

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: 17/03/2024 to 09/06/2024

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	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	03/06/2024	04/06/2024	05/06/2024	06/06/2024	07/06/2024	08/06/2024	09/06/2024
Overall Call Volume	3,566	3,388	3,324	3,259	3,369	6,071	6,869	3,323	3,285	2,970	3,054	3,556	7,359	7,673	6,385	3,293	3,108	3,014	3,226	7,071	6,868	3,804	3,127	3,039	2,883	3,139	7,147	6,833
Overall Calls Connected	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	2,338	5,792	5,762	2,889	2,485	2,490	2,488	2,480	5,749	5,491
Caller Disconnected	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%	1.09%	0.69%	0.22%	0.29%	0.35%	0.54%	0.48%
Overall Avg Patient Journey Time	00:44:59	00:36:25	00:39:15	00:36:24	00:31:05	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	00:58:40	00:46:21	00:36:51	00:36:59	00:44:02	00:44:02	00:45:50
Tagged at First Contact %	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%	97.37%	96.96%	99.38%	99.77%	96.66%	91.25%	93.43%	99.11%	98.36%	98.58%	98.83%	93.03%	90.19%	92.98%
Median Time to Answer	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	00:24:53	00:18:56	00:15:14	00:05:17	00:14:24	00:17:20	00:21:58
90th Percentile Time to Answer	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	00:53:00	00:38:14	01:03:17	00:27:21	01:02:09	01:04:24	01:02:47	01:26:45	00:38:57	00:48:09	02:13:31	01:05:56	00:37:29	00:46:29	00:52:47	00:43:16	00:44:27

Table 2

Week Ending Date	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	09/06/2024
Overall Call Volume	32,446	32,874	41,098	38,586	31,236	30,270	30,089	32,822	36,297	30,746	31,140	32,965	29,972
Overall Calls Connected	23,889	23,853	32,662	31,297	25,007	25,497	25,952	26,730	28,071	24,960	24,265	26,601	24,072
Caller Discontinued	0.89%	0.89%	0.50%	0.39%	0.39%	0.22%	0.20%	0.30%	0.62%	0.36%	0.46%	0.45%	0.53%
Overall Avg Patient Journey Time	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	00:45:08
Triaged at First Contact %	95.15%	94.74%	93.69%	94.18%	95.41%	94.41%	94.92%	94.36%	95.18%	95.48%	95.53%	95.32%	94.71%
Median Time to Answer	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	00:18:01
90th Percentile Time to Answer	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	00:52:17

Table 3

Health Board	Care Group	Endpoint	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	09/06/2024
NHS Ayrshire & Arran	PCARE	CPN (Dr) to phone patient within 1 Hr	13	11	11	16	5	9	8	10	15	7	13	21	11
NHS Ayrshire & Arran	PCARE	CPN (Dr) to phone patient within 2 Hrs	14	17	13	8	15	16	19	10	20	18	23	30	25
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 1 Hr	2	1	1	6	2	1	1	2	1		2		1
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 2 Hrs	4	1	1	1	2	1	2	1	1	5	3	2	3
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 4 Hrs	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	3	6	7	4	3	2	5	4	8	3	4	6
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)		1		1	1			1		2		2	2
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	2	6		2	3	1	4	4	4	1	2	2	1
NHS Ayrshire & Arran	PCARE	Home Visit within 1 Hr	10	7	17	19	14	9	17	14	11	6	15	13	12
NHS Ayrshire & Arran	PCARE	Home Visit within 2 Hrs	20	22	52	38	25	37	26	36	41	38	32	51	27
NHS Ayrshire & Arran	PCARE	Home Visit within 4 Hrs	31	47	62	54	44	39	41	46	59	37	39	55	41
NHS Ayrshire & Arran	PCARE	PCEC within 1 Hr	54	53	84	76	49	53	46	68	62	56	50	73	56
NHS Ayrshire & Arran	PCARE	PCEC within 2 Hrs	112	138	204	167	140	126	112	133	116	93	115	128	114
NHS Ayrshire & Arran	PCARE	PCEC within 4 Hrs	341	363	614	477	338	342	324	357	434	287	329	396	285
NHS Ayrshire & Arran	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	78	63	40	62	70	53	68	46	46	45	60	48	42
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice - For Information Only	9	3	11	7	2	4	7	4	10	4	7	8	4
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	9	12	5	4	6	3	13	3	1	2	5	4	6
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	42	37	20	44	33	44	36	23	42	34	32	41	31
NHS Ayrshire & Arran	PCARE	Speak to clinician within 1 Hr	25	16	34	33	26	27	20	39	18	27	26	26	22
NHS Ayrshire & Arran	PCARE	Speak to clinician within 2 Hrs	29	28	53	41	43	26	28	30	41	26	32	42	28
NHS Ayrshire & Arran	PCARE	Speak to clinician within 4 Hrs	74	57	153	102	77	92	77	89	113	70	84	116	88
NHS Ayrshire & Arran	PCARE	Triage refused therefore Dr requested to phone patient						1							
NHS Ayrshire & Arran	SCARE	999 contacted - For information only	105	123	166	165	122	138	138	145	131	134	109	168	139
NHS Ayrshire & Arran	SCARE	Patient advised to go to A&E	114	119	154	148	104	112	110	97	120	121	118	178	114
NHS Ayrshire & Arran	SCARE	Patient advised to go to A&E				1	1	1	3	1		1	1		1
NHS Ayrshire & Arran	SCARE	Patient sent to A&E via Ambulance within 1 Hr	13	13	9	11	8	8	8	7	16	10	9	13	5
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	61	61	66	76	71	66	70	91	83	97	84	75	75
NHS Ayrshire & Arran	SCARE	Speak to clinician 2 Hrs	14	18	11	18	13	21	22	23	24	25	14	20	15
NHS Ayrshire & Arran	SCARE	Speak to clinician within 4 Hrs	28	26	38	28	31	34	41	38	31	43	36	35	26
NHS Ayrshire & Arran	SLFC_NPA	Contact Breathing Space			1					1			1		
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	1		3	1				1	1	1	1	2	2
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	96	81	142	123	90	94	93	106	106	97	103	73	80
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour		3		3	1	2	1		2			1	3
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Not Triage/Assessed	2	9	4	5	5	3	7	11	3		2	7	4
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Routine Contact with Dentist		1	2	3		1	1	3	2	1	3		1

Table 3

Health Board	Care Group	Endpoint	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	09/06/2024
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Self Care	1	2	3	2	1	1	3	2	1	2	5		1
NHS Ayrshire & Arran	SLFC_NPA	Distress Brief Intervention	9	9	4	8	6	10	7	9	7	4	6	6	8
NHS Ayrshire & Arran	SLFC_NPA	For Information Only	32	31	38	45	35	47	44	50	52	31	26	41	25
NHS Ayrshire & Arran	SLFC_NPA	Patient advised to contact CPN Team - For Info Only		1		4	2							1	1
NHS Ayrshire & Arran	SLFC_NPA	Patient given self care advice - For Information Only	125	114	146	174	146	147	151	140	147	150	132	157	116
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	1	1	1	1	3	2	3	2	1		1	1	1
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Optician - For Information Only	2	3	1	2	3	2	1	3	3	3	2	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	18	16	35	30	28	21	18	20	33	17	20	36	19
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Police - For Information Only	2	1	1	1	3	3	3	3	3	4	4	1	2
NHS Ayrshire & Arran	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	3	4	10	6	6	10	9	10	6	3	7	8	12
NHS Ayrshire & Arran	Not assigned	Not assigned			1		1		1						
NHS Borders	PCARE	CPN (Dr) to phone patient within 1 Hr	2	3	2	5	3	3	4	8	4	3	5	6	7
NHS Borders	PCARE	CPN (Dr) to phone patient within 2 Hrs	10	3	4	5	4	4	9	6	8	7	6	7	2
NHS Borders	PCARE	DN (Dr) phone patient within 1 Hr	3	6	2	4	1	3	9		1	2			2
NHS Borders	PCARE	DN (Dr) phone patient within 2 Hrs	5	5	5	7	5	2	5	1	7	8	6	5	9
NHS Borders	PCARE	DN (Dr) phone patient within 4 Hrs	10	10	9	13	9	14	17	7	14	7	14	11	15
NHS Borders	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)		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	3	1	3	6	4	6	2	4	4	2	1	1	4
NHS Borders	PCARE	Home Visit within 2 Hrs	5	7	16	7	9	7	5	12	20	26	7	9	8
NHS Borders	PCARE	Home Visit within 4 Hrs	13	6	9	14	9	11	11	7	12	14	12	17	13
NHS Borders	PCARE	PCEC within 1 Hr	11	10	15	14	14	15	14	12	13	7	5	9	5
NHS Borders	PCARE	PCEC within 2 Hrs	16	20	27	24	29	28	24	19	27	24	36	28	22
NHS Borders	PCARE	PCEC within 4 Hrs	48	63	90	71	56	75	75	69	77	55	71	68	57
NHS Borders	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	23	24	26	21	18	19	25	18	17	21	12	22	15
NHS Borders	PCARE	Pt advised to contact practice - For Information Only	2	2	4	1	4	4	2	2	4	1	4	3	5
NHS Borders	PCARE	Pt advised to contact practice within 12 Hrs - Info Only		3	1	2	1	1	3		3		2		4
NHS Borders	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	9	7	7	6	4	6	12	6	14	8	10	8	4
NHS Borders	PCARE	Speak to clinician within 1 Hr	7	2	3	5	10	5	2	6	4	5	5	3	6
NHS Borders	PCARE	Speak to clinician within 2 Hrs	5	11	6	16	6	4	9	3	7	9	10	8	7
NHS Borders	PCARE	Speak to clinician within 4 Hrs	17	12	18	23	15	15	18	21	18	21	17	10	10
NHS Borders	SCARE	999 contacted - For information only	28	30	40	41	35	33	33	35	36	37	39	46	49
NHS Borders	SCARE	Patient advised to go to A&E	35	40	34	37	35	27	28	39	39	45	37	33	37
NHS Borders	SCARE	Patient advised to go to A&E				1					1			2	

