

## Unscheduled Care Operational Statistics Official Statistics in Development Weekly Statistics

Please read all accompanying notes and definitions before interpreting the data.

### Contents:

<b>Definitions</b>	Definitions Information
<b>Table 1</b>	Daily Data - breakdown of some key KPI measures focussing primarily on accessing service (previous 4 weeks)
<b>Table 2</b>	Weekly Data - breakdown of some key KPI measures focussing primarily on accessing service (previous 13 weeks)
<b>Table 3</b>	Weekly split of endpoints, grouped by Primary Care, Secondary Care and Self Care/No Partner Action - broken down by Health Board (13 weeks)
<b>Table 4</b>	Weekly endpoint data grouped by Primary Care, Secondary Care and Self Care/No Partner Action (13 weeks)
<b>Table 5</b>	Daily Data - breakdown of some Mental Health Hub key KPI measures focussing primarily on accessing service (previous 4 weeks)
<b>Table 6</b>	Weekly Data - breakdown of some Mental Health Hub key KPI measures focussing primarily on accessing service (previous 13 weeks)
<b>Graphs</b>	Trend data provided in visualisations

### Source:

Publication only contains information from the SAP Hana Data Warehouse.

This publication includes data for week ending: 12/05/2024 to 04/08/2024

### 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	08/07/2024	09/07/2024	10/07/2024	11/07/2024	12/07/2024	13/07/2024	14/07/2024	15/07/2024	16/07/2024	17/07/2024	18/07/2024	19/07/2024	20/07/2024	21/07/2024	22/07/2024	23/07/2024	24/07/2024	25/07/2024	26/07/2024	27/07/2024	28/07/2024	29/07/2024	30/07/2024	31/07/2024	01/08/2024	02/08/2024	03/08/2024	04/08/2024
Overall Call Volume	3,815	2,966	2,834	2,812	3,097	6,809	6,295	5,607	3,006	3,051	2,981	3,084	6,963	6,479	3,765	2,987	2,868	2,818	2,856	6,673	6,244	3,090	3,043	2,809	2,910	3,156	6,470	6,214
Overall Calls Connected	2,971	2,393	2,318	2,168	2,175	5,181	4,990	5,072	2,366	2,277	2,271	2,290	5,383	5,363	3,167	2,490	2,229	2,329	2,223	5,462	5,208	2,515	2,533	2,403	2,449	2,430	5,278	5,300
Caller Disconnected	0.81%	0.38%	0.14%	0.50%	1.20%	1.05%	0.85%	0.96%	0.82%	0.64%	0.65%	0.99%	0.99%	0.23%	0.25%	0.22%	0.50%	0.29%	0.48%	0.29%	0.18%	0.37%	0.04%	0.21%	0.18%	0.51%	0.30%	0.13%
Overall Avg Patient Journey Time	00:54:14	00:40:59	00:33:20	00:40:47	00:51:21	01:09:11	00:58:16	00:29:32	00:44:57	00:42:33	00:42:01	00:46:48	00:46:05	00:41:21	00:35:02	00:34:34	00:36:12	00:32:29	00:41:34	00:42:04	00:38:29	00:44:40	00:33:02	00:29:16	00:31:30	00:38:58	00:45:50	00:38:19
Tagged at First Contact %	97.75%	98.50%	97.95%	98.70%	95.92%	89.34%	90.67%	96.46%	98.98%	99.51%	99.09%	97.62%	91.66%	93.80%	97.71%	97.15%	99.46%	97.45%	95.72%	90.85%	93.09%	96.69%	96.12%	96.86%	97.93%	95.30%	91.29%	93.47%
Median Time to Answer	00:16:45	00:05:51	00:12:29	00:15:24	00:32:40	00:33:39	00:36:24	00:00:18	00:22:25	00:14:08	00:14:13	00:19:19	00:20:33	00:16:11	00:08:14	00:10:09	00:16:53	00:12:58	00:16:27	00:16:06	00:11:57	00:14:46	00:08:43	00:05:14	00:05:29	00:10:34	00:18:14	00:11:36
90th Percentile Time to Answer	02:05:24	00:53:15	00:33:39	01:00:45	01:32:41	01:36:12	01:07:21	00:13:45	01:07:14	01:16:23	01:17:09	01:11:45	00:51:44	00:37:23	00:45:13	00:26:49	00:42:16	00:34:27	01:02:18	00:41:18	00:30:36	01:20:00	00:22:35	00:17:03	00:27:04	01:00:10	00:42:44	00:28:06

**Table 2**

Week Ending Date	12/05/2024	19/05/2024	26/05/2024	02/06/2024	09/06/2024	16/06/2024	23/06/2024	30/06/2024	07/07/2024	14/07/2024	21/07/2024	28/07/2024	04/08/2024
Overall Call Volume	36,299	30,746	31,140	32,965	29,973	30,121	30,783	29,750	28,700	28,668	31,131	28,211	27,692
Overall Calls Connected	28,073	24,960	24,265	26,601	24,073	23,945	24,530	23,718	22,564	22,196	25,022	23,098	22,917
Caller Discontinued	0.62%	0.36%	0.46%	0.45%	0.53%	0.53%	0.39%	0.49%	0.44%	0.78%	0.45%	0.29%	0.24%
Overall Avg Patient Journey Time	00:48:16	00:38:12	00:42:48	00:42:05	00:46:06	00:42:05	00:42:15	00:44:24	00:45:38	00:53:41	00:41:20	00:37:56	00:38:38
Triaged at First Contact %	95.18%	95.49%	95.54%	95.33%	94.72%	94.58%	95.76%	94.69%	94.15%	94.11%	95.63%	94.88%	94.61%
Median Time to Answer	00:19:28	00:11:53	00:18:57	00:16:05	00:18:01	00:18:27	00:17:03	00:16:39	00:19:01	00:25:50	00:12:45	00:13:01	00:11:06
90th Percentile Time to Answer	01:07:57	00:41:02	00:58:42	00:51:41	00:52:17	00:48:49	00:54:06	00:49:21	00:58:15	01:16:04	00:54:39	00:38:37	00:34:25

Table 3

Health Board	Care Group	Endpoint	12/05/2024	19/05/2024	26/05/2024	02/06/2024	09/06/2024	16/06/2024	23/06/2024	30/06/2024	07/07/2024	14/07/2024	21/07/2024	28/07/2024	04/08/2024
NHS Ayrshire & Arran	PCARE	CPN (Dr) to phone patient within 1 Hr	15	7	13	21	11	9	14	9	9	8	9	19	17
NHS Ayrshire & Arran	PCARE	CPN (Dr) to phone patient within 2 Hrs	20	18	23	30	25	22	19	17	17	21	24	16	17
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 1 Hr	1		2		1		5		1	2	1		
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 2 Hrs	1	5	3	2	3	5	3	7	2	7	2		2
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 4 Hrs	10	5	4	2		6	6	10	4	2	3	3	2
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	4	8	3	4	6			2	1	3	4	2	3
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)		2		2	2						1	1	1
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	4	1	2	2	1	4	1	1	2	3		2	
NHS Ayrshire & Arran	PCARE	Home Visit within 1 Hr	11	6	15	13	12	13	12	10	13	7	11	10	13
NHS Ayrshire & Arran	PCARE	Home Visit within 2 Hrs	41	38	32	51	27	33	32	27	27	24	26	26	34
NHS Ayrshire & Arran	PCARE	Home Visit within 4 Hrs	59	37	39	55	41	40	39	44	32	40	40	36	40
NHS Ayrshire & Arran	PCARE	PCEC within 1 Hr	62	56	50	73	56	59	47	55	63	44	45	38	41
NHS Ayrshire & Arran	PCARE	PCEC within 2 Hrs	116	93	115	128	114	103	104	97	103	91	104	78	91
NHS Ayrshire & Arran	PCARE	PCEC within 4 Hrs	434	287	329	396	285	271	319	291	289	282	309	304	282
NHS Ayrshire & Arran	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	46	45	60	48	42	57	54	54	52	63	64	56	51
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice - For Information Only	10	4	7	8	4	4	6	6	4	4	6	12	6
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	1	2	5	4	6	3	6	6	6	7	9	8	7
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	42	34	32	41	31	29	36	36	42	22	27	36	31
NHS Ayrshire & Arran	PCARE	Speak to clinician within 1 Hr	18	27	26	26	22	22	20	21	27	14	22	20	17
NHS Ayrshire & Arran	PCARE	Speak to clinician within 2 Hrs	41	26	32	42	28	42	42	30	28	27	21	25	30
NHS Ayrshire & Arran	PCARE	Speak to clinician within 4 Hrs	113	70	84	116	88	88	87	91	71	59	68	70	74
NHS Ayrshire & Arran	SCARE	999 contacted - For information only	131	134	109	168	139	109	166	142	135	129	130	149	136
NHS Ayrshire & Arran	SCARE	Patient advised to go to A&E	120	121	118	178	114	122	114	130	95	107	102	119	113
NHS Ayrshire & Arran	SCARE	Patient advised to go to A&E		1	1		1		1	1	4		1	1	2
NHS Ayrshire & Arran	SCARE	Patient sent to A&E via Ambulance within 1 Hr	16	10	9	13	5	16	8	10	8	6	12	11	12
NHS Ayrshire & Arran	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only	1					1							
NHS Ayrshire & Arran	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	83	97	84	75	75	73	76	70	61	78	91	79	74
NHS Ayrshire & Arran	SCARE	Speak to clinician 2 Hrs	24	25	14	20	15	19	26	13	8	21	15	14	23
NHS Ayrshire & Arran	SCARE	Speak to clinician within 4 Hrs	31	43	36	35	26	27	30	22	19	24	32	42	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	2	2			2		1		1	
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	106	97	103	73	80	73	94	99	89	95	79	97	89
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	2			1	3			1		1	1		
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Not Triage/Assessed	3		2	7	4	3	2	5	5	4	6	3	2
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	2	1	3		1			3		1			5
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Self Care	1	2	5		1		2	1	1	1	1		4
NHS Ayrshire & Arran	SLFC_NPA	Distress Brief Intervention	7	4	6	6	8	8	9	7	9	8	8	13	8

