

## 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: 26/05/2024 to 18/08/2024

### 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

	23/07/2024	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	05/08/2024	06/08/2024	07/08/2024	08/08/2024	09/08/2024	10/08/2024	11/08/2024	12/08/2024	13/08/2024	14/08/2024	15/08/2024	16/08/2024	17/08/2024	18/08/2024	
Calendar day																													
Overall Call Volume	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	3,822	2,971	2,933	2,769	3,062	6,496	6,688	3,189	2,847	2,880	2,911	2,875	6,677	6,290	
Overall Calls Connected	3,167	2,490	2,229	2,320	2,223	5,452	5,208	2,515	2,533	2,403	2,449	2,439	5,278	5,300	3,209	2,469	2,479	2,405	2,367	5,573	5,364	2,734	2,540	2,543	2,375	2,498	5,689	5,597	
Caller Disconnected	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%	0.44%	0.39%	0.17%	0.13%	0.34%	0.09%	0.09%	0.16%	0.13%	0.04%	0.27%	0.22%	0.21%	0.08%	
Overall Avg Patient Journey Time	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	00:31:35	00:38:58	00:45:50	00:38:19	00:42:23	00:35:11	00:30:53	00:31:47	00:39:48	00:36:04	00:34:21	00:38:17	00:28:39	00:30:14	00:36:45	00:34:60	00:40:47	00:37:21	
Tagged at First Contact %	97.71%	97.16%	99.46%	97.45%	95.72%	90.85%	93.09%	96.69%	96.12%	96.86%	97.93%	95.30%	91.29%	93.47%	96.62%	98.28%	98.84%	98.03%	94.47%	90.05%	92.96%	98.46%	97.03%	98.59%	98.71%	95.02%	90.58%	91.98%	
Median Time to Answer	00:08:14	00:10:09	00:16:53	00:12:58	00:18:27	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	00:09:13	00:06:20	00:08:10	00:06:44	00:10:13	00:06:13	00:07:33	00:03:45	00:01:30	00:04:54	00:07:28	00:04:06	00:13:52	00:09:51	
90th Percentile Time to Answer	00:45:13	00:20:40	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	00:28:08	00:58:06	00:41:42	00:28:25	00:28:10	01:04:27	00:25:14	00:16:24	01:02:36	00:21:20	00:22:46	00:48:04	00:39:41	00:32:49	00:25:25	

**Table 2**

Week Ending Date	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	11/08/2024	18/08/2024
Overall Call Volume	31,140	32,965	29,973	30,121	30,783	29,750	28,700	28,668	31,131	28,211	27,692	28,141	27,669
Overall Calls Connected	24,265	26,601	24,073	23,945	24,530	23,718	22,564	22,196	25,022	23,098	22,917	23,866	23,976
Caller Discontinued	0.46%	0.45%	0.53%	0.53%	0.39%	0.49%	0.44%	0.78%	0.45%	0.29%	0.24%	0.21%	0.16%
Overall Avg Patient Journey Time	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	00:35:54	00:36:20
Triaged at First Contact %	95.54%	95.33%	94.72%	94.58%	95.76%	94.69%	94.15%	94.11%	95.63%	94.88%	94.61%	94.52%	94.53%
Median Time to Answer	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	00:07:23	00:08:01
90th Percentile Time to Answer	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	00:30:18	00:30:01

Table 3

Health Board	Care Group	Endpoint	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	11/08/2024	18/08/2024
NHS Ayrshire & Arran	PCARE	CPN (Dr) to phone patient within 1 Hr	13	21	11	9	14	9	9	8	9	19	17	12	13
NHS Ayrshire & Arran	PCARE	CPN (Dr) to phone patient within 2 Hrs	23	30	25	22	19	17	17	21	24	16	17	25	28
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 1 Hr	2		1		5		1	2	1			1	2
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 2 Hrs	3	2	3	5	3	7	2	7	2		2		1
NHS Ayrshire & Arran	PCARE	DN (Dr) phone patient within 4 Hrs	4	2		6	6	10	4	2	3	3	2	6	2
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	3	4	6			2	1	3	4	2	3	3	3
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)		2	2						1	1	1		1
NHS Ayrshire & Arran	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	2	2	1	4	1	1	2	3		2		3	
NHS Ayrshire & Arran	PCARE	Home Visit within 1 Hr	15	13	12	13	12	10	13	7	11	10	13	10	14
NHS Ayrshire & Arran	PCARE	Home Visit within 2 Hrs	32	51	27	33	32	27	27	24	26	26	34	22	26
NHS Ayrshire & Arran	PCARE	Home Visit within 4 Hrs	39	55	41	40	39	44	32	40	40	36	40	40	31
NHS Ayrshire & Arran	PCARE	PCEC within 1 Hr	50	73	56	59	47	55	63	44	45	38	41	29	35
NHS Ayrshire & Arran	PCARE	PCEC within 2 Hrs	115	128	114	103	104	97	103	91	104	78	91	83	91
NHS Ayrshire & Arran	PCARE	PCEC within 4 Hrs	329	396	285	271	319	291	289	282	309	304	282	275	242
NHS Ayrshire & Arran	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	60	48	42	57	54	54	52	63	64	56	51	51	51
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice - For Information Only	7	8	4	4	6	6	4	4	6	12	6	8	5
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	5	4	6	3	6	6	6	7	9	8	7	3	9
NHS Ayrshire & Arran	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	32	41	31	29	36	36	42	22	27	36	31	33	21
NHS Ayrshire & Arran	PCARE	Speak to clinician within 1 Hr	26	26	22	22	20	21	27	14	22	20	17	20	15
NHS Ayrshire & Arran	PCARE	Speak to clinician within 2 Hrs	32	42	28	42	42	30	28	27	21	25	30	32	29
NHS Ayrshire & Arran	PCARE	Speak to clinician within 4 Hrs	84	116	88	88	87	91	71	59	68	70	74	57	52
NHS Ayrshire & Arran	SCARE	999 contacted - For information only	109	168	139	109	166	142	135	129	130	149	136	130	148
NHS Ayrshire & Arran	SCARE	Patient advised to go to A&E	118	178	114	122	114	130	95	107	102	119	113	137	90
NHS Ayrshire & Arran	SCARE	Patient advised to go to A&E	1		1		1	1	4		1	1	2	1	
NHS Ayrshire & Arran	SCARE	Patient sent to A&E via Ambulance within 1 Hr	9	13	5	16	8	10	8	6	12	11	12	8	10
NHS Ayrshire & Arran	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only				1									
NHS Ayrshire & Arran	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	84	75	75	73	76	70	61	78	91	79	74	87	82
NHS Ayrshire & Arran	SCARE	Speak to clinician 2 Hrs	14	20	15	19	26	13	8	21	15	14	23	17	16
NHS Ayrshire & Arran	SCARE	Speak to clinician within 4 Hrs	36	35	26	27	30	22	19	24	32	42	22	38	26
NHS Ayrshire & Arran	SLFC_NPA	Contact Breathing Space	1						1						
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	1	2	2			2		1		1			
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	103	73	80	73	94	99	89	95	79	97	89	105	68
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour		1	3			1		1	1				1
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Not Triage/Assessed	2	7	4	3	2	5	5	4	6	3	2	8	5
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	3		1			3		1			5		2
NHS Ayrshire & Arran	SLFC_NPA	Dental Nurse - Self Care	5		1		2	1	1	1	1		4	3	1
NHS Ayrshire & Arran	SLFC_NPA	Distress Brief Intervention	6	6	8	8	9	7	9	8	8	13	8	6	6