Table 3

Health Board	Care Group	Endpoint	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	09/06/2024
NHS Borders	SCARE	Patient sent to A&E via Ambulance within 1 Hr	3	3	6	2	3	8	1		3	6	5	6	4
NHS Borders	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only											1		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	46	43	39	26	32	45	35	34	43	39	31	28	34
NHS Borders	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	1	1											
NHS Borders	SCARE	Speak to clinician 2 Hrs	5	16	11	13	6	13	10	10	17	12	8	6	9
NHS Borders	SCARE	Speak to clinician within 4 Hrs	13	8	14	16	9	13	12	11	16	20	12	13	15
NHS Borders	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	16	17	23	34	16	23	22	17	28	18	20	27	21
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	3	2	2	2	1		2	1	2	3	2
NHS Borders	SLFC_NPA	Dental Nurse - Routine Contact with Dentist			3	1	1							1	1
NHS Borders	SLFC_NPA	Dental Nurse - Self Care					1		1	1	1				2
NHS Borders	SLFC_NPA	Distress Brief Intervention	1	4		2		4	2	4	3			2	1
NHS Borders	SLFC_NPA	For Information Only	7	9	13	8	8	11	13	11	11	6	10	6	8
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	23	33	35	39	34	30	35	30	32	31	36	29	30
NHS Borders	SLFC_NPA	Pt advised to contact Dentist - For Information Only		1											
NHS Borders	SLFC_NPA	Pt advised to contact Midwife - For Information Only	1			1	1		1		1		2	4	1
NHS Borders	SLFC_NPA	Pt advised to contact Optician - For Information Only	1	3		1		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	4	4	2	6	3	2	1	3	7	4	3	9	4
NHS Borders	SLFC_NPA	Pt advised to contact Police - For Information Only	1	3	2	5		4	1		1	2	2		2
NHS Borders	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	3	2	1		1	1	5	1	2	1	2	1	2
NHS Borders	Not assigned	Not assigned	1												1
NHS Dumfries & Gallo	PCARE	CPN (Dr) to phone patient within 1 Hr	1	2	2	7	3	4	9	3	1	6	3	3	3
NHS Dumfries & Gallo	PCARE	CPN (Dr) to phone patient within 2 Hrs	8	4	8	8	13	12	9	10	12	6	9	13	11
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 1 Hr	1		3	4	1	1	3		3	4			4
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 2 Hrs	3	3	1	7	3	13	2	9	10	3	3	3	4
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 4 Hrs	12	13	22	17	8	19	14	11	19	19	14	9	17
NHS Dumfries & Gallo	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)		1	1	2	2	1	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)	1					1	1				1	1	1
NHS Dumfries & Gallo	PCARE	Home Visit within 1 Hr	5	8	3	5	2	2	10	2	6	2	4	6	3
NHS Dumfries & Gallo	PCARE	Home Visit within 2 Hrs	8	13	8	14	14	16	12	21	11	9	10	13	5
NHS Dumfries & Gallo	PCARE	Home Visit within 4 Hrs	7	12	13	21	20	12	15	10	14	11	17	10	14
NHS Dumfries & Gallo	PCARE	PCEC within 1 Hr	13	12	22	24	15	19	18	21	22	16	19	19	14
NHS Dumfries & Gallo	PCARE	PCEC within 2 Hrs	39	47	31	45	44	42	38	35	40	33	36	37	28
NHS Dumfries & Gallo	PCARE	PCEC within 4 Hrs	77	54	110	119	78	83	94	84	105	75	85	63	80

Table 3

Health Board	Care Group	Endpoint	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	09/06/2024
NHS Dumfries & Gallo	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	17	12	30	20	16	18	17	20	11	12	16	18	15
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice - For Information Only	2	3	2	1		2	2		2	2		4	1
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	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	9	14	2	13	8	11	11	7	13	11	11	2	5
NHS Dumfries & Gallo	PCARE	Speak to clinician within 1 Hr	4	4	12	14	9	3	8	9	9	7	9	8	6
NHS Dumfries & Gallo	PCARE	Speak to clinician within 2 Hrs	8	8	7	11	14	7	14	23	15	10	19	9	9
NHS Dumfries & Gallo	PCARE	Speak to clinician within 4 Hrs	19	17	49	36	24	23	25	35	24	22	23	32	22
NHS Dumfries & Gallo	PCARE	Transport to PCEC within 2 Hrs					1								
NHS Dumfries & Gallo	PCARE	Transport to PCEC within 4 hrs							1		1	1	1		
NHS Dumfries & Gallo	SCARE	999 contacted - For information only	37	38	49	51	41	48	40	48	46	42	42	48	48
NHS Dumfries & Gallo	SCARE	Patient advised to go to A&E	27	26	30	41	35	25	38	40	31	33	30	38	39
NHS Dumfries & Gallo	SCARE	Patient advised to go to A&E			1	1									
NHS Dumfries & Gallo	SCARE	Patient sent to A&E via Ambulance within 1 Hr	2	4		5	7	6	5	8	2	7	2	2	3
NHS Dumfries & Gallo	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	8	6	10	20	7	10	9	6	13	17	14	15	11
NHS Dumfries & Gallo	SCARE	Speak to clinician 2 Hrs	4	1	4	3	1	2	5	5	2	4	3	5	1
NHS Dumfries & Gallo	SCARE	Speak to clinician within 4 Hrs	6	7	8	10	2	7	8	11	4	12	5	9	8
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	34	31	39	48	35	55	34	45	56	38	44	38	48
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		6	2	1	4	1	6	3		1	1	2
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	2			1	1		2	2	1	1	1		
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Self Care							2		1	1	1		1
NHS Dumfries & Gallo	SLFC_NPA	Distress Brief Intervention	3		1	1	5	1	4	1	1	2	2	4	1
NHS Dumfries & Gallo	SLFC_NPA	For Information Only	11	10	9	18	14	19	14	6	8	19	11	10	10
NHS Dumfries & Gallo	SLFC_NPA	Patient advised to contact CPN Team - For Info Only										1			1
NHS Dumfries & Gallo	SLFC_NPA	Patient given self care advice - For Information Only	30	23	37	43	25	27	33	42	31	30	36	31	32
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	2
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Optician - For Information Only			1	2			2	1		1			
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	7	6	10	12	7	7	1	6	6	4	4	8	8
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Police - For Information Only	4	1	3	3	2	1	1		3		2	4	1
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information			1										
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact appropriate service - For Info Only					1								
NHS Dumfries & Gallo	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	3	1	2	3	2		1	1	3	1	3	1	4
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	12	15	18	18	10	17	14	8	11	4	15	14	8
NHS Fife	PCARE	CPN (Dr) to phone patient within 2 Hrs	29	28	30	30	14	24	25	26	30	17	22	23	9

