	3	3	2	7	6	6	6	2	2
NHS Greater Glasgow	SLFC_NPA	Patient given self care advice - For Information Only	530	524	466	467	602	576	547	583	626	561	527	527	493
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Dentist - For Information Only		3		6	2		2	1	1	3	2	1	2
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only	1	3	1				2	1	1		1		
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Midwife - For Information Only	10	7	10	17	17	12	10	17	7	11	15	10	6
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Optician - For Information Only	6	12	9	4	14	8	10	10	13	11	11	10	12
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only	1	1			1		4			1	1		1
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	62	79	88	70	136	132	80	91	73	83	94	81	94
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Police - For Information Only	18	13	17	11	10	13	12	14	11	26	18	8	5
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
NHS Greater Glasgow	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	26	26	15	16	20	30	26	37	26	28	16	29	22
NHS Greater Glasgow	Not assigned	Not assigned			1		2		1				2	1	
NHS HIGHLAND	PCARE	CPN (Dr) to phone patient within 1 Hr	9	8	12	8	12	3	5	5	2	10	11	5	5
NHS HIGHLAND	PCARE	CPN (Dr) to phone patient within 2 Hrs	3	8	8	10	21	10	6	8	6	15	13	13	8
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 1 Hr	4	3	2	2	3	2	2		1		2	5	2
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 2 Hrs	4	5	3	4	4	8	9	6	6	1	4	6	4
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 4 Hrs	12	16	11	7	12	6	6	11	11	8	8	10	11
NHS HIGHLAND	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	1	2		1	2	3	5	2	2			5	3
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	1
NHS HIGHLAND	PCARE	Home Visit within 1 Hr	11	5	8	4	10	11	9	7	10	9	12	13	10
NHS HIGHLAND	PCARE	Home Visit within 2 Hrs	21	20	13	15	28	18	29	14	20	20	31	20	25
NHS HIGHLAND	PCARE	Home Visit within 4 Hrs	33	29	32	29	49	33	26	34	28	29	38	28	26
NHS HIGHLAND	PCARE	PCEC within 1 Hr	38	47	36	34	62	57	32	33	30	55	30	31	34
NHS HIGHLAND	PCARE	PCEC within 2 Hrs	71	75	77	74	110	103	57	79	99	88	86	66	80

