

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: 07/04/2024 to 30/06/2024

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

	03/06/2024	04/06/2024	05/06/2024	06/06/2024	07/06/2024	08/06/2024	09/06/2024	10/06/2024	11/06/2024	12/06/2024	13/06/2024	14/06/2024	15/06/2024	16/06/2024	17/06/2024	18/06/2024	19/06/2024	20/06/2024	21/06/2024	22/06/2024	23/06/2024	24/06/2024	25/06/2024	26/06/2024	27/06/2024	28/06/2024	29/06/2024	30/06/2024	
Calendar day																													
Overall Call Volume	3,804	3,127	3,039	2,883	3,139	7,147	6,853	3,449	3,223	3,093	2,970	3,068	7,352	6,966	3,559	3,068	3,014	3,105	3,387	7,616	7,524	3,463	3,260	3,104	3,001	2,981	7,089	6,849	
Overall Calls Connected	2,889	2,465	2,400	2,488	2,480	5,749	5,491	2,837	2,559	2,466	2,265	2,317	5,812	5,689	2,851	2,468	2,201	2,460	2,727	6,031	5,842	2,541	2,633	2,429	2,389	2,273	5,893	5,756	
Caller Disconnected	1.09%	0.69%	0.22%	0.28%	0.35%	0.54%	0.48%	0.31%	0.60%	0.53%	0.70%	0.67%	0.50%	0.46%	0.50%	0.22%	0.51%	0.48%	0.34%	0.46%	0.25%	1.15%	0.67%	0.40%	0.44%	0.51%	0.40%	0.26%	
Overall Avg Patient Journey Time	00:58:40	00:46:21	00:36:51	00:36:59	00:44:02	00:44:02	00:45:50	00:37:35	00:35:55	00:34:05	00:43:06	00:39:45	00:46:11	00:46:35	00:38:59	00:40:51	00:43:06	00:37:29	00:35:09	00:47:34	00:43:54	00:43:37	00:37:43	00:41:15	00:38:33	00:51:43	00:47:26	00:44:47	
Tagged at First Contact %	99.11%	98.38%	98.58%	98.63%	93.03%	90.19%	92.86%	96.40%	97.67%	99.44%	99.27%	93.88%	91.10%	92.46%	96.77%	97.64%	99.21%	97.03%	98.69%	92.37%	94.91%	98.51%	96.79%	99.42%	99.41%	92.80%	91.27%	92.42%	
Median Time to Answer	00:24:53	00:18:56	00:16:14	00:05:17	00:14:24	00:17:20	00:21:58	00:13:05	00:13:53	00:13:16	00:12:19	00:15:56	00:16:11	00:22:14	00:14:46	00:12:30	00:22:05	00:13:40	00:09:54	00:22:22	00:16:51	00:26:24	00:15:35	00:15:37	00:11:40	00:26:14	00:18:44	00:12:57	
90th Percentile Time to Answer	02:13:31	01:05:58	00:37:29	00:46:29	00:52:47	00:43:16	00:44:27	00:44:55	00:43:53	00:47:19	01:24:02	00:56:45	00:35:21	00:48:47	01:01:40	00:58:46	01:09:25	00:46:20	00:46:46	00:54:09	00:54:08	01:05:23	00:40:10	01:01:51	00:50:23	01:07:28	00:44:48	00:42:20	

Table 2

Week Ending Date	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	16/06/2024	23/06/2024	30/06/2024
Overall Call Volume	38,586	31,236	30,270	30,089	32,822	36,297	30,746	31,140	32,965	29,972	30,121	30,783	29,746
Overall Calls Connected	31,297	25,007	25,497	25,952	26,730	28,071	24,960	24,265	26,601	24,072	23,945	24,530	23,714
Caller Discontinued	0.39%	0.39%	0.22%	0.20%	0.30%	0.62%	0.36%	0.46%	0.45%	0.53%	0.53%	0.39%	0.49%
Overall Avg Patient Journey Time	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	00:42:05	00:42:15	00:44:12
Triaged at First Contact %	94.18%	95.41%	94.41%	94.92%	94.36%	95.18%	95.48%	95.53%	95.32%	94.71%	94.57%	95.75%	94.68%
Median Time to Answer	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	00:18:27	00:17:03	00:16:39
90th Percentile Time to Answer	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	00:48:49	00:54:06	00:49:21

Table 3

Health Board	Care Group	Endpoint	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	16/06/2024	23/06/2024	30/06/2024
NHS Ayrshire & Arran	PCARE	CPN (Dr) to phone patient within 1 Hr	16	5	9	8	10	15	7	13	21	11	9	14	9
NHS Ayrshire & Arran	PCARE	CPN (Dr) to phone patient within 2 Hrs	8	15	16	19	10	20	18	23	30	25	22	19	17
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 1 Hr	6	2	1	1	2	1		2		1		5	
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 2 Hrs	1	2	1	2	1	1	5	3	2	3	5	3	7
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 4 Hrs	5	4	8	5	7	10	5	4	2		6	6	10
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	7	4	3	2	5	4	8	3	4	6			2
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1	1			1		2		2	2			
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	2	3	1	4	4	4	1	2	2	1	4	1	1
NHS Ayrshire & Arran	PCARE	Home Visit within 1 Hr	19	14	9	17	14	11	6	15	13	12	13	12	10
NHS Ayrshire & Arran	PCARE	Home Visit within 2 Hrs	38	25	37	26	36	41	38	32	51	27	33	32	27
NHS Ayrshire & Arran	PCARE	Home Visit within 4 Hrs	54	44	39	41	46	59	37	39	55	41	40	39	44
NHS Ayrshire & Arran	PCARE	PCEC within 1 Hr	76	49	53	46	68	62	56	50	73	56	59	47	55
NHS Ayrshire & Arran	PCARE	PCEC within 2 Hrs	167	140	126	112	133	116	93	115	128	114	103	104	97
NHS Ayrshire & Arran	PCARE	PCEC within 4 Hrs	477	338	342	324	357	434	287	329	396	285	271	319	291
NHS Ayrshire & Arran	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	62	70	53	68	46	46	45	60	48	42	57	54	54
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice - For Information Only	7	2	4	7	4	10	4	7	8	4	4	6	6
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	4	6	3	13	3	1	2	5	4	6	3	6	6
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	44	33	44	36	23	42	34	32	41	31	29	36	36
NHS Ayrshire & Arran	PCARE	Speak to clinician within 1 Hr	33	26	27	20	39	18	27	26	26	22	22	20	21
NHS Ayrshire & Arran	PCARE	Speak to clinician within 2 Hrs	41	43	26	28	30	41	26	32	42	28	42	42	30
NHS Ayrshire & Arran	PCARE	Speak to clinician within 4 Hrs	102	77	92	77	89	113	70	84	116	88	88	87	91
NHS Ayrshire & Arran	PCARE	Triage refused therefore Dr requested to phone patient			1										
NHS Ayrshire & Arran	SCARE	999 contacted - For information only	165	122	138	138	145	131	134	109	168	139	109	166	142
NHS Ayrshire & Arran	SCARE	Patient advised to go to A&E	148	104	112	110	97	120	121	118	178	114	122	114	130
NHS Ayrshire & Arran	SCARE	Patient advised to go to A&E	1	1	1	3	1		1	1		1		1	1
NHS Ayrshire & Arran	SCARE	Patient sent to A&E via Ambulance within 1 Hr	11	8	8	8	7	16	10	9	13	5	16	8	10
NHS Ayrshire & Arran	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only			1			1					1		
NHS Ayrshire & Arran	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only					1								
NHS Ayrshire & Arran	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	76	71	66	70	91	83	97	84	75	75	73	76	70
NHS Ayrshire & Arran	SCARE	Speak to clinician 2 Hrs	18	13	21	22	23	24	25	14	20	15	19	26	13
NHS Ayrshire & Arran	SCARE	Speak to clinician within 4 Hrs	28	31	34	41	38	31	43	36	35	26	27	30	22
NHS Ayrshire & Arran	SLFC_NPA	Contact Breathing Space					1			1					
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	1				1	1	1	1	2	2			2
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	123	90	94	93	106	106	97	103	73	80	72	94	99
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	3	1	2	1		2			1	3			1
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Not Triage/Assessed	5	5	3	7	11	3		2	7	4	3	2	5
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	3		1	1	3	2	1	3		1			3