Table 3

Health Board	Care Group	Endpoint	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	09/06/2024
NHS Fife	PCARE	DN (Dr) phone patient within 1 Hr	6	5	4	12	2	7	4	5	5	4	6	4	5
NHS Fife	PCARE	DN (Dr) phone patient within 2 Hrs	5	12	10	13	14	11	11	16	9	15	12	14	10
NHS Fife	PCARE	DN (Dr) phone patient within 4 Hrs	36	33	42	44	36	45	31	43	33	33	36	29	39
NHS Fife	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	5	6	3	2	2	4	5	4	4	1	2	4	1
NHS Fife	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1	1		1	1			1			1	1	1
NHS Fife	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)		1	1	1	2	1		3	2	2			2
NHS Fife	PCARE	Home Visit within 1 Hr	12	7	23	18	14	9	10	13	11	10	9	15	14
NHS Fife	PCARE	Home Visit within 2 Hrs	34	41	60	32	39	35	40	44	34	27	34	39	30
NHS Fife	PCARE	Home Visit within 4 Hrs	37	48	84	49	47	47	46	60	49	44	40	40	35
NHS Fife	PCARE	PCEC within 1 Hr	72	70	98	78	73	56	66	74	77	53	54	56	53
NHS Fife	PCARE	PCEC within 2 Hrs	120	132	216	180	136	143	127	129	159	115	123	123	102
NHS Fife	PCARE	PCEC within 4 Hrs	368	356	671	549	352	336	326	357	471	306	317	329	311
NHS Fife	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	88	91	98	69	81	55	54	80	59	76	70	84	64
NHS Fife	PCARE	Pt advised to contact practice - For Information Only	7	11	11	12	5	6	7	5	8	9	9	9	9
NHS Fife	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	6	4	2	7	10	4	13	6	12	8	5	9	7
NHS Fife	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	32	28	18	44	36	31	48	26	61	38	26	33	21
NHS Fife	PCARE	Speak to clinician within 1 Hr	23	17	24	29	20	18	15	28	27	19	22	18	17
NHS Fife	PCARE	Speak to clinician within 2 Hrs	27	27	50	39	35	31	40	50	43	33	31	27	41
NHS Fife	PCARE	Speak to clinician within 4 Hrs	70	65	163	122	84	102	82	104	109	68	85	66	77
NHS Fife	PCARE	Triage refused therefore Dr requested to phone patient								1	1				
NHS Fife	SCARE	999 contacted - For information only	130	147	150	185	139	154	140	139	147	141	127	113	132
NHS Fife	SCARE	Patient advised to go to A&E	125	143	164	153	131	137	156	160	111	141	117	139	131
NHS Fife	SCARE	Patient advised to go to A&E	1					2		1	3		1	2	2
NHS Fife	SCARE	Patient sent to A&E via Ambulance within 1 Hr	12	11	9	16	11	14	9	17	11	8	11	8	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	90	78	97	92	77	92	90	96	96	97	85	79	100
NHS Fife	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub										1	1	1	
NHS Fife	SCARE	Speak to clinician 2 Hrs	18	15	21	21	30	22	26	27	27	31	22	29	33
NHS Fife	SCARE	Speak to clinician within 4 Hrs	35	21	30	30	30	32	28	21	35	35	35	46	36
NHS Fife	SLFC_NPA	Contact Breathing Space				1			1						
NHS Fife	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour				1									1
NHS Fife	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	101	103	108	129	110	131	100	136	106	91	99	120	96
NHS Fife	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1	1	1	1		2	3	1	2	3	1	3	2
NHS Fife	SLFC_NPA	Dental Nurse - Not Triage/Assessed	5	6	10	8	5	5	5	4	7	2	3	6	4
NHS Fife	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	3	2	1	3		2	1	4	1		3	2	1
NHS Fife	SLFC_NPA	Dental Nurse - Self Care	3		2	2	2		3	2		5	2	1	3
NHS Fife	SLFC_NPA	Distress Brief Intervention	8	10	12	8	9	8	9	12	10	7	10	6	6

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Health Board	Care Group	Endpoint	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	09/06/2024
NHS Fife	SLFC_NPA	For Information Only	49	41	68	48	47	57	66	47	77	51	36	42	47
NHS Fife	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	1		2	1		1	1	2					
NHS Fife	SLFC_NPA	Patient given self care advice - For Information Only	138	147	196	206	181	181	161	204	189	126	133	145	172
NHS Fife	SLFC_NPA	Pt advised to contact Dentist - For Information Only		4	1		3		1						1
NHS Fife	SLFC_NPA	Pt advised to contact Midwife - For Information Only	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	4
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	20	22	40	47	16	18	19	13	30	23	21	17	21
NHS Fife	SLFC_NPA	Pt advised to contact Police - For Information Only	4	3	6	3	5	2	6	6	4	2	4	2	1
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	4	10	12	8	5	9	10	6	12	5	2	6	6
NHS Fife	Not assigned	Not assigned			1										
NHS Forth Valley	PCARE	CPN (Dr) to phone patient within 1 Hr	9	7	5	2	2	5	8	5	7	5	8	12	6
NHS Forth Valley	PCARE	CPN (Dr) to phone patient within 2 Hrs	13	14	17	10	15	8	13	9	10	9	7	10	5
NHS Forth Valley	PCARE	DN (Dr) phone patient within 1 Hr	1	3	10	3	5	5	5	3	2	2	5	7	3
NHS Forth Valley	PCARE	DN (Dr) phone patient within 2 Hrs	4	13	9	8	6	5	5	8	4	6	9	7	6
NHS Forth Valley	PCARE	DN (Dr) phone patient within 4 Hrs	22	21	34	28	23	26	21	25	35	15	30	22	31
NHS Forth Valley	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	4	1	5	2	6	1		1	3	2	4	5	3
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	1
NHS Forth Valley	PCARE	Home Visit within 1 Hr	4	5	17	6	7	7	10	13	11	5	8	5	8
NHS Forth Valley	PCARE	Home Visit within 2 Hrs	23	17	35	26	17	24	27	29	25	16	23	18	25
NHS Forth Valley	PCARE	Home Visit within 4 Hrs	38	34	42	39	38	35	32	23	38	18	23	29	41
NHS Forth Valley	PCARE	PCEC within 1 Hr	61	50	76	85	40	57	46	65	57	51	52	51	69
NHS Forth Valley	PCARE	PCEC within 12 Hrs								1					
NHS Forth Valley	PCARE	PCEC within 2 Hrs	121	126	193	169	133	110	97	116	127	80	92	111	123
NHS Forth Valley	PCARE	PCEC within 4 Hrs	310	304	559	454	329	310	270	320	375	259	281	260	379
NHS Forth Valley	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	94	88	55	63	85	86	85	62	63	79	93	106	57
NHS Forth Valley	PCARE	Pt advised to contact practice - For Information Only	6	12	12	9	7	5	7	14	8	12	12	10	6
NHS Forth Valley	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	5	3	6	9	8	2	10	6	6	6	5	5	4
NHS Forth Valley	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	46	24	12	37	30	33	30	32	33	31	25	39	31
NHS Forth Valley	PCARE	Speak to clinician within 1 Hr	10	8	18	25	15	16	23	19	19	16	14	24	17
NHS Forth Valley	PCARE	Speak to clinician within 2 Hrs	27	13	40	39	28	24	35	27	26	19	30	24	30
NHS Forth Valley	PCARE	Speak to clinician within 4 Hrs	70	62	133	87	74	69	59	86	75	52	64	56	61
NHS Forth Valley	SCARE	999 contacted - For information only	105	89	140	134	115	113	113	126	90	111	103	111	113
NHS Forth Valley	SCARE	Patient advised to go to A&E	189	151	168	184	150	157	175	149	187	164	159	189	196
NHS Forth Valley	SCARE	Patient advised to go to A&E	1		1				3	2	3	1			1