Table 3

Health Board	Care Group	Endpoint	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	26/05/2024
NHS HIGHLAND	PCARE	PCEC within 4 Hrs	202	194	150	173	339	294	175	217	186	230	252	226	222
NHS HIGHLAND	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	39	42	29	48	38	42	50	44	30	31	23	37	39
NHS HIGHLAND	PCARE	Pt advised to contact practice - For Information Only	4	8	1	7	9	5	5	5	1	7	6	3	4
NHS HIGHLAND	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	1	7		5	3	7	7	2	8	6	3	2	5
NHS HIGHLAND	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	26	17	20	15	11	24	13	16	18	10	28	24	13
NHS HIGHLAND	PCARE	Speak to clinician within 1 Hr	25	11	17	25	25	18	12	11	15	11	22	16	35
NHS HIGHLAND	PCARE	Speak to clinician within 2 Hrs	24	31	21	20	27	29	25	14	29	28	36	26	32
NHS HIGHLAND	PCARE	Speak to clinician within 4 Hrs	44	51	54	37	90	60	53	46	55	45	63	55	64
NHS HIGHLAND	PCARE	Transport to PCEC within 1 Hr								1				1	
NHS HIGHLAND	PCARE	Transport to PCEC within 2 Hrs						1							
NHS HIGHLAND	PCARE	Transport to PCEC within 4 hrs	1				1					1			1
NHS HIGHLAND	SCARE	999 contacted - For information only	81	54	58	74	105	86	92	92	94	90	89	83	81
NHS HIGHLAND	SCARE	Patient advised to go to A&E	64	64	59	59	95	81	67	68	79	74	64	88	75
NHS HIGHLAND	SCARE	Patient advised to go to A&E	2	2	1			3	1	2			1	3	
NHS HIGHLAND	SCARE	Patient sent to A&E via Ambulance within 1 Hr	3	5	6	6	4	5	1	7	4	4	8	9	5
NHS HIGHLAND	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only				1						1			1
NHS HIGHLAND	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	42	50	51	43	47	45	44	46	39	46	47	67	63
NHS HIGHLAND	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	20	10	11	14	18	19	19	20	20	20	12	23	18
NHS HIGHLAND	SCARE	Speak to clinician 2 Hrs	17	15	16	10	15	8	15	15	20	20	15	22	12
NHS HIGHLAND	SCARE	Speak to clinician within 4 Hrs	16	23	20	18	27	17	22	25	27	22	17	20	22
NHS HIGHLAND	SLFC_NPA	Distress Brief Intervention	5	2	7	3	5	4	4	8	5	6	2	4	5
NHS HIGHLAND	SLFC_NPA	For Information Only	25	26	24	36	41	36	49	38	42	37	36	27	32
NHS HIGHLAND	SLFC_NPA	Hub to arrange appointment within 24 hours	56	60	56	69	90	83	75	62	67	68	82	80	58
NHS HIGHLAND	SLFC_NPA	Hub to arrange contact with Clinician within 1 hour	1												
NHS HIGHLAND	SLFC_NPA	Patient advised to contact CPN Team - For Info Only		1		1			2					1	1
NHS HIGHLAND	SLFC_NPA	Patient advised to contact dental advice line - Info Only				2		1				2	2	1	1
NHS HIGHLAND	SLFC_NPA	Patient advised to contact registered GDP - Info Only	7	11	11	4	7	15	14	15	7	12	8	8	12
NHS HIGHLAND	SLFC_NPA	Patient given self care advice - For Information Only	89	82	81	83	122	96	77	98	79	103	94	104	83
NHS HIGHLAND	SLFC_NPA	Patient given self care dental advice - For Information Only	1	1	1	1	4	2	3	1	2	1	1		2
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										1
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Midwife - For Information Only			1	1	4	2		3	1		1	4	2
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Optician - For Information Only	1			2	3	2		1	2		3	4	2
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	3	6	9	8	18	18	11	17	12	11	19	9	20
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Police - For Information Only	4	3	4	6	3	7	6	1	3	2	10	10	6
NHS HIGHLAND	SLFC_NPA	Pt advised to contact appropriate service - For Info Only													1
NHS HIGHLAND	SLFC_NPA	Pt given TOXBASE advice - For Information Only											1		