Table 3

Health Board	Care Group	Endpoint	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	16/06/2024	23/06/2024	30/06/2024
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Self Care	2	1	1	3	2	1	2	5		1		2	1
NHS Ayrshire & Arran	SLFC_NPA	Distress Brief Intervention	8	6	10	7	9	7	4	6	6	8	8	9	7
NHS Ayrshire & Arran	SLFC_NPA	For Information Only	45	35	47	44	50	52	31	26	41	25	32	28	41
NHS Ayrshire & Arran	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	4	2							1	1		1	1
NHS Ayrshire & Arran	SLFC_NPA	Patient given self care advice - For Information Only	174	146	147	151	140	147	150	132	157	116	107	114	109
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1				1	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	3	2	3	2	1		1	1	1	5	3	2
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Optician - For Information Only	2	3	2	1	3	3	3	2	2	2	3	2	1
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	30	28	21	18	20	33	17	20	36	19	27	19	18
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Police - For Information Only	1	3	3	3	3	3	4	4	1	2	5	2	3
NHS Ayrshire & Arran	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	6	6	10	9	10	6	3	7	8	12	8	8	6
NHS Ayrshire & Arran	Not assigned	Not assigned		1		1									
NHS Borders	PCARE	CPN (Dr) to phone patient within 1 Hr	5	3	3	4	8	4	3	5	6	7	5	6	7
NHS Borders	PCARE	CPN (Dr) to phone patient within 2 Hrs	5	4	4	9	6	8	7	6	7	2	5	6	4
NHS Borders	PCARE	DN (Dr) phone patient within 1 Hr	4	1	3	9		1	2			2	1	3	3
NHS Borders	PCARE	DN (Dr) phone patient within 2 Hrs	7	5	2	5	1	7	8	6	5	9	4	6	8
NHS Borders	PCARE	DN (Dr) phone patient within 4 Hrs	13	9	14	17	7	14	7	14	11	15	16	12	8
NHS Borders	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2				2	2		1	1		4	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							
NHS Borders	PCARE	Home Visit within 1 Hr	6	4	6	2	4	4	2	1	1	4	4	1	3
NHS Borders	PCARE	Home Visit within 2 Hrs	7	9	7	5	12	20	26	7	9	8	12	13	7
NHS Borders	PCARE	Home Visit within 4 Hrs	14	9	11	11	7	12	14	12	17	13	17	16	10
NHS Borders	PCARE	PCEC within 1 Hr	14	14	15	14	12	13	7	5	9	5	11	7	13
NHS Borders	PCARE	PCEC within 2 Hrs	24	29	28	24	19	27	24	36	28	22	32	28	21
NHS Borders	PCARE	PCEC within 4 Hrs	71	56	75	75	69	77	55	71	68	57	43	64	58
NHS Borders	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	21	18	19	25	18	17	21	12	22	15	17	24	18
NHS Borders	PCARE	Pt advised to contact practice - For Information Only	1	4	4	2	2	4	1	4	3	5	1	2	1
NHS Borders	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	2	1	1	3		3		2		4	1	2	1
NHS Borders	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	6	4	6	12	6	14	8	10	8	4	4	3	4
NHS Borders	PCARE	Speak to clinician within 1 Hr	5	10	5	2	6	4	5	5	3	6	5	4	6
NHS Borders	PCARE	Speak to clinician within 2 Hrs	16	6	4	9	3	7	9	10	8	7	10	7	6
NHS Borders	PCARE	Speak to clinician within 4 Hrs	23	15	15	18	21	18	21	17	10	10	17	19	23
NHS Borders	SCARE	999 contacted - For information only	41	35	33	33	35	36	37	39	46	49	42	39	28
NHS Borders	SCARE	Patient advised to go to A&E	37	35	27	28	39	39	45	37	33	37	44	44	40
NHS Borders	SCARE	Patient advised to go to A&E	1					1			2		1	1	3

Table 3

Health Board	Care Group	Endpoint	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	16/06/2024	23/06/2024	30/06/2024
NHS Borders	SCARE	Patient sent to A&E via Ambulance within 1 Hr	2	3	8	1		3	6	5	6	4	4	8	5
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	26	32	45	35	34	43	39	31	28	34	40	48	37
NHS Borders	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub												1	
NHS Borders	SCARE	Speak to clinician 2 Hrs	13	6	13	10	10	17	12	8	6	9	5	8	6
NHS Borders	SCARE	Speak to clinician within 4 Hrs	16	9	13	12	11	16	20	12	13	15	12	9	10
NHS Borders	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	34	16	23	22	17	28	18	20	27	21	22	27	28
NHS Borders	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1	1				1							
NHS Borders	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	2	2	2	1		2	1	2	3	2	1		1
NHS Borders	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1	1							1	1			
NHS Borders	SLFC_NPA	Dental Nurse - Self Care		1		1	1	1				2			
NHS Borders	SLFC_NPA	Distress Brief Intervention	2		4	2	4	3			2	1	1	1	3
NHS Borders	SLFC_NPA	For Information Only	8	8	11	13	11	11	6	10	6	8	12	12	7
NHS Borders	SLFC_NPA	Patient advised to contact CPN Team - For Info Only					1								
NHS Borders	SLFC_NPA	Patient given self care advice - For Information Only	39	34	30	35	30	32	31	36	29	30	27	36	19
NHS Borders	SLFC_NPA	Pt advised to contact Midwife - For Information Only	1	1		1		1		2	4	1	1		1
NHS Borders	SLFC_NPA	Pt advised to contact Optician - For Information Only	1		1	1	1				1	1	2	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	6	3	2	1	3	7	4	3	9	4	5	5	3
NHS Borders	SLFC_NPA	Pt advised to contact Police - For Information Only	5		4	1		1	2	2		2		2	1
NHS Borders	SLFC_NPA	Triage refused - Pt terminated call - For Information Only		1	1	5	1	2	1	2	1	2		1	1
NHS Borders	Not assigned	Not assigned										1			
NHS Dumfries & Gallo	PCARE	CPN (Dr) to phone patient within 1 Hr	7	3	4	9	3	1	6	3	3	3	4	1	2
NHS Dumfries & Gallo	PCARE	CPN (Dr) to phone patient within 2 Hrs	8	13	12	9	10	12	6	9	13	11	9	14	10
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 1 Hr	4	1	1	3		3	4			4		3	3
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 2 Hrs	7	3	13	2	9	10	3	3	3	4	2	9	3
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 4 Hrs	17	8	19	14	11	19	19	14	9	17	13	22	16
NHS Dumfries & Gallo	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2	2	1	1	1					1		1	
NHS Dumfries & Gallo	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)									1				
NHS Dumfries & Gallo	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)			1	1				1	1	1		1	1
NHS Dumfries & Gallo	PCARE	Home Visit within 1 Hr	5	2	2	10	2	6	2	4	6	3		4	4
NHS Dumfries & Gallo	PCARE	Home Visit within 2 Hrs	14	14	16	12	21	11	9	10	13	5	7	8	10
NHS Dumfries & Gallo	PCARE	Home Visit within 4 Hrs	21	20	12	15	10	14	11	17	10	14	24	13	14
NHS Dumfries & Gallo	PCARE	PCEC within 1 Hr	24	15	19	18	21	22	16	19	19	14	15	16	8
NHS Dumfries & Gallo	PCARE	PCEC within 2 Hrs	45	44	42	38	35	40	33	36	37	28	51	26	21
NHS Dumfries & Gallo	PCARE	PCEC within 4 Hrs	119	78	83	94	84	105	75	85	63	80	83	75	69
NHS Dumfries & Gallo	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	20	16	18	17	20	11	12	16	18	15	10	17	10

Table 3

Health Board	Care Group	Endpoint	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	16/06/2024	23/06/2024	30/06/2024
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice - For Information Only	1		2	2		2	2		4	1	1	1	1
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	4	3	2	4	3	2	2	2	2		4	4	2
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	13	8	11	11	7	13	11	11	2	5	7	6	8
NHS Dumfries & Gallo	PCARE	Speak to clinician within 1 Hr	14	9	3	8	9	9	7	9	8	6	15	8	6
NHS Dumfries & Gallo	PCARE	Speak to clinician within 2 Hrs	11	14	7	14	23	15	10	19	9	9	8	10	8
NHS Dumfries & Gallo	PCARE	Speak to clinician within 4 Hrs	36	24	23	25	35	24	22	23	32	22	10	21	22
NHS Dumfries & Gallo	PCARE	Transport to PCEC within 2 Hrs		1									1	1	
NHS Dumfries & Gallo	PCARE	Transport to PCEC within 4 hrs				1		1	1	1					
NHS Dumfries & Gallo	SCARE	999 contacted - For information only	51	41	48	40	48	46	42	42	48	48	48	35	55
NHS Dumfries & Gallo	SCARE	Patient advised to go to A&E	41	35	25	38	40	31	33	30	38	39	24	42	28
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	5	7	6	5	8	2	7	2	2	3	6	4	6
NHS Dumfries & Gallo	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	20	7	10	9	6	13	17	14	15	11	11	9	10
NHS Dumfries & Gallo	SCARE	Speak to clinician 2 Hrs	3	1	2	5	5	2	4	3	5	1	2	6	4
NHS Dumfries & Gallo	SCARE	Speak to clinician within 4 Hrs	10	2	7	8	11	4	12	5	9	8	5	6	6
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	48	35	55	34	45	56	38	44	38	48	37	58	41
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1			1	1		1	1	1				
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Not Triage/Assessed	2	1	4	1	6	3		1	1	2	3	1	1
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1	1			2	1	1	1			1		
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Self Care				2		1	1	1		1	1		1
NHS Dumfries & Gallo	SLFC_NPA	Distress Brief Intervention	1	5	1	4	1	1	2	2	4	1	3	3	3
NHS Dumfries & Gallo	SLFC_NPA	For Information Only	18	14	19	14	6	8	19	11	10	10	7	13	13
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	43	25	27	33	42	31	30	36	31	32	25	34	32
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only							1				1		
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Midwife - For Information Only	1		1				1	1	1	2		1	1
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Optician - For Information Only	2			2	1		1				1	2	1
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	12	7	7	1	6	6	4	4	8	8	1	2	6
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Police - For Information Only	3	2	1	1		3		2	4	1		3	
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	2		1	1	3	1	3	1	4	3	3	2
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	18	10	17	14	8	11	4	15	14	8	15	16	13
NHS Fife	PCARE	CPN (Dr) to phone patient within 2 Hrs	30	14	24	25	26	30	17	22	23	9	19	11	18
NHS Fife	PCARE	DN (Dr) phone patient within 1 Hr	12	2	7	4	5	5	4	6	4	5	5	7	5
NHS Fife	PCARE	DN (Dr) phone patient within 2 Hrs	13	14	11	11	16	9	15	12	14	10	10	6	9
NHS Fife	PCARE	DN (Dr) phone patient within 4 Hrs	44	36	45	31	43	33	33	36	29	39	20	30	43

