

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: 10/03/2024 to 02/06/2024

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	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	20/05/2024	21/05/2024	22/05/2024	23/05/2024	24/05/2024	25/05/2024	26/05/2024	27/05/2024	28/05/2024	29/05/2024	30/05/2024	31/05/2024	01/06/2024	02/06/2024
Overall Call Volume	8,944	3,380	3,123	3,103	3,305	7,194	7,178	3,565	3,368	3,334	3,269	3,369	6,971	6,869	3,323	3,285	2,970	3,004	3,538	7,359	7,673	6,385	3,293	3,108	3,014	3,226	7,071	6,868
Overall Calls Connected	6,758	2,617	2,364	2,345	2,386	5,704	5,900	2,825	2,695	2,492	2,490	2,708	5,838	5,912	2,600	2,483	2,316	2,179	2,723	5,876	6,088	5,513	2,613	2,322	2,271	2,328	5,782	5,762
Caller Disconnected	0.83%	0.45%	0.52%	0.80%	0.78%	0.62%	0.35%	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%	0.10%	0.69%	0.87%	0.55%	0.92%	0.30%	0.41%
Overall Avg Patient Journey Time	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	00:35:35	00:45:04	00:43:15	00:41:49	00:49:05	00:42:07	00:42:56
Tagged at First Contact %	93.53%	99.06%	99.77%	99.36%	97.98%	92.90%	93.11%	99.62%	99.61%	98.46%	99.32%	97.67%	91.50%	92.01%	99.19%	98.66%	99.39%	99.43%	96.03%	91.78%	93.67%	97.37%	96.96%	99.38%	98.77%	96.66%	91.25%	93.43%
Median Time to Answer	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	00:18:48	00:19:20	00:12:45	00:18:11	00:24:22	00:10:16	00:19:18	00:23:11	00:22:52	00:28:47	00:16:14	00:15:53
90th Percentile Time to Answer	01:33:25	00:46:21	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	00:53:05	00:38:14	01:03:17	00:27:21	01:02:00	01:04:24	01:02:47	01:26:45	00:38:57	00:48:00

Table 2

Week Ending Date	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	02/06/2024
Overall Call Volume	31,350	32,446	32,874	41,098	38,586	31,236	30,270	30,089	32,822	36,297	30,746	31,140	32,965
Overall Calls Connected	24,517	23,889	23,853	32,662	31,297	25,007	25,497	25,952	26,730	28,071	24,960	24,265	26,601
Caller Discontinued	0.50%	0.89%	0.89%	0.50%	0.39%	0.39%	0.22%	0.20%	0.30%	0.62%	0.36%	0.46%	0.45%
Overall Avg Patient Journey Time	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	00:42:05
Triaged at First Contact %	95.41%	95.15%	94.74%	93.69%	94.18%	95.41%	94.41%	94.92%	94.36%	95.18%	95.48%	95.53%	95.32%
Median Time to Answer	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	00:16:05
90th Percentile Time to Answer	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	00:51:41

Table 3

Health Board	Care Group	Endpoint	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	02/06/2024
NHS Ayrshire & Arran	PCARE	CPN (Dr) to phone patient within 1 Hr	16	13	11	11	16	5	9	8	10	15	7	13	21
NHS Ayrshire & Arran	PCARE	CPN (Dr) to phone patient within 2 Hrs	21	14	17	13	8	15	16	19	10	20	18	23	30
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 1 Hr	3	2	1	1	6	2	1	1	2	1		2	
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 2 Hrs	1	4	1	1	1	2	1	2	1	1	5	3	2
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 4 Hrs	4	6	3	7	5	4	8	5	7	10	5	4	2
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	4	4	3	6	7	4	3	2	5	4	8	3	4
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)			1		1	1			1		2		2
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	5	2	6		2	3	1	4	4	4	1	2	2
NHS Ayrshire & Arran	PCARE	Home Visit within 1 Hr	14	10	7	17	19	14	9	17	14	11	6	15	13
NHS Ayrshire & Arran	PCARE	Home Visit within 2 Hrs	31	20	22	52	38	25	37	26	36	41	38	32	51
NHS Ayrshire & Arran	PCARE	Home Visit within 4 Hrs	41	31	47	62	54	44	39	41	46	59	37	39	55
NHS Ayrshire & Arran	PCARE	PCEC within 1 Hr	60	54	53	84	76	49	53	46	68	62	56	50	73
NHS Ayrshire & Arran	PCARE	PCEC within 2 Hrs	125	112	138	204	167	140	126	112	133	116	93	115	128
NHS Ayrshire & Arran	PCARE	PCEC within 4 Hrs	328	341	363	614	477	338	342	324	357	434	287	329	396
NHS Ayrshire & Arran	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	60	78	63	40	62	70	53	68	46	46	45	60	48
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice - For Information Only	7	9	3	11	7	2	4	7	4	10	4	7	8
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	6	9	12	5	4	6	3	13	3	1	2	5	4
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	33	42	37	20	44	33	44	36	23	42	34	32	41
NHS Ayrshire & Arran	PCARE	Speak to clinician within 1 Hr	23	25	16	34	33	26	27	20	39	18	27	26	26
NHS Ayrshire & Arran	PCARE	Speak to clinician within 2 Hrs	31	29	28	53	41	43	26	28	30	41	26	32	42
NHS Ayrshire & Arran	PCARE	Speak to clinician within 4 Hrs	61	74	57	153	102	77	92	77	89	113	70	84	116
NHS Ayrshire & Arran	PCARE	Triage refused therefore Dr requested to phone patient							1						
NHS Ayrshire & Arran	SCARE	999 contacted - For information only	134	105	123	166	165	122	138	138	145	131	134	109	168
NHS Ayrshire & Arran	SCARE	Patient advised to go to A&E	112	114	119	154	148	104	112	110	97	120	121	118	178
NHS Ayrshire & Arran	SCARE	Patient advised to go to A&E	1				1	1	1	3	1		1	1	
NHS Ayrshire & Arran	SCARE	Patient sent to A&E via Ambulance within 1 Hr	9	13	13	9	11	8	8	8	7	16	10	9	13
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	75	61	61	66	76	71	66	70	91	83	97	84	75
NHS Ayrshire & Arran	SCARE	Speak to clinician 2 Hrs	15	14	18	11	18	13	21	22	23	24	25	14	20
NHS Ayrshire & Arran	SCARE	Speak to clinician within 4 Hrs	35	28	26	38	28	31	34	41	38	31	43	36	35
NHS Ayrshire & Arran	SLFC_NPA	Contact Breathing Space				1					1			1	
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	2	1		3	1				1	1	1	1	2
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	93	96	81	142	123	90	94	93	106	106	97	103	73
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1		3		3	1	2	1		2			1
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Not Triage/Assessed	3	2	9	4	5	5	3	7	11	3		2	7
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Routine Contact with Dentist			1	2	3		1	1	3	2	1	3	