Table 3

Health Board	Care Group	Endpoint	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	26/05/2024
NHS HIGHLAND	SLFC_NPA	Triage refused - For Information Only	1	2	4	3	6	7	4	2	2	5	3	6	3
NHS HIGHLAND	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	10	8	7	6	12	11	14	11	6	11	6	4	5
NHS HIGHLAND	Not assigned	Not assigned									1				
NHS LANARKSHIRE	PCARE	CPN (Dr) to phone patient within 1 Hr	14	16	19	10	18	23	19	6	21	3	14	13	16
NHS LANARKSHIRE	PCARE	CPN (Dr) to phone patient within 2 Hrs	22	21	23	22	14	15	23	22	34	19	37	28	18
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 1 Hr	4	1	2		2	3	1	4				2	
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 2 Hrs	3	6	1	4	1	1		2	1	2		3	3
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 4 Hrs	9	8	6	5	8	5	4	2	9	3	5	5	7
NHS LANARKSHIRE	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	7	6	3	5	2	3	4	4	4	4	2	3	1
NHS LANARKSHIRE	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)			1	1	1	1	1	1	1		1	1	2
NHS LANARKSHIRE	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	4	3	4	1	7	3	2	2	2	3	3		
NHS LANARKSHIRE	PCARE	Home Visit within 1 Hr	23	17	15	11	18	18	17	11	19	13	16	8	19
NHS LANARKSHIRE	PCARE	Home Visit within 2 Hrs	45	32	52	36	50	46	23	40	39	28	51	33	42
NHS LANARKSHIRE	PCARE	Home Visit within 4 Hrs	47	58	44	35	102	63	45	64	61	61	74	42	56
NHS LANARKSHIRE	PCARE	PCEC within 1 Hr	102	103	116	83	155	148	101	99	100	98	111	81	86
NHS LANARKSHIRE	PCARE	PCEC within 2 Hrs	255	221	218	207	346	312	213	209	229	188	260	204	166
NHS LANARKSHIRE	PCARE	PCEC within 4 Hrs	555	579	537	596	994	796	582	559	538	578	634	474	520
NHS LANARKSHIRE	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	109	112	99	102	92	64	92	93	89	100	69	83	93
NHS LANARKSHIRE	PCARE	Pt advised to contact practice - For Information Only	15	9	12	11	13	13	15	11	13	11	9	13	12
NHS LANARKSHIRE	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	17	11	12	18	4	12	20	10	11	14	9	8	8
NHS LANARKSHIRE	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	49	49	60	55	27	77	43	40	44	56	71	42	48
NHS LANARKSHIRE	PCARE	Speak to clinician within 1 Hr	25	34	31	28	46	49	24	37	30	38	30	21	31
NHS LANARKSHIRE	PCARE	Speak to clinician within 2 Hrs	38	44	60	39	75	64	53	52	39	46	54	62	51
NHS LANARKSHIRE	PCARE	Speak to clinician within 4 Hrs	106	102	120	108	258	184	97	111	122	126	143	114	130
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	193	190	170	164	208	229	202	202	220	214	180	193	181
NHS LANARKSHIRE	SCARE	Patient advised to go to A&E	244	236	231	253	286	276	238	232	237	237	224	237	214
NHS LANARKSHIRE	SCARE	Patient advised to go to A&E	1	1	2	5	2	5		2	5	3	2	4	
NHS LANARKSHIRE	SCARE	Patient sent to A&E via Ambulance within 1 Hr	16	16	10	23	4	17	15	15	11	18	18	19	20
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							
NHS LANARKSHIRE	SCARE	Patient suitable for MIU 4hr - Flow Hub to arrange	114	106	94	96	93	89	97	124	113	103	116	116	113
NHS LANARKSHIRE	SCARE	Speak to clinician 2 Hrs	26	33	23	26	24	16	29	27	32	34	27	39	31
NHS LANARKSHIRE	SCARE	Speak to clinician within 4 Hrs	42	42	39	39	37	57	29	59	54	55	60	49	49
NHS LANARKSHIRE	SLFC_NPA	Contact Breathing Space			1		1	1	1	1					1