Table 3

Health Board	Care Group	Endpoint	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	11/08/2024	18/08/2024
NHS Ayrshire & Arran	SLFC_NPA	For Information Only	26	41	25	32	28	41	34	41	41	38	24	39	35
NHS Ayrshire & Arran	SLFC_NPA	Patient advised to contact CPN Team - For Info Only		1	1		1	1					6	1	
NHS Ayrshire & Arran	SLFC_NPA	Patient given self care advice - For Information Only	132	157	116	107	114	109	107	121	113	130	105	119	97
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 Midwife - For Information Only	1	1	1	5	3	2		1		5	2	2	3
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Optician - For Information Only	2	2	2	3	2	1		1	4	4	5	3	4
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	20	36	19	27	19	18	19	26	20	19	15	24	16
NHS Ayrshire & Arran	SLFC_NPA	Pt advised to contact Police - For Information Only	4	1	2	5	2	3	4	4	4	8	4	2	2
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		1
NHS Ayrshire & Arran	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	7	8	12	8	8	6	2	4	8	13	6	8	9
NHS Ayrshire & Arran	Not assigned	Not assigned													1
NHS Borders	PCARE	CPN (Dr) to phone patient within 1 Hr	5	6	7	5	6	7	3	3	6	7	7	6	7
NHS Borders	PCARE	CPN (Dr) to phone patient within 2 Hrs	6	7	2	5	6	4	6	4	3	10	8	7	5
NHS Borders	PCARE	DN (Dr) phone patient within 1 Hr			2	1	3	3	1	1	4	3	1	1	3
NHS Borders	PCARE	DN (Dr) phone patient within 2 Hrs	6	5	9	4	6	8	3	2	9	2	1	2	7
NHS Borders	PCARE	DN (Dr) phone patient within 4 Hrs	14	11	15	16	12	8	9	12	13	11	7	9	18
NHS Borders	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	1	1		4	1			1		1		1	
NHS Borders	PCARE	Home Visit within 1 Hr	1	1	4	4	1	3	1	3	1	1	4	4	6
NHS Borders	PCARE	Home Visit within 2 Hrs	7	9	8	12	13	7	7	7	10	11	9	14	13
NHS Borders	PCARE	Home Visit within 4 Hrs	12	17	13	17	16	10	9	8	28	14	13	13	16
NHS Borders	PCARE	PCEC within 1 Hr	5	9	5	11	7	13	7	7	16	10	4	13	10
NHS Borders	PCARE	PCEC within 2 Hrs	36	28	22	32	28	21	22	19	41	23	14	30	16
NHS Borders	PCARE	PCEC within 4 Hrs	71	68	57	43	64	58	74	52	86	63	58	67	71
NHS Borders	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	12	22	15	17	24	18	14	13	19	19	16	21	16
NHS Borders	PCARE	Pt advised to contact practice - For Information Only	4	3	5	1	2	1		2	1	1	1		
NHS Borders	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	2		4	1	2	1		3	2	1	2	2	3
NHS Borders	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	10	8	4	4	3	4	8	4	14	3	9	5	8
NHS Borders	PCARE	Speak to clinician within 1 Hr	5	3	6	5	4	6	4	9	3	3	5	5	2
NHS Borders	PCARE	Speak to clinician within 2 Hrs	10	8	7	10	7	6	9	13	8	3	7	4	16
NHS Borders	PCARE	Speak to clinician within 4 Hrs	17	10	10	17	19	23	21	22	28	14	13	8	11
NHS Borders	SCARE	999 contacted - For information only	39	46	49	42	39	28	26	29	40	42	28	29	48
NHS Borders	SCARE	Patient advised to go to A&E	37	33	37	44	44	40	25	29	41	45	52	43	43
NHS Borders	SCARE	Patient advised to go to A&E		2		1	1	3			1		1		2
NHS Borders	SCARE	Patient sent to A&E via Ambulance within 1 Hr	5	6	4	4	8	5	8	6	2	3	4	3	6
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	31	28	34	40	48	37	46	26	34	36	31	42	48

Table 3

Health Board	Care Group	Endpoint	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	11/08/2024	18/08/2024
NHS Borders	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub					1								1
NHS Borders	SCARE	Speak to clinician 2 Hrs	8	6	9	5	8	6	4	12	8	10	8	15	15
NHS Borders	SCARE	Speak to clinician within 4 Hrs	12	13	15	12	9	10	9	10	11	21	8	13	8
NHS Borders	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	20	27	21	22	27	28	24	26	24	24	19	14	28
NHS Borders	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour										1	1		
NHS Borders	SLFC_NPA	Dental Nurse - Not Triage/Assessed	2	3	2	1		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			2										
NHS Borders	SLFC_NPA	Distress Brief Intervention		2	1	1	1	3	2	2	5	1	2	4	
NHS Borders	SLFC_NPA	For Information Only	10	6	8	12	12	7	8	4	11	8	14	10	11
NHS Borders	SLFC_NPA	Patient given self care advice - For Information Only	36	29	30	27	36	19	17	18	26	32	35	25	37
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	2	4	1	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	3	9	4	5	5	3	3	4	4	2	6	3	1
NHS Borders	SLFC_NPA	Pt advised to contact Police - For Information Only	2		2		2	1	1	2	5	2		3	
NHS Borders	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	2	1	2		1	1			4	4	3	1	2
NHS Borders	Not assigned	Not assigned			1										
NHS Dumfries & Gallo	PCARE	CPN (Dr) to phone patient within 1 Hr	3	3	3	4	1	2	3	1	4		5	4	4
NHS Dumfries & Gallo	PCARE	CPN (Dr) to phone patient within 2 Hrs	9	13	11	9	14	10	14	14	15	12	14	4	12
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 1 Hr			4		3	3		3	1	2	1	2	2
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 2 Hrs	3	3	4	2	9	3	6	4	8	4	3	6	8
NHS Dumfries & Gallo	PCARE	DN (Dr) phone patient within 4 Hrs	14	9	17	13	22	16	19	16	16	17	19	12	17
NHS Dumfries & Gallo	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)			1		1		1	3			1	2	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	4	6	3		4	4	1	5	1	1	2	4	3
NHS Dumfries & Gallo	PCARE	Home Visit within 2 Hrs	10	13	5	7	8	10	12	10	11	11	15	10	7
NHS Dumfries & Gallo	PCARE	Home Visit within 4 Hrs	17	10	14	24	13	14	16	15	16	19	10	18	12
NHS Dumfries & Gallo	PCARE	PCEC within 1 Hr	19	19	14	15	16	8	14	12	12	9	15	16	13
NHS Dumfries & Gallo	PCARE	PCEC within 2 Hrs	36	37	28	51	26	21	29	31	20	30	38	21	31
NHS Dumfries & Gallo	PCARE	PCEC within 4 Hrs	85	63	80	83	75	69	75	67	76	78	65	65	71
NHS Dumfries & Gallo	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	16	18	15	10	17	10	21	10	21	18	15	8	21
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice - For Information Only		4	1	1	1	1		3	3	2	3		2
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	2	2		4	4	2	1	1	4	4	1	2	4
NHS Dumfries & Gallo	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	11	2	5	7	6	8	5	6	5	8	8	7	13
NHS Dumfries & Gallo	PCARE	Speak to clinician within 1 Hr	9	8	6	15	8	6	4	7	10	8	9	2	6
NHS Dumfries & Gallo	PCARE	Speak to clinician within 2 Hrs	19	9	9	8	10	8	18	7	9	7	5	11	10

Table 3

Health Board	Care Group	Endpoint	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	11/08/2024	18/08/2024
NHS Dumfries & Gallo	PCARE	Speak to clinician within 4 Hrs	23	32	22	10	21	22	21	21	22	21	27	16	16
NHS Dumfries & Gallo	PCARE	Transport to PCEC within 1 Hr												1	
NHS Dumfries & Gallo	PCARE	Transport to PCEC within 2 Hrs				1	1						1		
NHS Dumfries & Gallo	PCARE	Transport to PCEC within 4 hrs	1							2					
NHS Dumfries & Gallo	SCARE	999 contacted - For information only	42	48	48	48	35	55	41	34	34	49	40	44	58
NHS Dumfries & Gallo	SCARE	Patient advised to go to A&E	30	38	39	24	42	28	38	34	27	37	45	25	40
NHS Dumfries & Gallo	SCARE	Patient advised to go to A&E						1			1			1	
NHS Dumfries & Gallo	SCARE	Patient sent to A&E via Ambulance within 1 Hr	2	2	3	6	4	6	4	2		6	2	6	3
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	14	15	11	11	9	10	14	10	11	16	9	15	17
NHS Dumfries & Gallo	SCARE	Speak to clinician 2 Hrs	3	5	1	2	6	4		4	3	3	3	1	2
NHS Dumfries & Gallo	SCARE	Speak to clinician within 4 Hrs	5	9	8	5	6	6	4	3	5	8	4	12	9
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	44	38	48	37	58	41	30	41	41	42	47	39	31
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 Triaged/Assessed	1	1	2	3	1	1	2	3		1	1	2	1
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1			1					1				
NHS Dumfries & Gallo	SLFC_NPA	Dental Nurse - Self Care	1		1	1		1			1				
NHS Dumfries & Gallo	SLFC_NPA	Distress Brief Intervention	2	4	1	3	3	3	1	1		5	4	3	1
NHS Dumfries & Gallo	SLFC_NPA	For Information Only	11	10	10	7	13	13	12	6	14	14	11	11	13
NHS Dumfries & Gallo	SLFC_NPA	Patient advised to contact CPN Team - For Info Only			1										
NHS Dumfries & Gallo	SLFC_NPA	Patient given self care advice - For Information Only	36	31	32	25	34	32	25	34	32	40	33	33	30
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									
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Midwife - For Information Only	1	1	2		1	1		2		2		2	
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Optician - For Information Only				1	2	1							
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	4	8	8	1	2	6	4	5	3	8	4	8	5
NHS Dumfries & Gallo	SLFC_NPA	Pt advised to contact Police - For Information Only	2	4	1		3			2		5	2		1
NHS Dumfries & Gallo	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	3	1	4	3	3	2	1	2	3	1		4	3
NHS Dumfries & Gallo	Not assigned	Not assigned									1				
NHS Fife	PCARE	CPN (Dr) to phone patient within 1 Hr	15	14	8	15	16	13	14	15	12	18	10	9	11
NHS Fife	PCARE	CPN (Dr) to phone patient within 2 Hrs	22	23	9	19	11	18	19	23	18	29	23	21	16
NHS Fife	PCARE	DN (Dr) phone patient within 1 Hr	6	4	5	5	7	5	6	3	3	3	4	5	8
NHS Fife	PCARE	DN (Dr) phone patient within 2 Hrs	12	14	10	10	6	9	11	13	9	10	9	9	15
NHS Fife	PCARE	DN (Dr) phone patient within 4 Hrs	36	29	39	20	30	43	32	31	33	35	38	37	38
NHS Fife	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	2	4	1	2		1	1		3	5	2	1	1
NHS Fife	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1	1	1	1	1					1			2
NHS Fife	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)			2	2		1	3				1	2	
NHS Fife	PCARE	Home Visit within 1 Hr	9	15	14	11	12	14	8	6	8	7	15	12	12