Table 3

Health Board	Care Group	Endpoint	12/05/2024	19/05/2024	26/05/2024	02/06/2024	09/06/2024	16/06/2024	23/06/2024	30/06/2024	07/07/2024	14/07/2024	21/07/2024	28/07/2024	04/08/2024
NHS Ayrshire & Arran	SLFC_NPA	For Information Only	52	31	26	41	25	32	28	41	34	41	41	38	24
NHS Ayrshire & Arran	SLFC_NPA	Patient advised to contact CPN Team - For Info Only				1	1		1	1					6
NHS Ayrshire & Arran	SLFC_NPA	Patient given self care advice - For Information Only	147	150	132	157	116	107	114	109	107	121	113	130	105
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Dentist - For Information Only	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	5	3	2		1		5	2
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Optician - For Information Only	3	3	2	2	2	3	2	1		1	4	4	5
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	33	17	20	36	19	27	19	18	19	26	20	19	15
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Police - For Information Only	3	4	4	1	2	5	2	3	4	4	4	8	4
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact appropriate service - For Info Only									1				
NHS Ayrshire & Arran	SLFC_NPA	Pt given TOXBASE advice - For Information Only													1
NHS Ayrshire & Arran	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	6	3	7	8	12	8	8	6	2	4	8	13	6
NHS Borders	PCARE	CPN (Dr) to phone patient within 1 Hr	4	3	5	6	7	5	6	7	3	3	6	7	7
NHS Borders	PCARE	CPN (Dr) to phone patient within 2 Hrs	8	7	6	7	2	5	6	4	6	4	3	10	8
NHS Borders	PCARE	DN (Dr) phone patient within 1 Hr	1	2			2	1	3	3	1	1	4	3	1
NHS Borders	PCARE	DN (Dr) phone patient within 2 Hrs	7	8	6	5	9	4	6	8	3	2	9	2	1
NHS Borders	PCARE	DN (Dr) phone patient within 4 Hrs	14	7	14	11	15	16	12	8	9	12	13	11	7
NHS Borders	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2		1	1		4	1			1		1	
NHS Borders	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)		1											
NHS Borders	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	1												
NHS Borders	PCARE	Home Visit within 1 Hr	4	2	1	1	4	4	1	3	1	3	1	1	4
NHS Borders	PCARE	Home Visit within 2 Hrs	20	26	7	9	8	12	13	7	7	7	10	11	9
NHS Borders	PCARE	Home Visit within 4 Hrs	12	14	12	17	13	17	16	10	9	8	28	14	13
NHS Borders	PCARE	PCEC within 1 Hr	13	7	5	9	5	11	7	13	7	7	16	10	4
NHS Borders	PCARE	PCEC within 2 Hrs	27	24	36	28	22	32	28	21	22	19	41	23	14
NHS Borders	PCARE	PCEC within 4 Hrs	77	55	71	68	57	43	64	58	74	52	86	63	58
NHS Borders	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	17	21	12	22	15	17	24	18	14	13	19	19	16
NHS Borders	PCARE	Pt advised to contact practice - For Information Only	4	1	4	3	5	1	2	1		2	1	1	1
NHS Borders	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	3		2		4	1	2	1		3	2	1	2
NHS Borders	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	14	8	10	8	4	4	3	4	8	4	14	3	9
NHS Borders	PCARE	Speak to clinician within 1 Hr	4	5	5	3	6	5	4	6	4	9	3	3	5
NHS Borders	PCARE	Speak to clinician within 2 Hrs	7	9	10	8	7	10	7	6	9	13	8	3	7
NHS Borders	PCARE	Speak to clinician within 4 Hrs	18	21	17	10	10	17	19	23	21	22	28	14	13
NHS Borders	SCARE	999 contacted - For information only	36	37	39	46	49	42	39	28	26	29	40	42	28
NHS Borders	SCARE	Patient advised to go to A&E	39	45	37	33	37	44	44	40	25	29	41	45	52
NHS Borders	SCARE	Patient advised to go to A&E	1			2		1	1	3			1		1
NHS Borders	SCARE	Patient sent to A&E via Ambulance within 1 Hr	3	6	5	6	4	4	8	5	8	6	2	3	4

Table 3

Health Board	Care Group	Endpoint	12/05/2024	19/05/2024	26/05/2024	02/06/2024	09/06/2024	16/06/2024	23/06/2024	30/06/2024	07/07/2024	14/07/2024	21/07/2024	28/07/2024	04/08/2024
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	43	39	31	28	34	40	48	37	46	26	34	36	31
NHS Borders	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub							1						
NHS Borders	SCARE	Speak to clinician 2 Hrs	17	12	8	6	9	5	8	6	4	12	8	10	8
NHS Borders	SCARE	Speak to clinician within 4 Hrs	16	20	12	13	15	12	9	10	9	10	11	21	8
NHS Borders	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	28	18	20	27	21	22	27	28	24	26	24	24	19
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	2	1	2	3	2	1		1		1	1	1	
NHS Borders	SLFC_NPA	Dental Nurse - Routine Contact with Dentist				1	1								
NHS Borders	SLFC_NPA	Dental Nurse - Self Care	1				2								
NHS Borders	SLFC_NPA	Distress Brief Intervention	3			2	1	1	1	3	2	2	5	1	2
NHS Borders	SLFC_NPA	For Information Only	11	6	10	6	8	12	12	7	8	4	11	8	14
NHS Borders	SLFC_NPA	Patient given self care advice - For Information Only	32	31	36	29	30	27	36	19	17	18	26	32	35
NHS Borders	SLFC_NPA	Pt advised to contact Dentist - For Information Only									1			1	1
NHS Borders	SLFC_NPA	Pt advised to contact Midwife - For Information Only	1		2	4	1	1		1		1	1		1
NHS Borders	SLFC_NPA	Pt advised to contact Optician - For Information Only				1	1	2	1	1	3	1	1	1	2
NHS Borders	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	7	4	3	9	4	5	5	3	3	4	4	2	6
NHS Borders	SLFC_NPA	Pt advised to contact Police - For Information Only	1	2	2		2		2	1	1	2	5	2	
NHS Borders	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	2	1	2	1	2		1	1			4	4	3
NHS Borders	Not assigned	Not assigned					1								
NHS Dumfries & Gallo	PCARE	CPN (Dr) to phone patient within 1 Hr	1	6	3	3	3	4	1	2	3	1	4		5
NHS Dumfries & Gallo	PCARE	CPN (Dr) to phone patient within 2 Hrs	12	6	9	13	11	9	14	10	14	14	15	12	14
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 1 Hr	3	4			4		3	3		3	1	2	1
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 2 Hrs	10	3	3	3	4	2	9	3	6	4	8	4	3
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 4 Hrs	19	19	14	9	17	13	22	16	19	16	16	17	19
NHS Dumfries & Gallo	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)					1		1		1	3			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	6	2	4	6	3		4	4	1	5	1	1	2
NHS Dumfries & Gallo	PCARE	Home Visit within 2 Hrs	11	9	10	13	5	7	8	10	12	10	11	11	15
NHS Dumfries & Gallo	PCARE	Home Visit within 4 Hrs	14	11	17	10	14	24	13	14	16	15	16	19	10
NHS Dumfries & Gallo	PCARE	PCEC within 1 Hr	22	16	19	19	14	15	16	8	14	12	12	9	15
NHS Dumfries & Gallo	PCARE	PCEC within 2 Hrs	40	33	36	37	28	51	26	21	29	31	20	30	38
NHS Dumfries & Gallo	PCARE	PCEC within 4 Hrs	105	75	85	63	80	83	75	69	75	67	76	78	65
NHS Dumfries & Gallo	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	11	12	16	18	15	10	17	10	21	10	21	18	15
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice - For Information Only	2	2		4	1	1	1	1		3	3	2	3
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	2	2	2	2		4	4	2	1	1	4	4	1