Table 3

Health Board	Care Group	Endpoint	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	26/05/2024
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour				2	2	1	2	1	1				
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	161	137	123	124	210	183	130	140	140	151	117	105	161
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1	1	1	1		1	1	1	1	3	1	1	3
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Not Triage/Assessed	9	4	6	9	15	8	3	9	6	7	1	5	5
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1	1	1		4	2		4	1	1	2	2	1
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Self Care	2	1	2		7	4	6		4	4	3	4	5
NHS LANARKSHIRE	SLFC_NPA	Distress Brief Intervention	18	9	11	1	10	14	14	11	19	14	12	15	10
NHS LANARKSHIRE	SLFC_NPA	For Information Only	53	50	42	39	104	74	69	57	70	61	76	59	56
NHS LANARKSHIRE	SLFC_NPA	Patient advised to contact CPN Team - For Info Only		2	1	1			1		2	2	3	1	
NHS LANARKSHIRE	SLFC_NPA	Patient given self care advice - For Information Only	155	162	162	178	245	188	159	185	193	179	199	182	172
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Dentist - For Information Only							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	8	5	3	2	3	3	7	5	1	5	2	2	3
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Optician - For Information Only	5	5	4	4	4	4		2	8	4	5	2	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	39	28	33	24	78	60	32	41	33	40	57	39	39
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Police - For Information Only	4	5	1	4	6	9	13	7	7	5	5	3	7
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information			1							1			1
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact appropriate service - For Info Only			1				1		2				1
NHS LANARKSHIRE	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	7	8	9	12	11	4	11	5	9	10	7	11	10
NHS LANARKSHIRE	Not assigned	Not assigned		1									1		
NHS Lothian	PCARE	CPN (Dr) to phone patient within 1 Hr	22	18	16	20	20	20	15	23	25	23	19	9	13
NHS Lothian	PCARE	CPN (Dr) to phone patient within 2 Hrs	29	26	25	30	32	43	29	24	36	39	52	45	27
NHS Lothian	PCARE	DN (Dr) phone patient within 1 Hr	3	7	6	6	8	4	8	7	6	7	11	11	2
NHS Lothian	PCARE	DN (Dr) phone patient within 2 Hrs	4	15	9	14	13	13	9	9	8	15	12	8	9
NHS Lothian	PCARE	DN (Dr) phone patient within 4 Hrs	22	25	18	23	41	41	21	35	40	24	58	31	34
NHS Lothian	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	5	5	12	9	10	4	10	7	9	10	6	5	4
NHS Lothian	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	3	1	3		1	2	2	1	1	1	6	1	1
NHS Lothian	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	8	6	8	9	6	6	2	8	6	8	4	7	5
NHS Lothian	PCARE	Home Visit within 1 Hr	27	19	23	19	37	39	33	26	30	36	30	34	31
NHS Lothian	PCARE	Home Visit within 2 Hrs	65	54	56	48	90	88	75	67	58	62	69	61	43
NHS Lothian	PCARE	Home Visit within 4 Hrs	87	109	71	69	122	95	72	83	71	101	107	82	73
NHS Lothian	PCARE	PCEC within 1 Hr	133	135	137	126	188	166	130	124	125	128	148	112	128
NHS Lothian	PCARE	PCEC within 2 Hrs	289	284	282	289	430	384	280	300	326	299	390	289	245
NHS Lothian	PCARE	PCEC within 4 Hrs	874	756	798	872	1,489	1,218	777	813	872	860	1,068	746	813
NHS Lothian	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	189	201	195	218	162	171	205	180	193	195	142	196	177
NHS Lothian	PCARE	Pt advised to contact practice - For Information Only	23	19	28	24	30	23	17	17	21	28	32	23	25
NHS Lothian	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	28	15	31	12	14	17	27	11	36	18	19	22	21

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Health Board	Care Group	Endpoint	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	26/05/2024
NHS Lothian	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	96	90	93	79	49	127	86	74	89	70	121	91	57
NHS Lothian	PCARE	Speak to clinician within 1 Hr	54	53	46	48	78	57	58	55	54	56	63	47	45
NHS Lothian	PCARE	Speak to clinician within 2 Hrs	73	79	56	83	125	100	83	93	104	82	98	76	87
NHS Lothian	PCARE	Speak to clinician within 4 Hrs	206	179	204	140	398	259	191	192	207	242	253	207	213
NHS Lothian	PCARE	Transport to PCEC within 2 Hrs		2				2	1	2	2	3		1	2
NHS Lothian	PCARE	Transport to PCEC within 4 hrs	1		2	3	3	3		3		2		1	3
NHS Lothian	PCARE	Triage refused therefore Dr requested to phone patient		1											
NHS Lothian	SCARE	999 contacted - For Information Only	1												1
NHS Lothian	SCARE	999 contacted - For information only	307	274	243	256	318	353	274	291	263	306	289	258	283
NHS Lothian	SCARE	Patient advised to go to A&E	411	366	373	355	400	473	385	397	395	371	355	375	342
NHS Lothian	SCARE	Patient advised to go to A&E	1	3	1	3	3	2	1	4	5	5	3	1	2
NHS Lothian	SCARE	Patient sent to A&E via Ambulance within 1 Hr	26	17	24	18	15	15	17	24	25	17	20	17	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	345	352	306	314	337	323	333	391	406	383	363	403	357
NHS Lothian	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub					1				1				
NHS Lothian	SCARE	Speak to clinician 2 Hrs	58	68	46	65	62	48	41	72	74	83	76	79	66
NHS Lothian	SCARE	Speak to clinician within 4 Hrs	116	125	94	108	132	122	120	121	138	132	118	129	124
NHS Lothian	SLFC_NPA	Contact Breathing Space		1	1		1								
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	2	4	3	1	3	1	4	2	2	5	1	1	1
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	205	220	193	239	331	307	218	252	239	232	242	210	208
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	2	3	1	1	5	8	3	6	5	4	5	5	4
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Pharmacist												1	
NHS Lothian	SLFC_NPA	Dental Nurse - Not Triage/Assessed	8	10	11	13	11	18	12	11	14	14	10	10	2
NHS Lothian	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	4	5	2	7	5	6	5	3	3	3	8	1	3
NHS Lothian	SLFC_NPA	Dental Nurse - Self Care	3	5	7	4	7	2	3	7	8	5	4	4	7
NHS Lothian	SLFC_NPA	Distress Brief Intervention	15	15	18	15	17	21	16	16	20	22	20	17	18
NHS Lothian	SLFC_NPA	For Information Only	94	102	90	96	122	120	98	97	118	124	92	118	88
NHS Lothian	SLFC_NPA	Patient advised to contact CPN Team - For Info Only		2			2		2			1			3
NHS Lothian	SLFC_NPA	Patient given self care advice - For Information Only	346	324	292	260	351	345	305	341	340	321	334	352	307
NHS Lothian	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1	1	2	2	2		1	1		1	2	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	12	5	7	9	9	11	10	18	9	7	16	15	12
NHS Lothian	SLFC_NPA	Pt advised to contact Optician - For Information Only	6	7	11	12	13	17	13	7	6	12	7	11	7
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	69	59	64	56	119	96	59	71	57	70	86	72	68
NHS Lothian	SLFC_NPA	Pt advised to contact Police - For Information Only	6	13	12	9	4	12	6	17	17	15	13	13	9
NHS Lothian	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information								1			1	1	