Table 3

Health Board	Care Group	Endpoint	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	16/06/2024	23/06/2024	30/06/2024
NHS Fife	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2	2	4	5	4	4	1	2	4	1	2		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	2	1		3	2	2			2	2		1
NHS Fife	PCARE	Home Visit within 1 Hr	18	14	9	10	13	11	10	9	15	14	11	12	14
NHS Fife	PCARE	Home Visit within 2 Hrs	32	39	35	40	44	34	27	34	39	30	34	28	28
NHS Fife	PCARE	Home Visit within 4 Hrs	49	47	47	46	60	49	44	40	40	35	49	28	42
NHS Fife	PCARE	PCEC within 1 Hr	78	73	56	66	74	77	53	54	56	53	52	62	55
NHS Fife	PCARE	PCEC within 2 Hrs	180	136	143	127	129	159	115	123	123	102	119	115	109
NHS Fife	PCARE	PCEC within 4 Hrs	549	352	336	326	357	471	306	317	329	311	282	325	332
NHS Fife	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	69	81	55	54	80	59	76	70	84	64	84	64	64
NHS Fife	PCARE	Pt advised to contact practice - For Information Only	12	5	6	7	5	8	9	9	9	9	4	5	11
NHS Fife	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	7	10	4	13	6	12	8	5	9	7	7	14	6
NHS Fife	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	44	36	31	48	26	61	38	26	33	21	22	27	34
NHS Fife	PCARE	Speak to clinician within 1 Hr	29	20	18	15	28	27	19	22	18	17	19	17	22
NHS Fife	PCARE	Speak to clinician within 2 Hrs	39	35	31	40	50	43	33	31	27	41	32	32	21
NHS Fife	PCARE	Speak to clinician within 4 Hrs	122	84	102	82	104	109	68	85	66	77	64	75	63
NHS Fife	PCARE	Triage refused therefore Dr requested to phone patient					1	1							
NHS Fife	SCARE	999 contacted - For information only	185	139	154	140	139	147	141	127	113	132	138	116	138
NHS Fife	SCARE	Patient advised to go to A&E	153	131	137	156	160	111	141	117	139	131	130	125	107
NHS Fife	SCARE	Patient advised to go to A&E			2		1	3		1	2	2	1	1	
NHS Fife	SCARE	Patient sent to A&E via Ambulance within 1 Hr	16	11	14	9	17	11	8	11	8	8	8	9	7
NHS Fife	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only			1						1				
NHS Fife	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only						1						1	
NHS Fife	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	92	77	92	90	96	96	97	85	79	100	96	107	101
NHS Fife	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub							1	1	1			2	2
NHS Fife	SCARE	Speak to clinician 2 Hrs	21	30	22	26	27	27	31	22	29	33	30	15	21
NHS Fife	SCARE	Speak to clinician within 4 Hrs	30	30	32	28	21	35	35	35	46	36	30	29	26
NHS Fife	SLFC_NPA	Contact Breathing Space	1			1							1		
NHS Fife	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	1									1	2		
NHS Fife	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	129	110	131	100	136	106	91	99	120	96	116	114	94
NHS Fife	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1		2	3	1	2	3	1	3	2			2
NHS Fife	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	8	5	5	5	4	7	2	3	6	4	3	4	7
NHS Fife	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	3		2	1	4	1		3	2	1	1	2	1
NHS Fife	SLFC_NPA	Dental Nurse - Self Care	2	2		3	2		5	2	1	3	2	4	3
NHS Fife	SLFC_NPA	Distress Brief Intervention	8	9	8	9	12	10	7	10	6	6	4	9	6
NHS Fife	SLFC_NPA	For Information Only	48	47	57	66	47	77	51	36	42	47	57	42	42
NHS Fife	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	1		1	1	2						1	2	1
NHS Fife	SLFC_NPA	Patient given self care advice - For Information Only	206	181	181	161	204	189	126	133	145	172	164	163	170

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Health Board	Care Group	Endpoint	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	16/06/2024	23/06/2024	30/06/2024
NHS Fife	SLFC_NPA	Pt advised to contact Dentist - For Information Only		3		1						1		2	
NHS Fife	SLFC_NPA	Pt advised to contact Midwife - For Information Only	5	2	2	2	4	1	4	4	2		2	2	3
NHS Fife	SLFC_NPA	Pt advised to contact Optician - For Information Only	1	3	1	2	4	5	5	3	3	4	1	4	2
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	47	16	18	19	13	30	23	21	17	21	14	25	16
NHS Fife	SLFC_NPA	Pt advised to contact Police - For Information Only	3	5	2	6	6	4	2	4	2	1	4	2	8
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	8	5	9	10	6	12	5	2	6	6	9	4	9
NHS Forth Valley	PCARE	CPN (Dr) to phone patient within 1 Hr	2	2	5	8	5	7	5	8	12	6	6	8	5
NHS Forth Valley	PCARE	CPN (Dr) to phone patient within 2 Hrs	10	15	8	13	9	10	9	7	10	5	6	15	12
NHS Forth Valley	PCARE	DN (Dr) phone patient within 1 Hr	3	5	5	5	3	2	2	5	7	3	1	5	5
NHS Forth Valley	PCARE	DN (Dr) phone patient within 2 Hrs	8	6	5	5	8	4	6	9	7	6	9	8	9
NHS Forth Valley	PCARE	DN (Dr) phone patient within 4 Hrs	28	23	26	21	25	35	15	30	22	31	23	21	29
NHS Forth Valley	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2	6	1		1	3	2	4	5	3	2	1	3
NHS Forth Valley	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	2			2							1		1
NHS Forth Valley	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	5		2			4	2	2	1	1	1	2	3
NHS Forth Valley	PCARE	Home Visit within 1 Hr	6	7	7	10	13	11	5	8	5	8	5	12	9
NHS Forth Valley	PCARE	Home Visit within 2 Hrs	26	17	24	27	29	25	16	23	18	25	30	23	18
NHS Forth Valley	PCARE	Home Visit within 4 Hrs	39	38	35	32	23	38	18	23	29	41	26	16	25
NHS Forth Valley	PCARE	PCEC within 1 Hr	85	40	57	46	65	57	51	52	51	69	53	55	46
NHS Forth Valley	PCARE	PCEC within 2 Hrs					1								
NHS Forth Valley	PCARE	PCEC within 4 Hrs	169	133	110	97	116	127	80	92	111	123	85	97	99
NHS Forth Valley	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	63	85	86	85	62	63	79	93	106	57	88	75	74
NHS Forth Valley	PCARE	Pt advised to contact practice - For Information Only	9	7	5	7	14	8	12	12	10	6	4	5	5
NHS Forth Valley	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	9	8	2	10	6	6	6	5	5	4	8	10	6
NHS Forth Valley	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	37	30	33	30	32	33	31	25	39	31	35	33	34
NHS Forth Valley	PCARE	Speak to clinician within 1 Hr	25	15	16	23	19	19	16	14	24	17	16	19	14
NHS Forth Valley	PCARE	Speak to clinician within 2 Hrs	39	28	24	35	27	26	19	30	24	30	25	27	28
NHS Forth Valley	PCARE	Speak to clinician within 4 Hrs	87	74	69	59	86	75	52	64	56	61	64	82	65
NHS Forth Valley	SCARE	999 contacted - For information only	134	115	113	113	126	90	111	103	111	113	110	111	114
NHS Forth Valley	SCARE	Patient advised to go to A&E	184	150	157	175	149	187	164	159	189	196	175	159	145
NHS Forth Valley	SCARE	Patient advised to go to A&E				3	2	3	1			1	1	2	1
NHS Forth Valley	SCARE	Patient sent to A&E via Ambulance within 1 Hr	10	8	13	6	7	7	6	11	5	6	10	13	10
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	159	197	225	243	260	255	263	235	216	200	234	189	241
NHS Forth Valley	SCARE	Speak to clinician 2 Hrs	30	38	69	99	92	60	77	71	65	75	63	64	68

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Health Board	Care Group	Endpoint	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	16/06/2024	23/06/2024	30/06/2024
NHS Forth Valley	SCARE	Speak to clinician within 4 Hrs	49	63	63	80	49	39	63	62	48	50	69	51	55
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	104	73	74	73	72	90	97	80	63	65	82	73	63
NHS Forth Valley	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour		1		2			1	1			1		
NHS Forth Valley	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	4	5	3	2	8	5	2	1	5	5	2	1	3
NHS Forth Valley	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	3		2		2	1	3	1	1			1	
NHS Forth Valley	SLFC_NPA	Dental Nurse - Self Care	2	4	1	1	3	2	1	2			2	1	3
NHS Forth Valley	SLFC_NPA	Distress Brief Intervention	5	9	8	9	4	5	6	7	10	9	10	8	11
NHS Forth Valley	SLFC_NPA	For Information Only	38	27	35	39	29	21	38	30	36	40	33	44	30
NHS Forth Valley	SLFC_NPA	Patient given self care advice - For Information Only	116	73	101	102	103	95	112	94	103	102	84	87	103
NHS Forth Valley	SLFC_NPA	Pt advised to contact Dentist - For Information Only			1		1								
NHS Forth Valley	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only									1	1			2
NHS Forth Valley	SLFC_NPA	Pt advised to contact Midwife - For Information Only		3	5	6	3	3	2	3	3	2	3	1	1
NHS Forth Valley	SLFC_NPA	Pt advised to contact Optician - For Information Only	1	2	3	4	5	3	2	2	3	5		2	3
NHS Forth Valley	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only	1		1					1	1		1		
NHS Forth Valley	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	22	16	10	15	19	21	18	16	22	21	14	23	17
NHS Forth Valley	SLFC_NPA	Pt advised to contact Police - For Information Only	4		5	3	2	1	3	1	4	1	2	5	4
NHS Forth Valley	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	5	4	2	10	6	4	4	4	6	7	10	9	5
NHS Forth Valley	Not assigned	Not assigned					1								
NHS Grampian	PCARE	CPN (Dr) to phone patient within 1 Hr	16	19	23	28	20	14	17	7	18	13	9	23	13
NHS Grampian	PCARE	CPN (Dr) to phone patient within 2 Hrs	33	26	20	15	25	26	17	26	40	29	25	37	35
NHS Grampian	PCARE	DN (Dr) phone patient within 1 Hr	8	4	6	2	8	2	4	5	6	2	1	9	4
NHS Grampian	PCARE	DN (Dr) phone patient within 2 Hrs	11	1	6	3	5	2	8	6	11	5	6	6	9
NHS Grampian	PCARE	DN (Dr) phone patient within 4 Hrs	17	12	21	11	24	22	20	15	26	11	17	17	23
NHS Grampian	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	8	3	10	5	6	4	7		1	3	4	1	3
NHS Grampian	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1		2	3		1				1		2	
NHS Grampian	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	5	3	4	4	3	6	5	2	3	1	4	2	1
NHS Grampian	PCARE	Home Visit within 1 Hr	16	12	21	21	25	19	17	20	13	22	16	17	23
NHS Grampian	PCARE	Home Visit within 12 Hrs											1		
NHS Grampian	PCARE	Home Visit within 2 Hrs	66	52	48	67	55	66	56	51	39	43	65	39	52
NHS Grampian	PCARE	Home Visit within 4 Hrs	66	45	65	61	57	68	47	50	65	64	52	63	66
NHS Grampian	PCARE	PCEC within 1 Hr	117	84	82	86	113	100	80	78	84	72	76	93	95
NHS Grampian	PCARE	PCEC within 2 Hrs	247	194	155	185	182	202	169	161	173	177	161	175	181
NHS Grampian	PCARE	PCEC within 4 Hrs	645	449	447	455	490	590	458	448	417	424	392	418	468
NHS Grampian	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	72	91	89	98	99	84	120	81	89	87	95	87	113
NHS Grampian	PCARE	Pt advised to contact practice - For Information Only	15	11	6	7	9	7	14	11	16	5	5	12	11
NHS Grampian	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	13	14	9	12	10	12	6	11	8	10	9	12	9