Table 3

Health Board	Care Group	Endpoint	12/05/2024	19/05/2024	26/05/2024	02/06/2024	09/06/2024	16/06/2024	23/06/2024	30/06/2024	07/07/2024	14/07/2024	21/07/2024	28/07/2024	04/08/2024
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	13	11	11	2	5	7	6	8	5	6	5	8	8
NHS Dumfries & Gallo	PCARE	Speak to clinician within 1 Hr	9	7	9	8	6	15	8	6	4	7	10	8	9
NHS Dumfries & Gallo	PCARE	Speak to clinician within 2 Hrs	15	10	19	9	9	8	10	8	18	7	9	7	5
NHS Dumfries & Gallo	PCARE	Speak to clinician within 4 Hrs	24	22	23	32	22	10	21	22	21	21	22	21	27
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							2			
NHS Dumfries & Gallo	SCARE	999 contacted - For information only	46	42	42	48	48	48	35	55	41	34	34	49	40
NHS Dumfries & Gallo	SCARE	Patient advised to go to A&E	31	33	30	38	39	24	42	28	38	34	27	37	45
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	7	2	2	3	6	4	6	4	2		6	2
NHS Dumfries & Gallo	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only										1			
NHS Dumfries & Gallo	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	13	17	14	15	11	11	9	10	14	10	11	16	9
NHS Dumfries & Gallo	SCARE	Speak to clinician 2 Hrs	2	4	3	5	1	2	6	4		4	3	3	3
NHS Dumfries & Gallo	SCARE	Speak to clinician within 4 Hrs	4	12	5	9	8	5	6	6	4	3	5	8	4
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	56	38	44	38	48	37	58	41	30	41	41	42	47
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour		1	1	1							1		1
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Not Triage/Assessed	3		1	1	2	3	1	1	2	3		1	1
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1	1	1			1					1		
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Self Care	1	1	1		1	1		1			1		
NHS Dumfries & Gallo	SLFC_NPA	Distress Brief Intervention	1	2	2	4	1	3	3	3	1	1		5	4
NHS Dumfries & Gallo	SLFC_NPA	For Information Only	8	19	11	10	10	7	13	13	12	6	14	14	11
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	31	30	36	31	32	25	34	32	25	34	32	40	33
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Dentist - For Information Only										1	1		
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	2		1	1		2		2	
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Optician - For Information Only		1				1	2	1					
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	6	4	4	8	8	1	2	6	4	5	3	8	4
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Police - For Information Only	3		2	4	1		3			2		5	2
NHS Dumfries & Gallo	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	3	1	3	1	4	3	3	2	1	2	3	1	
NHS Dumfries & Gallo	Not assigned	Not assigned	1	1									1		
NHS Fife	PCARE	CPN (Dr) to phone patient within 1 Hr	11	4	15	14	8	15	16	13	14	15	12	18	10
NHS Fife	PCARE	CPN (Dr) to phone patient within 2 Hrs	30	17	22	23	9	19	11	18	19	23	18	29	23
NHS Fife	PCARE	DN (Dr) phone patient within 1 Hr	5	4	6	4	5	5	7	5	6	3	3	3	4
NHS Fife	PCARE	DN (Dr) phone patient within 2 Hrs	9	15	12	14	10	10	6	9	11	13	9	10	9
NHS Fife	PCARE	DN (Dr) phone patient within 4 Hrs	33	33	36	29	39	20	30	43	32	31	33	35	38
NHS Fife	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	4	1	2	4	1	2		1	1		3	5	2
NHS Fife	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)			1	1	1	1	1					1	







Table 3

Health Board	Care Group	Endpoint	12/05/2024	19/05/2024	26/05/2024	02/06/2024	09/06/2024	16/06/2024	23/06/2024	30/06/2024	07/07/2024	14/07/2024	21/07/2024	28/07/2024	04/08/2024
NHS Forth Valley	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	1										1		
NHS Forth Valley	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	90	97	80	64	65	82	73	63	81	72	76	71	71
NHS Forth Valley	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour		1	1			1			1			1	
NHS Forth Valley	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	5	2	1	5	5	2	1	3	2	3	1	2	2
NHS Forth Valley	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1	3	1	1			1		3	1	1	1	2
NHS Forth Valley	SLFC_NPA	Dental Nurse - Self Care	2	1	2			2	1	3	2	2	1		5
NHS Forth Valley	SLFC_NPA	Distress Brief Intervention	5	6	7	10	9	10	8	11	4	6	6	5	5
NHS Forth Valley	SLFC_NPA	For Information Only	21	38	30	36	40	33	44	30	34	30	43	41	47
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	95	112	94	103	102	84	87	103	74	94	78	109	103
NHS Forth Valley	SLFC_NPA	Pt advised to contact Dentist - For Information Only												2	
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	2	3	3	2	3	1	1	2	1	2	3	4
NHS Forth Valley	SLFC_NPA	Pt advised to contact Optician - For Information Only	3	2	2	3	5		2	3	3	4	1	6	1
NHS Forth Valley	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only			1	1		1					2		
NHS Forth Valley	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	21	18	16	22	21	14	23	17	12	13	15	18	19
NHS Forth Valley	SLFC_NPA	Pt advised to contact Police - For Information Only	1	3	1	4	1	2	5	4	3	3	6	7	11
NHS Forth Valley	SLFC_NPA	Pt advised to contact appropriate service - For Info Only											1		
NHS Forth Valley	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	4	4	4	6	7	10	9	5	7	1	5	7	6
NHS Forth Valley	Not assigned	Not assigned									1		1		
NHS Grampian	PCARE	CPN (Dr) to phone patient within 1 Hr	14	17	7	18	13	9	23	13	9	18	14	16	17
NHS Grampian	PCARE	CPN (Dr) to phone patient within 2 Hrs	26	17	26	40	29	25	37	35	26	19	24	25	20
NHS Grampian	PCARE	DN (Dr) phone patient within 1 Hr	2	4	5	6	2	1	9	4	5	4	6	4	6
NHS Grampian	PCARE	DN (Dr) phone patient within 2 Hrs	2	8	6	11	5	6	6	9	7	7	9	5	9
NHS Grampian	PCARE	DN (Dr) phone patient within 4 Hrs	22	20	15	26	11	17	17	23	20	29	15	22	16
NHS Grampian	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	4	7		1	3	4	1	3	2	5	1	5	4
NHS Grampian	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1				1		2				1		
NHS Grampian	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	6	5	2	3	1	4	2	1		5	1	4	
NHS Grampian	PCARE	Home Visit within 1 Hr	19	17	20	13	22	16	17	23	16	13	12	11	19
NHS Grampian	PCARE	Home Visit within 12 Hrs						1							
NHS Grampian	PCARE	Home Visit within 2 Hrs	66	56	51	39	43	65	39	52	48	64	47	37	41
NHS Grampian	PCARE	Home Visit within 4 Hrs	68	47	50	65	64	52	63	66	49	64	58	52	65
NHS Grampian	PCARE	PCEC within 1 Hr	100	80	78	84	72	76	93	95	75	65	80	50	70
NHS Grampian	PCARE	PCEC within 2 Hrs	202	169	161	173	177	161	175	181	148	167	131	149	143
NHS Grampian	PCARE	PCEC within 4 Hrs	590	458	448	417	424	392	418	468	473	520	433	427	391
NHS Grampian	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	84	120	81	89	87	95	87	113	86	77	87	93	96
NHS Grampian	PCARE	Pt advised to contact practice - For Information Only	7	14	11	16	5	5	12	11	12	12	11	6	10
NHS Grampian	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	12	6	11	8	10	9	12	9	7	2	3	11	14