Table 3

Health Board	Care Group	Endpoint	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	26/05/2024
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	9	25	17	13	19	16	21	22	16	20	19	18	12
NHS Lothian	Not assigned	Not assigned						1							1
NHS Orkney	PCARE	CPN (Dr) to phone patient within 1 Hr												1	1
NHS Orkney	PCARE	CPN (Dr) to phone patient within 2 Hrs			1										1
NHS Orkney	PCARE	DN (Dr) phone patient within 1 Hr	1		1				1	1	1	2		1	
NHS Orkney	PCARE	DN (Dr) phone patient within 2 Hrs			1	1						1		2	1
NHS Orkney	PCARE	DN (Dr) phone patient within 4 Hrs		2	2	1	2	1	1	2	1	1	2	1	1
NHS Orkney	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)											1		
NHS Orkney	PCARE	Home Visit within 1 Hr		1	1	1	1	3		1	1	1	4	1	1
NHS Orkney	PCARE	Home Visit within 2 Hrs	3	2	2	1		1	1	1		2	1	2	
NHS Orkney	PCARE	Home Visit within 4 Hrs	5	1	3	3	2	6	4	3	2		4	4	5
NHS Orkney	PCARE	PCEC within 1 Hr			2	1	7		1			1	2	2	1
NHS Orkney	PCARE	PCEC within 2 Hrs	2	7	1	3	6	5	1	1	2	5	7	4	2
NHS Orkney	PCARE	PCEC within 4 Hrs	10	7	9	4	8	15	9	9	4	9	11	6	6
NHS Orkney	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	1	1	1	1		1		3	4	5	1		
NHS Orkney	PCARE	Pt advised to contact practice - For Information Only													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	1		1	3	2	2			1	2
NHS Orkney	PCARE	Speak to clinician within 1 Hr		1	1	1		1	1					1	
NHS Orkney	PCARE	Speak to clinician within 2 Hrs	2				1		1	1	1	2		1	
NHS Orkney	PCARE	Speak to clinician within 4 Hrs	1	2	1	2		2		8	2	5	10		4
NHS Orkney	SCARE	999 contacted - For information only	7	4	5	4	5	4	3	8	3	7	4	5	5
NHS Orkney	SCARE	Patient advised to go to A&E	3	4	4	2	5	3	1	3	1	3	1	5	1
NHS Orkney	SCARE	Patient sent to A&E via Ambulance within 1 Hr				1			1	1	1	2			1
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	
NHS Orkney	SCARE	Speak to clinician within 4 Hrs	1	1	1	1					3		2	1	
NHS Orkney	SLFC_NPA	Distress Brief Intervention													1
NHS Orkney	SLFC_NPA	For Information Only							1	1	2		3	1	
NHS Orkney	SLFC_NPA	Hub to arrange appointment within 24 hours	3	1	3	2	2	1		5	2	5	2	4	1
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	2	1		
NHS Orkney	SLFC_NPA	Patient given self care advice - For Information Only	4	4	2		3	5	4	4	4	4	7	4	3
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	