Table 3

Health Board	Care Group	Endpoint	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	11/08/2024	18/08/2024
NHS Fife	PCARE	Home Visit within 2 Hrs	34	39	30	34	28	28	27	26	31	29	22	28	25
NHS Fife	PCARE	Home Visit within 4 Hrs	40	40	35	49	28	42	45	52	35	46	43	27	35
NHS Fife	PCARE	PCEC within 1 Hr	54	56	53	52	62	55	49	39	55	39	41	45	36
NHS Fife	PCARE	PCEC within 2 Hrs	123	123	102	119	115	109	117	97	118	106	87	95	98
NHS Fife	PCARE	PCEC within 4 Hrs	317	329	311	282	325	332	284	279	349	328	280	270	292
NHS Fife	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	70	84	64	84	64	64	62	57	77	67	53	56	67
NHS Fife	PCARE	Pt advised to contact practice - For Information Only	9	9	9	4	5	11	4	8	5	5	4	7	10
NHS Fife	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	5	9	7	7	14	6	4	9	7	7	7	9	6
NHS Fife	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	26	33	21	22	27	34	34	29	41	28	30	30	28
NHS Fife	PCARE	Speak to clinician within 1 Hr	22	18	17	19	17	22	24	8	11	15	13	11	19
NHS Fife	PCARE	Speak to clinician within 2 Hrs	31	27	41	32	32	21	25	28	30	25	20	28	26
NHS Fife	PCARE	Speak to clinician within 4 Hrs	85	66	77	64	75	63	78	79	78	64	58	68	53
NHS Fife	SCARE	999 contacted - For information only	127	113	132	138	116	138	121	109	148	109	136	149	157
NHS Fife	SCARE	Patient advised to go to A&E	117	139	131	130	125	107	115	114	123	120	134	116	146
NHS Fife	SCARE	Patient advised to go to A&E	1	2	2	1	1		3			2		1	2
NHS Fife	SCARE	Patient sent to A&E via Ambulance within 1 Hr	11	8	8	8	9	7	12	13	11	6	7	9	13
NHS Fife	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only		1											
NHS Fife	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only					1		1			3		1	1
NHS Fife	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	85	79	100	96	107	101	82	66	82	101	97	114	93
NHS Fife	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	1	1			2	2							
NHS Fife	SCARE	Speak to clinician 2 Hrs	22	29	33	30	15	21	16	15	20	23	16	15	35
NHS Fife	SCARE	Speak to clinician within 4 Hrs	35	46	36	30	29	26	34	26	38	32	30	38	37
NHS Fife	SLFC_NPA	Contact Breathing Space				1							1		1
NHS Fife	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour			1	2			1			1			
NHS Fife	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	99	120	97	116	114	94	120	106	93	104	104	115	113
NHS Fife	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1	3	2			2	2	2	1		2	1	1
NHS Fife	SLFC_NPA	Dental Nurse - Not Triage/Assessed	3	6	4	3	4	7	4	6	2	3	3	5	7
NHS Fife	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	3	2	1	1	2	1		1	1		5	1	1
NHS Fife	SLFC_NPA	Dental Nurse - Self Care	2	1	3	2	4	3	1		1	3	5	3	4
NHS Fife	SLFC_NPA	Distress Brief Intervention	10	6	6	4	9	6	7	13	14	3	3	9	5
NHS Fife	SLFC_NPA	For Information Only	36	42	47	57	42	42	50	49	49	39	54	48	45
NHS Fife	SLFC_NPA	Patient advised to contact CPN Team - For Info Only				1	2	1							1
NHS Fife	SLFC_NPA	Patient given self care advice - For Information Only	133	145	172	164	163	170	114	152	140	177	186	162	153
NHS Fife	SLFC_NPA	Pt advised to contact Dentist - For Information Only			1		2		1				1		
NHS Fife	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only											1		1
NHS Fife	SLFC_NPA	Pt advised to contact Midwife - For Information Only	4	2		2	2	3	2	5	4	3	1	1	2
NHS Fife	SLFC_NPA	Pt advised to contact Optician - For Information Only	3	3	4	1	4	2	2	1	2	4	1	11	5
NHS Fife	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only			1			1					1		

Table 3

Health Board	Care Group	Endpoint	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	11/08/2024	18/08/2024
NHS Fife	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	21	17	21	14	25	16	16	15	16	22	13	20	23
NHS Fife	SLFC_NPA	Pt advised to contact Police - For Information Only	4	2	1	4	2	8	4	1	6	3	8	5	6
NHS Fife	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information													1
NHS Fife	SLFC_NPA	Pt given TOXBASE advice - For Information Only									1				
NHS Fife	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	2	6	6	9	4	9	12	13	8	6	11	5	10
NHS Fife	Not assigned	Not assigned									1				
NHS Forth Valley	PCARE	CPN (Dr) to phone patient within 1 Hr	8	12	6	6	8	5	5	6	11	11	6	8	9
NHS Forth Valley	PCARE	CPN (Dr) to phone patient within 2 Hrs	7	10	5	6	15	12	6	9	13	13	19	10	14
NHS Forth Valley	PCARE	DN (Dr) phone patient within 1 Hr	5	7	3	1	5	5	1	2	8	2	5	3	5
NHS Forth Valley	PCARE	DN (Dr) phone patient within 2 Hrs	9	7	6	9	8	9	6	13	4	8	11	13	10
NHS Forth Valley	PCARE	DN (Dr) phone patient within 4 Hrs	30	22	31	23	21	29	27	20	24	14	27	29	30
NHS Forth Valley	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	4	5	3	2	1	3	2	2	1	2	2	2	2
NHS Forth Valley	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)				1		1							1
NHS Forth Valley	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	2	1	1	1	2	3	4	2	2	1	2		3
NHS Forth Valley	PCARE	Home Visit within 1 Hr	8	5	8	5	12	9	6	12	7	4	7	6	5
NHS Forth Valley	PCARE	Home Visit within 2 Hrs	23	18	25	30	23	18	22	15	12	12	20	24	21
NHS Forth Valley	PCARE	Home Visit within 4 Hrs	23	29	41	26	16	25	20	14	32	29	31	28	20
NHS Forth Valley	PCARE	PCEC within 1 Hr	52	51	69	53	55	46	37	45	34	27	28	41	33
NHS Forth Valley	PCARE	PCEC within 2 Hrs	92	111	123	85	97	99	81	94	85	84	61	85	91
NHS Forth Valley	PCARE	PCEC within 4 Hrs	281	260	379	234	250	263	264	274	248	235	269	265	260
NHS Forth Valley	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	93	106	57	88	75	74	66	76	79	70	64	97	73
NHS Forth Valley	PCARE	Pt advised to contact practice - For Information Only	12	10	6	4	5	5	5	6	14	9	5	3	2
NHS Forth Valley	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	5	5	4	8	10	6	11	6	6	4	2	4	7
NHS Forth Valley	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	25	39	31	35	33	34	27	27	31	25	31	28	32
NHS Forth Valley	PCARE	Speak to clinician within 1 Hr	14	24	17	16	19	14	9	16	13	10	15	15	10
NHS Forth Valley	PCARE	Speak to clinician within 2 Hrs	30	24	30	25	27	28	14	23	22	18	31	23	16
NHS Forth Valley	PCARE	Speak to clinician within 4 Hrs	64	56	61	64	82	65	45	46	52	61	53	47	37
NHS Forth Valley	SCARE	999 contacted - For information only	103	111	113	110	111	114	89	87	96	115	119	103	135
NHS Forth Valley	SCARE	Patient advised to go to A&E	159	189	196	175	159	145	126	125	156	165	139	143	153
NHS Forth Valley	SCARE	Patient advised to go to A&E			1	1	2	1			3				1
NHS Forth Valley	SCARE	Patient sent to A&E via Ambulance within 1 Hr	11	5	6	10	13	10	9	5	3	5	11	6	6
NHS Forth Valley	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only									1				
NHS Forth Valley	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	235	216	200	234	189	241	173	171	191	211	197	205	225
NHS Forth Valley	SCARE	Speak to clinician 2 Hrs	71	65	75	63	64	68	33	41	59	43	56	45	62
NHS Forth Valley	SCARE	Speak to clinician within 4 Hrs	62	48	50	69	51	55	42	43	65	49	53	54	52
NHS Forth Valley	SLFC_NPA	Contact Breathing Space											2		
NHS Forth Valley	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour									1				
NHS Forth Valley	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	80	64	65	82	73	63	81	72	76	71	71	71	66