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Health Board	Care Group	Endpoint	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	09/06/2024
NHS Forth Valley	SCARE	Patient sent to A&E via Ambulance within 1 Hr	9	7	10	10	8	13	6	7	7	6	11	5	6
NHS Forth Valley	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only					1				1				
NHS Forth Valley	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	208	206	157	159	197	225	243	260	255	263	235	216	200
NHS Forth Valley	SCARE	Speak to clinician 2 Hrs	59	54	62	30	38	69	99	92	60	77	71	65	75
NHS Forth Valley	SCARE	Speak to clinician within 4 Hrs	48	42	58	49	63	63	80	49	39	63	62	48	50
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	76	72	89	104	73	74	73	72	90	97	80	63	65
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	1	7	9	4	5	3	2	8	5	2	1	5	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	4	1	1	3	2	1	2		
NHS Forth Valley	SLFC_NPA	Distress Brief Intervention	8	9	11	5	9	8	9	4	5	6	7	10	9
NHS Forth Valley	SLFC_NPA	For Information Only	40	34	57	38	27	35	39	29	21	38	30	36	40
NHS Forth Valley	SLFC_NPA	Patient advised to contact CPN Team - For Info Only		1	1										
NHS Forth Valley	SLFC_NPA	Patient given self care advice - For Information Only	99	96	129	116	73	101	102	103	95	112	94	103	102
NHS Forth Valley	SLFC_NPA	Pt advised to contact Dentist - For Information Only		2				1		1					
NHS Forth Valley	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only		1										1	1
NHS Forth Valley	SLFC_NPA	Pt advised to contact Midwife - For Information Only		1	2		3	5	6	3	3	2	3	3	2
NHS Forth Valley	SLFC_NPA	Pt advised to contact Optician - For Information Only	5	3	4	1	2	3	4	5	3	2	2	3	5
NHS Forth Valley	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only		1	1	1		1					1	1	
NHS Forth Valley	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	7	15	26	22	16	10	15	19	21	18	16	22	21
NHS Forth Valley	SLFC_NPA	Pt advised to contact Police - For Information Only	3	3	1	4		5	3	2	1	3	1	4	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	4		7	5	4	2	10	6	4	4	4	6	7
NHS Forth Valley	Not assigned	Not assigned			1					1					
NHS Grampian	PCARE	CPN (Dr) to phone patient within 1 Hr	16	13	15	16	19	23	28	20	14	17	7	18	13
NHS Grampian	PCARE	CPN (Dr) to phone patient within 2 Hrs	29	21	25	33	26	20	15	25	26	17	26	40	29
NHS Grampian	PCARE	DN (Dr) phone patient within 1 Hr	3	1	2	8	4	6	2	8	2	4	5	6	2
NHS Grampian	PCARE	DN (Dr) phone patient within 2 Hrs	7	7	2	11	1	6	3	5	2	8	6	11	5
NHS Grampian	PCARE	DN (Dr) phone patient within 4 Hrs	16	9	20	17	12	21	11	24	22	20	15	26	11
NHS Grampian	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2	3	6	8	3	10	5	6	4	7		1	3
NHS Grampian	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)			2	1		2	3		1				1
NHS Grampian	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	2	3		5	3	4	4	3	6	5	2	3	1
NHS Grampian	PCARE	Home Visit within 1 Hr	13	21	17	16	12	21	21	25	19	17	20	13	22
NHS Grampian	PCARE	Home Visit within 2 Hrs	52	46	53	66	52	48	67	55	66	56	51	39	43
NHS Grampian	PCARE	Home Visit within 4 Hrs	59	70	61	66	45	65	61	57	68	47	50	65	64
NHS Grampian	PCARE	PCEC within 1 Hr	93	79	100	117	84	82	86	113	100	80	78	84	72

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Health Board	Care Group	Endpoint	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	09/06/2024
NHS Grampian	PCARE	PCEC within 2 Hrs	165	193	200	247	194	155	185	182	202	169	161	173	177
NHS Grampian	PCARE	PCEC within 4 Hrs	516	475	545	645	449	447	455	490	590	458	448	417	424
NHS Grampian	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	117	112	107	72	91	89	98	99	84	120	81	89	87
NHS Grampian	PCARE	Pt advised to contact practice - For Information Only	10	12	13	15	11	6	7	9	7	14	11	16	5
NHS Grampian	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	13	10	9	13	14	9	12	10	12	6	11	8	10
NHS Grampian	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	45	53	26	63	45	56	47	38	72	58	32	42	43
NHS Grampian	PCARE	Speak to clinician within 1 Hr	28	25	41	40	30	34	29	29	44	42	33	31	36
NHS Grampian	PCARE	Speak to clinician within 2 Hrs	40	50	44	65	72	58	46	60	63	56	43	44	52
NHS Grampian	PCARE	Speak to clinician within 4 Hrs	118	107	137	152	98	104	129	113	137	110	113	95	103
NHS Grampian	PCARE	Triage refused therefore Dr requested to phone patient												1	1
NHS Grampian	SCARE	999 contacted - For information only	188	193	219	267	193	195	224	221	221	199	199	225	216
NHS Grampian	SCARE	Patient advised to go to A&E	194	208	217	221	232	212	207	205	205	227	218	191	219
NHS Grampian	SCARE	Patient advised to go to A&E	1		2		1	1	2	1	1			1	1
NHS Grampian	SCARE	Patient sent to A&E via Ambulance within 1 Hr	12	22	15	26	11	17	17	12	19	21	12	11	21
NHS Grampian	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only		1											
NHS Grampian	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only				1		1			1		1		1
NHS Grampian	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	173	185	167	176	189	159	193	195	202	237	197	208	177
NHS Grampian	SCARE	Speak to clinician 2 Hrs	37	55	32	30	35	55	51	53	55	72	61	70	54
NHS Grampian	SCARE	Speak to clinician within 4 Hrs	76	54	64	62	63	64	78	67	69	71	60	61	62
NHS Grampian	SLFC_NPA	Contact Breathing Space		1			1		1						
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour				1			2						1
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	125	114	86	164	119	105	110	123	141	78	82	104	123
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1	1	1	2		4	1	5	1	1	2		
NHS Grampian	SLFC_NPA	Dental Nurse - Not Triage/Assessed	4	3	9	3	1	8	3	7	5	4	2	4	5
NHS Grampian	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	3		3	6	1	3	4	1	2	2		1	2
NHS Grampian	SLFC_NPA	Dental Nurse - Self Care	2	1	1	3	1	3	8	2			2	5	7
NHS Grampian	SLFC_NPA	Distress Brief Intervention	6	11	9	13	9	13	10	7	5	10	5	9	7
NHS Grampian	SLFC_NPA	For Information Only	113	91	107	119	99	108	107	99	90	113	114	104	89
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	2
NHS Grampian	SLFC_NPA	Patient given self care advice - For Information Only	146	162	194	210	164	163	174	167	170	208	167	163	168
NHS Grampian	SLFC_NPA	Pt advised to contact Dentist - For Information Only		2	2	1					2	1	1		1
NHS Grampian	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only	1				1				2				
NHS Grampian	SLFC_NPA	Pt advised to contact Midwife - For Information Only	3	2	3	4	4	6	6	1	2	3	4	1	3
NHS Grampian	SLFC_NPA	Pt advised to contact Optician - For Information Only	4	2	2	1	5	4	2	5	5	2	6	9	2
NHS Grampian	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only	1						1						
NHS Grampian	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	20	30	43	56	44	29	31	33	51	36	21	35	25
NHS Grampian	SLFC_NPA	Pt advised to contact Police - For Information Only	8	14	12	22	12	16	18	20	9	9	11	15	11

Table 3

Health Board	Care Group	Endpoint	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	09/06/2024
NHS Grampian	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information							1						
NHS Grampian	SLFC_NPA	Pt advised to contact appropriate service - For Info Only							1						
NHS Grampian	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	24	19	23	23	17	20	23	22	14	25	19	21	16
NHS Grampian	Not assigned	Not assigned		1	1	1	1				3			1	2
NHS Greater Glasgow	PCARE	CPN (Dr) to phone patient within 1 Hr	32	42	49	46	35	34	41	45	49	36	30	33	41
NHS Greater Glasgow	PCARE	CPN (Dr) to phone patient within 2 Hrs	71	84	77	76	72	67	60	60	82	57	55	66	81
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 1 Hr	2	2	12	4	4	5	4	3	2	5	6	2	6
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 2 Hrs	5	4	7	8	6	6	8	8	5	3	8	10	1
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 4 Hrs	10	8	20	13	9	15	14	15	10	15	13	12	12
NHS Greater Glasgow	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	11	13	7	8	10	12	11	12	10	8	8	14	7
NHS Greater Glasgow	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)		2	1	2	4	1	3	2	3	2		2	3
NHS Greater Glasgow	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	2	2	12	8	6	7	6	5	12	6	7	8	7
NHS Greater Glasgow	PCARE	Home Visit within 1 Hr	35	28	50	59	40	40	39	29	39	32	43	50	25
NHS Greater Glasgow	PCARE	Home Visit within 2 Hrs	67	84	109	113	75	92	94	103	128	85	83	118	93
NHS Greater Glasgow	PCARE	Home Visit within 4 Hrs	99	112	228	167	128	104	118	154	150	113	121	151	116
NHS Greater Glasgow	PCARE	PCEC within 1 Hr	179	141	240	279	169	205	176	172	216	151	154	224	159
NHS Greater Glasgow	PCARE	PCEC within 2 Hrs	391	402	546	557	414	405	386	426	462	372	335	485	324
NHS Greater Glasgow	PCARE	PCEC within 4 Hrs	1,084	1,075	1,985	1,611	1,103	1,065	1,110	1,231	1,432	1,050	1,103	1,397	980
NHS Greater Glasgow	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	287	256	205	222	280	221	213	243	204	252	228	176	214
NHS Greater Glasgow	PCARE	Pt advised to contact practice - For Information Only	20	22	40	31	29	24	27	17	33	31	33	35	25
NHS Greater Glasgow	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	31	24	20	29	33	29	33	16	18	23	25	17	27
NHS Greater Glasgow	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	113	120	58	171	121	119	109	111	159	125	73	142	107
NHS Greater Glasgow	PCARE	Speak to clinician within 1 Hr	78	70	102	103	78	89	91	89	69	66	70	79	60
NHS Greater Glasgow	PCARE	Speak to clinician within 2 Hrs	87	88	127	150	111	91	120	126	119	107	96	116	88
NHS Greater Glasgow	PCARE	Speak to clinician within 4 Hrs	245	200	533	350	247	254	240	293	318	270	310	328	231
NHS Greater Glasgow	PCARE	Transport to PCEC within 4 hrs	3	1	7	5	2	6	5	5	6	1	3	6	4
NHS Greater Glasgow	PCARE	Triage refused therefore Dr requested to phone patient								1					
NHS Greater Glasgow	SCARE	999 contacted - For Information Only					1	1							1
NHS Greater Glasgow	SCARE	999 contacted - For information only	351	367	418	462	405	360	359	400	393	414	378	436	406
NHS Greater Glasgow	SCARE	Patient advised to go to A&E	412	444	503	521	453	473	413	478	447	478	433	496	455
NHS Greater Glasgow	SCARE	Patient advised to go to A&E		2	2	4	1		2	2	6	3		2	3
NHS Greater Glasgow	SCARE	Patient sent to A&E via Ambulance within 1 Hr	25	24	32	39	24	42	40	38	31	36	23	36	33
NHS Greater Glasgow	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only					1	1							
NHS Greater Glasgow	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only	1		1	1	1	1		1	1		1	3	
NHS Greater Glasgow	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	250	259	278	259	266	294	352	328	302	371	300	339	277
NHS Greater Glasgow	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub													1
NHS Greater Glasgow	SCARE	Speak to clinician 2 Hrs	42	60	56	50	52	79	85	60	75	93	65	72	81
NHS Greater Glasgow	SCARE	Speak to clinician within 4 Hrs	110	108	96	125	103	137	125	121	120	142	111	130	106