Table 3

Health Board	Care Group	Endpoint	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	02/06/2024
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	6	9	9	4	8	6	10	7	9	7	4	6	6
NHS Ayrshire & Arran	SLFC_NPA	For Information Only	36	32	31	38	45	35	47	44	50	52	31	26	41
NHS Ayrshire & Arran	SLFC_NPA	Patient advised to contact CPN Team - For Info Only			1		4	2							1
NHS Ayrshire & Arran	SLFC_NPA	Patient given self care advice - For Information Only	138	125	114	146	174	146	147	151	140	147	150	132	157
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	1	1	1	1	3	2	3	2	1		1	1
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Optician - For Information Only	3	2	3	1	2	3	2	1	3	3	3	2	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	12	18	16	35	30	28	21	18	20	33	17	20	36
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Police - For Information Only	3	2	1	1	1	3	3	3	3	3	4	4	1
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact appropriate service - For Info Only	1												
NHS Ayrshire & Arran	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	13	3	4	10	6	6	10	9	10	6	3	7	8
NHS Ayrshire & Arran	Not assigned	Not assigned	1			1		1		1					
NHS Borders	PCARE	CPN (Dr) to phone patient within 1 Hr	2	2	3	2	5	3	3	4	8	4	3	5	6
NHS Borders	PCARE	CPN (Dr) to phone patient within 2 Hrs	4	10	3	4	5	4	4	9	6	8	7	6	7
NHS Borders	PCARE	DN (Dr) phone patient within 1 Hr	2	3	6	2	4	1	3	9		1	2		
NHS Borders	PCARE	DN (Dr) phone patient within 2 Hrs	4	5	5	5	7	5	2	5	1	7	8	6	5
NHS Borders	PCARE	DN (Dr) phone patient within 4 Hrs	14	10	10	9	13	9	14	17	7	14	7	14	11
NHS Borders	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	1		1		2				2	2		1	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	5	3	1	3	6	4	6	2	4	4	2	1	1
NHS Borders	PCARE	Home Visit within 2 Hrs	13	5	7	16	7	9	7	5	12	20	26	7	9
NHS Borders	PCARE	Home Visit within 4 Hrs	7	13	6	9	14	9	11	11	7	12	14	12	17
NHS Borders	PCARE	PCEC within 1 Hr	14	11	10	15	14	14	15	14	12	13	7	5	9
NHS Borders	PCARE	PCEC within 2 Hrs	22	16	20	27	24	29	28	24	19	27	24	36	28
NHS Borders	PCARE	PCEC within 4 Hrs	54	48	63	90	71	56	75	75	69	77	55	71	68
NHS Borders	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	27	23	24	26	21	18	19	25	18	17	21	12	22
NHS Borders	PCARE	Pt advised to contact practice - For Information Only		2	2	4	1	4	4	2	2	4	1	4	3
NHS Borders	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	4		3	1	2	1	1	3		3		2	
NHS Borders	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	6	9	7	7	6	4	6	12	6	14	8	10	8
NHS Borders	PCARE	Speak to clinician within 1 Hr	9	7	2	3	5	10	5	2	6	4	5	5	3
NHS Borders	PCARE	Speak to clinician within 2 Hrs	13	5	11	6	16	6	4	9	3	7	9	10	8
NHS Borders	PCARE	Speak to clinician within 4 Hrs	19	17	12	18	23	15	15	18	21	18	21	17	10
NHS Borders	SCARE	999 contacted - For information only	35	28	30	40	41	35	33	33	35	36	37	39	46
NHS Borders	SCARE	Patient advised to go to A&E	37	35	40	34	37	35	27	28	39	39	45	37	33

Table 3

Health Board	Care Group	Endpoint	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	02/06/2024
NHS Borders	SCARE	Patient advised to go to A&E	2				1					1			2
NHS Borders	SCARE	Patient sent to A&E via Ambulance within 1 Hr	3	3	3	6	2	3	8	1		3	6	5	6
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	28	46	43	39	26	32	45	35	34	43	39	31	28
NHS Borders	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub		1	1										
NHS Borders	SCARE	Speak to clinician 2 Hrs	14	5	16	11	13	6	13	10	10	17	12	8	6
NHS Borders	SCARE	Speak to clinician within 4 Hrs	8	13	8	14	16	9	13	12	11	16	20	12	13
NHS Borders	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	22	16	17	23	34	16	23	22	17	28	18	20	27
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	3	2	2	2	1		2	1	2	3
NHS Borders	SLFC_NPA	Dental Nurse - Routine Contact with Dentist				3	1	1							1
NHS Borders	SLFC_NPA	Dental Nurse - Self Care						1		1	1	1			
NHS Borders	SLFC_NPA	Distress Brief Intervention	1	1	4		2		4	2	4	3			2
NHS Borders	SLFC_NPA	For Information Only	4	7	9	13	8	8	11	13	11	11	6	10	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	30	23	33	35	39	34	30	35	30	32	31	36	29
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	4
NHS Borders	SLFC_NPA	Pt advised to contact Optician - For Information Only		1	3		1		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	3	4	4	2	6	3	2	1	3	7	4	3	9
NHS Borders	SLFC_NPA	Pt advised to contact Police - For Information Only	2	1	3	2	5		4	1		1	2	2	
NHS Borders	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	1	3	2	1		1	1	5	1	2	1	2	1
NHS Borders	Not assigned	Not assigned		1											
NHS Dumfries & Gallo	PCARE	CPN (Dr) to phone patient within 1 Hr	3	1	2	2	7	3	4	9	3	1	6	3	3
NHS Dumfries & Gallo	PCARE	CPN (Dr) to phone patient within 2 Hrs	7	8	4	8	8	13	12	9	10	12	6	9	13
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 1 Hr	3	1		3	4	1	1	3		3	4		
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 2 Hrs	1	3	3	1	7	3	13	2	9	10	3	3	3
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 4 Hrs	16	12	13	22	17	8	19	14	11	19	19	14	9
NHS Dumfries & Gallo	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	1		1	1	2	2	1	1	1				
NHS Dumfries & Gallo	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)		1											1
NHS Dumfries & Gallo	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	2	1					1	1				1	1
NHS Dumfries & Gallo	PCARE	Home Visit within 1 Hr	3	5	8	3	5	2	2	10	2	6	2	4	6
NHS Dumfries & Gallo	PCARE	Home Visit within 2 Hrs	13	8	13	8	14	14	16	12	21	11	9	10	13
NHS Dumfries & Gallo	PCARE	Home Visit within 4 Hrs	17	7	12	13	21	20	12	15	10	14	11	17	10
NHS Dumfries & Gallo	PCARE	PCEC within 1 Hr	19	13	12	22	24	15	19	18	21	22	16	19	19
NHS Dumfries & Gallo	PCARE	PCEC within 2 Hrs	26	39	47	31	45	44	42	38	35	40	33	36	37

Table 3

Health Board	Care Group	Endpoint	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	02/06/2024
NHS Dumfries & Gallo	PCARE	PCEC within 4 Hrs	82	77	54	110	119	78	83	94	84	105	75	85	63
NHS Dumfries & Gallo	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	20	17	12	30	20	16	18	17	20	11	12	16	18
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice - For Information Only	3	2	3	2	1		2	2		2	2		4
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	1	1	1		4	3	2	4	3	2	2	2	2
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	8	9	14	2	13	8	11	11	7	13	11	11	2
NHS Dumfries & Gallo	PCARE	Speak to clinician within 1 Hr	10	4	4	12	14	9	3	8	9	9	7	9	8
NHS Dumfries & Gallo	PCARE	Speak to clinician within 2 Hrs	6	8	8	7	11	14	7	14	23	15	10	19	9
NHS Dumfries & Gallo	PCARE	Speak to clinician within 4 Hrs	16	19	17	49	36	24	23	25	35	24	22	23	32
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	46	37	38	49	51	41	48	40	48	46	42	42	48
NHS Dumfries & Gallo	SCARE	Patient advised to go to A&E	37	27	26	30	41	35	25	38	40	31	33	30	38
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	7	2	4		5	7	6	5	8	2	7	2	2
NHS Dumfries & Gallo	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	11	8	6	10	20	7	10	9	6	13	17	14	15
NHS Dumfries & Gallo	SCARE	Speak to clinician 2 Hrs	1	4	1	4	3	1	2	5	5	2	4	3	5
NHS Dumfries & Gallo	SCARE	Speak to clinician within 4 Hrs	8	6	7	8	10	2	7	8	11	4	12	5	9
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	29	34	31	39	48	35	55	34	45	56	38	44	38
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour			1		1			1	1		1	1	1
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Not Triage/Assessed	1	1		6	2	1	4	1	6	3		1	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	1	3		1	1	5	1	4	1	1	2	2	4
NHS Dumfries & Gallo	SLFC_NPA	For Information Only	6	11	10	9	18	14	19	14	6	8	19	11	10
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	26	30	23	37	43	25	27	33	42	31	30	36	31
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	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	6	7	6	10	12	7	7	1	6	6	4	4	8
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Police - For Information Only	2	4	1	3	3	2	1	1		3		2	4
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	1	2	3	2		1	1	3	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	14	12	15	18	18	10	17	14	8	11	4	15	14