Table 3

Health Board	Care Group	Endpoint	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	11/08/2024	18/08/2024
NHS Forth Valley	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1			1			1			1			
NHS Forth Valley	SLFC_NPA	Dental Nurse - Not Triage/Assessed	1	5	5	2	1	3	2	3	1	2	2	7	3
NHS Forth Valley	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1	1			1		3	1	1	1	2	2	1
NHS Forth Valley	SLFC_NPA	Dental Nurse - Self Care	2			2	1	3	2	2	1		5	4	
NHS Forth Valley	SLFC_NPA	Distress Brief Intervention	7	10	9	10	8	11	4	6	6	5	5	11	5
NHS Forth Valley	SLFC_NPA	For Information Only	30	36	40	33	44	30	34	30	43	41	47	40	34
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	94	103	102	84	87	103	74	94	78	109	103	117	124
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	3	2	3	1	1	2	1	2	3	4	3	1
NHS Forth Valley	SLFC_NPA	Pt advised to contact Optician - For Information Only	2	3	5		2	3	3	4	1	6	1	4	6
NHS Forth Valley	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only	1	1		1					2				1
NHS Forth Valley	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	16	22	21	14	23	17	12	13	15	18	19	20	13
NHS Forth Valley	SLFC_NPA	Pt advised to contact Police - For Information Only	1	4	1	2	5	4	3	3	6	7	11	3	2
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	6	7	10	9	5	7	1	5	7	6	4	5
NHS Forth Valley	Not assigned	Not assigned							1		1				
NHS Grampian	PCARE	CPN (Dr) to phone patient within 1 Hr	7	18	13	9	23	13	9	18	14	16	17	20	15
NHS Grampian	PCARE	CPN (Dr) to phone patient within 2 Hrs	26	40	29	25	37	35	26	19	24	25	20	28	21
NHS Grampian	PCARE	DN (Dr) phone patient within 1 Hr	5	6	2	1	9	4	5	4	6	4	6	5	5
NHS Grampian	PCARE	DN (Dr) phone patient within 2 Hrs	6	11	5	6	6	9	7	7	9	5	9	8	6
NHS Grampian	PCARE	DN (Dr) phone patient within 4 Hrs	15	26	11	17	17	23	20	29	15	22	16	21	16
NHS Grampian	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)		1	3	4	1	3	2	5	1	5	4	2	1
NHS Grampian	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)			1		2				1			1	2
NHS Grampian	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	2	3	1	4	2	1		5	1	4		3	1
NHS Grampian	PCARE	Home Visit within 1 Hr	20	13	22	16	17	23	16	13	12	11	19	21	21
NHS Grampian	PCARE	Home Visit within 12 Hrs				1									
NHS Grampian	PCARE	Home Visit within 2 Hrs	51	39	43	65	39	52	48	64	47	37	41	46	47
NHS Grampian	PCARE	Home Visit within 4 Hrs	50	65	64	52	63	66	49	64	58	52	65	68	52
NHS Grampian	PCARE	PCEC within 1 Hr	78	84	72	76	93	95	75	65	80	50	70	69	61
NHS Grampian	PCARE	PCEC within 2 Hrs	161	173	177	161	175	181	148	167	131	149	143	138	156
NHS Grampian	PCARE	PCEC within 4 Hrs	448	417	424	392	418	468	473	520	433	427	391	385	412
NHS Grampian	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	81	89	87	95	87	113	86	77	87	93	96	101	88
NHS Grampian	PCARE	Pt advised to contact practice - For Information Only	11	16	5	5	12	11	12	12	11	6	10	10	4
NHS Grampian	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	11	8	10	9	12	9	7	2	3	11	14	12	13
NHS Grampian	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	32	42	43	42	50	51	48	52	46	39	44	47	30
NHS Grampian	PCARE	Speak to clinician within 1 Hr	33	31	36	42	34	27	30	43	30	31	19	25	24

Table 3

Health Board	Care Group	Endpoint	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	11/08/2024	18/08/2024
NHS Grampian	PCARE	Speak to clinician within 2 Hrs	43	44	52	45	52	38	45	61	47	53	41	38	46
NHS Grampian	PCARE	Speak to clinician within 4 Hrs	113	95	103	111	130	119	116	153	107	88	105	73	82
NHS Grampian	PCARE	Triage refused therefore Dr requested to phone patient		1	1									1	
NHS Grampian	SCARE	999 contacted - For information only	199	225	216	202	192	227	213	213	223	211	217	213	233
NHS Grampian	SCARE	Patient advised to go to A&E	218	191	219	216	205	206	200	182	173	226	204	189	206
NHS Grampian	SCARE	Patient advised to go to A&E		1	1	2	1		1		1		2	1	
NHS Grampian	SCARE	Patient sent to A&E via Ambulance within 1 Hr	12	11	21	15	14	19	15	15	11	10	8	7	12
NHS Grampian	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only				1									
NHS Grampian	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only	1		1	1									
NHS Grampian	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	197	208	177	175	182	236	185	182	204	194	255	228	231
NHS Grampian	SCARE	Speak to clinician 2 Hrs	61	70	54	49	52	52	55	32	40	34	60	39	45
NHS Grampian	SCARE	Speak to clinician within 4 Hrs	60	61	62	59	60	63	56	43	43	66	60	71	79
NHS Grampian	SLFC_NPA	Contact Breathing Space							1					1	
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour			1		2		1			1	3		1
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	82	104	123	104	80	84	120	89	93	88	114	81	101
NHS Grampian	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	2			2		1	1	1	2	3			2
NHS Grampian	SLFC_NPA	Dental Nurse - Not Triage/Assessed	2	4	5	6	5	7	9	7	9	2	4	3	4
NHS Grampian	SLFC_NPA	Dental Nurse - Routine Contact with Dentist		1	2	1		3	2		3	2	1	3	1
NHS Grampian	SLFC_NPA	Dental Nurse - Self Care	2	5	7	3	4	1	1	1	1	2	4	2	2
NHS Grampian	SLFC_NPA	Distress Brief Intervention	5	9	7	5	12	4	6	9	10	9	6	7	8
NHS Grampian	SLFC_NPA	For Information Only	114	104	89	99	106	72	93	121	81	102	100	125	86
NHS Grampian	SLFC_NPA	Hub to arrange appointment within 24 hours				1	1				1				
NHS Grampian	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	1	1	2					1	1				
NHS Grampian	SLFC_NPA	Patient given self care advice - For Information Only	167	163	168	198	203	183	173	169	156	162	147	175	149
NHS Grampian	SLFC_NPA	Pt advised to contact Dentist - For Information Only	1		1		1	1		1	1			2	3
NHS Grampian	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only										1	2		1
NHS Grampian	SLFC_NPA	Pt advised to contact Midwife - For Information Only	4	1	3	9	2	2	1	6	5	1	5	4	2
NHS Grampian	SLFC_NPA	Pt advised to contact Optician - For Information Only	6	9	2	4	4	4	7	2	6	5	10	7	8
NHS Grampian	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	21	35	25	27	24	28	34	37	25	25	30	26	22
NHS Grampian	SLFC_NPA	Pt advised to contact Police - For Information Only	11	15	11	18	9	13	18	14	12	10	26	13	15
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	19	21	16	16	24	18	24	21	23	12	34	23	18
NHS Grampian	Not assigned	Not assigned		1	2	1	1	1	2						1
NHS Greater Glasgow	PCARE	CPN (Dr) to phone patient within 1 Hr	30	33	41	31	40	31	30	31	26	43	37	34	42
NHS Greater Glasgow	PCARE	CPN (Dr) to phone patient within 2 Hrs	55	66	81	64	79	69	58	71	71	69	79	92	69
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 1 Hr	6	2	6	5	3	3	6	3	5	4	4	3	3
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 2 Hrs	8	10	1	6	4	3	4	9	4	6	6	5	9

Table 3

Health Board	Care Group	Endpoint	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	11/08/2024	18/08/2024
NHS Greater Glasgow	PCARE	DN (Dr) phone patient within 4 Hrs	13	12	12	11	11	15	13	13	12	14	13	22	13
NHS Greater Glasgow	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	8	14	7	11	7	8	7	9	9	4	9	9	5
NHS Greater Glasgow	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)		2	3	3	1	1		1	1	4		1	3
NHS Greater Glasgow	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	7	8	7	6	3	9	4	4	5	5	3	9	3
NHS Greater Glasgow	PCARE	Home Visit within 1 Hr	43	50	25	38	38	38	34	42	28	36	21	42	31
NHS Greater Glasgow	PCARE	Home Visit within 2 Hrs	83	118	93	119	85	89	74	91	96	84	90	84	93
NHS Greater Glasgow	PCARE	Home Visit within 4 Hrs	121	151	116	120	128	126	117	119	165	115	125	133	145
NHS Greater Glasgow	PCARE	PCEC within 1 Hr	154	224	159	145	174	142	137	112	138	127	130	125	154
NHS Greater Glasgow	PCARE	PCEC within 2 Hrs	335	485	324	366	359	322	337	325	402	288	275	297	321
NHS Greater Glasgow	PCARE	PCEC within 4 Hrs	1,103	1,397	980	1,059	1,059	956	968	1,001	1,362	914	927	967	966
NHS Greater Glasgow	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	228	176	214	247	205	234	232	211	160	198	191	243	248
NHS Greater Glasgow	PCARE	Pt advised to contact practice - For Information Only	33	35	25	30	27	19	20	32	25	23	27	20	22
NHS Greater Glasgow	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	25	17	27	20	42	34	29	22	17	23	18	35	26
NHS Greater Glasgow	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	73	142	107	98	117	98	99	84	157	121	84	126	104
NHS Greater Glasgow	PCARE	Speak to clinician within 1 Hr	70	79	60	90	82	66	64	78	87	74	49	65	61
NHS Greater Glasgow	PCARE	Speak to clinician within 2 Hrs	96	116	88	114	109	77	116	91	120	68	81	83	86
NHS Greater Glasgow	PCARE	Speak to clinician within 4 Hrs	310	328	231	257	263	259	237	239	322	204	193	228	193
NHS Greater Glasgow	PCARE	Transport to PCEC within 2 Hrs										1			
NHS Greater Glasgow	PCARE	Transport to PCEC within 4 hrs	3	6	4	6	5	2	5	6	5	6	9	3	8
NHS Greater Glasgow	SCARE	999 contacted - For Information Only			1										
NHS Greater Glasgow	SCARE	999 contacted - For information only	378	436	406	382	418	381	389	359	497	389	389	441	473
NHS Greater Glasgow	SCARE	Patient advised to go to A&E	433	496	455	404	412	432	378	369	489	418	427	443	472
NHS Greater Glasgow	SCARE	Patient advised to go to A&E		2	3	3	5	2	3	2	4	6	1	10	3
NHS Greater Glasgow	SCARE	Patient sent to A&E via Ambulance within 1 Hr	23	36	33	33	39	36	14	36	34	34	38	30	17
NHS Greater Glasgow	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only									3			1	
NHS Greater Glasgow	SCARE	Patient sent to A&E via Ambulance within 4 Hrs - Info Only	1	3									1	1	
NHS Greater Glasgow	SCARE	Patient suitable for MIU 4hr - Flow Hub to arrange	300	339	277	312	312	270	233	274	337	293	343	300	328
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	65	72	81	75	70	73	44	60	62	71	60	56	64
NHS Greater Glasgow	SCARE	Speak to clinician within 4 Hrs	111	130	106	118	126	118	129	108	122	106	96	115	126
NHS Greater Glasgow	SLFC_NPA	Contact Breathing Space					1	1		2	1		1		1
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour	2	2	2	4	5	4	2	2	3	4	2	4	5
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	298	276	308	271	266	279	261	273	271	314	302	301	283
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour		3	6	2	1	6	2		1	4	6	7	3
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Not Triage/Assessed	8	6	13	11	5	24	18	15	5	11	13	11	11
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	4	2	4	2		6	5	3	7	3	4	2	6
NHS Greater Glasgow	SLFC_NPA	Dental Nurse - Self Care	6	8	4	4	12	5	7	4		5	11	4	5
NHS Greater Glasgow	SLFC_NPA	Distress Brief Intervention	13	17	27	24	28	17	24	23	30	28	19	26	26