Table 3

Health Board	Care Group	Endpoint	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	26/05/2024
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	3
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 1 Hr													1
NHS Shetland	PCARE	DN (Dr) phone patient within 2 Hrs	1		1			1		1	1				
NHS Shetland	PCARE	DN (Dr) phone patient within 4 Hrs		1	1		1		2	2		3		4	2
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		1	5		1	3	1	1	3	1	2	1	
NHS Shetland	PCARE	Home Visit within 4 Hrs	2	3	2	1	4	1	1	1	1			2	
NHS Shetland	PCARE	PCEC within 1 Hr	1	2	2	1	5	1	1	1	1	2	1		3
NHS Shetland	PCARE	PCEC within 2 Hrs	2	1	3	1	3	4	1	1	2	1	1	1	2
NHS Shetland	PCARE	PCEC within 4 Hrs	9	4	5	6	12	11	10	7	10	7	8	11	7
NHS Shetland	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	1	2	1	1	1		2	2		3	1	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		1
NHS Shetland	PCARE	Speak to clinician within 1 Hr					1		2	1	1	1		1	
NHS Shetland	PCARE	Speak to clinician within 2 Hrs	3	3	3	1	1	1	1	2	2		1		
NHS Shetland	PCARE	Speak to clinician within 4 Hrs	3	1	2	3	2	4	2	1	4	2		3	6
NHS Shetland	PCARE	Triage refused therefore Dr requested to phone patient										1			
NHS Shetland	SCARE	999 contacted - For information only	2	3		4	1	5	5	5	6	1	4	4	3
NHS Shetland	SCARE	Patient advised to go to A&E		4	1	2	4		3	4	1	1	3	2	2
NHS Shetland	SCARE	Patient sent to A&E via Ambulance within 1 Hr	2	1	1	1		2					1		1
NHS Shetland	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange		1			1		1	1	2	2	1	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	1
NHS Shetland	SLFC_NPA	Hub to arrange appointment within 24 hours	4	2	3	8	2	3	4	7	3	2	3	4	1
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	1	2	2	1	2	2	4	3	5	2	5	3
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				2