Table 3

Health Board	Care Group	Endpoint	12/05/2024	19/05/2024	26/05/2024	02/06/2024	09/06/2024	16/06/2024	23/06/2024	30/06/2024	07/07/2024	14/07/2024	21/07/2024	28/07/2024	04/08/2024
NHS Grampian	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	72	58	32	42	43	42	50	51	48	52	46	39	44
NHS Grampian	PCARE	Speak to clinician within 1 Hr	44	42	33	31	36	42	34	27	30	43	30	31	19
NHS Grampian	PCARE	Speak to clinician within 2 Hrs	63	56	43	44	52	45	52	38	45	61	47	53	41
NHS Grampian	PCARE	Speak to clinician within 4 Hrs	137	110	113	95	103	111	130	119	116	153	107	88	105
NHS Grampian	PCARE	Triage refused therefore Dr requested to phone patient				1	1								
NHS Grampian	SCARE	999 contacted - For information only	221	199	199	225	216	202	192	227	213	213	223	211	217
NHS Grampian	SCARE	Patient advised to go to A&E	205	227	218	191	219	216	205	206	200	182	173	226	204
NHS Grampian	SCARE	Patient advised to go to A&E	1			1	1	2	1		1		1		2
NHS Grampian	SCARE	Patient sent to A&E via Ambulance within 1 Hr	19	21	12	11	21	15	14	19	15	15	11	10	8
NHS Grampian	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only						1							
NHS Grampian	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only	1		1		1	1							
NHS Grampian	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	202	237	197	208	177	175	182	236	185	182	204	194	255
NHS Grampian	SCARE	Speak to clinician 2 Hrs	55	72	61	70	54	49	52	52	55	32	40	34	60
NHS Grampian	SCARE	Speak to clinician within 4 Hrs	69	71	60	61	62	59	60	63	56	43	43	66	60
NHS Grampian	SLFC_NPA	Contact Breathing Space									1				
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour					1		2		1			1	3
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	141	78	82	104	123	104	80	84	120	89	93	88	114
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1	1	2			2		1	1	1	2	3	
NHS Grampian	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	5	4	2	4	5	6	5	7	9	7	9	2	4
NHS Grampian	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	2	2		1	2	1		3	2		3	2	1
NHS Grampian	SLFC_NPA	Dental Nurse - Self Care			2	5	7	3	4	1	1	1	1	2	4
NHS Grampian	SLFC_NPA	Distress Brief Intervention	5	10	5	9	7	5	12	4	6	9	10	9	6
NHS Grampian	SLFC_NPA	For Information Only	90	113	114	104	89	99	106	72	93	121	81	102	100
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	1		1	1	2					1	1		
NHS Grampian	SLFC_NPA	Patient given self care advice - For Information Only	170	208	167	163	168	198	203	183	173	169	156	162	147
NHS Grampian	SLFC_NPA	Pt advised to contact Dentist - For Information Only	2	1	1		1		1	1		1	1		
NHS Grampian	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only	2											1	2
NHS Grampian	SLFC_NPA	Pt advised to contact Midwife - For Information Only	2	3	4	1	3	9	2	2	1	6	5	1	5
NHS Grampian	SLFC_NPA	Pt advised to contact Optician - For Information Only	5	2	6	9	2	4	4	4	7	2	6	5	10
NHS Grampian	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	51	36	21	35	25	27	24	28	34	37	25	25	30
NHS Grampian	SLFC_NPA	Pt advised to contact Police - For Information Only	9	9	11	15	11	18	9	13	18	14	12	10	26
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	14	25	19	21	16	16	24	18	24	21	23	12	34
NHS Grampian	Not assigned	Not assigned	3			1	2	1	1	1	2				
NHS Greater Glasgow	PCARE	CPN (Dr) to phone patient within 1 Hr	49	36	30	33	41	31	40	31	30	31	26	43	37
NHS Greater Glasgow	PCARE	CPN (Dr) to phone patient within 2 Hrs	82	57	55	66	81	64	79	69	58	71	71	69	79

Table 3

Health Board	Care Group	Endpoint	12/05/2024	19/05/2024	26/05/2024	02/06/2024	09/06/2024	16/06/2024	23/06/2024	30/06/2024	07/07/2024	14/07/2024	21/07/2024	28/07/2024	04/08/2024
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 1 Hr	2	5	6	2	6	5	3	3	6	3	5	4	4
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 2 Hrs	5	3	8	10	1	6	4	3	4	9	4	6	6
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 4 Hrs	10	15	13	12	12	11	11	15	13	13	12	14	13
NHS Greater Glasgow	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	10	8	8	14	7	11	7	8	7	9	9	4	9
NHS Greater Glasgow	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	3	2		2	3	3	1	1		1	1	4	
NHS Greater Glasgow	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	12	6	7	8	7	6	3	9	4	4	5	5	3
NHS Greater Glasgow	PCARE	Home Visit within 1 Hr	39	32	43	50	25	38	38	38	34	42	28	36	21
NHS Greater Glasgow	PCARE	Home Visit within 2 Hrs	128	85	83	118	93	119	85	89	74	91	96	84	90
NHS Greater Glasgow	PCARE	Home Visit within 4 Hrs	150	113	121	151	116	120	128	126	117	119	165	115	125
NHS Greater Glasgow	PCARE	PCEC within 1 Hr	216	151	154	224	159	145	174	142	137	112	138	127	130
NHS Greater Glasgow	PCARE	PCEC within 2 Hrs	462	372	335	485	324	366	359	322	337	325	402	288	275
NHS Greater Glasgow	PCARE	PCEC within 4 Hrs	1,432	1,050	1,103	1,397	980	1,059	1,059	956	968	1,001	1,362	914	927
NHS Greater Glasgow	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	204	252	228	176	214	247	205	234	232	211	160	198	191
NHS Greater Glasgow	PCARE	Pt advised to contact practice - For Information Only	33	31	33	35	25	30	27	19	20	32	25	23	27
NHS Greater Glasgow	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	18	23	25	17	27	20	42	34	29	22	17	23	18
NHS Greater Glasgow	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	159	125	73	142	107	98	117	98	99	84	157	121	84
NHS Greater Glasgow	PCARE	Speak to clinician within 1 Hr	69	66	70	79	60	90	82	66	64	78	87	74	49
NHS Greater Glasgow	PCARE	Speak to clinician within 2 Hrs	119	107	96	116	88	114	109	77	116	91	120	68	81
NHS Greater Glasgow	PCARE	Speak to clinician within 4 Hrs	318	270	310	328	231	257	263	259	237	239	322	204	193
NHS Greater Glasgow	PCARE	Transport to PCEC within 2 Hrs												1	
NHS Greater Glasgow	PCARE	Transport to PCEC within 4 hrs	6	1	3	6	4	6	5	2	5	6	5	6	9
NHS Greater Glasgow	SCARE	999 contacted - For Information Only					1								
NHS Greater Glasgow	SCARE	999 contacted - For information only	393	414	378	436	406	382	418	381	389	359	497	389	389
NHS Greater Glasgow	SCARE	Patient advised to go to A&E	447	478	433	496	455	404	412	432	378	369	489	418	427
NHS Greater Glasgow	SCARE	Patient advised to go to A&E	6	3		2	3	3	5	2	3	2	4	6	1
NHS Greater Glasgow	SCARE	Patient sent to A&E via Ambulance within 1 Hr	31	36	23	36	33	33	39	36	14	36	34	34	38
NHS Greater Glasgow	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only											3		
NHS Greater Glasgow	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only	1		1	3									1
NHS Greater Glasgow	SCARE	Patient suitable for MIU 4hr - Flow Hub to arrange	302	371	300	339	277	312	312	270	233	274	337	293	343
NHS Greater Glasgow	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub					1							1	
NHS Greater Glasgow	SCARE	Speak to clinician 2 Hrs	75	93	65	72	81	75	70	73	44	60	62	71	60
NHS Greater Glasgow	SCARE	Speak to clinician within 4 Hrs	120	142	111	130	106	118	126	118	129	108	122	106	96
NHS Greater Glasgow	SLFC_NPA	Contact Breathing Space							1	1		2	1		1
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	2	3	2	2	2	4	5	4	2	2	3	4	2
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	334	294	298	276	308	271	266	279	261	273	271	314	302
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	5	3		3	6	2	1	6	2		1	4	6
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Not Triage/Assessed	11	12	8	6	13	11	5	24	18	15	5	11	13
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	5	6	4	2	4	2		6	5	3	7	3	4