Table 3

Health Board	Care Group	Endpoint	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	02/06/2024
NHS Fife	PCARE	CPN (Dr) to phone patient within 2 Hrs	18	29	28	30	30	14	24	25	26	30	17	22	23
NHS Fife	PCARE	DN (Dr) phone patient within 1 Hr	3	6	5	4	12	2	7	4	5	5	4	6	4
NHS Fife	PCARE	DN (Dr) phone patient within 2 Hrs	13	5	12	10	13	14	11	11	16	9	15	12	14
NHS Fife	PCARE	DN (Dr) phone patient within 4 Hrs	28	36	33	42	44	36	45	31	43	33	33	36	29
NHS Fife	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	6	5	6	3	2	2	4	5	4	4	1	2	4
NHS Fife	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)		1	1		1	1			1			1	1
NHS Fife	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	1		1	1	1	2	1		3	2	2		
NHS Fife	PCARE	Home Visit within 1 Hr	10	12	7	23	18	14	9	10	13	11	10	9	15
NHS Fife	PCARE	Home Visit within 2 Hrs	27	34	41	60	32	39	35	40	44	34	27	34	39
NHS Fife	PCARE	Home Visit within 4 Hrs	39	37	48	84	49	47	47	46	60	49	44	40	40
NHS Fife	PCARE	PCEC within 1 Hr	64	72	70	98	78	73	56	66	74	77	53	54	56
NHS Fife	PCARE	PCEC within 2 Hrs	150	120	132	216	180	136	143	127	129	159	115	123	123
NHS Fife	PCARE	PCEC within 4 Hrs	348	368	356	671	549	352	336	326	357	471	306	317	329
NHS Fife	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	75	88	91	98	69	81	55	54	80	59	76	70	84
NHS Fife	PCARE	Pt advised to contact practice - For Information Only	7	7	11	11	12	5	6	7	5	8	9	9	9
NHS Fife	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	7	6	4	2	7	10	4	13	6	12	8	5	9
NHS Fife	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	41	32	28	18	44	36	31	48	26	61	38	26	33
NHS Fife	PCARE	Speak to clinician within 1 Hr	19	23	17	24	29	20	18	15	28	27	19	22	18
NHS Fife	PCARE	Speak to clinician within 2 Hrs	30	27	27	50	39	35	31	40	50	43	33	31	27
NHS Fife	PCARE	Speak to clinician within 4 Hrs	70	70	65	163	122	84	102	82	104	109	68	85	66
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	153	130	147	150	185	139	154	140	139	147	141	127	113
NHS Fife	SCARE	Patient advised to go to A&E	111	125	143	164	153	131	137	156	160	111	141	117	139
NHS Fife	SCARE	Patient advised to go to A&E	2	1					2		1	3		1	2
NHS Fife	SCARE	Patient sent to A&E via Ambulance within 1 Hr	10	12	11	9	16	11	14	9	17	11	8	11	8
NHS Fife	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only			1				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	95	90	78	97	92	77	92	90	96	96	97	85	79
NHS Fife	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	2										1	1	1
NHS Fife	SCARE	Speak to clinician 2 Hrs	20	18	15	21	21	30	22	26	27	27	31	22	29
NHS Fife	SCARE	Speak to clinician within 4 Hrs	25	35	21	30	30	30	32	28	21	35	35	35	46
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	113	101	103	108	129	110	131	100	136	106	91	99	120
NHS Fife	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour		1	1	1	1		2	3	1	2	3	1	3
NHS Fife	SLFC_NPA	Dental Nurse - Not Triage/Assessed	1	5	6	10	8	5	5	5	4	7	2	3	6
NHS Fife	SLFC_NPA	Dental Nurse - Routine Contact with Dentist		3	2	1	3		2	1	4	1		3	2

Table 3

Health Board	Care Group	Endpoint	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	02/06/2024
NHS Fife	SLFC_NPA	Dental Nurse - Self Care		3		2	2	2		3	2		5	2	1
NHS Fife	SLFC_NPA	Distress Brief Intervention	5	8	10	12	8	9	8	9	12	10	7	10	6
NHS Fife	SLFC_NPA	For Information Only	27	49	41	68	48	47	57	66	47	77	51	36	42
NHS Fife	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	2	1		2	1		1	1	2				
NHS Fife	SLFC_NPA	Patient given self care advice - For Information Only	163	138	147	196	206	181	181	161	204	189	126	133	145
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	2	2	2	2	5	2	2	2	4	1	4	4	2
NHS Fife	SLFC_NPA	Pt advised to contact Optician - For Information Only		1	2	2	1	3	1	2	4	5	5	3	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	17	20	22	40	47	16	18	19	13	30	23	21	17
NHS Fife	SLFC_NPA	Pt advised to contact Police - For Information Only	7	4	3	6	3	5	2	6	6	4	2	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	13	4	10	12	8	5	9	10	6	12	5	2	6
NHS Fife	Not assigned	Not assigned				1									
NHS Forth Valley	PCARE	CPN (Dr) to phone patient within 1 Hr	15	9	7	5	2	2	5	8	5	7	5	8	12
NHS Forth Valley	PCARE	CPN (Dr) to phone patient within 2 Hrs	7	13	14	17	10	15	8	13	9	10	9	7	10
NHS Forth Valley	PCARE	DN (Dr) phone patient within 1 Hr	3	1	3	10	3	5	5	5	3	2	2	5	7
NHS Forth Valley	PCARE	DN (Dr) phone patient within 2 Hrs	10	4	13	9	8	6	5	5	8	4	6	9	7
NHS Forth Valley	PCARE	DN (Dr) phone patient within 4 Hrs	23	22	21	34	28	23	26	21	25	35	15	30	22
NHS Forth Valley	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	3	4	1	5	2	6	1		1	3	2	4	5
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	2	3	5		2			4	2	2	1
NHS Forth Valley	PCARE	Home Visit within 1 Hr	11	4	5	17	6	7	7	10	13	11	5	8	5
NHS Forth Valley	PCARE	Home Visit within 2 Hrs	21	23	17	35	26	17	24	27	29	25	16	23	18
NHS Forth Valley	PCARE	Home Visit within 4 Hrs	24	38	34	42	39	38	35	32	23	38	18	23	29
NHS Forth Valley	PCARE	PCEC within 1 Hr	69	61	50	76	85	40	57	46	65	57	51	52	51
NHS Forth Valley	PCARE	PCEC within 12 Hrs									1				
NHS Forth Valley	PCARE	PCEC within 2 Hrs	115	121	126	193	169	133	110	97	116	127	80	92	111
NHS Forth Valley	PCARE	PCEC within 4 Hrs	340	310	304	559	454	329	310	270	320	375	259	281	260
NHS Forth Valley	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	87	94	88	55	63	85	86	85	62	63	79	93	106
NHS Forth Valley	PCARE	Pt advised to contact practice - For Information Only	8	6	12	12	9	7	5	7	14	8	12	12	10
NHS Forth Valley	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	7	5	3	6	9	8	2	10	6	6	6	5	5
NHS Forth Valley	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	26	46	24	12	37	30	33	30	32	33	31	25	39
NHS Forth Valley	PCARE	Speak to clinician within 1 Hr	13	10	8	18	25	15	16	23	19	19	16	14	24
NHS Forth Valley	PCARE	Speak to clinician within 2 Hrs	29	27	13	40	39	28	24	35	27	26	19	30	24
NHS Forth Valley	PCARE	Speak to clinician within 4 Hrs	48	70	62	133	87	74	69	59	86	75	52	64	56
NHS Forth Valley	SCARE	999 contacted - For information only	104	105	89	140	134	115	113	113	126	90	111	103	111