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Health Board	Care Group	Endpoint	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	16/06/2024	23/06/2024	30/06/2024
NHS Grampian	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	63	45	56	47	38	72	58	32	42	43	42	50	51
NHS Grampian	PCARE	Speak to clinician within 1 Hr	40	30	34	29	29	44	42	33	31	36	42	34	27
NHS Grampian	PCARE	Speak to clinician within 2 Hrs	65	72	58	46	60	63	56	43	44	52	45	52	38
NHS Grampian	PCARE	Speak to clinician within 4 Hrs	152	98	104	129	113	137	110	113	95	103	111	130	119
NHS Grampian	PCARE	Triage refused therefore Dr requested to phone patient									1	1			
NHS Grampian	SCARE	999 contacted - For information only	267	193	195	224	221	221	199	199	225	216	202	192	227
NHS Grampian	SCARE	Patient advised to go to A&E	221	232	212	207	205	205	227	218	191	219	216	205	206
NHS Grampian	SCARE	Patient advised to go to A&E		1	1	2	1	1			1	1	2	1	
NHS Grampian	SCARE	Patient sent to A&E via Ambulance within 1 Hr	26	11	17	17	12	19	21	12	11	21	15	14	19
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	1		
NHS Grampian	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	176	189	159	193	195	202	237	197	208	177	175	182	236
NHS Grampian	SCARE	Speak to clinician 2 Hrs	30	35	55	51	53	55	72	61	70	54	49	52	52
NHS Grampian	SCARE	Speak to clinician within 4 Hrs	62	63	64	78	67	69	71	60	61	62	59	60	63
NHS Grampian	SLFC_NPA	Contact Breathing Space		1		1									
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	1			2						1		2	
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	164	119	105	110	123	141	78	82	104	123	104	80	84
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	2		4	1	5	1	1	2			2		1
NHS Grampian	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	3	1	8	3	7	5	4	2	4	5	6	5	7
NHS Grampian	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	6	1	3	4	1	2	2		1	2	1		3
NHS Grampian	SLFC_NPA	Dental Nurse - Self Care	3	1	3	8	2			2	5	7	3	4	1
NHS Grampian	SLFC_NPA	Distress Brief Intervention	13	9	13	10	7	5	10	5	9	7	5	12	4
NHS Grampian	SLFC_NPA	For Information Only	119	99	108	107	99	90	113	114	104	89	99	106	72
NHS Grampian	SLFC_NPA	Hub to arrange appointment within 24 hours					1	1					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	210	164	163	174	167	170	208	167	163	168	198	203	183
NHS Grampian	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1					2	1	1		1		1	1
NHS Grampian	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only		1				2							
NHS Grampian	SLFC_NPA	Pt advised to contact Midwife - For Information Only	4	4	6	6	1	2	3	4	1	3	9	2	2
NHS Grampian	SLFC_NPA	Pt advised to contact Optician - For Information Only	1	5	4	2	5	5	2	6	9	2	4	4	4
NHS Grampian	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only				1									
NHS Grampian	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	56	44	29	31	33	51	36	21	35	25	27	24	28
NHS Grampian	SLFC_NPA	Pt advised to contact Police - For Information Only	22	12	16	18	20	9	9	11	15	11	18	9	13
NHS Grampian	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information				1									1
NHS Grampian	SLFC_NPA	Pt advised to contact appropriate service - For Info Only				1							1		
NHS Grampian	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	23	17	20	23	22	14	25	19	21	16	16	24	18
NHS Grampian	Not assigned	Not assigned	1	1				3			1	2	1	1	1
NHS Greater Glasgow	PCARE	CPN (Dr) to phone patient within 1 Hr	46	35	34	41	45	49	36	30	33	41	31	40	31

Table 3

Health Board	Care Group	Endpoint	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	16/06/2024	23/06/2024	30/06/2024
NHS Greater Glasgow	PCARE	CPN (Dr) to phone patient within 2 Hrs	76	72	67	60	60	82	57	55	66	81	64	79	69
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 1 Hr	4	4	5	4	3	2	5	6	2	6	5	3	3
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 2 Hrs	8	6	6	8	8	5	3	8	10	1	6	4	3
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 4 Hrs	13	9	15	14	15	10	15	13	12	12	11	11	15
NHS Greater Glasgow	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	8	10	12	11	12	10	8	8	14	7	11	7	8
NHS Greater Glasgow	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	2	4	1	3	2	3	2		2	3	3	1	1
NHS Greater Glasgow	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	8	6	7	6	5	12	6	7	8	7	6	3	9
NHS Greater Glasgow	PCARE	Home Visit within 1 Hr	59	40	40	39	29	39	32	43	50	25	38	38	38
NHS Greater Glasgow	PCARE	Home Visit within 2 Hrs	113	75	92	94	103	128	85	83	118	93	119	85	89
NHS Greater Glasgow	PCARE	Home Visit within 4 Hrs	167	128	104	118	154	150	113	121	151	116	120	128	126
NHS Greater Glasgow	PCARE	PCEC within 1 Hr	279	169	205	176	172	216	151	154	224	159	145	174	142
NHS Greater Glasgow	PCARE	PCEC within 2 Hrs	557	414	405	386	426	462	372	335	485	324	366	359	322
NHS Greater Glasgow	PCARE	PCEC within 4 Hrs	1,611	1,103	1,065	1,110	1,231	1,432	1,050	1,103	1,397	980	1,059	1,059	956
NHS Greater Glasgow	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	222	280	221	213	243	204	252	228	176	214	247	205	234
NHS Greater Glasgow	PCARE	Pt advised to contact practice - For Information Only	31	29	24	27	17	33	31	33	35	25	30	27	19
NHS Greater Glasgow	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	29	33	29	33	16	18	23	25	17	27	20	42	34
NHS Greater Glasgow	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	171	121	119	109	111	159	125	73	142	107	98	117	98
NHS Greater Glasgow	PCARE	Speak to clinician within 1 Hr	103	78	89	91	89	69	66	70	79	60	90	82	66
NHS Greater Glasgow	PCARE	Speak to clinician within 2 Hrs	150	111	91	120	126	119	107	96	116	88	114	109	77
NHS Greater Glasgow	PCARE	Speak to clinician within 4 Hrs	350	247	254	240	293	318	270	310	328	231	257	263	259
NHS Greater Glasgow	PCARE	Transport to PCEC within 4 hrs	5	2	6	5	5	6	1	3	6	4	6	5	2
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	462	405	360	359	400	393	414	378	436	406	382	418	381
NHS Greater Glasgow	SCARE	Patient advised to go to A&E	521	453	473	413	478	447	478	433	496	455	404	412	432
NHS Greater Glasgow	SCARE	Patient advised to go to A&E	4	1		2	2	6	3		2	3	3	5	2
NHS Greater Glasgow	SCARE	Patient sent to A&E via Ambulance within 1 Hr	39	24	42	40	38	31	36	23	36	33	33	39	36
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	3				
NHS Greater Glasgow	SCARE	Patient suitable for MIU 4hr - Flow Hub to arrange	259	266	294	352	328	302	371	300	339	277	312	312	270
NHS Greater Glasgow	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub										1			
NHS Greater Glasgow	SCARE	Speak to clinician 2 Hrs	50	52	79	85	60	75	93	65	72	81	75	70	73
NHS Greater Glasgow	SCARE	Speak to clinician within 4 Hrs	125	103	137	125	121	120	142	111	130	106	118	126	118
NHS Greater Glasgow	SLFC_NPA	Contact Breathing Space	2			1	1							1	1
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	3	4	3	3	5	2	3	2	2	2	4	5	4
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	335	270	282	325	333	334	294	298	273	308	271	266	279
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour		5	1	5	3	5	3		3	6	2	1	6
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	24	5	15	13	21	11	12	8	6	13	11	5	24