Table 3

Health Board	Care Group	Endpoint	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	26/05/2024
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			1
NHS TAYSIDE	PCARE	CPN (Dr) to phone patient within 1 Hr	15	7	14	11	15	5	13	12	11	9	8	12	15
NHS TAYSIDE	PCARE	CPN (Dr) to phone patient within 2 Hrs	19	14	24	24	22	22	27	22	22	18	31	23	21
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 1 Hr	3	11	3	5	3	8	4	3	7	7	6	6	5
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 2 Hrs	11	10	14	13	9	10	6	10	7	12	14	12	5
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 4 Hrs	48	34	31	40	37	30	27	24	35	33	36	44	32
NHS TAYSIDE	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	3	4	4		3		4	3	3	2	2	4	3
NHS TAYSIDE	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)		1	3				1	1	2		1		
NHS TAYSIDE	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	2		1	5	2	4	1	5	1	3	5	3	1
NHS TAYSIDE	PCARE	Home Visit within 1 Hr	9	15	8	8	11	14	16	16	9	15	18	14	8
NHS TAYSIDE	PCARE	Home Visit within 2 Hrs	36	31	31	28	37	46	36	33	35	33	47	42	38
NHS TAYSIDE	PCARE	Home Visit within 4 Hrs	55	46	40	39	53	72	53	45	45	50	52	41	44
NHS TAYSIDE	PCARE	PCEC within 1 Hr	77	112	81	92	89	111	82	99	90	89	102	75	74
NHS TAYSIDE	PCARE	PCEC within 2 Hrs	146	137	139	148	195	204	159	126	149	147	157	127	142
NHS TAYSIDE	PCARE	PCEC within 4 Hrs	362	327	344	332	425	560	538	339	337	381	456	396	336
NHS TAYSIDE	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	59	57	55	59	75	39	50	58	37	51	45	75	61
NHS TAYSIDE	PCARE	Pt advised to contact practice - For Information Only	5	6	5	6	7	7	8	9	11	9	5	5	6
NHS TAYSIDE	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	10	9	9	8	4	9	8	10	18	4	4	2	6
NHS TAYSIDE	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	30	39	36	30	26	39	36	37	28	30	45	38	28
NHS TAYSIDE	PCARE	Speak to clinician within 1 Hr	23	19	24	20	20	25	23	21	27	25	28	22	37
NHS TAYSIDE	PCARE	Speak to clinician within 2 Hrs	24	37	27	29	44	40	44	29	34	41	39	30	40
NHS TAYSIDE	PCARE	Speak to clinician within 4 Hrs	74	88	91	79	91	125	118	89	76	97	99	94	78
NHS TAYSIDE	PCARE	Transport to PCEC within 1 Hr	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	2	1			2				1	1	1	1
NHS TAYSIDE	SCARE	999 contacted - For Information Only											1		
NHS TAYSIDE	SCARE	999 contacted - For information only	158	131	156	149	130	202	177	155	158	138	143	142	147
NHS TAYSIDE	SCARE	Paramedic See & Treat – Primary Care OOH service to forward							1						
NHS TAYSIDE	SCARE	Patient advised to go to A&E	80	82	63	81	79	88	84	82	71	64	67	88	71
NHS TAYSIDE	SCARE	Patient advised to go to A&E	1	1	2	1	1	1			1		2	1	3
NHS TAYSIDE	SCARE	Patient sent to A&E via Ambulance within 1 Hr	8	9	15	10	8	12	9	15	11	9	10	7	8
NHS TAYSIDE	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	97	99	85	94	78	81	87	92	99	77	87	129	100
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	21	18	22	23	15	19	18	19	19	21	31	34	34
NHS TAYSIDE	SCARE	Speak to clinician within 4 Hrs	33	29	42	35	45	54	45	52	57	44	57	44	42
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	2			1				1			1	2	

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Health Board	Care Group	Endpoint	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	26/05/2024
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	115	115	108	122	138	147	119	127	109	129	121	112	122
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour		1	1	1	3	1	2	2	1		1	3	1
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Not Triage/Assessed	4	5	7	11	10	15	7	3	6	15	5	4	6
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	2	1	1	1	5	2	1			3		1	2
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Self Care	2	3	5		1	3	4	2	3	6	5	2	2
NHS TAYSIDE	SLFC_NPA	Distress Brief Intervention	8	16	11	4	3	11	8	8	4	7	4	6	4
NHS TAYSIDE	SLFC_NPA	For Information Only	41	37	28	50	49	41	37	29	40	47	41	37	46
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	120	116	123	128	153	149	147	154	123	121	136	168	130
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1	1	2	2		1	1	1	2				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	4	2	2	1	3		3	3	4	6	2	4	5
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Optician - For Information Only	5	5	1	1	2	2	5	3	5	7	2	10	6
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	22	15	21	15	27	39	34	29	19	28	31	28	28
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Police - For Information Only	2	3	5	4	3	4	9	4	7	3	4	4	5
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	5	2	3	4	10	9	13	3	6	1	5	3	10
NHS TAYSIDE	Not assigned	Not assigned					3	1	2			1	1		1
NHS Western Isles	PCARE	CPN (Dr) to phone patient within 1 Hr			1		1	2			1	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					1
NHS Western Isles	PCARE	DN (Dr) phone patient within 4 Hrs					2				1		1	1	3
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			2
NHS Western Isles	PCARE	Home Visit within 2 Hrs		1	1		4	1		2	2		1	3	2
NHS Western Isles	PCARE	Home Visit within 4 Hrs	3	1	1	4	2	2	3	4	2	5	4	4	4
NHS Western Isles	PCARE	PCEC within 1 Hr	6	2	4	1	5	3	3	3	2	3	1	3	2
NHS Western Isles	PCARE	PCEC within 2 Hrs	2	5	2	7	7	10	3	4	6	3	7	5	2
NHS Western Isles	PCARE	PCEC within 4 Hrs	15	11	9	14	22	20	15	15	19	23	20	16	17
NHS Western Isles	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	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	1
NHS Western Isles	PCARE	Pt advised to contact practice within 12 Hrs - Info Only								1		1			
NHS Western Isles	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	1	3	2	2		3		1	1	2	1	3	3
NHS Western Isles	PCARE	Speak to clinician within 1 Hr			1	1	2	6	1		1			1	1
NHS Western Isles	PCARE	Speak to clinician within 2 Hrs	2	1	1	2	5	2	3	3	3	1	2	2	2