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Health Board	Care Group	Endpoint	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	02/06/2024
NHS Forth Valley	SCARE	Patient advised to go to A&E	163	189	151	168	184	150	157	175	149	187	164	159	189
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	2	9	7	10	10	8	13	6	7	7	6	11	5
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	188	208	206	157	159	197	225	243	260	255	263	235	216
NHS Forth Valley	SCARE	Speak to clinician 2 Hrs	53	59	54	62	30	38	69	99	92	60	77	71	65
NHS Forth Valley	SCARE	Speak to clinician within 4 Hrs	40	48	42	58	49	63	63	80	49	39	63	62	48
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	66	76	72	89	104	73	74	73	72	90	97	80	63
NHS Forth Valley	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour				1		1		2			1	1	
NHS Forth Valley	SLFC_NPA	Dental Nurse - Not Triage/Assessed	2	1	7	9	4	5	3	2	8	5	2	1	5
NHS Forth Valley	SLFC_NPA	Dental Nurse - Routine Contact with Dentist		1		1	3		2		2	1	3	1	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	3	8	9	11	5	9	8	9	4	5	6	7	10
NHS Forth Valley	SLFC_NPA	For Information Only	35	40	34	57	38	27	35	39	29	21	38	30	36
NHS Forth Valley	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	1		1	1									
NHS Forth Valley	SLFC_NPA	Patient given self care advice - For Information Only	114	99	96	129	116	73	101	102	103	95	112	94	103
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										1
NHS Forth Valley	SLFC_NPA	Pt advised to contact Midwife - For Information Only	2		1	2		3	5	6	3	3	2	3	3
NHS Forth Valley	SLFC_NPA	Pt advised to contact Optician - For Information Only	4	5	3	4	1	2	3	4	5	3	2	2	3
NHS Forth Valley	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only	1		1	1	1		1					1	1
NHS Forth Valley	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	20	7	15	26	22	16	10	15	19	21	18	16	22
NHS Forth Valley	SLFC_NPA	Pt advised to contact Police - For Information Only	5	3	3	1	4		5	3	2	1	3	1	4
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	3	4		7	5	4	2	10	6	4	4	4	6
NHS Forth Valley	Not assigned	Not assigned				1					1				
NHS Grampian	PCARE	CPN (Dr) to phone patient within 1 Hr	13	16	13	15	16	19	23	28	20	14	17	7	18
NHS Grampian	PCARE	CPN (Dr) to phone patient within 2 Hrs	28	29	21	25	33	26	20	15	25	26	17	26	40
NHS Grampian	PCARE	DN (Dr) phone patient within 1 Hr	4	3	1	2	8	4	6	2	8	2	4	5	6
NHS Grampian	PCARE	DN (Dr) phone patient within 2 Hrs	7	7	7	2	11	1	6	3	5	2	8	6	11
NHS Grampian	PCARE	DN (Dr) phone patient within 4 Hrs	13	16	9	20	17	12	21	11	24	22	20	15	26
NHS Grampian	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	3	2	3	6	8	3	10	5	6	4	7		1
NHS Grampian	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	2			2	1		2	3		1			
NHS Grampian	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	3	2	3		5	3	4	4	3	6	5	2	3
NHS Grampian	PCARE	Home Visit within 1 Hr	20	13	21	17	16	12	21	21	25	19	17	20	13
NHS Grampian	PCARE	Home Visit within 2 Hrs	51	52	46	53	66	52	48	67	55	66	56	51	39

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Health Board	Care Group	Endpoint	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	02/06/2024
NHS Grampian	PCARE	Home Visit within 4 Hrs	72	59	70	61	66	45	65	61	57	68	47	50	65
NHS Grampian	PCARE	PCEC within 1 Hr	124	93	79	100	117	84	82	86	113	100	80	78	84
NHS Grampian	PCARE	PCEC within 2 Hrs	209	165	193	200	247	194	155	185	182	202	169	161	173
NHS Grampian	PCARE	PCEC within 4 Hrs	494	516	475	545	645	449	447	455	490	590	458	448	417
NHS Grampian	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	104	117	112	107	72	91	89	98	99	84	120	81	89
NHS Grampian	PCARE	Pt advised to contact practice - For Information Only	12	10	12	13	15	11	6	7	9	7	14	11	16
NHS Grampian	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	9	13	10	9	13	14	9	12	10	12	6	11	8
NHS Grampian	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	55	45	53	26	63	45	56	47	38	72	58	32	42
NHS Grampian	PCARE	Speak to clinician within 1 Hr	32	28	25	41	40	30	34	29	29	44	42	33	31
NHS Grampian	PCARE	Speak to clinician within 2 Hrs	37	40	50	44	65	72	58	46	60	63	56	43	44
NHS Grampian	PCARE	Speak to clinician within 4 Hrs	82	118	107	137	152	98	104	129	113	137	110	113	95
NHS Grampian	PCARE	Triage refused therefore Dr requested to phone patient													1
NHS Grampian	SCARE	999 contacted - For information only	202	188	193	219	267	193	195	224	221	221	199	199	225
NHS Grampian	SCARE	Patient advised to go to A&E	207	194	208	217	221	232	212	207	205	205	227	218	191
NHS Grampian	SCARE	Patient advised to go to A&E		1		2		1	1	2	1	1			1
NHS Grampian	SCARE	Patient sent to A&E via Ambulance within 1 Hr	14	12	22	15	26	11	17	17	12	19	21	12	11
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	176	173	185	167	176	189	159	193	195	202	237	197	208
NHS Grampian	SCARE	Speak to clinician 2 Hrs	44	37	55	32	30	35	55	51	53	55	72	61	70
NHS Grampian	SCARE	Speak to clinician within 4 Hrs	50	76	54	64	62	63	64	78	67	69	71	60	61
NHS Grampian	SLFC_NPA	Contact Breathing Space	1		1			1		1					
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	1				1			2					
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	88	125	114	86	164	119	105	110	123	141	78	82	104
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	4	3	9	3	1	8	3	7	5	4	2	4
NHS Grampian	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1	3		3	6	1	3	4	1	2	2		1
NHS Grampian	SLFC_NPA	Dental Nurse - Self Care	2	2	1	1	3	1	3	8	2			2	5
NHS Grampian	SLFC_NPA	Distress Brief Intervention	13	6	11	9	13	9	13	10	7	5	10	5	9
NHS Grampian	SLFC_NPA	For Information Only	81	113	91	107	119	99	108	107	99	90	113	114	104
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	1
NHS Grampian	SLFC_NPA	Patient given self care advice - For Information Only	180	146	162	194	210	164	163	174	167	170	208	167	163
NHS Grampian	SLFC_NPA	Pt advised to contact Dentist - For Information Only			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	1
NHS Grampian	SLFC_NPA	Pt advised to contact Optician - For Information Only	5	4	2	2	1	5	4	2	5	5	2	6	9
NHS Grampian	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only		1						1					