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Health Board	Care Group	Endpoint	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	16/06/2024	23/06/2024	30/06/2024
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	7	3	4	1	3	5	6	4	2	4	2		6
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Self Care	3	5	6	5	4	9	5	6	8	4	4	12	5
NHS Greater Glasgow	SLFC_NPA	Distress Brief Intervention	28	26	21	23	20	35	23	13	17	27	24	28	17
NHS Greater Glasgow	SLFC_NPA	For Information Only	179	166	184	226	199	157	140	110	156	137	139	147	135
NHS Greater Glasgow	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	3	2	7	6	6	6	2	2	2	3	1		3
NHS Greater Glasgow	SLFC_NPA	Patient given self care advice - For Information Only	576	547	583	626	561	527	527	493	501	457	447	533	494
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Dentist - For Information Only		2	1	1	3	2	1	2	3		4	1	2
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only		2	1	1		1				2	2	1	
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Midwife - For Information Only	12	10	17	7	11	15	10	6	4	9	10	7	4
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Optician - For Information Only	8	10	10	13	11	11	10	12	7	10	8	8	15
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only		4			1	1		1		1		1	
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	132	80	91	73	83	94	81	94	126	75	79	65	79
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Police - For Information Only	13	12	14	11	26	18	8	5	15	17	6	11	12
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information							1				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	30	26	37	26	28	16	29	22	23	22	27	32	30
NHS Greater Glasgow	SLFC_NPA	Untriaged call - OOH Service clinician to phone patient													1
NHS Greater Glasgow	Not assigned	Not assigned		1				2	1		2			1	
NHS HIGHLAND	PCARE	CPN (Dr) to phone patient within 1 Hr	3	5	5	2	10	11	5	5	7	7	6	8	8
NHS HIGHLAND	PCARE	CPN (Dr) to phone patient within 2 Hrs	10	6	8	6	15	13	13	8	11	15	17	9	9
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 1 Hr	2	2	1			2	5	2	3	1	2	1	2
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 2 Hrs	8	9	6	6	1	4	6	4	3	4	2	5	7
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 4 Hrs	6	6	11	11	8	8	10	11	8	9	6	11	14
NHS HIGHLAND	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	3	5	2	2			5	3	2	1		2	1
NHS HIGHLAND	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)		1			1		1		1		1	2	
NHS HIGHLAND	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	1	1	1	1		2	2	1	1		1		2
NHS HIGHLAND	PCARE	Home Visit within 1 Hr	11	9	7	10	9	12	13	10	11	9	12	17	6
NHS HIGHLAND	PCARE	Home Visit within 2 Hrs	18	29	14	20	20	31	20	25	15	20	25	26	21
NHS HIGHLAND	PCARE	Home Visit within 4 Hrs	33	26	34	28	29	38	28	26	20	27	32	22	26
NHS HIGHLAND	PCARE	PCEC within 1 Hr	57	32	33	30	55	30	31	34	31	43	39	30	20
NHS HIGHLAND	PCARE	PCEC within 2 Hrs	103	57	79	99	88	86	66	80	62	66	74	83	60
NHS HIGHLAND	PCARE	PCEC within 4 Hrs	294	175	217	186	230	252	226	222	162	202	204	194	203
NHS HIGHLAND	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	42	50	44	30	31	23	37	39	51	30	46	37	35
NHS HIGHLAND	PCARE	Pt advised to contact practice - For Information Only	5	5	5	1	7	6	3	4	2	3	6	5	2
NHS HIGHLAND	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	7	7	2	8	6	3	2	5	4	4	4	4	4
NHS HIGHLAND	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	24	13	16	18	10	28	24	13	18	19	11	24	15
NHS HIGHLAND	PCARE	Speak to clinician within 1 Hr	18	12	11	15	11	22	16	35	13	17	8	17	18
NHS HIGHLAND	PCARE	Speak to clinician within 2 Hrs	29	25	14	29	28	36	26	32	15	23	22	30	18

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Health Board	Care Group	Endpoint	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	16/06/2024	23/06/2024	30/06/2024
NHS HIGHLAND	PCARE	Speak to clinician within 4 Hrs	60	53	46	55	45	63	55	64	65	28	54	47	44
NHS HIGHLAND	PCARE	Transport to PCEC within 1 Hr			1				1						
NHS HIGHLAND	PCARE	Transport to PCEC within 2 Hrs	1												
NHS HIGHLAND	PCARE	Transport to PCEC within 4 hrs					1			1				1	1
NHS HIGHLAND	SCARE	999 contacted - For information only	86	92	92	94	90	89	83	81	82	86	96	84	90
NHS HIGHLAND	SCARE	Patient advised to go to A&E	81	67	68	79	74	64	88	75	69	58	76	73	64
NHS HIGHLAND	SCARE	Patient advised to go to A&E	3	1	2			1	3		2	3		1	
NHS HIGHLAND	SCARE	Patient sent to A&E via Ambulance within 1 Hr	5	1	7	4	4	8	9	5	2	5	6	5	7
NHS HIGHLAND	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only					1			1					
NHS HIGHLAND	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	45	44	46	39	46	47	67	63	65	40	52	56	38
NHS HIGHLAND	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	19	19	20	20	20	12	23	18	25	16	20	11	17
NHS HIGHLAND	SCARE	Speak to clinician 2 Hrs	8	15	15	20	20	15	22	12	21	11	14	17	13
NHS HIGHLAND	SCARE	Speak to clinician within 4 Hrs	17	22	25	27	22	17	20	22	25	14	15	17	14
NHS HIGHLAND	SLFC_NPA	Distress Brief Intervention	4	4	8	5	6	2	4	5	5	4	2	2	6
NHS HIGHLAND	SLFC_NPA	For Information Only	36	49	38	42	37	36	27	32	35	30	38	30	27
NHS HIGHLAND	SLFC_NPA	Hub to arrange appointment within 24 hours	83	75	62	67	68	82	80	58	50	53	73	68	62
NHS HIGHLAND	SLFC_NPA	Hub to arrange contact with Clinician within 1 hour											1		
NHS HIGHLAND	SLFC_NPA	Patient advised to contact CPN Team - For Info Only		2					1	1				1	
NHS HIGHLAND	SLFC_NPA	Patient advised to contact dental advice line - Info Only	1				2	2	1	1					1
NHS HIGHLAND	SLFC_NPA	Patient advised to contact registered GDP - Info Only	15	14	15	7	12	8	8	12	15	12	17	11	3
NHS HIGHLAND	SLFC_NPA	Patient given self care advice - For Information Only	96	77	98	79	103	94	104	83	101	79	74	87	84
NHS HIGHLAND	SLFC_NPA	Patient given self care dental advice - For Information Only	2	3	1	2	1	1		2	2	1	1	2	1
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Dentist - For Information Only							1		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	2		3	1		1	4	2	1	1	1	1	1
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Optician - For Information Only	2		1	2		3	4	2		1	2	4	2
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only						1							
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	18	11	17	12	11	19	9	20	13	21	10	22	7
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Police - For Information Only	7	6	1	3	2	10	10	6	6	4	5	6	7
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	7	4	2	2	5	3	6	3	4	4	3	2	8
NHS HIGHLAND	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	11	14	11	6	11	6	4	5	8	5	5	6	7
NHS HIGHLAND	Not assigned	Not assigned				1									
NHS LANARKSHIRE	PCARE	CPN (Dr) to phone patient within 1 Hr	23	19	6	21	3	14	13	16	10	13	15	18	9
NHS LANARKSHIRE	PCARE	CPN (Dr) to phone patient within 2 Hrs	15	23	22	34	19	37	28	18	26	24	28	24	22
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 1 Hr	3	1	4				2		2	1	1		1
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 2 Hrs	1		2	1	2		3	3	4	1	2	7	3