Table 3

Health Board	Care Group	Endpoint	12/05/2024	19/05/2024	26/05/2024	02/06/2024	09/06/2024	16/06/2024	23/06/2024	30/06/2024	07/07/2024	14/07/2024	21/07/2024	28/07/2024	04/08/2024
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Self Care	9	5	6	8	4	4	12	5	7	4		5	11
NHS Greater Glasgow	SLFC_NPA	Distress Brief Intervention	35	23	13	17	27	24	28	17	24	23	30	28	19
NHS Greater Glasgow	SLFC_NPA	For Information Only	157	140	110	156	137	139	147	135	126	137	155	146	150
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	6	2	2	2	3	1		3	4	1	3	6	1
NHS Greater Glasgow	SLFC_NPA	Patient given self care advice - For Information Only	527	527	493	501	457	447	533	494	463	447	507	439	441
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Dentist - For Information Only	2	1	2	3		4	1	2	1	1	3	1	3
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only	1				2	2	1			1	1	4	1
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Midwife - For Information Only	15	10	6	4	9	10	7	4	20	10	11	6	12
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Optician - For Information Only	11	10	12	7	10	8	8	15	8	5	8	11	12
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only	1		1		1		1		1	1	1		
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	94	81	94	126	75	79	65	79	59	77	128	79	69
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Police - For Information Only	18	8	5	15	17	6	11	12	7	8	12	15	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			1	1	1
NHS Greater Glasgow	SLFC_NPA	Pt given TOXBASE advice - For Information Only											1	1	
NHS Greater Glasgow	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	16	29	22	23	22	27	32	30	19	16	22	19	23
NHS Greater Glasgow	SLFC_NPA	Untriaged call - OOH Service clinician to phone patient								1					
NHS Greater Glasgow	Not assigned	Not assigned	2	1		2			1		1	1	4		2
NHS HIGHLAND	PCARE	CPN (Dr) to phone patient within 1 Hr	11	5	5	7	7	6	8	8	4	3	4	6	3
NHS HIGHLAND	PCARE	CPN (Dr) to phone patient within 2 Hrs	13	13	8	11	15	17	9	9	11	14	11	9	15
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 1 Hr	2	5	2	3	1	2	1	2	3	1	3	1	2
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 2 Hrs	4	6	4	3	4	2	5	7	5	1	2	6	3
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 4 Hrs	8	10	11	8	9	6	11	14	9	9	10	8	13
NHS HIGHLAND	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)		5	3	2	1		2	1		1	3		5
NHS HIGHLAND	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)		1		1		1	2				1		
NHS HIGHLAND	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	2	2	1	1		1		2			2	1	2
NHS HIGHLAND	PCARE	Home Visit within 1 Hr	12	13	10	11	9	12	17	6	10	3	8	7	5
NHS HIGHLAND	PCARE	Home Visit within 2 Hrs	31	20	25	15	20	25	26	21	24	17	18	20	28
NHS HIGHLAND	PCARE	Home Visit within 4 Hrs	38	28	26	20	27	32	22	26	41	17	28	22	31
NHS HIGHLAND	PCARE	PCEC within 1 Hr	30	31	34	31	43	39	30	20	39	29	31	34	31
NHS HIGHLAND	PCARE	PCEC within 2 Hrs	86	66	80	62	66	74	83	60	83	60	54	55	71
NHS HIGHLAND	PCARE	PCEC within 4 Hrs	252	226	222	162	202	204	194	203	278	183	206	190	219
NHS HIGHLAND	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	23	37	39	51	30	46	37	35	38	33	41	31	39
NHS HIGHLAND	PCARE	Pt advised to contact practice - For Information Only	6	3	4	2	3	6	5	2	7	4	3	3	3
NHS HIGHLAND	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	3	2	5	4	4	4	4	4	5	6	4	3	8
NHS HIGHLAND	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	28	24	13	18	19	11	24	15	14	17	16	17	16
NHS HIGHLAND	PCARE	Speak to clinician within 1 Hr	22	16	35	13	17	8	17	18	14	12	11	16	14

Table 3

Health Board	Care Group	Endpoint	12/05/2024	19/05/2024	26/05/2024	02/06/2024	09/06/2024	16/06/2024	23/06/2024	30/06/2024	07/07/2024	14/07/2024	21/07/2024	28/07/2024	04/08/2024
NHS HIGHLAND	PCARE	Speak to clinician within 2 Hrs	36	26	32	15	23	22	30	18	33	24	33	20	18
NHS HIGHLAND	PCARE	Speak to clinician within 4 Hrs	63	55	64	65	28	54	47	44	64	50	67	45	58
NHS HIGHLAND	PCARE	Transport to PCEC within 1 Hr		1											
NHS HIGHLAND	PCARE	Transport to PCEC within 4 hrs			1				1	1	2				
NHS HIGHLAND	SCARE	999 contacted - For information only	89	83	81	82	86	96	84	90	84	88	79	79	87
NHS HIGHLAND	SCARE	Patient advised to go to A&E	64	88	75	69	58	76	73	64	86	57	65	76	69
NHS HIGHLAND	SCARE	Patient advised to go to A&E	1	3		2	3		1				1	1	
NHS HIGHLAND	SCARE	Patient sent to A&E via Ambulance within 1 Hr	8	9	5	2	5	6	5	7	3	6	3	9	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	47	67	63	65	40	52	56	38	45	57	52	55	56
NHS HIGHLAND	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	12	23	18	25	16	20	11	17	19	21	20	27	25
NHS HIGHLAND	SCARE	Speak to clinician 2 Hrs	15	22	12	21	11	14	17	13	5	13	23	18	14
NHS HIGHLAND	SCARE	Speak to clinician within 4 Hrs	17	20	22	25	14	15	17	14	18	21	17	26	19
NHS HIGHLAND	SLFC_NPA	Distress Brief Intervention	2	4	5	5	4	2	2	6	6	2	3	8	6
NHS HIGHLAND	SLFC_NPA	For Information Only	36	27	32	35	30	38	30	27	37	35	38	35	35
NHS HIGHLAND	SLFC_NPA	Hub to arrange appointment within 24 hours	82	80	58	50	53	73	68	62	60	70	59	58	58
NHS HIGHLAND	SLFC_NPA	Hub to arrange contact with Clinician within 1 hour						1							
NHS HIGHLAND	SLFC_NPA	Patient advised to contact CPN Team - For Info Only		1	1				1						
NHS HIGHLAND	SLFC_NPA	Patient advised to contact dental advice line - Info Only	2	1	1					1	1	2	1		
NHS HIGHLAND	SLFC_NPA	Patient advised to contact registered GDP - Info Only	8	8	12	15	12	17	11	3	12	8	5	14	18
NHS HIGHLAND	SLFC_NPA	Patient given self care advice - For Information Only	94	104	83	101	79	74	87	84	94	79	103	79	76
NHS HIGHLAND	SLFC_NPA	Patient given self care dental advice - For Information Only	1		2	2	1	1	2	1	3				1
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Dentist - For Information Only		1		1	1	1						2	
NHS HIGHLAND	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only			1				1		3				
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Midwife - For Information Only	1	4	2	1	1	1	1	1		1	3	2	1
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Optician - For Information Only	3	4	2		1	2	4	2	3	2	2	3	5
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	19	9	20	13	21	10	22	7	18	8	11	8	14
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Police - For Information Only	10	10	6	6	4	5	6	7	3	2	3	3	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	3	6	3	4	4	3	2	8	2	3	3		4
NHS HIGHLAND	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	6	4	5	8	5	5	6	7	7	3	5	5	4
NHS HIGHLAND	SLFC_NPA	Untriaged call - OOH Service clinician to phone patient										1			
NHS LANARKSHIRE	PCARE	CPN (Dr) to phone patient within 1 Hr	14	13	16	10	13	15	18	9	11	20	22	22	10
NHS LANARKSHIRE	PCARE	CPN (Dr) to phone patient within 2 Hrs	37	28	18	26	24	28	24	22	22	30	25	26	27
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 1 Hr		2		2	1	1		1	1		2		1
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 2 Hrs		3	3	4	1	2	7	3	2		5	3	7