Table 3

Health Board	Care Group	Endpoint	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	11/08/2024	18/08/2024
NHS Greater Glasgow	SLFC_NPA	For Information Only	110	156	137	139	147	135	126	137	155	146	150	179	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	2	2	3	1		3	4	1	3	6	1	1	
NHS Greater Glasgow	SLFC_NPA	Patient given self care advice - For Information Only	493	501	457	447	533	494	463	447	507	439	441	467	455
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Dentist - For Information Only	2	3		4	1	2	1	1	3	1	3	2	3
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only			2	2	1			1	1	4	1	1	
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Midwife - For Information Only	6	4	9	10	7	4	20	10	11	6	12	19	4
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Optician - For Information Only	12	7	10	8	8	15	8	5	8	11	12	12	13
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only	1		1		1		1	1	1			1	2
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	94	126	75	79	65	79	59	77	128	79	69	86	67
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Police - For Information Only	5	15	17	6	11	12	7	8	12	15	12	16	19
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information				1									
NHS Greater Glasgow	SLFC_NPA	Pt advised to contact appropriate service - For Info Only		1	1			1			1	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	22	23	22	27	32	30	19	16	22	19	23	26	21
NHS Greater Glasgow	SLFC_NPA	Untriaged call - OOH Service clinician to phone patient						1							
NHS Greater Glasgow	Not assigned	Not assigned		2			1		1	1	4		2	1	2
NHS HIGHLAND	PCARE	CPN (Dr) to phone patient within 1 Hr	5	7	7	6	8	8	4	3	4	6	3	2	5
NHS HIGHLAND	PCARE	CPN (Dr) to phone patient within 2 Hrs	8	11	15	17	9	9	11	14	11	9	15	12	8
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 1 Hr	2	3	1	2	1	2	3	1	3	1	2	1	3
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 2 Hrs	4	3	4	2	5	7	5	1	2	6	3	5	5
NHS HIGHLAND	PCARE	DN (Dr) phone patient within 4 Hrs	11	8	9	6	11	14	9	9	10	8	13	18	6
NHS HIGHLAND	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	3	2	1		2	1		1	3		5	1	1
NHS HIGHLAND	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)		1		1	2				1				
NHS HIGHLAND	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	1	1		1		2			2	1	2	2	1
NHS HIGHLAND	PCARE	Home Visit within 1 Hr	10	11	9	12	17	6	10	3	8	7	5	3	11
NHS HIGHLAND	PCARE	Home Visit within 2 Hrs	25	15	20	25	26	21	24	17	18	20	28	37	21
NHS HIGHLAND	PCARE	Home Visit within 4 Hrs	26	20	27	32	22	26	41	17	28	22	31	33	27
NHS HIGHLAND	PCARE	PCEC within 1 Hr	34	31	43	39	30	20	39	29	31	34	31	33	19
NHS HIGHLAND	PCARE	PCEC within 2 Hrs	80	62	66	74	83	60	83	60	54	55	71	76	62
NHS HIGHLAND	PCARE	PCEC within 4 Hrs	222	162	202	204	194	203	278	183	206	190	219	256	207
NHS HIGHLAND	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	39	51	30	46	37	35	38	33	41	31	39	58	46
NHS HIGHLAND	PCARE	Pt advised to contact practice - For Information Only	4	2	3	6	5	2	7	4	3	3	3	6	4
NHS HIGHLAND	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	5	4	4	4	4	4	5	6	4	3	8	6	3
NHS HIGHLAND	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	13	18	19	11	24	15	14	17	16	17	16	21	12
NHS HIGHLAND	PCARE	Speak to clinician within 1 Hr	35	13	17	8	17	18	14	12	11	16	14	21	15
NHS HIGHLAND	PCARE	Speak to clinician within 2 Hrs	32	15	23	22	30	18	33	24	33	20	18	23	23
NHS HIGHLAND	PCARE	Speak to clinician within 4 Hrs	64	65	28	54	47	44	64	50	67	45	58	73	43

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Health Board	Care Group	Endpoint	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	11/08/2024	18/08/2024
NHS HIGHLAND	PCARE	Transport to PCEC within 4 hrs	1				1	1	2					1	
NHS HIGHLAND	SCARE	999 contacted - For information only	81	82	86	96	84	90	84	88	79	79	87	92	98
NHS HIGHLAND	SCARE	Patient advised to go to A&E	75	69	58	76	73	64	86	57	65	76	69	91	65
NHS HIGHLAND	SCARE	Patient advised to go to A&E		2	3		1				1	1		1	1
NHS HIGHLAND	SCARE	Patient sent to A&E via Ambulance within 1 Hr	5	2	5	6	5	7	3	6	3	9	7	9	8
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	63	65	40	52	56	38	45	57	52	55	56	65	51
NHS HIGHLAND	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub	18	25	16	20	11	17	19	21	20	27	25	22	24
NHS HIGHLAND	SCARE	Speak to clinician 2 Hrs	12	21	11	14	17	13	5	13	23	18	14	23	20
NHS HIGHLAND	SCARE	Speak to clinician within 4 Hrs	22	25	14	15	17	14	18	21	17	26	19	27	22
NHS HIGHLAND	SLFC_NPA	Contact Breathing Space													1
NHS HIGHLAND	SLFC_NPA	Distress Brief Intervention	5	5	4	2	2	6	6	2	3	8	6	6	3
NHS HIGHLAND	SLFC_NPA	For Information Only	32	35	30	38	30	27	37	35	38	35	35	34	27
NHS HIGHLAND	SLFC_NPA	Hub to arrange appointment within 24 hours	58	50	53	73	68	62	60	70	59	58	58	63	72
NHS HIGHLAND	SLFC_NPA	Hub to arrange contact with Clinician within 1 hour				1									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	1					1	1	2	1				1
NHS HIGHLAND	SLFC_NPA	Patient advised to contact registered GDP - Info Only	12	15	12	17	11	3	12	8	5	14	18	9	11
NHS HIGHLAND	SLFC_NPA	Patient given self care advice - For Information Only	83	101	79	74	87	84	94	79	103	79	76	132	72
NHS HIGHLAND	SLFC_NPA	Patient given self care dental advice - For Information Only	2	2	1	1	2	1	3				1	5	2
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Dentist - For Information Only		1	1	1						2			
NHS HIGHLAND	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only	1				1		3					1	
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Midwife - For Information Only	2	1	1	1	1	1		1	3	2	1	2	2
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Optician - For Information Only	2		1	2	4	2	3	2	2	3	5	7	1
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	20	13	21	10	22	7	18	8	11	8	14	13	14
NHS HIGHLAND	SLFC_NPA	Pt advised to contact Police - For Information Only	6	6	4	5	6	7	3	2	3	3	4	3	3
NHS HIGHLAND	SLFC_NPA	Pt advised to contact appropriate service - For Info Only	1												
NHS HIGHLAND	SLFC_NPA	Triage refused - For Information Only	3	4	4	3	2	8	2	3	3		4	3	2
NHS HIGHLAND	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	5	8	5	5	6	7	7	3	5	5	4	2	3
NHS HIGHLAND	SLFC_NPA	Untriaged call - OOH Service clinician to phone patient								1					
NHS LANARKSHIRE	PCARE	CPN (Dr) to phone patient within 1 Hr	16	10	13	15	18	9	11	20	22	22	10	19	14
NHS LANARKSHIRE	PCARE	CPN (Dr) to phone patient within 2 Hrs	18	26	24	28	24	22	22	30	25	26	27	28	33
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 1 Hr		2	1	1		1	1		2		1	1	1
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 2 Hrs	3	4	1	2	7	3	2		5	3	7	1	2
NHS LANARKSHIRE	PCARE	DN (Dr) phone patient within 4 Hrs	7	4	4	6	6	4	5	3	8	3	2	4	3
NHS LANARKSHIRE	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	1	3	5	1	1	4	9	1	2	3	4	3	2
NHS LANARKSHIRE	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	2	3		5							1		