Table 3

Health Board	Care Group	Endpoint	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	02/06/2024
NHS Greater Glasgow	SCARE	Speak to clinician 2 Hrs	72	42	60	56	50	52	79	85	60	75	93	65	72
NHS Greater Glasgow	SCARE	Speak to clinician within 4 Hrs	112	110	108	96	125	103	137	125	121	120	142	111	130
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	5	2	5	6	3	4	3	3	5	2	3	2	2
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	280	278	263	432	335	270	282	325	333	334	294	298	273
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1	1	4	3		5	1	5	3	5	3		3
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Not Triage/Assessed	6	9	19	21	24	5	15	13	21	11	12	8	6
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	2	4	1	8	7	3	4	1	3	5	6	4	2
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Self Care	9	4	4	10	3	5	6	5	4	9	5	6	8
NHS Greater Glasgow	SLFC_NPA	Distress Brief Intervention	20	31	18	31	28	26	21	23	20	35	23	13	17
NHS Greater Glasgow	SLFC_NPA	For Information Only	126	134	152	177	179	166	184	226	199	157	140	110	156
NHS Greater Glasgow	SLFC_NPA	Hub to arrange appointment within 24 hours	1			1									
NHS Greater Glasgow	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	5	9	5	3	3	2	7	6	6	6	2	2	2
NHS Greater Glasgow	SLFC_NPA	Patient given self care advice - For Information Only	524	466	467	602	576	547	583	626	561	527	527	493	501
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Dentist - For Information Only	3		6	2		2	1	1	3	2	1	2	3
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only	3	1				2	1	1		1			
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Midwife - For Information Only	7	10	17	17	12	10	17	7	11	15	10	6	4
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Optician - For Information Only	12	9	4	14	8	10	10	13	11	11	10	12	7
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only	1			1		4			1	1		1	
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	79	88	70	136	132	80	91	73	83	94	81	94	126
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Police - For Information Only	13	17	11	10	13	12	14	11	26	18	8	5	15
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	Triage refused - Pt terminated call - For Information Only	26	15	16	20	30	26	37	26	28	16	29	22	23
NHS Greater Glasgow	Not assigned	Not assigned		1		2		1				2	1		2
NHS HIGHLAND	PCARE	CPN (Dr) to phone patient within 1 Hr	8	12	8	12	3	5	5	2	10	11	5	5	7
NHS HIGHLAND	PCARE	CPN (Dr) to phone patient within 2 Hrs	8	8	10	21	10	6	8	6	15	13	13	8	11
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 1 Hr	3	2	2	3	2	2		1		2	5	2	3
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 2 Hrs	5	3	4	4	8	9	6	6	1	4	6	4	3
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 4 Hrs	16	11	7	12	6	6	11	11	8	8	10	11	8
NHS HIGHLAND	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2		1	2	3	5	2	2			5	3	2
NHS HIGHLAND	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1			1		1			1		1		1
NHS HIGHLAND	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	2	2	1		1	1	1	1		2	2	1	1
NHS HIGHLAND	PCARE	Home Visit within 1 Hr	5	8	4	10	11	9	7	10	9	12	13	10	11
NHS HIGHLAND	PCARE	Home Visit within 2 Hrs	20	13	15	28	18	29	14	20	20	31	20	25	15
NHS HIGHLAND	PCARE	Home Visit within 4 Hrs	29	32	29	49	33	26	34	28	29	38	28	26	20
NHS HIGHLAND	PCARE	PCEC within 1 Hr	47	36	34	62	57	32	33	30	55	30	31	34	31
NHS HIGHLAND	PCARE	PCEC within 2 Hrs	75	77	74	110	103	57	79	99	88	86	66	80	62

Table 3

Health Board	Care Group	Endpoint	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	02/06/2024
NHS HIGHLAND	PCARE	PCEC within 4 Hrs	194	150	173	339	294	175	217	186	230	252	226	222	162
NHS HIGHLAND	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	42	29	48	38	42	50	44	30	31	23	37	39	51
NHS HIGHLAND	PCARE	Pt advised to contact practice - For Information Only	8	1	7	9	5	5	5	1	7	6	3	4	2
NHS HIGHLAND	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	7		5	3	7	7	2	8	6	3	2	5	4
NHS HIGHLAND	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	17	20	15	11	24	13	16	18	10	28	24	13	18
NHS HIGHLAND	PCARE	Speak to clinician within 1 Hr	11	17	25	25	18	12	11	15	11	22	16	35	13
NHS HIGHLAND	PCARE	Speak to clinician within 2 Hrs	31	21	20	27	29	25	14	29	28	36	26	32	15
NHS HIGHLAND	PCARE	Speak to clinician within 4 Hrs	51	54	37	90	60	53	46	55	45	63	55	64	65
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	
NHS HIGHLAND	SCARE	999 contacted - For information only	54	58	74	105	86	92	92	94	90	89	83	81	82
NHS HIGHLAND	SCARE	Patient advised to go to A&E	64	59	59	95	81	67	68	79	74	64	88	75	69
NHS HIGHLAND	SCARE	Patient advised to go to A&E	2	1			3	1	2			1	3		2
NHS HIGHLAND	SCARE	Patient sent to A&E via Ambulance within 1 Hr	5	6	6	4	5	1	7	4	4	8	9	5	2
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	50	51	43	47	45	44	46	39	46	47	67	63	65
NHS HIGHLAND	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	10	11	14	18	19	19	20	20	20	12	23	18	25
NHS HIGHLAND	SCARE	Speak to clinician 2 Hrs	15	16	10	15	8	15	15	20	20	15	22	12	21
NHS HIGHLAND	SCARE	Speak to clinician within 4 Hrs	23	20	18	27	17	22	25	27	22	17	20	22	25
NHS HIGHLAND	SLFC_NPA	Distress Brief Intervention	2	7	3	5	4	4	8	5	6	2	4	5	5
NHS HIGHLAND	SLFC_NPA	For Information Only	26	24	36	41	36	49	38	42	37	36	27	32	35
NHS HIGHLAND	SLFC_NPA	Hub to arrange appointment within 24 hours	60	56	69	90	83	75	62	67	68	82	80	58	50
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	11	11	4	7	15	14	15	7	12	8	8	12	15
NHS HIGHLAND	SLFC_NPA	Patient given self care advice - For Information Only	82	81	83	122	96	77	98	79	103	94	104	83	101
NHS HIGHLAND	SLFC_NPA	Patient given self care dental advice - For Information Only	1	1	1	4	2	3	1	2	1	1		2	2
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1										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	1
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Optician - For Information Only			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	6	9	8	18	18	11	17	12	11	19	9	20	13
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Police - For Information Only	3	4	6	3	7	6	1	3	2	10	10	6	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			
NHS HIGHLAND	SLFC_NPA	Triage refused - For Information Only	2	4	3	6	7	4	2	2	5	3	6	3	4