Table 3

Health Board	Care Group	Endpoint	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	09/06/2024
NHS Greater Glasgow	SLFC_NPA	Contact Breathing Space	2	1		2			1	1					
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	2	5	6	3	4	3	3	5	2	3	2	2	2
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	278	263	432	335	270	282	325	333	334	294	298	273	308
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1	4	3		5	1	5	3	5	3		3	6
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Not Triage/Assessed	9	19	21	24	5	15	13	21	11	12	8	6	13
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	4	1	8	7	3	4	1	3	5	6	4	2	4
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Self Care	4	4	10	3	5	6	5	4	9	5	6	8	4
NHS Greater Glasgow	SLFC_NPA	Distress Brief Intervention	31	18	31	28	26	21	23	20	35	23	13	17	27
NHS Greater Glasgow	SLFC_NPA	For Information Only	134	152	177	179	166	184	226	199	157	140	110	156	137
NHS Greater Glasgow	SLFC_NPA	Hub to arrange appointment within 24 hours			1										
NHS Greater Glasgow	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	9	5	3	3	2	7	6	6	6	2	2	2	3
NHS Greater Glasgow	SLFC_NPA	Patient given self care advice - For Information Only	466	467	602	576	547	583	626	561	527	527	493	501	457
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Dentist - For Information Only		6	2		2	1	1	3	2	1	2	3	
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only	1				2	1	1		1				2
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Midwife - For Information Only	10	17	17	12	10	17	7	11	15	10	6	4	9
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Optician - For Information Only	9	4	14	8	10	10	13	11	11	10	12	7	10
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only			1		4			1	1		1		1
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	88	70	136	132	80	91	73	83	94	81	94	126	75
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Police - For Information Only	17	11	10	13	12	14	11	26	18	8	5	15	17
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	1
NHS Greater Glasgow	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	15	16	20	30	26	37	26	28	16	29	22	23	22
NHS Greater Glasgow	Not assigned	Not assigned	1		2		1				2	1		2	
NHS HIGHLAND	PCARE	CPN (Dr) to phone patient within 1 Hr	12	8	12	3	5	5	2	10	11	5	5	7	7
NHS HIGHLAND	PCARE	CPN (Dr) to phone patient within 2 Hrs	8	10	21	10	6	8	6	15	13	13	8	11	15
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 1 Hr	2	2	3	2	2		1		2	5	2	3	1
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 2 Hrs	3	4	4	8	9	6	6	1	4	6	4	3	4
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 4 Hrs	11	7	12	6	6	11	11	8	8	10	11	8	9
NHS HIGHLAND	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)		1	2	3	5	2	2			5	3	2	1
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)	2	1		1	1	1	1		2	2	1	1	
NHS HIGHLAND	PCARE	Home Visit within 1 Hr	8	4	10	11	9	7	10	9	12	13	10	11	9
NHS HIGHLAND	PCARE	Home Visit within 2 Hrs	13	15	28	18	29	14	20	20	31	20	25	15	20
NHS HIGHLAND	PCARE	Home Visit within 4 Hrs	32	29	49	33	26	34	28	29	38	28	26	20	27
NHS HIGHLAND	PCARE	PCEC within 1 Hr	36	34	62	57	32	33	30	55	30	31	34	31	43
NHS HIGHLAND	PCARE	PCEC within 2 Hrs	77	74	110	103	57	79	99	88	86	66	80	62	66
NHS HIGHLAND	PCARE	PCEC within 4 Hrs	150	173	339	294	175	217	186	230	252	226	222	162	202
NHS HIGHLAND	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	29	48	38	42	50	44	30	31	23	37	39	51	30

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Health Board	Care Group	Endpoint	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	09/06/2024
NHS HIGHLAND	PCARE	Pt advised to contact practice - For Information Only	1	7	9	5	5	5	1	7	6	3	4	2	3
NHS HIGHLAND	PCARE	Pt advised to contact practice within 12 Hrs - Info Only		5	3	7	7	2	8	6	3	2	5	4	4
NHS HIGHLAND	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	20	15	11	24	13	16	18	10	28	24	13	18	19
NHS HIGHLAND	PCARE	Speak to clinician within 1 Hr	17	25	25	18	12	11	15	11	22	16	35	13	17
NHS HIGHLAND	PCARE	Speak to clinician within 2 Hrs	21	20	27	29	25	14	29	28	36	26	32	15	23
NHS HIGHLAND	PCARE	Speak to clinician within 4 Hrs	54	37	90	60	53	46	55	45	63	55	64	65	28
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	58	74	105	86	92	92	94	90	89	83	81	82	86
NHS HIGHLAND	SCARE	Patient advised to go to A&E	59	59	95	81	67	68	79	74	64	88	75	69	58
NHS HIGHLAND	SCARE	Patient advised to go to A&E	1			3	1	2			1	3		2	3
NHS HIGHLAND	SCARE	Patient sent to A&E via Ambulance within 1 Hr	6	6	4	5	1	7	4	4	8	9	5	2	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	51	43	47	45	44	46	39	46	47	67	63	65	40
NHS HIGHLAND	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	11	14	18	19	19	20	20	20	12	23	18	25	16
NHS HIGHLAND	SCARE	Speak to clinician 2 Hrs	16	10	15	8	15	15	20	20	15	22	12	21	11
NHS HIGHLAND	SCARE	Speak to clinician within 4 Hrs	20	18	27	17	22	25	27	22	17	20	22	25	14
NHS HIGHLAND	SLFC_NPA	Distress Brief Intervention	7	3	5	4	4	8	5	6	2	4	5	5	4
NHS HIGHLAND	SLFC_NPA	For Information Only	24	36	41	36	49	38	42	37	36	27	32	35	30
NHS HIGHLAND	SLFC_NPA	Hub to arrange appointment within 24 hours	56	69	90	83	75	62	67	68	82	80	58	50	53
NHS HIGHLAND	SLFC_NPA	Patient advised to contact CPN Team - For Info Only		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	4	7	15	14	15	7	12	8	8	12	15	12
NHS HIGHLAND	SLFC_NPA	Patient given self care advice - For Information Only	81	83	122	96	77	98	79	103	94	104	83	101	79
NHS HIGHLAND	SLFC_NPA	Patient given self care dental advice - For Information Only	1	1	4	2	3	1	2	1	1		2	2	1
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	1
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Optician - For Information Only		2	3	2		1	2		3	4	2		1
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	9	8	18	18	11	17	12	11	19	9	20	13	21
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Police - For Information Only	4	6	3	7	6	1	3	2	10	10	6	6	4
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	4	3	6	7	4	2	2	5	3	6	3	4	4
NHS HIGHLAND	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	7	6	12	11	14	11	6	11	6	4	5	8	5
NHS HIGHLAND	Not assigned	Not assigned							1						