Table 3

Health Board	Care Group	Endpoint	12/05/2024	19/05/2024	26/05/2024	02/06/2024	09/06/2024	16/06/2024	23/06/2024	30/06/2024	07/07/2024	14/07/2024	21/07/2024	28/07/2024	04/08/2024
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 4 Hrs	5	5	7	4	4	6	6	4	5	3	8	3	2
NHS LANARKSHIRE	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2	3	1	3	5	1	1	4	9	1	2	3	4
NHS LANARKSHIRE	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1	1	2	3		5							1
NHS LANARKSHIRE	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	3			6	2	3	6	6	1	3	1	1	2
NHS LANARKSHIRE	PCARE	Home Visit within 1 Hr	16	8	19	14	12	7	9	10	10	6	16	6	12
NHS LANARKSHIRE	PCARE	Home Visit within 2 Hrs	51	33	42	29	46	36	37	33	39	27	47	32	36
NHS LANARKSHIRE	PCARE	Home Visit within 4 Hrs	74	42	56	58	57	42	45	38	39	41	52	62	53
NHS LANARKSHIRE	PCARE	PCEC within 1 Hr	111	81	86	108	105	103	103	84	79	62	104	64	66
NHS LANARKSHIRE	PCARE	PCEC within 2 Hrs	260	204	166	244	193	199	203	161	176	187	212	157	140
NHS LANARKSHIRE	PCARE	PCEC within 4 Hrs	634	474	520	698	508	505	510	507	463	480	708	451	453
NHS LANARKSHIRE	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	69	83	93	62	88	99	89	93	90	80	78	79	81
NHS LANARKSHIRE	PCARE	Pt advised to contact practice - For Information Only	9	13	12	9	9	7	9	4	11	9	8	10	16
NHS LANARKSHIRE	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	9	8	8	10	9	4	10	13	5	11	10	8	8
NHS LANARKSHIRE	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	71	42	48	80	46	46	42	48	45	38	61	54	41
NHS LANARKSHIRE	PCARE	Speak to clinician within 1 Hr	30	21	31	32	37	22	36	32	27	20	45	19	19
NHS LANARKSHIRE	PCARE	Speak to clinician within 2 Hrs	54	62	51	60	56	56	52	49	65	46	60	40	39
NHS LANARKSHIRE	PCARE	Speak to clinician within 4 Hrs	143	114	130	145	92	108	110	110	117	116	190	71	81
NHS LANARKSHIRE	PCARE	Transport to PCEC within 2 Hrs				1	1	1			1	1			1
NHS LANARKSHIRE	PCARE	Transport to PCEC within 4 hrs	2			2	1	2		2		1			
NHS LANARKSHIRE	SCARE	999 contacted - For Information Only							1		1				
NHS LANARKSHIRE	SCARE	999 contacted - For information only	180	193	181	223	172	197	168	179	171	169	221	218	174
NHS LANARKSHIRE	SCARE	Patient advised to go to A&E	224	237	214	263	197	230	224	217	210	178	256	225	217
NHS LANARKSHIRE	SCARE	Patient advised to go to A&E	2	4		2		1	1	5		1	3	1	4
NHS LANARKSHIRE	SCARE	Patient sent to A&E via Ambulance within 1 Hr	18	19	20	15	18	12	9	10	10	14	14	15	17
NHS LANARKSHIRE	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only	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	116	116	113	108	116	109	108	105	89	98	114	110	113
NHS LANARKSHIRE	SCARE	Speak to clinician 2 Hrs	27	39	31	25	24	22	19	20	21	23	19	24	30
NHS LANARKSHIRE	SCARE	Speak to clinician within 4 Hrs	60	49	49	59	37	29	48	37	46	46	62	51	44
NHS LANARKSHIRE	SLFC_NPA	Contact Breathing Space			1						1				1
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour					1		3	1	1	2	1		1
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	117	105	161	153	167	131	153	145	112	116	137	128	127
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1	1	3	1	1	2		1		2	1		1
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Not Triage/Assessed	1	5	5	7	6	6	5	6	11	12	5	2	2
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	2	2	1	1	4		3		2	1	1	2	
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Self Care	3	4	5	3	5		1	2	2	1	1	2	
NHS LANARKSHIRE	SLFC_NPA	Distress Brief Intervention	12	15	10	12	11	5	10	12	6	12	24	10	11
NHS LANARKSHIRE	SLFC_NPA	For Information Only	76	59	56	78	61	63	67	54	46	57	76	63	69



Table 3

Health Board	Care Group	Endpoint	12/05/2024	19/05/2024	26/05/2024	02/06/2024	09/06/2024	16/06/2024	23/06/2024	30/06/2024	07/07/2024	14/07/2024	21/07/2024	28/07/2024	04/08/2024
NHS LANARKSHIRE	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	3	1		1		1		1	3		3	2	1
NHS LANARKSHIRE	SLFC_NPA	Patient given self care advice - For Information Only	199	182	172	195	154	155	202	174	144	129	223	189	192
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Dentist - For Information Only		1		3	2							3	
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only	1	1											
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Midwife - For Information Only	2	2	3	3	3	9	4	2	3	2	4	4	4
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Optician - For Information Only	5	2	5	3	3	1	1	2	2	2	3	7	2
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only	1					1			1				
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	57	39	39	46	29	32	38	24	27	40	51	28	30
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Police - For Information Only	5	3	7	2	5	6	3	7	5	4	8	11	7
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information			1										
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact appropriate service - For Info Only			1									1	
NHS LANARKSHIRE	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	7	11	10	10	14	14	7	8	6	7	4	21	11
NHS LANARKSHIRE	Not assigned	Not assigned	1								1		2		
NHS Lothian	PCARE	CPN (Dr) to phone patient within 1 Hr	19	9	13	16	20	26	23	23	27	23	19	24	14
NHS Lothian	PCARE	CPN (Dr) to phone patient within 2 Hrs	52	45	27	48	38	37	36	36	22	36	32	28	36
NHS Lothian	PCARE	DN (Dr) phone patient within 1 Hr	11	11	2	9	9	8	5	6	5	5	5	10	4
NHS Lothian	PCARE	DN (Dr) phone patient within 2 Hrs	12	8	9	12	15	16	12	18	17	11	7	11	10
NHS Lothian	PCARE	DN (Dr) phone patient within 4 Hrs	58	31	34	32	37	34	30	29	25	30	36	28	36
NHS Lothian	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	6	5	4	10	11	4	4	4	3	5	9	9	6
NHS Lothian	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	6	1	1	2	2	1	1	1	5		2	4	1
NHS Lothian	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	4	7	5	7	5	3	7	2	1	3	3	2	4
NHS Lothian	PCARE	Home Visit within 1 Hr	30	34	31	25	22	30	25	30	30	28	34	30	29
NHS Lothian	PCARE	Home Visit within 2 Hrs	69	61	43	56	66	78	51	49	58	48	55	55	56
NHS Lothian	PCARE	Home Visit within 4 Hrs	107	82	73	84	86	83	75	61	84	64	84	78	91
NHS Lothian	PCARE	PCEC within 1 Hr	148	112	128	116	119	114	110	113	105	86	108	85	96
NHS Lothian	PCARE	PCEC within 12 Hrs				1			1						
NHS Lothian	PCARE	PCEC within 2 Hrs	390	289	245	274	278	277	259	266	244	206	232	171	228
NHS Lothian	PCARE	PCEC within 4 Hrs	1,068	746	813	723	742	724	739	742	753	636	699	722	671
NHS Lothian	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	142	196	177	221	198	210	183	192	176	178	179	182	198
NHS Lothian	PCARE	Pt advised to contact practice - For Information Only	32	23	25	19	25	17	25	15	18	20	26	18	17
NHS Lothian	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	19	22	21	15	12	12	25	15	20	13	19	8	14
NHS Lothian	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	121	91	57	85	69	62	76	73	89	67	80	65	70
NHS Lothian	PCARE	Speak to clinician within 1 Hr	63	47	45	62	55	64	53	61	57	45	38	29	52
NHS Lothian	PCARE	Speak to clinician within 2 Hrs	98	76	87	83	79	87	95	80	65	83	81	61	69
NHS Lothian	PCARE	Speak to clinician within 4 Hrs	253	207	213	158	162	179	218	185	161	196	212	171	143
NHS Lothian	PCARE	Transport to PCEC within 2 Hrs		1	2		1	1	1	1		3		1	
NHS Lothian	PCARE	Transport to PCEC within 4 hrs	2	1	3	3	1	3	3	1		1	1	1	3
NHS Lothian	PCARE	Triage refused therefore Dr requested to phone patient						1							