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Health Board	Care Group	Endpoint	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	26/05/2024
NHS Western Isles	PCARE	Speak to clinician within 4 Hrs	2	4	2	2	6	8	3	7	5	5	4	4	7
NHS Western Isles	SCARE	999 contacted - For Information Only				1									
NHS Western Isles	SCARE	999 contacted - For information only	6	6	2	3	6	10	5	6	5	13	7	2	8
NHS Western Isles	SCARE	Patient advised to go to A&E	4	4	1	11	4	5	5	6	6	5	6	5	10
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	1	1	5	3	5	3		3	5	3	1	8
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	1		2	1	1	1	2	2	2	1	2	1	3
NHS Western Isles	SLFC_NPA	Distress Brief Intervention				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	3	1	4	5	3	5	2	6	4	3	1		3
NHS Western Isles	SLFC_NPA	Patient advised to contact registered GDP - Info Only				1	1			1					
NHS Western Isles	SLFC_NPA	Patient given self care advice - For Information Only	2	5	4	3	8	6	1	2	7	6	5	9	4
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			1
NHS Western Isles	SLFC_NPA	Pt advised to contact Police - For Information Only						1	1						
NHS Western Isles	SLFC_NPA	Triage refused - Pt terminated call - For Information Only				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	Not Assessed / Triage Refused						3							
Not assigned	SLFC_NPA	Self Care	2					7						1	
Not assigned	Not assigned	Not assigned	17	13	21	10	17	24	16	14	22	19	25	11	14

Table 4

Care Group	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	26/05/2024
PCARE	13,162	12,645	12,482	12,301	18,460	16,975	12,888	12,556	12,749	13,390	15,115	12,038	12,157
SCARE	6,252	6,056	5,742	5,915	6,485	6,845	6,081	6,496	6,652	6,616	6,424	6,921	6,225
SLFC_NPA	4,551	4,400	4,259	4,284	5,848	5,694	4,657	4,974	4,989	5,075	5,031	4,707	4,433
Not assigned	19	16	23	11	26	27	21	14	24	21	33	13	16
Total	23,984	23,117	22,506	22,511	30,819	29,541	23,647	24,040	24,414	25,102	26,603	23,679	22,831

Care Group	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	26/05/2024
PCARE	54.88%	54.70%	55.46%	54.64%	59.90%	57.46%	54.50%	52.23%	52.22%	53.34%	56.82%	50.84%	53.25%
SCARE	26.07%	26.20%	25.51%	26.28%	21.04%	23.17%	25.72%	27.02%	27.25%	26.36%	24.15%	29.23%	27.27%
SLFC_NPA	18.98%	19.03%	18.92%	19.03%	18.98%	19.27%	19.69%	20.69%	20.43%	20.22%	18.91%	19.88%	19.42%
Not assigned	0.08%	0.07%	0.10%	0.05%	0.08%	0.09%	0.09%	0.06%	0.10%	0.08%	0.12%	0.05%	0.07%

Graphs