Table 3

Health Board	Care Group	Endpoint	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	11/08/2024	18/08/2024
NHS LANARKSHIRE	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)		6	2	3	6	6	1	3	1	1	2	5	2
NHS LANARKSHIRE	PCARE	Home Visit within 1 Hr	19	14	12	7	9	10	10	6	16	6	12	13	13
NHS LANARKSHIRE	PCARE	Home Visit within 2 Hrs	42	29	46	36	37	33	39	27	47	32	36	24	45
NHS LANARKSHIRE	PCARE	Home Visit within 4 Hrs	56	58	57	42	45	38	39	41	52	62	53	48	56
NHS LANARKSHIRE	PCARE	PCEC within 1 Hr	86	108	105	103	103	84	79	62	104	64	66	71	63
NHS LANARKSHIRE	PCARE	PCEC within 2 Hrs	166	244	193	199	203	161	176	187	212	157	140	155	177
NHS LANARKSHIRE	PCARE	PCEC within 4 Hrs	520	698	508	505	510	507	463	480	708	451	453	470	506
NHS LANARKSHIRE	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	93	62	88	99	89	93	90	80	78	79	81	105	82
NHS LANARKSHIRE	PCARE	Pt advised to contact practice - For Information Only	12	9	9	7	9	4	11	9	8	10	16	10	9
NHS LANARKSHIRE	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	8	10	9	4	10	13	5	11	10	8	8	11	12
NHS LANARKSHIRE	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	48	80	46	46	42	48	45	38	61	54	41	47	54
NHS LANARKSHIRE	PCARE	Speak to clinician within 1 Hr	31	32	37	22	36	32	27	20	45	19	19	31	25
NHS LANARKSHIRE	PCARE	Speak to clinician within 2 Hrs	51	60	56	56	52	49	65	46	60	40	39	51	37
NHS LANARKSHIRE	PCARE	Speak to clinician within 4 Hrs	130	145	92	108	110	110	117	116	190	71	81	87	90
NHS LANARKSHIRE	PCARE	Transport to PCEC within 2 Hrs		1	1	1			1	1			1	1	
NHS LANARKSHIRE	PCARE	Transport to PCEC within 4 hrs		2	1	2	3	2		1				4	
NHS LANARKSHIRE	SCARE	999 contacted - For Information Only					1		1						
NHS LANARKSHIRE	SCARE	999 contacted - For information only	181	223	172	197	168	179	171	169	221	218	174	174	188
NHS LANARKSHIRE	SCARE	Patient advised to go to A&E	214	263	197	230	224	217	210	178	256	225	217	196	243
NHS LANARKSHIRE	SCARE	Patient advised to go to A&E		2		1	1	5		1	3	1	4	3	1
NHS LANARKSHIRE	SCARE	Patient sent to A&E via Ambulance within 1 Hr	20	15	18	12	9	10	10	14	14	15	17	16	15
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						1
NHS LANARKSHIRE	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	113	108	116	109	108	105	89	98	114	110	113	133	129
NHS LANARKSHIRE	SCARE	Speak to clinician 2 Hrs	31	25	24	22	19	20	21	23	19	24	30	14	33
NHS LANARKSHIRE	SCARE	Speak to clinician within 4 Hrs	49	59	37	29	48	37	46	46	62	51	44	48	52
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	1	
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	161	153	167	131	153	145	112	116	137	128	127	154	156
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	3	1	1	2		1		2	1		1	1	1
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Not Triage/Assessed	5	7	6	6	5	6	11	12	5	2	2	6	12
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	1	1	4		3		2	1	1	2		6	1
NHS LANARKSHIRE	SLFC_NPA	Dental Nurse - Self Care	5	3	5		1	2	2	1	1	2		3	1
NHS LANARKSHIRE	SLFC_NPA	Distress Brief Intervention	10	12	11	5	10	12	6	12	24	10	11	5	12
NHS LANARKSHIRE	SLFC_NPA	For Information Only	56	78	61	63	67	54	46	57	76	63	69	92	66
NHS LANARKSHIRE	SLFC_NPA	Patient advised to contact CPN Team - For Info Only		1		1		1	3		3	2	1	3	2
NHS LANARKSHIRE	SLFC_NPA	Patient given self care advice - For Information Only	172	195	154	155	202	174	144	129	223	189	192	169	180
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Dentist - For Information Only		3	2							3		3	2



Table 3

Health Board	Care Group	Endpoint	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	11/08/2024	18/08/2024
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only												2	1
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Midwife - For Information Only	3	3	3	9	4	2	3	2	4	4	4	5	3
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Optician - For Information Only	5	3	3	1	1	2	2	2	3	7	2	6	6
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	39	46	29	32	38	24	27	40	51	28	30	29	30
NHS LANARKSHIRE	SLFC_NPA	Pt advised to contact Police - For Information Only	7	2	5	6	3	7	5	4	8	11	7	1	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	10	10	14	14	7	8	6	7	4	21	11	8	17
NHS LANARKSHIRE	Not assigned	Not assigned							1		2				
NHS Lothian	PCARE	CPN (Dr) to phone patient within 1 Hr	13	16	20	26	23	23	27	23	19	24	14	16	13
NHS Lothian	PCARE	CPN (Dr) to phone patient within 2 Hrs	27	48	38	37	36	36	22	36	32	28	36	30	45
NHS Lothian	PCARE	DN (Dr) phone patient within 1 Hr	2	9	9	8	5	6	5	5	5	10	4	5	8
NHS Lothian	PCARE	DN (Dr) phone patient within 2 Hrs	9	12	15	16	12	18	17	11	7	11	10	14	10
NHS Lothian	PCARE	DN (Dr) phone patient within 4 Hrs	34	32	37	34	30	29	25	30	36	28	36	45	44
NHS Lothian	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	4	10	11	4	4	4	3	5	9	9	6	7	8
NHS Lothian	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)	1	2	2	1	1	1	5		2	4	1	2	1
NHS Lothian	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	5	7	5	3	7	2	1	3	3	2	4	7	9
NHS Lothian	PCARE	Home Visit within 1 Hr	31	25	22	30	25	30	30	28	34	30	29	17	18
NHS Lothian	PCARE	Home Visit within 2 Hrs	43	56	66	78	51	49	58	48	55	55	56	53	69
NHS Lothian	PCARE	Home Visit within 4 Hrs	73	84	86	83	75	61	84	64	84	78	91	65	82
NHS Lothian	PCARE	PCEC within 1 Hr	128	116	119	114	110	113	105	86	108	85	96	88	117
NHS Lothian	PCARE	PCEC within 12 Hrs		1			1								1
NHS Lothian	PCARE	PCEC within 2 Hrs	245	274	278	277	259	266	244	206	232	171	228	240	266
NHS Lothian	PCARE	PCEC within 4 Hrs	813	723	742	724	739	742	753	636	699	722	671	732	678
NHS Lothian	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	177	221	198	210	183	192	176	178	179	182	198	209	224
NHS Lothian	PCARE	Pt advised to contact practice - For Information Only	25	19	25	17	25	15	18	20	26	18	17	20	27
NHS Lothian	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	21	15	12	12	25	15	20	13	19	8	14	21	16
NHS Lothian	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	57	85	69	62	76	73	89	67	80	65	70	89	78
NHS Lothian	PCARE	Speak to clinician within 1 Hr	45	62	55	64	53	61	57	45	38	29	52	44	53
NHS Lothian	PCARE	Speak to clinician within 2 Hrs	87	83	79	87	95	80	65	83	81	61	69	63	60
NHS Lothian	PCARE	Speak to clinician within 4 Hrs	213	158	162	179	218	185	161	196	212	171	143	147	151
NHS Lothian	PCARE	Transport to PCEC within 2 Hrs	2		1	1	1	1		3		1			1
NHS Lothian	PCARE	Transport to PCEC within 4 hrs	3	3	1	3	3	1		1	1	1	3	1	
NHS Lothian	PCARE	Triage refused therefore Dr requested to phone patient				1									
NHS Lothian	SCARE	999 contacted - For Information Only	1								1				
NHS Lothian	SCARE	999 contacted - For information only	283	291	259	254	276	259	238	266	316	277	274	341	287
NHS Lothian	SCARE	Patient advised to go to A&E	342	395	369	368	385	313	312	337	376	356	331	360	337