Table 3

Health Board	Care Group	Endpoint	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	09/06/2024
NHS LANARKSHIRE	PCARE	CPN (Dr) to phone patient within 1 Hr	19	10	18	23	19	6	21	3	14	13	16	10	13
NHS LANARKSHIRE	PCARE	CPN (Dr) to phone patient within 2 Hrs	23	22	14	15	23	22	34	19	37	28	18	26	24
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 1 Hr	2		2	3	1	4				2		2	1
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 2 Hrs	1	4	1	1		2	1	2		3	3	4	1
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 4 Hrs	6	5	8	5	4	2	9	3	5	5	7	4	4
NHS LANARKSHIRE	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	3	5	2	3	4	4	4	4	2	3	1	3	5
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)	4	1	7	3	2	2	2	3	3			6	2
NHS LANARKSHIRE	PCARE	Home Visit within 1 Hr	15	11	18	18	17	11	19	13	16	8	19	14	12
NHS LANARKSHIRE	PCARE	Home Visit within 2 Hrs	52	36	50	46	23	40	39	28	51	33	42	29	46
NHS LANARKSHIRE	PCARE	Home Visit within 4 Hrs	44	35	102	63	45	64	61	61	74	42	56	58	57
NHS LANARKSHIRE	PCARE	PCEC within 1 Hr	116	83	155	148	101	99	100	98	111	81	86	108	105
NHS LANARKSHIRE	PCARE	PCEC within 2 Hrs	218	207	346	312	213	209	229	188	260	204	166	244	193
NHS LANARKSHIRE	PCARE	PCEC within 4 Hrs	537	596	994	796	582	559	538	578	634	474	520	698	508
NHS LANARKSHIRE	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	99	102	92	64	92	93	89	100	69	83	93	62	88
NHS LANARKSHIRE	PCARE	Pt advised to contact practice - For Information Only	12	11	13	13	15	11	13	11	9	13	12	9	9
NHS LANARKSHIRE	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	12	18	4	12	20	10	11	14	9	8	8	10	9
NHS LANARKSHIRE	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	60	55	27	77	43	40	44	56	71	42	48	80	46
NHS LANARKSHIRE	PCARE	Speak to clinician within 1 Hr	31	28	46	49	24	37	30	38	30	21	31	32	37
NHS LANARKSHIRE	PCARE	Speak to clinician within 2 Hrs	60	39	75	64	53	52	39	46	54	62	51	60	56
NHS LANARKSHIRE	PCARE	Speak to clinician within 4 Hrs	120	108	258	184	97	111	122	126	143	114	130	145	92
NHS LANARKSHIRE	PCARE	Transport to PCEC within 2 Hrs	1	1	1			2	3	1				1	1
NHS LANARKSHIRE	PCARE	Transport to PCEC within 4 hrs	3	2	3	1	6		1	2	2			2	1
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	170	164	208	229	202	202	220	214	180	193	181	223	172
NHS LANARKSHIRE	SCARE	Patient advised to go to A&E	231	253	286	276	238	232	237	237	224	237	214	263	197
NHS LANARKSHIRE	SCARE	Patient advised to go to A&E	2	5	2	5		2	5	3	2	4		2	
NHS LANARKSHIRE	SCARE	Patient sent to A&E via Ambulance within 1 Hr	10	23	4	17	15	15	11	18	18	19	20	15	18
NHS LANARKSHIRE	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only				1			1		1				
NHS LANARKSHIRE	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only				1									
NHS LANARKSHIRE	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	94	96	93	89	97	124	113	103	116	116	113	108	116
NHS LANARKSHIRE	SCARE	Speak to clinician 2 Hrs	23	26	24	16	29	27	32	34	27	39	31	25	24
NHS LANARKSHIRE	SCARE	Speak to clinician within 4 Hrs	39	39	37	57	29	59	54	55	60	49	49	59	37
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						1
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	123	124	210	183	130	140	140	151	117	105	161	153	167
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1	1		1	1	1	1	3	1	1	3	1	1

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Health Board	Care Group	Endpoint	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	09/06/2024
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Not Triage/Assessed	6	9	15	8	3	9	6	7	1	5	5	7	6
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1		4	2		4	1	1	2	2	1	1	4
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Self Care	2		7	4	6		4	4	3	4	5	3	5
NHS LANARKSHIRE	SLFC_NPA	Distress Brief Intervention	11	1	10	14	14	11	19	14	12	15	10	12	11
NHS LANARKSHIRE	SLFC_NPA	For Information Only	42	39	104	74	69	57	70	61	76	59	56	78	61
NHS LANARKSHIRE	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	1	1			1		2	2	3	1		1	
NHS LANARKSHIRE	SLFC_NPA	Patient given self care advice - For Information Only	162	178	245	188	159	185	193	179	199	182	172	195	154
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Dentist - For Information Only					1		1	1		1		3	2
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	3	2	3	3	7	5	1	5	2	2	3	3	3
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Optician - For Information Only	4	4	4	4		2	8	4	5	2	5	3	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	33	24	78	60	32	41	33	40	57	39	39	46	29
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Police - For Information Only	1	4	6	9	13	7	7	5	5	3	7	2	5
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	9	12	11	4	11	5	9	10	7	11	10	10	14
NHS LANARKSHIRE	Not assigned	Not assigned									1				
NHS Lothian	PCARE	CPN (Dr) to phone patient within 1 Hr	16	20	20	20	15	23	25	23	19	9	13	16	20
NHS Lothian	PCARE	CPN (Dr) to phone patient within 2 Hrs	25	30	32	43	29	24	36	39	52	45	27	48	38
NHS Lothian	PCARE	DN (Dr) phone patient within 1 Hr	6	6	8	4	8	7	6	7	11	11	2	9	9
NHS Lothian	PCARE	DN (Dr) phone patient within 2 Hrs	9	14	13	13	9	9	8	15	12	8	9	12	15
NHS Lothian	PCARE	DN (Dr) phone patient within 4 Hrs	18	23	41	41	21	35	40	24	58	31	34	32	37
NHS Lothian	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	12	9	10	4	10	7	9	10	6	5	4	10	11
NHS Lothian	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	3		1	2	2	1	1	1	6	1	1	2	2
NHS Lothian	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	8	9	6	6	2	8	6	8	4	7	5	7	5
NHS Lothian	PCARE	Home Visit within 1 Hr	23	19	37	39	33	26	30	36	30	34	31	25	22
NHS Lothian	PCARE	Home Visit within 2 Hrs	56	48	90	88	75	67	58	62	69	61	43	56	66
NHS Lothian	PCARE	Home Visit within 4 Hrs	71	69	122	95	72	83	71	101	107	82	73	84	86
NHS Lothian	PCARE	PCEC within 1 Hr	137	126	188	166	130	124	125	128	148	112	128	116	119
NHS Lothian	PCARE	PCEC within 12 Hrs												1	
NHS Lothian	PCARE	PCEC within 2 Hrs	282	289	430	384	280	300	326	299	390	289	245	274	278
NHS Lothian	PCARE	PCEC within 4 Hrs	798	872	1,489	1,218	777	813	872	860	1,068	746	813	723	742
NHS Lothian	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	195	218	162	171	205	180	193	195	142	196	177	221	198
NHS Lothian	PCARE	Pt advised to contact practice - For Information Only	28	24	30	23	17	17	21	28	32	23	25	19	25
NHS Lothian	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	31	12	14	17	27	11	36	18	19	22	21	15	12
NHS Lothian	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	93	79	49	127	86	74	89	70	121	91	57	85	69
NHS Lothian	PCARE	Speak to clinician within 1 Hr	46	48	78	57	58	55	54	56	63	47	45	62	55