Table 3

Health Board	Care Group	Endpoint	12/05/2024	19/05/2024	26/05/2024	02/06/2024	09/06/2024	16/06/2024	23/06/2024	30/06/2024	07/07/2024	14/07/2024	21/07/2024	28/07/2024	04/08/2024
NHS Lothian	SCARE	999 contacted - For Information Only			1								1		
NHS Lothian	SCARE	999 contacted - For information only	289	258	283	291	259	254	276	259	238	266	316	277	274
NHS Lothian	SCARE	Patient advised to go to A&E	355	375	342	395	369	368	385	313	312	337	376	356	331
NHS Lothian	SCARE	Patient advised to go to A&E	3	1	2	1	1	1	2	4	1		2	1	3
NHS Lothian	SCARE	Patient sent to A&E via Ambulance within 1 Hr	20	17	17	30	9	17	19	22	21	18	24	14	17
NHS Lothian	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only	2						1			1	1		1
NHS Lothian	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only				1			1		1	1		1	
NHS Lothian	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	363	403	357	401	375	369	381	385	325	316	352	360	432
NHS Lothian	SCARE	Speak to clinician 2 Hrs	76	79	66	68	81	78	56	71	51	45	47	46	57
NHS Lothian	SCARE	Speak to clinician within 4 Hrs	118	129	124	109	114	123	101	124	117	90	139	111	104
NHS Lothian	SLFC_NPA	Contact Breathing Space				1	1				1				
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	1	1	1	1	1	1	1		1		2	3	
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	242	210	208	215	232	226	210	229	222	203	217	214	213
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	5	5	4	1	6		2	6	3	2	4		4
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Pharmacist		1											
NHS Lothian	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	10	10	2	11	9	10	8	16	15	22	17	15	10
NHS Lothian	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	8	1	3	1	7	5	4	3	5	4	1	7	2
NHS Lothian	SLFC_NPA	Dental Nurse - Self Care	4	4	7	2	2	5	10		7	8	6	2	2
NHS Lothian	SLFC_NPA	Distress Brief Intervention	20	17	18	7	9	14	14	18	14	14	21	13	15
NHS Lothian	SLFC_NPA	For Information Only	92	118	88	104	99	90	105	93	102	96	115	85	96
NHS Lothian	SLFC_NPA	Patient advised to contact CPN Team - For Info Only			3	2	6	1	1			1			1
NHS Lothian	SLFC_NPA	Patient given self care advice - For Information Only	334	352	307	294	279	294	319	363	267	250	294	293	284
NHS Lothian	SLFC_NPA	Pt advised to contact Dentist - For Information Only	2	2	2	3			1	3	1	1	1	2	
NHS Lothian	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only		1		1							1	1	2
NHS Lothian	SLFC_NPA	Pt advised to contact Midwife - For Information Only	16	15	12	8	13	18	5	10	11	12	7	10	11
NHS Lothian	SLFC_NPA	Pt advised to contact Optician - For Information Only	7	11	7	12	9	3	14	12	6	2	5	8	15
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	86	72	68	57	41	56	71	52	36	58	52	65	58
NHS Lothian	SLFC_NPA	Pt advised to contact Police - For Information Only	13	13	9	13	11	12	6	8	13	11	18	10	14
NHS Lothian	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information	1	1											
NHS Lothian	SLFC_NPA	Pt advised to contact appropriate service - For Info Only					2		1	1			1		
NHS Lothian	SLFC_NPA	Pt given TOXBASE advice - For Information Only				1		1	1						1
NHS Lothian	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	19	18	12	16	12	17	5	15	14	6	18	11	12
NHS Lothian	Not assigned	Not assigned			1						1				1
NHS Orkney	PCARE	CPN (Dr) to phone patient within 1 Hr		1	1		2	1						1	
NHS Orkney	PCARE	CPN (Dr) to phone patient within 2 Hrs			1		1		1	1		1			
NHS Orkney	PCARE	DN (Dr) phone patient within 1 Hr		1			1	1							1
NHS Orkney	PCARE	DN (Dr) phone patient within 2 Hrs		2	1	1			2	1	1			1	



Table 3

Health Board	Care Group	Endpoint	12/05/2024	19/05/2024	26/05/2024	02/06/2024	09/06/2024	16/06/2024	23/06/2024	30/06/2024	07/07/2024	14/07/2024	21/07/2024	28/07/2024	04/08/2024
NHS Shetland	PCARE	DN (Dr) phone patient within 2 Hrs					1		1		1	1			
NHS Shetland	PCARE	DN (Dr) phone patient within 4 Hrs		4	2		1	1	1	1	1	1	1		2
NHS Shetland	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)											1		
NHS Shetland	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)										1		1	
NHS Shetland	PCARE	Home Visit within 1 Hr				1				1					1
NHS Shetland	PCARE	Home Visit within 2 Hrs	2	1			1	1	1	3	1	2		2	1
NHS Shetland	PCARE	Home Visit within 4 Hrs		2		1	2	1			2	3	1	4	1
NHS Shetland	PCARE	PCEC within 1 Hr	1		3	1	4		2	4	3	1	1	3	
NHS Shetland	PCARE	PCEC within 2 Hrs	1	1	2	3	2	5	5	1	4	2	2	2	
NHS Shetland	PCARE	PCEC within 4 Hrs	8	11	7	7	7	6	5	14	6	6	6	5	10
NHS Shetland	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	1	1	1	4	1		4	1	1			2	1
NHS Shetland	PCARE	Pt advised to contact practice - For Information Only									1			1	
NHS Shetland	PCARE	Pt advised to contact practice within 12 Hrs - Info Only									1		1		
NHS Shetland	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	1		1			2	2	1	1			2	
NHS Shetland	PCARE	Speak to clinician within 1 Hr		1			1		1	1	2	1	1		
NHS Shetland	PCARE	Speak to clinician within 2 Hrs	1				2	2	2	2			2	2	
NHS Shetland	PCARE	Speak to clinician within 4 Hrs		3	6	3	2		7	1	1	2	4	3	1
NHS Shetland	SCARE	999 contacted - For information only	4	4	3	5	5	6	6	2	4	2	3	5	3
NHS Shetland	SCARE	Patient advised to go to A&E	3	2	2	4	4	2	3	3	2	2	1	3	3
NHS Shetland	SCARE	Patient sent to A&E via Ambulance within 1 Hr	1		1		1						1		
NHS Shetland	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	1	1	1	1		2			1		2	2	1
NHS Shetland	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub									1		1		
NHS Shetland	SCARE	Speak to clinician 2 Hrs				3	1								1
NHS Shetland	SCARE	Speak to clinician within 4 Hrs		1			2				1	1	2		
NHS Shetland	SLFC_NPA	Distress Brief Intervention			1	1									
NHS Shetland	SLFC_NPA	For Information Only	3	1	1	1								1	1
NHS Shetland	SLFC_NPA	Hub to arrange appointment within 24 hours	3	4	1	4	3	1	1	1	3	1	3	5	3
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 dental advice line - Info Only													1
NHS Shetland	SLFC_NPA	Patient advised to contact registered GDP - Info Only	1	1			2			1	1		1		
NHS Shetland	SLFC_NPA	Patient given self care advice - For Information Only	2	5	3	2	3		8	3	4	5	3	4	5
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									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			2	1				1				1	1
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		

Table 3

Health Board	Care Group	Endpoint	12/05/2024	19/05/2024	26/05/2024	02/06/2024	09/06/2024	16/06/2024	23/06/2024	30/06/2024	07/07/2024	14/07/2024	21/07/2024	28/07/2024	04/08/2024
NHS Shetland	SLFC_NPA	Triage refused - Pt terminated call - For Information Only			1		1				1				
NHS TAYSIDE	PCARE	CPN (Dr) to phone patient within 1 Hr	8	12	15	10	9	22	20	12	12	17	15	15	7
NHS TAYSIDE	PCARE	CPN (Dr) to phone patient within 2 Hrs	31	23	21	32	35	25	29	27	25	25	22	21	25
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 1 Hr	6	6	5	3	3	2	3	5	6	4	5	4	5
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 2 Hrs	14	12	5	9	8	7	11	11	10	9	8	7	10
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 4 Hrs	36	44	32	42	39	37	29	31	39	36	27	48	38
NHS TAYSIDE	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2	4	3	2	4		3	2	3	2	2	2	2
NHS TAYSIDE	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1			1		4							1
NHS TAYSIDE	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	5	3	1	1	1	4	2	2	3	4	1	2	1
NHS TAYSIDE	PCARE	Home Visit within 1 Hr	18	14	8	14	13	10	14	12	14	6	4	9	4
NHS TAYSIDE	PCARE	Home Visit within 2 Hrs	47	42	38	45	34	30	27	23	35	21	31	31	36
NHS TAYSIDE	PCARE	Home Visit within 4 Hrs	52	41	44	60	66	43	41	43	39	41	41	59	45
NHS TAYSIDE	PCARE	PCEC within 1 Hr	102	75	74	103	78	78	93	75	77	51	75	58	68
NHS TAYSIDE	PCARE	PCEC within 2 Hrs	157	127	142	190	145	139	141	129	122	117	124	130	118
NHS TAYSIDE	PCARE	PCEC within 4 Hrs	456	396	336	482	284	286	316	343	321	298	300	449	286
NHS TAYSIDE	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	45	75	61	51	71	67	54	41	58	48	60	53	69
NHS TAYSIDE	PCARE	Pt advised to contact practice - For Information Only	5	5	6	9	5	6	12	2	4	3	2	13	10
NHS TAYSIDE	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	4	2	6	10	10	8	14	9	5	5	8	3	8
NHS TAYSIDE	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	45	38	28	43	30	34	43	50	44	19	25	48	27
NHS TAYSIDE	PCARE	Speak to clinician within 1 Hr	28	22	37	29	32	18	31	29	24	18	20	17	18
NHS TAYSIDE	PCARE	Speak to clinician within 2 Hrs	39	30	40	42	40	36	47	30	36	37	24	41	37
NHS TAYSIDE	PCARE	Speak to clinician within 4 Hrs	99	94	78	119	82	72	85	92	75	75	90	123	72
NHS TAYSIDE	PCARE	Transport to PCEC within 2 Hrs		1					2	1				1	
NHS TAYSIDE	PCARE	Transport to PCEC within 4 hrs	1	1	1	1	1		2	2		1		2	
NHS TAYSIDE	SCARE	999 contacted - For Information Only	1												1
NHS TAYSIDE	SCARE	999 contacted - For information only	143	142	147	188	178	141	170	154	127	149	143	158	162
NHS TAYSIDE	SCARE	Patient advised to go to A&E	67	88	71	99	83	80	61	86	71	67	85	75	55
NHS TAYSIDE	SCARE	Patient advised to go to A&E	2	1	3		1	3	2	1	1		1	2	1
NHS TAYSIDE	SCARE	Patient sent to A&E via Ambulance within 1 Hr	10	7	8	6	7	8	9	9	3	6	11	10	14
NHS TAYSIDE	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only				1			1		1				
NHS TAYSIDE	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only										2			1
NHS TAYSIDE	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	87	129	100	109	91	110	84	101	80	84	103	112	112
NHS TAYSIDE	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	1	2		2	3	1	1	1		1	1	1	2
NHS TAYSIDE	SCARE	Speak to clinician 2 Hrs	31	34	34	36	23	25	27	25	21	17	23	20	34
NHS TAYSIDE	SCARE	Speak to clinician within 4 Hrs	57	44	42	41	41	46	37	35	38	35	37	43	42
NHS TAYSIDE	SLFC_NPA	Contact Breathing Space									1	1			1
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	1	2			1	1			1	1		3	2
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	121	112	122	98	119	96	112	130	128	87	96	119	109