Table 3

Health Board	Care Group	Endpoint	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	02/06/2024
NHS HIGHLAND	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	8	7	6	12	11	14	11	6	11	6	4	5	8
NHS HIGHLAND	Not assigned	Not assigned								1					
NHS LANARKSHIRE	PCARE	CPN (Dr) to phone patient within 1 Hr	16	19	10	18	23	19	6	21	3	14	13	16	10
NHS LANARKSHIRE	PCARE	CPN (Dr) to phone patient within 2 Hrs	21	23	22	14	15	23	22	34	19	37	28	18	26
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 1 Hr	1	2		2	3	1	4				2		2
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 2 Hrs	6	1	4	1	1		2	1	2		3	3	4
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 4 Hrs	8	6	5	8	5	4	2	9	3	5	5	7	4
NHS LANARKSHIRE	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	6	3	5	2	3	4	4	4	4	2	3	1	3
NHS LANARKSHIRE	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)		1	1	1	1	1	1	1		1	1	2	3
NHS LANARKSHIRE	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	3	4	1	7	3	2	2	2	3	3			6
NHS LANARKSHIRE	PCARE	Home Visit within 1 Hr	17	15	11	18	18	17	11	19	13	16	8	19	14
NHS LANARKSHIRE	PCARE	Home Visit within 2 Hrs	32	52	36	50	46	23	40	39	28	51	33	42	29
NHS LANARKSHIRE	PCARE	Home Visit within 4 Hrs	58	44	35	102	63	45	64	61	61	74	42	56	58
NHS LANARKSHIRE	PCARE	PCEC within 1 Hr	103	116	83	155	148	101	99	100	98	111	81	86	108
NHS LANARKSHIRE	PCARE	PCEC within 2 Hrs	221	218	207	346	312	213	209	229	188	260	204	166	244
NHS LANARKSHIRE	PCARE	PCEC within 4 Hrs	579	537	596	994	796	582	559	538	578	634	474	520	698
NHS LANARKSHIRE	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	112	99	102	92	64	92	93	89	100	69	83	93	62
NHS LANARKSHIRE	PCARE	Pt advised to contact practice - For Information Only	9	12	11	13	13	15	11	13	11	9	13	12	9
NHS LANARKSHIRE	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	11	12	18	4	12	20	10	11	14	9	8	8	10
NHS LANARKSHIRE	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	49	60	55	27	77	43	40	44	56	71	42	48	80
NHS LANARKSHIRE	PCARE	Speak to clinician within 1 Hr	34	31	28	46	49	24	37	30	38	30	21	31	32
NHS LANARKSHIRE	PCARE	Speak to clinician within 2 Hrs	44	60	39	75	64	53	52	39	46	54	62	51	60
NHS LANARKSHIRE	PCARE	Speak to clinician within 4 Hrs	102	120	108	258	184	97	111	122	126	143	114	130	145
NHS LANARKSHIRE	PCARE	Transport to PCEC within 2 Hrs	1	1	1	1			2	3	1				1
NHS LANARKSHIRE	PCARE	Transport to PCEC within 4 hrs	2	3	2	3	1	6		1	2	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	190	170	164	208	229	202	202	220	214	180	193	181	223
NHS LANARKSHIRE	SCARE	Patient advised to go to A&E	236	231	253	286	276	238	232	237	237	224	237	214	263
NHS LANARKSHIRE	SCARE	Patient advised to go to A&E	1	2	5	2	5		2	5	3	2	4		2
NHS LANARKSHIRE	SCARE	Patient sent to A&E via Ambulance within 1 Hr	16	10	23	4	17	15	15	11	18	18	19	20	15
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	106	94	96	93	89	97	124	113	103	116	116	113	108
NHS LANARKSHIRE	SCARE	Speak to clinician 2 Hrs	33	23	26	24	16	29	27	32	34	27	39	31	25
NHS LANARKSHIRE	SCARE	Speak to clinician within 4 Hrs	42	39	39	37	57	29	59	54	55	60	49	49	59
NHS LANARKSHIRE	SLFC_NPA	Contact Breathing Space		1		1	1	1	1					1	
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour			2	2	1	2	1	1					

Table 3

Health Board	Care Group	Endpoint	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	02/06/2024
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	137	123	124	210	183	130	140	140	151	117	105	161	152
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1	1	1		1	1	1	1	3	1	1	3	1
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Not Triage/Assessed	4	6	9	15	8	3	9	6	7	1	5	5	7
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1	1		4	2		4	1	1	2	2	1	1
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Self Care	1	2		7	4	6		4	4	3	4	5	3
NHS LANARKSHIRE	SLFC_NPA	Distress Brief Intervention	9	11	1	10	14	14	11	19	14	12	15	10	12
NHS LANARKSHIRE	SLFC_NPA	For Information Only	50	42	39	104	74	69	57	70	61	76	59	56	78
NHS LANARKSHIRE	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	2	1	1			1		2	2	3	1		1
NHS LANARKSHIRE	SLFC_NPA	Patient given self care advice - For Information Only	162	162	178	245	188	159	185	193	179	199	182	172	195
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Dentist - For Information Only						1		1	1		1		3
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	5	3	2	3	3	7	5	1	5	2	2	3	3
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Optician - For Information Only	5	4	4	4	4		2	8	4	5	2	5	3
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	28	33	24	78	60	32	41	33	40	57	39	39	46
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Police - For Information Only	5	1	4	6	9	13	7	7	5	5	3	7	2
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	8	9	12	11	4	11	5	9	10	7	11	10	10
NHS LANARKSHIRE	Not assigned	Not assigned	1									1			
NHS Lothian	PCARE	CPN (Dr) to phone patient within 1 Hr	18	16	20	20	20	15	23	25	23	19	9	13	16
NHS Lothian	PCARE	CPN (Dr) to phone patient within 2 Hrs	26	25	30	32	43	29	24	36	39	52	45	27	48
NHS Lothian	PCARE	DN (Dr) phone patient within 1 Hr	7	6	6	8	4	8	7	6	7	11	11	2	9
NHS Lothian	PCARE	DN (Dr) phone patient within 2 Hrs	15	9	14	13	13	9	9	8	15	12	8	9	12
NHS Lothian	PCARE	DN (Dr) phone patient within 4 Hrs	25	18	23	41	41	21	35	40	24	58	31	34	32
NHS Lothian	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	5	12	9	10	4	10	7	9	10	6	5	4	10
NHS Lothian	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1	3		1	2	2	1	1	1	6	1	1	2
NHS Lothian	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	6	8	9	6	6	2	8	6	8	4	7	5	7
NHS Lothian	PCARE	Home Visit within 1 Hr	19	23	19	37	39	33	26	30	36	30	34	31	25
NHS Lothian	PCARE	Home Visit within 2 Hrs	54	56	48	90	88	75	67	58	62	69	61	43	56
NHS Lothian	PCARE	Home Visit within 4 Hrs	109	71	69	122	95	72	83	71	101	107	82	73	84
NHS Lothian	PCARE	PCEC within 1 Hr	135	137	126	188	166	130	124	125	128	148	112	128	116
NHS Lothian	PCARE	PCEC within 12 Hrs													1
NHS Lothian	PCARE	PCEC within 2 Hrs	284	282	289	430	384	280	300	326	299	390	289	245	274
NHS Lothian	PCARE	PCEC within 4 Hrs	756	798	872	1,489	1,218	777	813	872	860	1,068	746	813	723
NHS Lothian	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	201	195	218	162	171	205	180	193	195	142	196	177	221
NHS Lothian	PCARE	Pt advised to contact practice - For Information Only	19	28	24	30	23	17	17	21	28	32	23	25	19
NHS Lothian	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	15	31	12	14	17	27	11	36	18	19	22	21	15