Table 3

Health Board	Care Group	Endpoint	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	11/08/2024	18/08/2024
NHS Lothian	SCARE	Patient advised to go to A&E	2	1	1	1	2	4	1		2	1	3	2	1
NHS Lothian	SCARE	Patient sent to A&E via Ambulance within 1 Hr	17	30	9	17	19	22	21	18	24	14	17	30	17
NHS Lothian	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only					1			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	357	401	375	369	381	385	325	316	352	360	432	409	465
NHS Lothian	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub												1	
NHS Lothian	SCARE	Speak to clinician 2 Hrs	66	68	81	78	56	71	51	45	47	46	57	70	69
NHS Lothian	SCARE	Speak to clinician within 4 Hrs	124	109	114	123	101	124	117	90	139	111	104	148	125
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		2	3		4	3
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	208	215	232	226	210	229	222	203	217	214	213	232	221
NHS Lothian	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	4	1	6		2	6	3	2	4		4	4	4
NHS Lothian	SLFC_NPA	Dental Nurse - Not Triage/Assessed	2	11	9	10	8	16	15	22	17	15	10	19	11
NHS Lothian	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	3	1	7	5	4	3	5	4	1	7	2	6	2
NHS Lothian	SLFC_NPA	Dental Nurse - Self Care	7	2	2	5	10		7	8	6	2	2	6	1
NHS Lothian	SLFC_NPA	Distress Brief Intervention	18	7	9	14	14	18	14	14	21	13	15	12	23
NHS Lothian	SLFC_NPA	For Information Only	88	104	99	90	105	93	102	96	115	85	96	119	128
NHS Lothian	SLFC_NPA	Patient advised to contact CPN Team - For Info Only	3	2	6	1	1			1			1	1	1
NHS Lothian	SLFC_NPA	Patient given self care advice - For Information Only	307	294	279	294	319	363	267	250	294	293	284	328	341
NHS Lothian	SLFC_NPA	Pt advised to contact Dentist - For Information Only	2	3			1	3	1	1	1	2		1	3
NHS Lothian	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only		1							1	1	2	1	
NHS Lothian	SLFC_NPA	Pt advised to contact Midwife - For Information Only	12	8	13	18	5	10	11	12	7	10	11	12	13
NHS Lothian	SLFC_NPA	Pt advised to contact Optician - For Information Only	7	12	9	3	14	12	6	2	5	8	15	20	9
NHS Lothian	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only				1					1				2
NHS Lothian	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	68	57	41	56	71	52	36	58	52	65	58	62	53
NHS Lothian	SLFC_NPA	Pt advised to contact Police - For Information Only	9	13	11	12	6	8	13	11	18	10	14	9	8
NHS Lothian	SLFC_NPA	Pt advised to contact Public Health Nurse - For Information												1	
NHS Lothian	SLFC_NPA	Pt advised to contact appropriate service - For Info Only			2		1	1			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	12	16	12	17	5	15	14	6	18	11	12	14	15
NHS Lothian	Not assigned	Not assigned	1						1				1		2
NHS Orkney	PCARE	CPN (Dr) to phone patient within 1 Hr	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		
NHS Orkney	PCARE	DN (Dr) phone patient within 2 Hrs	1	1			2	1	1			1			
NHS Orkney	PCARE	DN (Dr) phone patient within 4 Hrs	1	3		2	2	2	1		1	2			1
NHS Orkney	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)					1						1		
NHS Orkney	PCARE	Home Visit within 1 Hr	1	1	1	4			1		1	1	4		

Table 3

Health Board	Care Group	Endpoint	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	11/08/2024	18/08/2024
NHS Orkney	PCARE	Home Visit within 2 Hrs		4	1		1	2	2	2		2	1	2	3
NHS Orkney	PCARE	Home Visit within 4 Hrs	5	3	3	6	1	2	1	3		5	3	3	3
NHS Orkney	PCARE	PCEC within 1 Hr	1	1	2	1	1	1		1			2	3	
NHS Orkney	PCARE	PCEC within 2 Hrs	2	7	2	3	1	1	2	1	1	3		1	1
NHS Orkney	PCARE	PCEC within 4 Hrs	6	9	6	5	2	4	5	6	4	6	4	10	10
NHS Orkney	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only		2	3		2	1	1	1	1		1	1	2
NHS Orkney	PCARE	Pt advised to contact practice - For Information Only	1												
NHS Orkney	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	1												
NHS Orkney	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	2		1									1	
NHS Orkney	PCARE	Speak to clinician within 1 Hr		1	1						4	1	1		2
NHS Orkney	PCARE	Speak to clinician within 2 Hrs		2	2	1				3	2	1		2	
NHS Orkney	PCARE	Speak to clinician within 4 Hrs	4	2	2	4	4	1	6	3	1	3	3	1	2
NHS Orkney	SCARE	999 contacted - For information only	5	2	6	4	6	4	4		7	4	4	5	5
NHS Orkney	SCARE	Patient advised to go to A&E	1	4	1	2	2	4	4	4	3	1	1	4	7
NHS Orkney	SCARE	Patient advised to go to A&E				1									
NHS Orkney	SCARE	Patient sent to A&E via Ambulance within 1 Hr	1						1	2		1			
NHS Orkney	SCARE	Patient sent to A&E via Ambulance within 2 Hrs - Info Only						1							
NHS Orkney	SCARE	Patient suitable for MIU 4Hr - Flow Hub to arrange	1		1			1		1	3	3	1	2	1
NHS Orkney	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub					1								
NHS Orkney	SCARE	Speak to clinician 2 Hrs			1						1	1			
NHS Orkney	SCARE	Speak to clinician within 4 Hrs		1	1					2	2			2	
NHS Orkney	SLFC_NPA	Distress Brief Intervention	1	1		1		1				1			
NHS Orkney	SLFC_NPA	For Information Only				1					1		1	1	1
NHS Orkney	SLFC_NPA	Hub to arrange appointment within 24 hours	1	2	2	2	2	4	5	1	1	1	3	3	5
NHS Orkney	SLFC_NPA	Hub to arrange contact with Clinician within 1 hour								2			1		
NHS Orkney	SLFC_NPA	Patient advised to contact registered GDP - Info Only			1		2	1		1			1		
NHS Orkney	SLFC_NPA	Patient given self care advice - For Information Only	3	6	2	1	2	7	3	3	3	4		5	4
NHS Orkney	SLFC_NPA	Pt advised to contact Dentist - For Information Only												1	
NHS Orkney	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only												1	
NHS Orkney	SLFC_NPA	Pt advised to contact Optician - For Information Only						1							1
NHS Orkney	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only				1		1	1			3	2	2	1
NHS Orkney	SLFC_NPA	Triage refused - For Information Only									1				
NHS Shetland	PCARE	CPN (Dr) to phone patient within 1 Hr	3	2	1	1	1	4	1		2		2		
NHS Shetland	PCARE	CPN (Dr) to phone patient within 2 Hrs		1	2	1	2			6		2	1	1	1
NHS Shetland	PCARE	DN (Dr) phone patient within 1 Hr	1												
NHS Shetland	PCARE	DN (Dr) phone patient within 2 Hrs			1		1		1	1					
NHS Shetland	PCARE	DN (Dr) phone patient within 4 Hrs	2		1	1	1	1	1	1	1		2	4	
NHS Shetland	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)									1				

Table 3

Health Board	Care Group	Endpoint	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	11/08/2024	18/08/2024
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			1	1	1	3	1	2		2	1	2	
NHS Shetland	PCARE	Home Visit within 4 Hrs		1	2	1			2	3	1	4	1	3	1
NHS Shetland	PCARE	PCEC within 1 Hr	3	1	4		2	4	3	1	1	3		1	
NHS Shetland	PCARE	PCEC within 2 Hrs	2	3	2	5	5	1	4	2	2	2		2	2
NHS Shetland	PCARE	PCEC within 4 Hrs	7	7	7	6	5	14	6	6	6	5	10	8	6
NHS Shetland	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	1	4	1		4	1	1			2	1	2	9
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			2	2	1	1			2		2	2
NHS Shetland	PCARE	Speak to clinician within 1 Hr			1		1	1	2	1	1			1	1
NHS Shetland	PCARE	Speak to clinician within 2 Hrs			2	2	2	2			2	2		1	1
NHS Shetland	PCARE	Speak to clinician within 4 Hrs	6	3	2		7	1	1	2	4	3	1	4	5
NHS Shetland	SCARE	999 contacted - For information only	3	5	5	6	6	2	4	2	3	5	3	7	4
NHS Shetland	SCARE	Patient advised to go to A&E	2	4	4	2	3	3	2	2	1	3	3	1	1
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		2			1		2	2	1	1	1
NHS Shetland	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub							1		1			1	
NHS Shetland	SCARE	Speak to clinician 2 Hrs		3	1								1		
NHS Shetland	SCARE	Speak to clinician within 4 Hrs			2				1	1	2			1	
NHS Shetland	SLFC_NPA	Distress Brief Intervention	1	1											
NHS Shetland	SLFC_NPA	For Information Only	1	1								1	1	2	
NHS Shetland	SLFC_NPA	Hub to arrange appointment within 24 hours	1	4	3	1	1	1	3	1	3	5	3	3	2
NHS Shetland	SLFC_NPA	Hub to arrange contact with Clinician within 1 hour					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			2			1	1		1			1	
NHS Shetland	SLFC_NPA	Patient given self care advice - For Information Only	3	2	3		8	3	4	5	3	4	5	4	1
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 Pharmacist - For Information Only	2	1				1				1	1	3	1
NHS Shetland	SLFC_NPA	Pt advised to contact Police - For Information Only		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						
NHS TAYSIDE	PCARE	CPN (Dr) to phone patient within 1 Hr	15	10	9	22	20	12	12	17	15	15	7	16	12
NHS TAYSIDE	PCARE	CPN (Dr) to phone patient within 2 Hrs	21	32	35	25	29	27	25	25	22	21	25	25	25
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 1 Hr	5	3	3	2	3	5	6	4	5	4	5	9	6