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Health Board	Care Group	Endpoint	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	16/06/2024	23/06/2024	30/06/2024
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 4 Hrs	5	4	2	9	3	5	5	7	4	4	6	6	4
NHS LANARKSHIRE	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	3	4	4	4	4	2	3	1	3	5	1	1	4
NHS LANARKSHIRE	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1	1	1	1		1	1	2	3		5		
NHS LANARKSHIRE	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	3	2	2	2	3	3			6	2	3	6	6
NHS LANARKSHIRE	PCARE	Home Visit within 1 Hr	18	17	11	19	13	16	8	19	14	12	7	9	10
NHS LANARKSHIRE	PCARE	Home Visit within 2 Hrs	46	23	40	39	28	51	33	42	29	46	36	37	33
NHS LANARKSHIRE	PCARE	Home Visit within 4 Hrs	63	45	64	61	61	74	42	56	58	57	42	45	38
NHS LANARKSHIRE	PCARE	PCEC within 1 Hr	148	101	99	100	98	111	81	86	108	105	103	103	84
NHS LANARKSHIRE	PCARE	PCEC within 2 Hrs	312	213	209	229	188	260	204	166	244	193	199	203	161
NHS LANARKSHIRE	PCARE	PCEC within 4 Hrs	796	582	559	538	578	634	474	520	698	508	505	510	507
NHS LANARKSHIRE	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	64	92	93	89	100	69	83	93	62	88	99	89	93
NHS LANARKSHIRE	PCARE	Pt advised to contact practice - For Information Only	13	15	11	13	11	9	13	12	9	9	7	9	4
NHS LANARKSHIRE	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	12	20	10	11	14	9	8	8	10	9	4	10	13
NHS LANARKSHIRE	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	77	43	40	44	56	71	42	48	80	46	46	42	48
NHS LANARKSHIRE	PCARE	Speak to clinician within 1 Hr	49	24	37	30	38	30	21	31	32	37	22	36	32
NHS LANARKSHIRE	PCARE	Speak to clinician within 2 Hrs	64	53	52	39	46	54	62	51	60	56	56	52	49
NHS LANARKSHIRE	PCARE	Speak to clinician within 4 Hrs	184	97	111	122	126	143	114	130	145	92	108	110	110
NHS LANARKSHIRE	PCARE	Transport to PCEC within 2 Hrs			2	3	1				1	1	1		
NHS LANARKSHIRE	PCARE	Transport to PCEC within 4 hrs	1	6		1	2	2			2	1	2	3	2
NHS LANARKSHIRE	PCARE	Triage refused therefore Dr requested to phone patient	1												
NHS LANARKSHIRE	SCARE	999 contacted - For Information Only	1											1	
NHS LANARKSHIRE	SCARE	999 contacted - For information only	229	202	202	220	214	180	193	181	223	172	197	168	179
NHS LANARKSHIRE	SCARE	Patient advised to go to A&E	276	238	232	237	237	224	237	214	263	197	230	224	217
NHS LANARKSHIRE	SCARE	Patient advised to go to A&E	5		2	5	3	2	4		2		1	1	5
NHS LANARKSHIRE	SCARE	Patient sent to A&E via Ambulance within 1 Hr	17	15	15	11	18	18	19	20	15	18	12	9	10
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	89	97	124	113	103	116	116	113	108	116	109	108	105
NHS LANARKSHIRE	SCARE	Speak to clinician 2 Hrs	16	29	27	32	34	27	39	31	25	24	22	19	20
NHS LANARKSHIRE	SCARE	Speak to clinician within 4 Hrs	57	29	59	54	55	60	49	49	59	37	29	48	37
NHS LANARKSHIRE	SLFC_NPA	Contact Breathing Space	1	1	1					1					
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	1	2	1	1						1		3	1
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	183	130	140	140	151	117	105	161	153	167	131	153	145
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1	1	1	1	3	1	1	3	1	1	2		1
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Not Triage/Assessed	8	3	9	6	7	1	5	5	7	6	6	5	6
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	2		4	1	1	2	2	1	1	4		3	
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Self Care	4	6		4	4	3	4	5	3	5		1	2
NHS LANARKSHIRE	SLFC_NPA	Distress Brief Intervention	14	14	11	19	14	12	15	10	12	11	5	10	12

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Health Board	Care Group	Endpoint	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	16/06/2024	23/06/2024	30/06/2024
NHS LANARKSHIRE	SLFC_NPA	For Information Only	74	69	57	70	61	76	59	56	78	61	63	67	54
NHS LANARKSHIRE	SLFC_NPA	Patient advised to contact CPN Team - For Info Only		1		2	2	3	1		1		1		1
NHS LANARKSHIRE	SLFC_NPA	Patient given self care advice - For Information Only	188	159	185	193	179	199	182	172	195	154	155	202	174
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	2	1	1						
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Midwife - For Information Only	3	7	5	1	5	2	2	3	3	3	9	4	2
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Optician - For Information Only	4		2	8	4	5	2	5	3	3	1	1	2
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only						1					1		
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	60	32	41	33	40	57	39	39	46	29	32	38	24
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Police - For Information Only	9	13	7	7	5	5	3	7	2	5	6	3	7
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information					1			1					
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact appropriate service - For Info Only		1		2				1					
NHS LANARKSHIRE	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	4	11	5	9	10	7	11	10	10	14	14	7	8
NHS LANARKSHIRE	Not assigned	Not assigned						1							
NHS Lothian	PCARE	CPN (Dr) to phone patient within 1 Hr	20	15	23	25	23	19	9	13	16	20	26	23	23
NHS Lothian	PCARE	CPN (Dr) to phone patient within 2 Hrs	43	29	24	36	39	52	45	27	48	38	37	36	36
NHS Lothian	PCARE	DN (Dr) phone patient within 1 Hr	4	8	7	6	7	11	11	2	9	9	8	5	6
NHS Lothian	PCARE	DN (Dr) phone patient within 2 Hrs	13	9	9	8	15	12	8	9	12	15	16	12	18
NHS Lothian	PCARE	DN (Dr) phone patient within 4 Hrs	41	21	35	40	24	58	31	34	32	37	34	30	29
NHS Lothian	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	4	10	7	9	10	6	5	4	10	11	4	4	4
NHS Lothian	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	2	2	1	1	1	6	1	1	2	2	1	1	1
NHS Lothian	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	6	2	8	6	8	4	7	5	7	5	3	7	2
NHS Lothian	PCARE	Home Visit within 1 Hr	39	33	26	30	36	30	34	31	25	22	30	25	30
NHS Lothian	PCARE	Home Visit within 2 Hrs	88	75	67	58	62	69	61	43	56	66	78	51	49
NHS Lothian	PCARE	Home Visit within 4 Hrs	95	72	83	71	101	107	82	73	84	86	83	75	61
NHS Lothian	PCARE	PCEC within 1 Hr	166	130	124	125	128	148	112	128	116	119	114	110	113
NHS Lothian	PCARE	PCEC within 12 Hrs									1			1	
NHS Lothian	PCARE	PCEC within 2 Hrs	384	280	300	326	299	390	289	245	274	278	277	259	266
NHS Lothian	PCARE	PCEC within 4 Hrs	1,218	777	813	872	860	1,068	746	813	723	742	724	739	742
NHS Lothian	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	171	205	180	193	195	142	196	177	221	198	210	183	192
NHS Lothian	PCARE	Pt advised to contact practice - For Information Only	23	17	17	21	28	32	23	25	19	25	17	25	15
NHS Lothian	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	17	27	11	36	18	19	22	21	15	12	12	25	15
NHS Lothian	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	127	86	74	89	70	121	91	57	85	69	62	76	73
NHS Lothian	PCARE	Speak to clinician within 1 Hr	57	58	55	54	56	63	47	45	62	55	64	53	61
NHS Lothian	PCARE	Speak to clinician within 2 Hrs	100	83	93	104	82	98	76	87	83	79	87	95	80
NHS Lothian	PCARE	Speak to clinician within 4 Hrs	259	191	192	207	242	253	207	213	158	162	179	218	185
NHS Lothian	PCARE	Transport to PCEC within 2 Hrs	2	1	2	2	3		1	2		1	1	1	1
NHS Lothian	PCARE	Transport to PCEC within 4 hrs	3		3		2	2	1	3	3	1	3	3	1

Table 3

Health Board	Care Group	Endpoint	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	16/06/2024	23/06/2024	30/06/2024
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	353	274	291	263	306	289	258	283	291	259	254	276	259
NHS Lothian	SCARE	Patient advised to go to A&E	473	385	397	395	371	355	375	342	395	369	368	385	313
NHS Lothian	SCARE	Patient advised to go to A&E	2	1	4	5	5	3	1	2	1	1	1	2	4
NHS Lothian	SCARE	Patient sent to A&E via Ambulance within 1 Hr	15	17	24	25	17	20	17	17	30	9	17	19	22
NHS Lothian	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only			1			2						1	
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	323	333	391	406	383	363	403	357	401	375	369	381	385
NHS Lothian	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub				1									
NHS Lothian	SCARE	Speak to clinician 2 Hrs	48	41	72	74	83	76	79	66	68	81	78	56	71
NHS Lothian	SCARE	Speak to clinician within 4 Hrs	122	120	121	138	132	118	129	124	109	114	123	101	124
NHS Lothian	SLFC_NPA	Contact Breathing Space									1	1			
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	1	4	2	2	5	1	1	1	1	1	1	1	
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	307	218	252	239	232	242	210	208	214	232	226	210	229
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	8	3	6	5	4	5	5	4	1	6		2	6
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Pharmacist							1						
NHS Lothian	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	18	12	11	14	14	10	10	2	11	9	10	8	16
NHS Lothian	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	6	5	3	3	3	8	1	3	1	7	5	4	3
NHS Lothian	SLFC_NPA	Dental Nurse - Self Care	2	3	7	8	5	4	4	7	2	2	5	10	
NHS Lothian	SLFC_NPA	Distress Brief Intervention	21	16	16	20	22	20	17	18	7	9	14	14	18
NHS Lothian	SLFC_NPA	For Information Only	120	98	97	118	124	92	118	88	104	99	90	105	93
NHS Lothian	SLFC_NPA	Patient advised to contact CPN Team - For Info Only		2			1			3	2	6	1	1	
NHS Lothian	SLFC_NPA	Patient given self care advice - For Information Only	345	305	341	340	321	334	352	307	294	279	294	319	363
NHS Lothian	SLFC_NPA	Pt advised to contact Dentist - For Information Only		1	1		1	2	2	2	3			1	3
NHS Lothian	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only	1		1	3	4		1		1				
NHS Lothian	SLFC_NPA	Pt advised to contact Midwife - For Information Only	11	10	18	9	7	16	15	12	8	13	18	5	10
NHS Lothian	SLFC_NPA	Pt advised to contact Optician - For Information Only	17	13	7	6	12	7	11	7	12	9	3	14	12
NHS Lothian	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only				1							1		
NHS Lothian	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	96	59	71	57	70	86	72	68	57	41	56	71	52
NHS Lothian	SLFC_NPA	Pt advised to contact Police - For Information Only	12	6	17	17	15	13	13	9	13	11	12	6	8
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		1	1
NHS Lothian	SLFC_NPA	Pt given TOXBASE advice - For Information Only									1		1	1	
NHS Lothian	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	16	21	22	16	20	19	18	12	16	12	17	5	15
NHS Lothian	Not assigned	Not assigned	1							1					
NHS Orkney	PCARE	CPN (Dr) to phone patient within 1 Hr							1	1		2	1		
NHS Orkney	PCARE	CPN (Dr) to phone patient within 2 Hrs								1		1		1	1