Table 3

Health Board	Care Group	Endpoint	12/05/2024	19/05/2024	26/05/2024	02/06/2024	09/06/2024	16/06/2024	23/06/2024	30/06/2024	07/07/2024	14/07/2024	21/07/2024	28/07/2024	04/08/2024
NHS Western Isles	PCARE	Transport to PCEC within 4 hrs												1	
NHS Western Isles	SCARE	999 contacted - For information only	7	2	8	4	2	9	7	9	9	2	6	6	8
NHS Western Isles	SCARE	Patient advised to go to A&E	6	5	10	6	2	7	3	7	1	7	8	3	7
NHS Western Isles	SCARE	Patient sent to A&E via Ambulance within 1 Hr	1	1				1			2				1
NHS Western Isles	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only										1			
NHS Western Isles	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	3	1	8	3	2	3	3	1	3	1	3	1	3
NHS Western Isles	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	2	1		2		3	2	1	2	1	1	1	
NHS Western Isles	SCARE	Speak to clinician 2 Hrs		1		2			1		1		2		1
NHS Western Isles	SCARE	Speak to clinician within 4 Hrs	2	1	3	1	2		2		2	2	1		2
NHS Western Isles	SLFC_NPA	Distress Brief Intervention										1	1		
NHS Western Isles	SLFC_NPA	For Information Only		2		1	3	4	2	2	4	1	2		3
NHS Western Isles	SLFC_NPA	Hub to arrange appointment within 24 hours	1		3	2	3	2	5	5	4	2	3	4	7
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				2	1	
NHS Western Isles	SLFC_NPA	Patient given self care advice - For Information Only	5	9	4	2	5	10	5	2	3	5	6	5	2
NHS Western Isles	SLFC_NPA	Pt advised to contact Optician - For Information Only							1			2			
NHS Western Isles	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only			1		1			1	1	2	1	1	1
NHS Western Isles	SLFC_NPA	Triage refused - For Information Only				1	1	1				1			
NHS Western Isles	SLFC_NPA	Triage refused - Pt terminated call - For Information Only								1	1				
Not assigned	SCARE	999 contacted - For information only										1			
Not assigned	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours							1		1				
Not assigned	SLFC_NPA	Distress Brief Intervention				1									
Not assigned	SLFC_NPA	Self Care		1					1						
Not assigned	SLFC_NPA	Triage Refused/Not Assessed				1		1							
Not assigned	Not assigned	Not assigned	25	11	14	9	17	10	13	9	5	13	9	10	11

**Table 4**

Care Group	12/05/2024	19/05/2024	26/05/2024	02/06/2024	09/06/2024	16/06/2024	23/06/2024	30/06/2024	07/07/2024	14/07/2024	21/07/2024	28/07/2024	04/08/2024
PCARE	15,115	12,038	12,157	13,554	11,793	11,845	12,174	11,640	11,487	11,012	12,479	10,922	10,653
SCARE	6,424	6,921	6,225	6,875	6,294	6,296	6,255	6,217	5,576	5,511	6,498	6,287	6,329
SLFC_NPA	5,031	4,707	4,433	4,679	4,439	4,365	4,622	4,478	4,186	4,150	4,558	4,542	4,502
Not assigned	33	13	16	12	20	11	15	10	12	14	18	11	14
<b>Total</b>	<b>26,603</b>	<b>23,679</b>	<b>22,831</b>	<b>25,120</b>	<b>22,546</b>	<b>22,517</b>	<b>23,066</b>	<b>22,345</b>	<b>21,261</b>	<b>20,687</b>	<b>23,553</b>	<b>21,762</b>	<b>21,498</b>

Care Group	12/05/2024	19/05/2024	26/05/2024	02/06/2024	09/06/2024	16/06/2024	23/06/2024	30/06/2024	07/07/2024	14/07/2024	21/07/2024	28/07/2024	04/08/2024
PCARE	56.82%	50.84%	53.25%	53.96%	52.31%	52.60%	52.78%	52.09%	54.03%	53.23%	52.98%	50.19%	49.55%
SCARE	24.15%	29.23%	27.27%	27.37%	27.92%	27.96%	27.12%	27.82%	26.23%	26.64%	27.59%	28.89%	29.44%
SLFC_NPA	18.91%	19.88%	19.42%	18.63%	19.69%	19.39%	20.04%	20.04%	19.69%	20.06%	19.35%	20.87%	20.94%
Not assigned	0.12%	0.05%	0.07%	0.05%	0.09%	0.05%	0.07%	0.04%	0.06%	0.07%	0.08%	0.05%	0.07%



Table 5

Calendar day	08/07/2024	09/07/2024	10/07/2024	11/07/2024	12/07/2024	13/07/2024	14/07/2024	15/07/2024	16/07/2024	17/07/2024	18/07/2024	19/07/2024	20/07/2024	21/07/2024	22/07/2024	23/07/2024	24/07/2024	25/07/2024	26/07/2024	27/07/2024	28/07/2024	29/07/2024	30/07/2024	31/07/2024	01/08/2024	02/08/2024	03/08/2024	04/08/2024	
Overall Call Volume	356	373	359	353	354	416	405	439	371	373	418	388	483	452	405	406	343	349	351	488	468	393	361	360	367	362	431	477	
Overall Calls Connected	307	316	285	243	249	382	387	429	322	338	343	318	361	411	357	383	306	324	314	419	435	368	324	318	321	309	379	455	
Median Time to Answer	00:00:06	00:00:06	00:00:06	00:00:06	00:01:15	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	00:00:06	00:00:06	00:00:06
90th Percentile Time to Answer	00:00:13	00:14:56	00:21:17	00:22:31	00:16:59	00:05:22	00:03:45	00:00:10	00:07:12	00:13:05	00:08:46	00:08:27	00:19:21	00:05:11	00:04:35	00:03:35	00:05:01	00:06:19	00:04:56	00:08:01	00:03:20	00:02:13	00:07:52	00:05:14	00:06:06	00:09:55	00:03:40	00:00:15	

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	12/05/2024	19/05/2024	26/05/2024	02/06/2024	09/06/2024	16/06/2024	23/06/2024	30/06/2024	07/07/2024	14/07/2024	21/07/2024	28/07/2024	04/08/2024
Overall Call Volume	2,854	2,543	2,528	2,740	2,560	2,552	2,733	2,680	2,515	2,616	2,904	2,808	2,771
Overall Calls Connected	2,457	2,230	2,244	2,412	2,295	2,221	2,347	2,309	2,043	2,168	2,509	2,538	2,474
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	00:07:21	00:07:08	00:05:51	00:05:28	00:04:08	00:06:56	00:07:24	00:08:46	00:09:51	00:12:12	00:07:29	00:05:03	00:04:58

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

**Graphs**