Table 3

Health Board	Care Group	Endpoint	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	09/06/2024
NHS Lothian	PCARE	Speak to clinician within 2 Hrs	56	83	125	100	83	93	104	82	98	76	87	83	79
NHS Lothian	PCARE	Speak to clinician within 4 Hrs	204	140	398	259	191	192	207	242	253	207	213	158	162
NHS Lothian	PCARE	Transport to PCEC within 2 Hrs				2	1	2	2	3		1	2		1
NHS Lothian	PCARE	Transport to PCEC within 4 hrs	2	3	3	3		3		2	2	1	3	3	1
NHS Lothian	SCARE	999 contacted - For Information Only											1		
NHS Lothian	SCARE	999 contacted - For information only	243	256	318	353	274	291	263	306	289	258	283	291	259
NHS Lothian	SCARE	Patient advised to go to A&E	373	355	400	473	385	397	395	371	355	375	342	395	369
NHS Lothian	SCARE	Patient advised to go to A&E	1	3	3	2	1	4	5	5	3	1	2	1	1
NHS Lothian	SCARE	Patient sent to A&E via Ambulance within 1 Hr	24	18	15	15	17	24	25	17	20	17	17	30	9
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	306	314	337	323	333	391	406	383	363	403	357	401	375
NHS Lothian	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub			1				1						
NHS Lothian	SCARE	Speak to clinician 2 Hrs	46	65	62	48	41	72	74	83	76	79	66	68	81
NHS Lothian	SCARE	Speak to clinician within 4 Hrs	94	108	132	122	120	121	138	132	118	129	124	109	114
NHS Lothian	SLFC_NPA	Contact Breathing Space	1		1									1	1
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	3	1	3	1	4	2	2	5	1	1	1	1	1
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	193	239	331	307	218	252	239	232	242	210	208	214	232
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1	1	5	8	3	6	5	4	5	5	4	1	6
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Pharmacist										1			
NHS Lothian	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	11	13	11	18	12	11	14	14	10	10	2	11	9
NHS Lothian	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	2	7	5	6	5	3	3	3	8	1	3	1	7
NHS Lothian	SLFC_NPA	Dental Nurse - Self Care	7	4	7	2	3	7	8	5	4	4	7	2	2
NHS Lothian	SLFC_NPA	Distress Brief Intervention	18	15	17	21	16	16	20	22	20	17	18	7	9
NHS Lothian	SLFC_NPA	For Information Only	90	96	122	120	98	97	118	124	92	118	88	104	99
NHS Lothian	SLFC_NPA	Patient advised to contact CPN Team - For Info Only			2		2			1			3	2	6
NHS Lothian	SLFC_NPA	Patient given self care advice - For Information Only	292	260	351	345	305	341	340	321	334	352	307	294	279
NHS Lothian	SLFC_NPA	Pt advised to contact Dentist - For Information Only	2	2	2		1	1		1	2	2	2	3	
NHS Lothian	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only	2	1	1	1		1	3	4		1		1	
NHS Lothian	SLFC_NPA	Pt advised to contact Midwife - For Information Only	7	9	9	11	10	18	9	7	16	15	12	8	13
NHS Lothian	SLFC_NPA	Pt advised to contact Optician - For Information Only	11	12	13	17	13	7	6	12	7	11	7	12	9
NHS Lothian	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only		1	1				1						
NHS Lothian	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	64	56	119	96	59	71	57	70	86	72	68	57	41
NHS Lothian	SLFC_NPA	Pt advised to contact Police - For Information Only	12	9	4	12	6	17	17	15	13	13	9	13	11
NHS Lothian	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information						1			1	1			
NHS Lothian	SLFC_NPA	Pt advised to contact appropriate service - For Info Only							1	1					2
NHS Lothian	SLFC_NPA	Pt given TOXBASE advice - For Information Only												1	
NHS Lothian	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	17	13	19	16	21	22	16	20	19	18	12	16	12

Table 3

Health Board	Care Group	Endpoint	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	09/06/2024
NHS Lothian	Not assigned	Not assigned				1							1		
NHS Orkney	PCARE	CPN (Dr) to phone patient within 1 Hr										1	1		2
NHS Orkney	PCARE	CPN (Dr) to phone patient within 2 Hrs	1										1		1
NHS Orkney	PCARE	DN (Dr) phone patient within 1 Hr	1				1	1	1	2		1			1
NHS Orkney	PCARE	DN (Dr) phone patient within 2 Hrs	1	1						1		2	1	1	
NHS Orkney	PCARE	DN (Dr) phone patient within 4 Hrs	2	1	2	1	1	2	1	1	2	1	1	3	
NHS Orkney	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)									1				
NHS Orkney	PCARE	Home Visit within 1 Hr	1	1	1	3		1	1	1	4	1	1	1	1
NHS Orkney	PCARE	Home Visit within 2 Hrs	2	1		1	1	1		2	1	2		4	1
NHS Orkney	PCARE	Home Visit within 4 Hrs	3	3	2	6	4	3	2		4	4	5	3	3
NHS Orkney	PCARE	PCEC within 1 Hr	2	1	7		1			1	2	2	1	1	2
NHS Orkney	PCARE	PCEC within 2 Hrs	1	3	6	5	1	1	2	5	7	4	2	7	2
NHS Orkney	PCARE	PCEC within 4 Hrs	9	4	8	15	9	9	4	9	11	6	6	9	6
NHS Orkney	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	1	1		1		3	4	5	1			2	3
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	1		1	3	2	2			1	2		1
NHS Orkney	PCARE	Speak to clinician within 1 Hr	1	1		1	1					1		1	1
NHS Orkney	PCARE	Speak to clinician within 2 Hrs			1		1	1	1	2		1		2	2
NHS Orkney	PCARE	Speak to clinician within 4 Hrs	1	2		2		8	2	5	10		4	2	2
NHS Orkney	SCARE	999 contacted - For information only	5	4	5	4	3	8	3	7	4	5	5	2	6
NHS Orkney	SCARE	Patient advised to go to A&E	4	2	5	3	1	3	1	3	1	5	1	4	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
NHS Orkney	SCARE	Speak to clinician within 4 Hrs	1	1					3		2	1		1	1
NHS Orkney	SLFC_NPA	Distress Brief Intervention											1	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	2	2	1		5	2	5	2	4	1	2	2
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	2	1				1
NHS Orkney	SLFC_NPA	Patient given self care advice - For Information Only	2		3	5	4	4	4	4	7	4	3	6	2
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			
NHS Orkney	SLFC_NPA	Triage refused - Pt terminated call - For Information Only		1			1	1							
NHS Shetland	PCARE	CPN (Dr) to phone patient within 1 Hr	1			2			1			1	3	2	1

Table 3

Health Board	Care Group	Endpoint	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	09/06/2024
NHS Shetland	PCARE	CPN (Dr) to phone patient within 2 Hrs	1		1	1	1	1	1			2		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		2	2		3		4	2		1
NHS Shetland	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)				1									
NHS Shetland	PCARE	Home Visit within 1 Hr		1			2			2				1	
NHS Shetland	PCARE	Home Visit within 2 Hrs	5		1	3	1	1	3	1	2	1			1
NHS Shetland	PCARE	Home Visit within 4 Hrs	2	1	4	1	1	1	1			2		1	2
NHS Shetland	PCARE	PCEC within 1 Hr	2	1	5	1	1	1	1	2	1		3	1	4
NHS Shetland	PCARE	PCEC within 2 Hrs	3	1	3	4	1	1	2	1	1	1	2	3	2
NHS Shetland	PCARE	PCEC within 4 Hrs	5	6	12	11	10	7	10	7	8	11	7	7	7
NHS Shetland	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	1	1	1		2	2		3	1	1	1	4	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	2		1		1				1		1		
NHS Shetland	PCARE	Speak to clinician within 1 Hr			1		2	1	1	1		1			1
NHS Shetland	PCARE	Speak to clinician within 2 Hrs	3	1	1	1	1	2	2		1				2
NHS Shetland	PCARE	Speak to clinician within 4 Hrs	2	3	2	4	2	1	4	2		3	6	3	2
NHS Shetland	PCARE	Triage refused therefore Dr requested to phone patient								1					
NHS Shetland	SCARE	999 contacted - For information only		4	1	5	5	5	6	1	4	4	3	5	5
NHS Shetland	SCARE	Patient advised to go to A&E	1	2	4		3	4	1	1	3	2	2	4	4
NHS Shetland	SCARE	Patient sent to A&E via Ambulance within 1 Hr	1	1		2					1		1		1
NHS Shetland	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange			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	1
NHS Shetland	SCARE	Speak to clinician within 4 Hrs			1	2			1	1		1			2
NHS Shetland	SLFC_NPA	Distress Brief Intervention											1	1	
NHS Shetland	SLFC_NPA	For Information Only	1		1		2	1	1		3	1	1	1	
NHS Shetland	SLFC_NPA	Hub to arrange appointment within 24 hours	3	8	2	3	4	7	3	2	3	4	1	4	3
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			2
NHS Shetland	SLFC_NPA	Patient given self care advice - For Information Only	2	2	1	2	2	4	3	5	2	5	3	2	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	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					