Table 3

Health Board	Care Group	Endpoint	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	16/06/2024	23/06/2024	30/06/2024
NHS Shetland	PCARE	CPN (Dr) to phone patient within 1 Hr	2			1			1	3	2	1	1	1	4
NHS Shetland	PCARE	CPN (Dr) to phone patient within 2 Hrs	1	1	1	1			2		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		2	2		3		4	2		1	1	1	1
NHS Shetland	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	1												
NHS Shetland	PCARE	Home Visit within 1 Hr		2			2				1				1
NHS Shetland	PCARE	Home Visit within 2 Hrs	3	1	1	3	1	2	1			1	1	1	3
NHS Shetland	PCARE	Home Visit within 4 Hrs	1	1	1	1			2		1	2	1		
NHS Shetland	PCARE	PCEC within 1 Hr	1	1	1	1	2	1		3	1	4		2	4
NHS Shetland	PCARE	PCEC within 2 Hrs	4	1	1	2	1	1	1	2	3	2	5	5	1
NHS Shetland	PCARE	PCEC within 4 Hrs	11	10	7	10	7	8	11	7	7	7	6	5	14
NHS Shetland	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only		2	2		3	1	1	1	4	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	1												
NHS Shetland	PCARE	Pt advised to contact practice within 36 Hrs - Info Only		1				1		1			2	2	1
NHS Shetland	PCARE	Speak to clinician within 1 Hr		2	1	1	1		1			1		1	1
NHS Shetland	PCARE	Speak to clinician within 2 Hrs	1	1	2	2		1				2	2	2	2
NHS Shetland	PCARE	Speak to clinician within 4 Hrs	4	2	1	4			3	6	3	2		7	1
NHS Shetland	PCARE	Triage refused therefore Dr requested to phone patient					1								
NHS Shetland	SCARE	999 contacted - For information only	5	5	5	6	1	4	4	3	5	5	6	6	2
NHS Shetland	SCARE	Patient advised to go to A&E		3	4	1	1	3	2	2	4	4	2	3	3
NHS Shetland	SCARE	Patient sent to A&E via Ambulance within 1 Hr	2					1		1		1			
NHS Shetland	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange		1	1	2	2	1	1	1	1		2		
NHS Shetland	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	2		1		1								
NHS Shetland	SCARE	Speak to clinician 2 Hrs									3	1			
NHS Shetland	SCARE	Speak to clinician within 4 Hrs	2			1	1		1			2			
NHS Shetland	SLFC_NPA	Distress Brief Intervention								1	1				
NHS Shetland	SLFC_NPA	For Information Only		2	1	1		3	1	1	1				
NHS Shetland	SLFC_NPA	Hub to arrange appointment within 24 hours	3	4	7	3	2	3	4	1	4	3	1	1	1
NHS Shetland	SLFC_NPA	Hub to arrange contact with Clinician within 1 hour						1						1	
NHS Shetland	SLFC_NPA	Patient advised to contact CPN Team - For Info Only												1	
NHS Shetland	SLFC_NPA	Patient advised to contact registered GDP - Info Only						1	1			2			1
NHS Shetland	SLFC_NPA	Patient given self care advice - For Information Only	2	2	4	3	5	2	5	3	2	3		8	3
NHS Shetland	SLFC_NPA	Patient given self care dental advice - For Information Only												1	
NHS Shetland	SLFC_NPA	Pt advised to contact Dentist - 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				1

Table 3

Health Board	Care Group	Endpoint	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	16/06/2024	23/06/2024	30/06/2024
NHS Shetland	SLFC_NPA	Pt advised to contact Police - For Information Only							1		1		1		1
NHS Shetland	SLFC_NPA	Triage refused - For Information Only		1			1								1
NHS Shetland	SLFC_NPA	Triage refused - Pt terminated call - For Information Only		1			1			1		1			
NHS TAYSIDE	PCARE	CPN (Dr) to phone patient within 1 Hr	5	13	12	11	9	8	12	15	10	9	22	20	12
NHS TAYSIDE	PCARE	CPN (Dr) to phone patient within 2 Hrs	22	27	22	22	18	31	23	21	32	35	25	29	27
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 1 Hr	8	4	3	7	7	6	6	5	3	3	2	3	5
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 2 Hrs	10	6	10	7	12	14	12	5	9	8	7	11	11
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 4 Hrs	30	27	24	35	33	36	44	32	42	39	37	29	31
NHS TAYSIDE	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)		4	3	3	2	2	4	3	2	4		3	2
NHS TAYSIDE	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)		1	1	2		1			1		4		
NHS TAYSIDE	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	4	1	5	1	3	5	3	1	1	1	4	2	2
NHS TAYSIDE	PCARE	Home Visit within 1 Hr	14	16	16	9	15	18	14	8	14	13	10	14	12
NHS TAYSIDE	PCARE	Home Visit within 2 Hrs	46	36	33	35	33	47	42	38	45	34	30	27	23
NHS TAYSIDE	PCARE	Home Visit within 4 Hrs	72	53	45	45	50	52	41	44	60	66	43	41	43
NHS TAYSIDE	PCARE	PCEC within 1 Hr	111	82	99	90	89	102	75	74	103	78	78	93	75
NHS TAYSIDE	PCARE	PCEC within 2 Hrs	204	159	126	149	147	157	127	142	190	145	139	141	129
NHS TAYSIDE	PCARE	PCEC within 4 Hrs	560	538	339	337	381	456	396	336	482	284	286	316	343
NHS TAYSIDE	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	39	50	58	37	51	45	75	61	51	71	67	54	41
NHS TAYSIDE	PCARE	Pt advised to contact practice - For Information Only	7	8	9	11	9	5	5	6	9	5	6	12	2
NHS TAYSIDE	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	9	8	10	18	4	4	2	6	10	10	8	14	9
NHS TAYSIDE	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	39	36	37	28	30	45	38	28	43	30	34	43	50
NHS TAYSIDE	PCARE	Speak to clinician within 1 Hr	25	23	21	27	25	28	22	37	29	32	18	31	29
NHS TAYSIDE	PCARE	Speak to clinician within 2 Hrs	40	44	29	34	41	39	30	40	42	40	36	47	30
NHS TAYSIDE	PCARE	Speak to clinician within 4 Hrs	125	118	89	76	97	99	94	78	119	82	72	85	92
NHS TAYSIDE	PCARE	Transport to PCEC within 1 Hr			1	1									
NHS TAYSIDE	PCARE	Transport to PCEC within 2 Hrs		1			2		1					2	1
NHS TAYSIDE	PCARE	Transport to PCEC within 4 hrs	2				1	1	1	1	1	1		2	2
NHS TAYSIDE	SCARE	999 contacted - For Information Only						1							
NHS TAYSIDE	SCARE	999 contacted - For information only	202	177	155	158	138	143	142	147	188	178	141	170	154
NHS TAYSIDE	SCARE	Paramedic See & Treat – Primary Care OOH service to forward		1											
NHS TAYSIDE	SCARE	Patient advised to go to A&E	88	84	82	71	64	67	88	71	99	83	80	61	86
NHS TAYSIDE	SCARE	Patient advised to go to A&E	1			1		2	1	3		1	3	2	1
NHS TAYSIDE	SCARE	Patient sent to A&E via Ambulance within 1 Hr	12	9	15	11	9	10	7	8	6	7	8	9	9
NHS TAYSIDE	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only									1			1	
NHS TAYSIDE	SCARE	Patient suitable for MIU 4hr - Flow Hub to arrange	81	87	92	99	77	87	129	100	109	91	110	84	101
NHS TAYSIDE	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	1		1			1	2		2	3	1	1	1
NHS TAYSIDE	SCARE	Speak to clinician 2 Hrs	19	18	19	19	21	31	34	34	36	23	25	27	25
NHS TAYSIDE	SCARE	Speak to clinician within 4 Hrs	54	45	52	57	44	57	44	42	41	41	46	37	35

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NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour			1			1	2			1	1		
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	147	119	127	109	129	121	112	122	98	119	96	112	130
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1	2	2	1		1	3	1	3	1	1	1	
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Not Triage/Assessed	15	7	3	6	15	5	4	6	4	4	9	4	9
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	2	1			3		1	2	2	1	4	4	2
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Self Care	3	4	2	3	6	5	2	2	4	3	1	4	2
NHS TAYSIDE	SLFC_NPA	Distress Brief Intervention	11	8	8	4	7	4	6	4	6	8	11	12	10
NHS TAYSIDE	SLFC_NPA	For Information Only	41	37	29	40	47	41	37	46	65	50	55	33	38
NHS TAYSIDE	SLFC_NPA	Patient advised to contact CPN Team - For Info Only			1		2								1
NHS TAYSIDE	SLFC_NPA	Patient given self care advice - For Information Only	149	147	154	123	121	136	168	130	149	125	114	138	115
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1	1	1	2				2	1			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		3	3	4	6	2	4	5	3	1	4	3	4
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Optician - For Information Only	2	5	3	5	7	2	10	6	6	4	6	1	3
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only	2				1		1						
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	39	34	29	19	28	31	28	28	30	20	22	20	21
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Police - For Information Only	4	9	4	7	3	4	4	5	6	3	6	5	1
NHS TAYSIDE	SLFC_NPA	Pt given TOXBASE advice - For Information Only						1							
NHS TAYSIDE	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	9	13	3	6	1	5	3	10	9	2	10	7	8
NHS TAYSIDE	Not assigned	Not assigned	1	2			1	1		1					
NHS Western Isles	PCARE	CPN (Dr) to phone patient within 1 Hr	2			1	1	1	1				1		
NHS Western Isles	PCARE	CPN (Dr) to phone patient within 2 Hrs				1		1			1				
NHS Western Isles	PCARE	DN (Dr) phone patient within 1 Hr					1		1						1
NHS Western Isles	PCARE	DN (Dr) phone patient within 2 Hrs		2	1					1	1	1	1	2	
NHS Western Isles	PCARE	DN (Dr) phone patient within 4 Hrs				1		1	1	3	1	1	1	1	1
NHS Western Isles	PCARE	Home Visit within 1 Hr	1		1		1			2	2		1		
NHS Western Isles	PCARE	Home Visit within 2 Hrs	1		2	2		1	3	2	3	3	1	1	2
NHS Western Isles	PCARE	Home Visit within 4 Hrs	2	3	4	2	5	4	4	4	3	1	2	4	6
NHS Western Isles	PCARE	PCEC within 1 Hr	3	3	3	2	3	1	3	2	7	5	1	5	3
NHS Western Isles	PCARE	PCEC within 2 Hrs	10	3	4	6	3	7	5	2	4	6	6	8	5
NHS Western Isles	PCARE	PCEC within 4 Hrs	20	15	15	19	23	20	16	17	14	10	16	17	19
NHS Western Isles	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only		2		2		1	1		5	2	4	3	2
NHS Western Isles	PCARE	Pt advised to contact practice - For Information Only				1	1	1	1	1					
NHS Western Isles	PCARE	Pt advised to contact practice within 12 Hrs - Info Only			1		1					1		1	
NHS Western Isles	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	3			1	2	1	3	3	3	1	1	2	2
NHS Western Isles	PCARE	Speak to clinician within 1 Hr	6	1		1			1	1	1		2	3	3
NHS Western Isles	PCARE	Speak to clinician within 2 Hrs	2	3	3	3	1	2	2	2	5	3	4	2	1
NHS Western Isles	PCARE	Speak to clinician within 4 Hrs	8	3	7	5	5	4	4	7	6	4	5	6	3