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Health Board	Care Group	Endpoint	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	02/06/2024
NHS Lothian	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	90	93	79	49	127	86	74	89	70	121	91	57	85
NHS Lothian	PCARE	Speak to clinician within 1 Hr	53	46	48	78	57	58	55	54	56	63	47	45	62
NHS Lothian	PCARE	Speak to clinician within 2 Hrs	79	56	83	125	100	83	93	104	82	98	76	87	83
NHS Lothian	PCARE	Speak to clinician within 4 Hrs	179	204	140	398	259	191	192	207	242	253	207	213	158
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		2	3	3	3		3		2	2	1	3	3
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	274	243	256	318	353	274	291	263	306	289	258	283	291
NHS Lothian	SCARE	Patient advised to go to A&E	366	373	355	400	473	385	397	395	371	355	375	342	395
NHS Lothian	SCARE	Patient advised to go to A&E	3	1	3	3	2	1	4	5	5	3	1	2	1
NHS Lothian	SCARE	Patient sent to A&E via Ambulance within 1 Hr	17	24	18	15	15	17	24	25	17	20	17	17	30
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												1
NHS Lothian	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	352	306	314	337	323	333	391	406	383	363	403	357	401
NHS Lothian	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub				1				1					
NHS Lothian	SCARE	Speak to clinician 2 Hrs	68	46	65	62	48	41	72	74	83	76	79	66	68
NHS Lothian	SCARE	Speak to clinician within 4 Hrs	125	94	108	132	122	120	121	138	132	118	129	124	109
NHS Lothian	SLFC_NPA	Contact Breathing Space	1	1		1									1
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	4	3	1	3	1	4	2	2	5	1	1	1	1
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	220	193	239	331	307	218	252	239	232	242	210	208	214
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	3	1	1	5	8	3	6	5	4	5	5	4	1
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Pharmacist											1		
NHS Lothian	SLFC_NPA	Dental Nurse - Not Triage/Assessed	10	11	13	11	18	12	11	14	14	10	10	2	11
NHS Lothian	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	5	2	7	5	6	5	3	3	3	8	1	3	1
NHS Lothian	SLFC_NPA	Dental Nurse - Self Care	5	7	4	7	2	3	7	8	5	4	4	7	2
NHS Lothian	SLFC_NPA	Distress Brief Intervention	15	18	15	17	21	16	16	20	22	20	17	18	7
NHS Lothian	SLFC_NPA	For Information Only	102	90	96	122	120	98	97	118	124	92	118	88	104
NHS Lothian	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	2			2		2			1			3	2
NHS Lothian	SLFC_NPA	Patient given self care advice - For Information Only	324	292	260	351	345	305	341	340	321	334	352	307	294
NHS Lothian	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1	2	2	2		1	1		1	2	2	2	3
NHS Lothian	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only	1	2	1	1	1		1	3	4		1		1
NHS Lothian	SLFC_NPA	Pt advised to contact Midwife - For Information Only	5	7	9	9	11	10	18	9	7	16	15	12	8
NHS Lothian	SLFC_NPA	Pt advised to contact Optician - For Information Only	7	11	12	13	17	13	7	6	12	7	11	7	12
NHS Lothian	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only	1		1	1				1					
NHS Lothian	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	59	64	56	119	96	59	71	57	70	86	72	68	57
NHS Lothian	SLFC_NPA	Pt advised to contact Police - For Information Only	13	12	9	4	12	6	17	17	15	13	13	9	13
NHS Lothian	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information							1			1	1		

Table 3

Health Board	Care Group	Endpoint	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	02/06/2024
NHS Orkney	SLFC_NPA	Triage refused - For Information Only	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	3	2
NHS Shetland	PCARE	CPN (Dr) to phone patient within 2 Hrs	1	1		1	1	1	1	1			2		1
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					
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	1		1			2			2				1
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	3	2	1	4	1	1	1	1			2		1
NHS Shetland	PCARE	PCEC within 1 Hr	2	2	1	5	1	1	1	1	2	1		3	1
NHS Shetland	PCARE	PCEC within 2 Hrs	1	3	1	3	4	1	1	2	1	1	1	2	3
NHS Shetland	PCARE	PCEC within 4 Hrs	4	5	6	12	11	10	7	10	7	8	11	7	7
NHS Shetland	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	2	1	1	1		2	2		3	1	1	1	4
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	1	1	1	1	2	2		1			
NHS Shetland	PCARE	Speak to clinician within 4 Hrs	1	2	3	2	4	2	1	4	2		3	6	3
NHS Shetland	PCARE	Triage refused therefore Dr requested to phone patient									1				
NHS Shetland	SCARE	999 contacted - For information only	3		4	1	5	5	5	6	1	4	4	3	5
NHS Shetland	SCARE	Patient advised to go to A&E	4	1	2	4		3	4	1	1	3	2	2	4
NHS Shetland	SCARE	Patient sent to A&E via Ambulance within 1 Hr	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	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											3
NHS Shetland	SCARE	Speak to clinician within 4 Hrs				1	2			1	1		1		
NHS Shetland	SLFC_NPA	Distress Brief Intervention												1	1
NHS Shetland	SLFC_NPA	For Information Only	1	1		1		2	1	1		3	1	1	1
NHS Shetland	SLFC_NPA	Hub to arrange appointment within 24 hours	2	3	8	2	3	4	7	3	2	3	4	1	4
NHS Shetland	SLFC_NPA	Hub to arrange contact with Clinician within 1 hour										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	1	2	2	1	2	2	4	3	5	2	5	3	2
NHS Shetland	SLFC_NPA	Pt advised to contact Dentist - For Information Only										1			
NHS Shetland	SLFC_NPA	Pt advised to contact Midwife - For Information Only		1											
NHS Shetland	SLFC_NPA	Pt advised to contact Optician - For Information Only										1			

Table 3

Health Board	Care Group	Endpoint	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	02/06/2024
NHS Shetland	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only								1				2	1
NHS Shetland	SLFC_NPA	Pt advised to contact Police - For Information Only											1		1
NHS Shetland	SLFC_NPA	Triage refused - For Information Only						1			1				
NHS Shetland	SLFC_NPA	Triage refused - Pt terminated call - For Information Only						1			1			1	
NHS TAYSIDE	PCARE	CPN (Dr) to phone patient within 1 Hr	7	14	11	15	5	13	12	11	9	8	12	15	10
NHS TAYSIDE	PCARE	CPN (Dr) to phone patient within 2 Hrs	14	24	24	22	22	27	22	22	18	31	23	21	32
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 1 Hr	11	3	5	3	8	4	3	7	7	6	6	5	3
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 2 Hrs	10	14	13	9	10	6	10	7	12	14	12	5	9
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 4 Hrs	34	31	40	37	30	27	24	35	33	36	44	32	42
NHS TAYSIDE	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	4	4		3		4	3	3	2	2	4	3	2
NHS TAYSIDE	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1	3				1	1	2		1			1
NHS TAYSIDE	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)		1	5	2	4	1	5	1	3	5	3	1	1
NHS TAYSIDE	PCARE	Home Visit within 1 Hr	15	8	8	11	14	16	16	9	15	18	14	8	14
NHS TAYSIDE	PCARE	Home Visit within 2 Hrs	31	31	28	37	46	36	33	35	33	47	42	38	45
NHS TAYSIDE	PCARE	Home Visit within 4 Hrs	46	40	39	53	72	53	45	45	50	52	41	44	60
NHS TAYSIDE	PCARE	PCEC within 1 Hr	112	81	92	89	111	82	99	90	89	102	75	74	103
NHS TAYSIDE	PCARE	PCEC within 2 Hrs	137	139	148	195	204	159	126	149	147	157	127	142	190
NHS TAYSIDE	PCARE	PCEC within 4 Hrs	327	344	332	425	560	538	339	337	381	456	396	336	482
NHS TAYSIDE	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	57	55	59	75	39	50	58	37	51	45	75	61	51
NHS TAYSIDE	PCARE	Pt advised to contact practice - For Information Only	6	5	6	7	7	8	9	11	9	5	5	6	9
NHS TAYSIDE	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	9	9	8	4	9	8	10	18	4	4	2	6	10
NHS TAYSIDE	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	39	36	30	26	39	36	37	28	30	45	38	28	43
NHS TAYSIDE	PCARE	Speak to clinician within 1 Hr	19	24	20	20	25	23	21	27	25	28	22	37	29
NHS TAYSIDE	PCARE	Speak to clinician within 2 Hrs	37	27	29	44	40	44	29	34	41	39	30	40	42
NHS TAYSIDE	PCARE	Speak to clinician within 4 Hrs	88	91	79	91	125	118	89	76	97	99	94	78	119
NHS TAYSIDE	PCARE	Transport to PCEC within 1 Hr							1	1					
NHS TAYSIDE	PCARE	Transport to PCEC within 2 Hrs				2		1			2		1		
NHS TAYSIDE	PCARE	Transport to PCEC within 4 hrs	2	1			2				1	1	1	1	1
NHS TAYSIDE	SCARE	999 contacted - For Information Only										1			
NHS TAYSIDE	SCARE	999 contacted - For information only	131	156	149	130	202	177	155	158	138	143	142	147	188
NHS TAYSIDE	SCARE	Paramedic See & Treat – Primary Care OOH service to forward						1							
NHS TAYSIDE	SCARE	Patient advised to go to A&E	82	63	81	79	88	84	82	71	64	67	88	71	99
NHS TAYSIDE	SCARE	Patient advised to go to A&E	1	2	1	1	1			1		2	1	3	
NHS TAYSIDE	SCARE	Patient sent to A&E via Ambulance within 1 Hr	9	15	10	8	12	9	15	11	9	10	7	8	6
NHS TAYSIDE	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only													1
NHS TAYSIDE	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	99	85	94	78	81	87	92	99	77	87	129	100	109
NHS TAYSIDE	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	1	4	1	1	1		1			1	2		2
NHS TAYSIDE	SCARE	Speak to clinician 2 Hrs	18	22	23	15	19	18	19	19	21	31	34	34	36