Table 3

Health Board	Care Group	Endpoint	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	09/06/2024
NHS Shetland	SLFC_NPA	Triage refused - Pt terminated call - For Information Only					1			1			1		1
NHS TAYSIDE	PCARE	CPN (Dr) to phone patient within 1 Hr	14	11	15	5	13	12	11	9	8	12	15	10	9
NHS TAYSIDE	PCARE	CPN (Dr) to phone patient within 2 Hrs	24	24	22	22	27	22	22	18	31	23	21	32	35
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 1 Hr	3	5	3	8	4	3	7	7	6	6	5	3	3
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 2 Hrs	14	13	9	10	6	10	7	12	14	12	5	9	8
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 4 Hrs	31	40	37	30	27	24	35	33	36	44	32	42	39
NHS TAYSIDE	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	4		3		4	3	3	2	2	4	3	2	4
NHS TAYSIDE	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	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	1
NHS TAYSIDE	PCARE	Home Visit within 1 Hr	8	8	11	14	16	16	9	15	18	14	8	14	13
NHS TAYSIDE	PCARE	Home Visit within 2 Hrs	31	28	37	46	36	33	35	33	47	42	38	45	34
NHS TAYSIDE	PCARE	Home Visit within 4 Hrs	40	39	53	72	53	45	45	50	52	41	44	60	66
NHS TAYSIDE	PCARE	PCEC within 1 Hr	81	92	89	111	82	99	90	89	102	75	74	103	78
NHS TAYSIDE	PCARE	PCEC within 2 Hrs	139	148	195	204	159	126	149	147	157	127	142	190	145
NHS TAYSIDE	PCARE	PCEC within 4 Hrs	344	332	425	560	538	339	337	381	456	396	336	482	284
NHS TAYSIDE	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	55	59	75	39	50	58	37	51	45	75	61	51	71
NHS TAYSIDE	PCARE	Pt advised to contact practice - For Information Only	5	6	7	7	8	9	11	9	5	5	6	9	5
NHS TAYSIDE	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	9	8	4	9	8	10	18	4	4	2	6	10	10
NHS TAYSIDE	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	36	30	26	39	36	37	28	30	45	38	28	43	30
NHS TAYSIDE	PCARE	Speak to clinician within 1 Hr	24	20	20	25	23	21	27	25	28	22	37	29	32
NHS TAYSIDE	PCARE	Speak to clinician within 2 Hrs	27	29	44	40	44	29	34	41	39	30	40	42	40
NHS TAYSIDE	PCARE	Speak to clinician within 4 Hrs	91	79	91	125	118	89	76	97	99	94	78	119	82
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	1			2				1	1	1	1	1	1
NHS TAYSIDE	SCARE	999 contacted - For Information Only									1				
NHS TAYSIDE	SCARE	999 contacted - For information only	156	149	130	202	177	155	158	138	143	142	147	188	178
NHS TAYSIDE	SCARE	Paramedic See & Treat – Primary Care OOH service to forward					1								
NHS TAYSIDE	SCARE	Patient advised to go to A&E	63	81	79	88	84	82	71	64	67	88	71	99	83
NHS TAYSIDE	SCARE	Patient advised to go to A&E	2	1	1	1			1		2	1	3		1
NHS TAYSIDE	SCARE	Patient sent to A&E via Ambulance within 1 Hr	15	10	8	12	9	15	11	9	10	7	8	6	7
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	85	94	78	81	87	92	99	77	87	129	100	109	91
NHS TAYSIDE	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	4	1	1	1		1			1	2		2	3
NHS TAYSIDE	SCARE	Speak to clinician 2 Hrs	22	23	15	19	18	19	19	21	31	34	34	36	23
NHS TAYSIDE	SCARE	Speak to clinician within 4 Hrs	42	35	45	54	45	52	57	44	57	44	42	41	41
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour		1				1			1	2			1
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	108	122	138	147	119	127	109	129	121	112	122	98	119

Table 3

Health Board	Care Group	Endpoint	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	09/06/2024
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1	1	3	1	2	2	1		1	3	1	3	1
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Not Triage/Assessed	7	11	10	15	7	3	6	15	5	4	6	4	4
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1	1	5	2	1			3		1	2	2	1
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Self Care	5		1	3	4	2	3	6	5	2	2	4	3
NHS TAYSIDE	SLFC_NPA	Distress Brief Intervention	11	4	3	11	8	8	4	7	4	6	4	6	8
NHS TAYSIDE	SLFC_NPA	For Information Only	28	50	49	41	37	29	40	47	41	37	46	65	50
NHS TAYSIDE	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	1		1			1		2					
NHS TAYSIDE	SLFC_NPA	Patient given self care advice - For Information Only	123	128	153	149	147	154	123	121	136	168	130	149	125
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Dentist - For Information Only	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	1	3		3	3	4	6	2	4	5	3	1
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Optician - For Information Only	1	1	2	2	5	3	5	7	2	10	6	6	4
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	21	15	27	39	34	29	19	28	31	28	28	30	20
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Police - For Information Only	5	4	3	4	9	4	7	3	4	4	5	6	3
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	3	4	10	9	13	3	6	1	5	3	10	9	2
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	1
NHS Western Isles	PCARE	DN (Dr) phone patient within 4 Hrs			2				1		1	1	3	1	1
NHS Western Isles	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)			1										
NHS Western Isles	PCARE	Home Visit within 1 Hr			1	1		1		1			2	2	
NHS Western Isles	PCARE	Home Visit within 2 Hrs	1		4	1		2	2		1	3	2	3	3
NHS Western Isles	PCARE	Home Visit within 4 Hrs	1	4	2	2	3	4	2	5	4	4	4	3	1
NHS Western Isles	PCARE	PCEC within 1 Hr	4	1	5	3	3	3	2	3	1	3	2	7	5
NHS Western Isles	PCARE	PCEC within 2 Hrs	2	7	7	10	3	4	6	3	7	5	2	4	6
NHS Western Isles	PCARE	PCEC within 4 Hrs	9	14	22	20	15	15	19	23	20	16	17	14	10
NHS Western Isles	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only		3	1		2		2		1	1		5	2
NHS Western Isles	PCARE	Pt advised to contact practice - For Information Only		1					1	1	1	1	1		
NHS Western Isles	PCARE	Pt advised to contact practice within 12 Hrs - Info Only						1		1					1
NHS Western Isles	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	2	2		3		1	1	2	1	3	3	3	1
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	2	5	2	3	3	3	1	2	2	2	5	3
NHS Western Isles	PCARE	Speak to clinician within 4 Hrs	2	2	6	8	3	7	5	5	4	4	7	6	4

Table 3

Health Board	Care Group	Endpoint	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	09/06/2024
NHS Western Isles	SCARE	999 contacted - For Information Only		1											
NHS Western Isles	SCARE	999 contacted - For information only	2	3	6	10	5	6	5	13	7	2	8	4	2
NHS Western Isles	SCARE	Patient advised to go to A&E	1	11	4	5	5	6	6	5	6	5	10	6	2
NHS Western Isles	SCARE	Patient sent to A&E via Ambulance within 1 Hr			1		1				1	1			
NHS Western Isles	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	1	5	3	5	3		3	5	3	1	8	3	2
NHS Western Isles	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	2	1		3	2		4	3	2	1		2	
NHS Western Isles	SCARE	Speak to clinician 2 Hrs			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	2
NHS Western Isles	SLFC_NPA	Distress Brief Intervention		1											
NHS Western Isles	SLFC_NPA	For Information Only		3	1	1	4	3				2		1	3
NHS Western Isles	SLFC_NPA	Hub to arrange appointment within 24 hours	4	5	3	5	2	6	4	3	1		3	2	3
NHS Western Isles	SLFC_NPA	Patient advised to contact CPN Team - For Info Only													1
NHS Western Isles	SLFC_NPA	Patient advised to contact registered GDP - Info Only		1	1			1						1	1
NHS Western Isles	SLFC_NPA	Patient given self care advice - For Information Only	4	3	8	6	1	2	7	6	5	9	4	2	5
NHS Western Isles	SLFC_NPA	Pt advised to contact Optician - For Information Only			1										
NHS Western Isles	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only					1	2		2			1		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	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	21	10	17	24	16	14	22	19	25	11	14	9	17

Table 4

Care Group	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	09/06/2024
PCARE	12,482	12,301	18,460	16,975	12,888	12,556	12,749	13,390	15,115	12,038	12,157	13,554	11,793
SCARE	5,742	5,915	6,485	6,845	6,081	6,496	6,652	6,616	6,424	6,921	6,225	6,875	6,294
SLFC_NPA	4,259	4,284	5,848	5,694	4,657	4,974	4,989	5,075	5,031	4,707	4,433	4,674	4,438
Not assigned	23	11	26	27	21	14	24	21	33	13	16	12	20
Total	22,506	22,511	30,819	29,541	23,647	24,040	24,414	25,102	26,603	23,679	22,831	25,115	22,545

Care Group	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	09/06/2024
PCARE	55.46%	54.64%	59.90%	57.46%	54.50%	52.23%	52.22%	53.34%	56.82%	50.84%	53.25%	53.97%	52.31%
SCARE	25.51%	26.28%	21.04%	23.17%	25.72%	27.02%	27.25%	26.36%	24.15%	29.23%	27.27%	27.37%	27.92%
SLFC_NPA	18.92%	19.03%	18.98%	19.27%	19.69%	20.69%	20.43%	20.22%	18.91%	19.88%	19.42%	18.61%	19.69%
Not assigned	0.10%	0.05%	0.08%	0.09%	0.09%	0.06%	0.10%	0.08%	0.12%	0.05%	0.07%	0.05%	0.09%

Graphs