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Health Board	Care Group	Endpoint	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	16/06/2024	23/06/2024	30/06/2024
NHS Western Isles	SCARE	999 contacted - For information only	10	5	6	5	13	7	2	8	4	2	9	7	9
NHS Western Isles	SCARE	Patient advised to go to A&E	5	5	6	6	5	6	5	10	6	2	7	3	7
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	5	3		3	5	3	1	8	3	2	3	3	1
NHS Western Isles	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	3	2		4	3	2	1		2		3	2	1
NHS Western Isles	SCARE	Speak to clinician 2 Hrs			2	2	2		1		2				1
NHS Western Isles	SCARE	Speak to clinician within 4 Hrs	1	2	2	2	1	2	1	3	1	2		2	
NHS Western Isles	SLFC_NPA	For Information Only	1	4	3				2		1	3	4	2	2
NHS Western Isles	SLFC_NPA	Hub to arrange appointment within 24 hours	5	2	6	4	3	1		3	2	3	2	5	5
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	
NHS Western Isles	SLFC_NPA	Patient given self care advice - For Information Only	6	1	2	7	6	5	9	4	2	5	10	5	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	2		2			1		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	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	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	
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					1	
Not assigned	SLFC_NPA	Triage Refused/Not Assessed									1		1		
Not assigned	Not assigned	Not assigned	24	16	14	22	19	25	11	14	9	17	10	13	9

Table 4

Care Group	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	16/06/2024	23/06/2024	30/06/2024
PCARE	16,975	12,888	12,556	12,749	13,390	15,115	12,038	12,157	13,554	11,793	11,845	12,174	11,640
SCARE	6,845	6,081	6,496	6,652	6,616	6,424	6,921	6,225	6,875	6,294	6,296	6,255	6,217
SLFC_NPA	5,694	4,657	4,974	4,989	5,075	5,031	4,707	4,433	4,674	4,438	4,364	4,622	4,478
Not assigned	27	21	14	24	21	33	13	16	12	20	11	15	10
Total	29,541	23,647	24,040	24,414	25,102	26,603	23,679	22,831	25,115	22,545	22,516	23,066	22,345

Care Group	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	16/06/2024	23/06/2024	30/06/2024
PCARE	57.46%	54.50%	52.23%	52.22%	53.34%	56.82%	50.84%	53.25%	53.97%	52.31%	52.61%	52.78%	52.09%
SCARE	23.17%	25.72%	27.02%	27.25%	26.36%	24.15%	29.23%	27.27%	27.37%	27.92%	27.96%	27.12%	27.82%
SLFC_NPA	19.27%	19.69%	20.69%	20.43%	20.22%	18.91%	19.88%	19.42%	18.61%	19.69%	19.38%	20.04%	20.04%
Not assigned	0.09%	0.09%	0.06%	0.10%	0.08%	0.12%	0.05%	0.07%	0.05%	0.09%	0.05%	0.07%	0.04%

Graphs

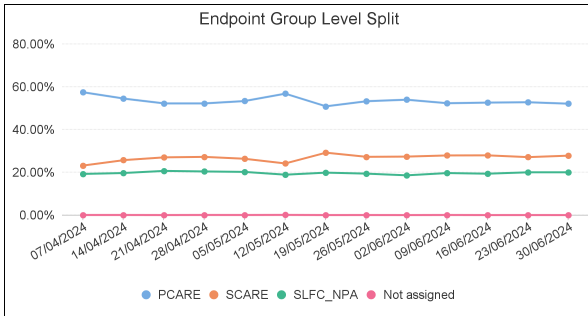
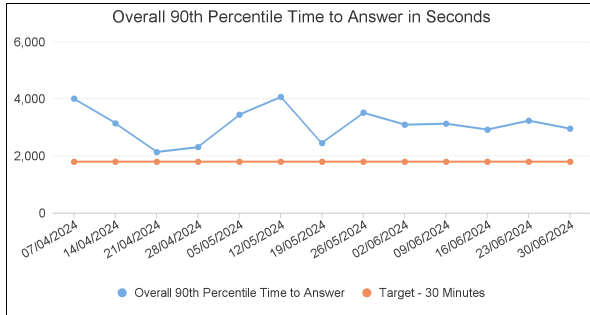
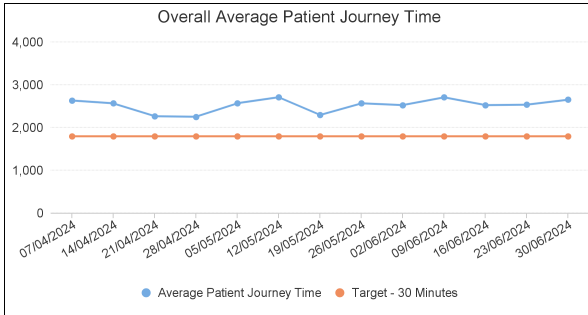
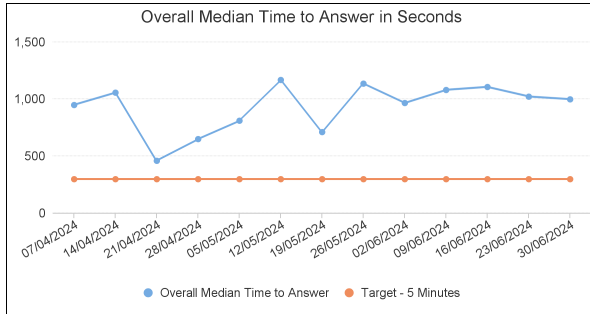
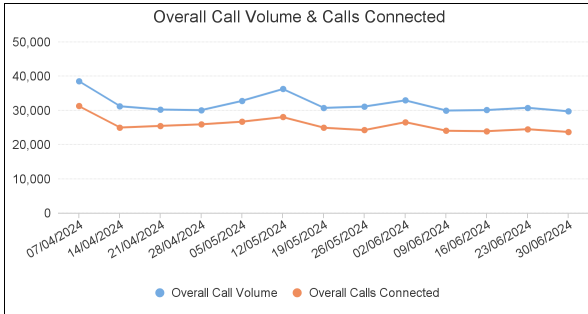


Table 5

Calendar day	03/06/2024	04/06/2024	05/06/2024	06/06/2024	07/06/2024	08/06/2024	09/06/2024	10/06/2024	11/06/2024	12/06/2024	13/06/2024	14/06/2024	15/06/2024	16/06/2024	17/06/2024	18/06/2024	19/06/2024	20/06/2024	21/06/2024	22/06/2024	23/06/2024	24/06/2024	25/06/2024	26/06/2024	27/06/2024	28/06/2024	29/06/2024	30/06/2024	
Overall Call Volume	352	346	345	279	338	440	430	368	361	302	300	357	406	398	411	371	323	338	360	468	462	415	381	389	356	315	391	433	
Overall Calls Connected	352	299	301	263	298	380	392	299	316	289	326	307	367	327	307	335	275	288	310	405	437	337	286	322	311	294	362	397	
Median Time to Answer	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:08	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06
95th Percentile Time to Answer	00:00:10	00:00:46	00:04:49	00:01:15	00:04:56	00:04:35	00:05:26	00:08:06	00:06:44	00:00:10	00:04:43	00:04:54	00:09:27	00:15:10	00:13:14	00:03:53	00:11:29	00:04:13	00:07:07	00:10:08	00:04:19	00:14:33	00:20:00	00:09:06	00:08:09	00:02:39	00:03:41	00:02:34	

Please note the Mental Health Hub figures are a subset of 111, and as such are included in the overall volumes.

Table 6

Week Ending Date	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	16/06/2024	23/06/2024	30/06/2024
Overall Call Volume	2,930	2,855	2,720	2,830	2,959	2,854	2,543	2,528	2,740	2,560	2,552	2,733	2,680
Overall Calls Connected	2,722	2,537	2,448	2,621	2,612	2,457	2,230	2,244	2,412	2,295	2,221	2,347	2,309
Median Time to Answer	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06
90th Percentile Time to Answer	00:03:32	00:05:19	00:04:59	00:02:20	00:05:41	00:07:21	00:07:08	00:05:51	00:05:28	00:04:08	00:06:56	00:07:24	00:08:46

Please note the Mental Health Hub figures are a subset of 111, and as such are included in the overall volumes.