Table 3

Health Board	Care Group	Endpoint	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	02/06/2024
NHS TAYSIDE	SCARE	Speak to clinician within 4 Hrs	29	42	35	45	54	45	52	57	44	57	44	42	41
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour			1				1			1	2		
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	115	108	122	138	147	119	127	109	129	121	112	122	97
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1	1	1	3	1	2	2	1		1	3	1	3
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Not Triage/Assessed	5	7	11	10	15	7	3	6	15	5	4	6	4
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1	1	1	5	2	1			3		1	2	2
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Self Care	3	5		1	3	4	2	3	6	5	2	2	4
NHS TAYSIDE	SLFC_NPA	Distress Brief Intervention	16	11	4	3	11	8	8	4	7	4	6	4	6
NHS TAYSIDE	SLFC_NPA	For Information Only	37	28	50	49	41	37	29	40	47	41	37	46	65
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	116	123	128	153	149	147	154	123	121	136	168	130	149
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1	2	2		1	1	1	2				2	1
NHS TAYSIDE	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only									1	2			
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Midwife - For Information Only	2	2	1	3		3	3	4	6	2	4	5	3
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Optician - For Information Only	5	1	1	2	2	5	3	5	7	2	10	6	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	15	21	15	27	39	34	29	19	28	31	28	28	30
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Police - For Information Only	3	5	4	3	4	9	4	7	3	4	4	5	6
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information			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	2	3	4	10	9	13	3	6	1	5	3	10	9
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	2				1		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	1
NHS Western Isles	PCARE	DN (Dr) phone patient within 4 Hrs				2				1		1	1	3	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			2	2
NHS Western Isles	PCARE	Home Visit within 2 Hrs	1	1		4	1		2	2		1	3	2	3
NHS Western Isles	PCARE	Home Visit within 4 Hrs	1	1	4	2	2	3	4	2	5	4	4	4	3
NHS Western Isles	PCARE	PCEC within 1 Hr	2	4	1	5	3	3	3	2	3	1	3	2	7
NHS Western Isles	PCARE	PCEC within 2 Hrs	5	2	7	7	10	3	4	6	3	7	5	2	4
NHS Western Isles	PCARE	PCEC within 4 Hrs	11	9	14	22	20	15	15	19	23	20	16	17	14
NHS Western Isles	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	2		3	1		2		2		1	1		5
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				
NHS Western Isles	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	3	2	2		3		1	1	2	1	3	3	3

Table 3

Health Board	Care Group	Endpoint	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	02/06/2024
NHS Western Isles	PCARE	Speak to clinician within 1 Hr		1	1	2	6	1		1			1	1	1
NHS Western Isles	PCARE	Speak to clinician within 2 Hrs	1	1	2	5	2	3	3	3	1	2	2	2	5
NHS Western Isles	PCARE	Speak to clinician within 4 Hrs	4	2	2	6	8	3	7	5	5	4	4	7	6
NHS Western Isles	SCARE	999 contacted - For Information Only			1										
NHS Western Isles	SCARE	999 contacted - For information only	6	2	3	6	10	5	6	5	13	7	2	8	4
NHS Western Isles	SCARE	Patient advised to go to A&E	4	1	11	4	5	5	6	6	5	6	5	10	6
NHS Western Isles	SCARE	Patient sent to A&E via Ambulance within 1 Hr	1			1		1				1	1		
NHS Western Isles	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	1	1	5	3	5	3		3	5	3	1	8	3
NHS Western Isles	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	2	2	1		3	2		4	3	2	1		2
NHS Western Isles	SCARE	Speak to clinician 2 Hrs	3			2			2	2	2		1		2
NHS Western Isles	SCARE	Speak to clinician within 4 Hrs		2	1	1	1	2	2	2	1	2	1	3	1
NHS Western Isles	SLFC_NPA	Distress Brief Intervention			1										
NHS Western Isles	SLFC_NPA	For Information Only	1		3	1	1	4	3				2		1
NHS Western Isles	SLFC_NPA	Hub to arrange appointment within 24 hours	1	4	5	3	5	2	6	4	3	1		3	2
NHS Western Isles	SLFC_NPA	Patient advised to contact registered GDP - Info Only			1	1			1						1
NHS Western Isles	SLFC_NPA	Patient given self care advice - For Information Only	5	4	3	8	6	1	2	7	6	5	9	4	2
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	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 - For Information Only													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	Distress Brief Intervention													1
Not assigned	SLFC_NPA	Not Assessed / Triage Refused					3								
Not assigned	SLFC_NPA	Self Care					7						1		
Not assigned	SLFC_NPA	Triage Refused/Not Assessed													1
Not assigned	Not assigned	Not assigned	13	21	10	17	24	16	14	22	19	25	11	14	9

Table 4

Care Group	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	02/06/2024
PCARE	12,645	12,482	12,301	18,460	16,975	12,888	12,556	12,749	13,390	15,115	12,038	12,157	13,554
SCARE	6,056	5,742	5,915	6,485	6,845	6,081	6,496	6,652	6,616	6,424	6,921	6,225	6,875
SLFC_NPA	4,400	4,259	4,284	5,848	5,694	4,657	4,974	4,989	5,075	5,031	4,707	4,433	4,672
Not assigned	16	23	11	26	27	21	14	24	21	33	13	16	12
Total	23,117	22,506	22,511	30,819	29,541	23,647	24,040	24,414	25,102	26,603	23,679	22,831	25,113

Care Group	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	02/06/2024
PCARE	54.70%	55.46%	54.64%	59.90%	57.46%	54.50%	52.23%	52.22%	53.34%	56.82%	50.84%	53.25%	53.97%
SCARE	26.20%	25.51%	26.28%	21.04%	23.17%	25.72%	27.02%	27.25%	26.36%	24.15%	29.23%	27.27%	27.38%
SLFC_NPA	19.03%	18.92%	19.03%	18.98%	19.27%	19.69%	20.69%	20.43%	20.22%	18.91%	19.88%	19.42%	18.60%
Not assigned	0.07%	0.10%	0.05%	0.08%	0.09%	0.09%	0.06%	0.10%	0.08%	0.12%	0.05%	0.07%	0.05%

Graphs