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Health Board	Care Group	Endpoint	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	11/08/2024	18/08/2024
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 2 Hrs	5	9	8	7	11	11	10	9	8	7	10	12	10
NHS TAYSIDE	PCARE	DN (Dr) phone patient within 4 Hrs	32	42	39	37	29	31	39	36	27	48	38	46	40
NHS TAYSIDE	PCARE	Dr to phone patient within 1 Hr (Disputed Outcome)	3	2	4		3	2	3	2	2	2	2	1	2
NHS TAYSIDE	PCARE	Dr to phone patient within 2 Hrs (Disputed Outcome)		1		4							1	2	1
NHS TAYSIDE	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)	1	1	1	4	2	2	3	4	1	2	1	2	1
NHS TAYSIDE	PCARE	Home Visit within 1 Hr	8	14	13	10	14	12	14	6	4	9	4	10	9
NHS TAYSIDE	PCARE	Home Visit within 2 Hrs	38	45	34	30	27	23	35	21	31	31	36	33	25
NHS TAYSIDE	PCARE	Home Visit within 4 Hrs	44	60	66	43	41	43	39	41	41	59	45	42	47
NHS TAYSIDE	PCARE	PCEC within 1 Hr	74	103	78	78	93	75	77	51	75	58	68	59	63
NHS TAYSIDE	PCARE	PCEC within 2 Hrs	142	190	145	139	141	129	122	117	124	130	118	116	109
NHS TAYSIDE	PCARE	PCEC within 4 Hrs	336	482	284	286	316	343	321	298	300	449	286	284	343
NHS TAYSIDE	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only	61	51	71	67	54	41	58	48	60	53	69	49	57
NHS TAYSIDE	PCARE	Pt advised to contact practice - For Information Only	6	9	5	6	12	2	4	3	2	13	10	11	8
NHS TAYSIDE	PCARE	Pt advised to contact practice within 12 Hrs - Info Only	6	10	10	8	14	9	5	5	8	3	8	11	9
NHS TAYSIDE	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	28	43	30	34	43	50	44	19	25	48	27	29	38
NHS TAYSIDE	PCARE	Speak to clinician within 1 Hr	37	29	32	18	31	29	24	18	20	17	18	10	39
NHS TAYSIDE	PCARE	Speak to clinician within 2 Hrs	40	42	40	36	47	30	36	37	24	41	37	30	26
NHS TAYSIDE	PCARE	Speak to clinician within 4 Hrs	78	119	82	72	85	92	75	75	90	123	72	56	58
NHS TAYSIDE	PCARE	Transport to PCEC within 1 Hr													1
NHS TAYSIDE	PCARE	Transport to PCEC within 2 Hrs					2	1				1		1	
NHS TAYSIDE	PCARE	Transport to PCEC within 4 hrs	1	1	1		2	2		1		2		2	
NHS TAYSIDE	SCARE	999 contacted - For Information Only											1		
NHS TAYSIDE	SCARE	999 contacted - For information only	147	188	178	141	170	154	127	149	143	158	162	162	181
NHS TAYSIDE	SCARE	Patient advised to go to A&E	71	99	83	80	61	86	71	67	85	75	55	90	81
NHS TAYSIDE	SCARE	Patient advised to go to A&E	3		1	3	2	1	1		1	2	1	1	
NHS TAYSIDE	SCARE	Patient sent to A&E via Ambulance within 1 Hr	8	6	7	8	9	9	3	6	11	10	14	9	5
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	100	109	91	110	84	101	80	84	103	112	112	106	120
NHS TAYSIDE	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub		2	3	1	1	1		1	1	1	2	2	
NHS TAYSIDE	SCARE	Speak to clinician 2 Hrs	34	36	23	25	27	25	21	17	23	20	34	24	26
NHS TAYSIDE	SCARE	Speak to clinician within 4 Hrs	42	41	41	46	37	35	38	35	37	43	42	46	61
NHS TAYSIDE	SLFC_NPA	Contact Breathing Space							1	1			1		
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Dentist within 1 hour			1	1			1	1		3	2		1
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Dentist within 24 hours	122	98	119	96	112	130	128	87	96	119	109	87	107
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Contact Next Routine Appointment over 24 hour	1	3	1	1	1		2	1	1	2	3	1	
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Not Triaged/Assessed	6	4	4	9	4	9	7	10	4	5	7	7	2
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Routine Contact with Dentist	2	2	1	4	4	2	3				4	4	2

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Health Board	Care Group	Endpoint	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	11/08/2024	18/08/2024
NHS TAYSIDE	SLFC_NPA	Dental Nurse - Self Care	2	4	3	1	4	2	2		1	2	6	4	6
NHS TAYSIDE	SLFC_NPA	Distress Brief Intervention	4	6	8	11	12	10	4	9	7	11	4	6	5
NHS TAYSIDE	SLFC_NPA	For Information Only	46	65	50	55	33	38	31	34	36	56	40	47	44
NHS TAYSIDE	SLFC_NPA	Patient advised to contact CPN Team - For Info Only						1			2		1	1	
NHS TAYSIDE	SLFC_NPA	Patient given self care advice - For Information Only	130	149	125	114	138	115	107	89	122	146	114	133	149
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Dentist - For Information Only	2	1			1		1	1		1		2	1
NHS TAYSIDE	SLFC_NPA	Pt advised to contact GUM Clinic - For Information Only											1		
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Midwife - For Information Only	5	3	1	4	3	4		2	3	4	6	4	
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Optician - For Information Only	6	6	4	6	1	3	4	3	8	6	3	3	9
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Orthodontist - For Information Only										3			
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Pharmacist - For Information Only	28	30	20	22	20	21	19	17	34	23	19	19	20
NHS TAYSIDE	SLFC_NPA	Pt advised to contact Police - For Information Only	5	6	3	6	5	1	8	3	4	3	7	8	3
NHS TAYSIDE	SLFC_NPA	Triage refused - Pt terminated call - For Information Only	10	9	2	10	7	8	9	5	10	9	7	8	3
NHS TAYSIDE	Not assigned	Not assigned	1						1			1			1
NHS Western Isles	PCARE	CPN (Dr) to phone patient within 1 Hr				1			1	2					
NHS Western Isles	PCARE	CPN (Dr) to phone patient within 2 Hrs		1					1		2		1	1	
NHS Western Isles	PCARE	DN (Dr) phone patient within 1 Hr						1							
NHS Western Isles	PCARE	DN (Dr) phone patient within 2 Hrs	1	1	1	1	2					1			3
NHS Western Isles	PCARE	DN (Dr) phone patient within 4 Hrs	3	1	1	1	1	1	3		1		1		2
NHS Western Isles	PCARE	Dr to phone patient within 4 Hrs (Disputed Outcome)							1						
NHS Western Isles	PCARE	Home Visit within 1 Hr	2	2		1				1	1	1	1	1	
NHS Western Isles	PCARE	Home Visit within 2 Hrs	2	3	3	1	1	2	3			1	2	4	1
NHS Western Isles	PCARE	Home Visit within 4 Hrs	4	3	1	2	4	6	3	2	2	2	3		2
NHS Western Isles	PCARE	PCEC within 1 Hr	2	7	5	1	5	3	2	5	3	5	1		2
NHS Western Isles	PCARE	PCEC within 2 Hrs	2	4	6	6	8	5	8	5	6	7	4	5	10
NHS Western Isles	PCARE	PCEC within 4 Hrs	17	14	10	16	17	19	19	9	16	19	19	16	13
NHS Western Isles	PCARE	Pt advised to contact Practice within 4 Hrs - Info Only		5	2	4	3	2	1	1	4	6	1		8
NHS Western Isles	PCARE	Pt advised to contact practice - For Information Only	1							1					
NHS Western Isles	PCARE	Pt advised to contact practice within 12 Hrs - Info Only			1		1		2			1		1	
NHS Western Isles	PCARE	Pt advised to contact practice within 36 Hrs - Info Only	3	3	1	1	2	2	3	3	1	1	3	1	1
NHS Western Isles	PCARE	Speak to clinician within 1 Hr	1	1		2	3	3	1		1	3	3	1	1
NHS Western Isles	PCARE	Speak to clinician within 2 Hrs	2	5	3	4	2	1	1	6	1	3	2	2	1
NHS Western Isles	PCARE	Speak to clinician within 4 Hrs	7	6	4	5	6	3	4	3	4	3	5	3	3
NHS Western Isles	PCARE	Transport to PCEC within 2 Hrs										1			
NHS Western Isles	PCARE	Transport to PCEC within 4 hrs										1			
NHS Western Isles	SCARE	999 contacted - For information only	8	4	2	9	7	9	9	2	6	6	8	6	5
NHS Western Isles	SCARE	Patient advised to go to A&E	10	6	2	7	3	7	1	7	8	3	7	8	5
NHS Western Isles	SCARE	Patient sent to A&E via Ambulance within 1 Hr				1			2				1		1

Table 3

Health Board	Care Group	Endpoint	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	11/08/2024	18/08/2024
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	8	3	2	3	3	1	3	1	3	1	3	4	5
NHS Western Isles	SCARE	Remote & Rural A&E and Minor Injuries -Refer to Hub		2		3	2	1	2	1	1	1		1	1
NHS Western Isles	SCARE	Speak to clinician 2 Hrs		2			1		1		2		1		
NHS Western Isles	SCARE	Speak to clinician within 4 Hrs	3	1	2		2		2	2	1		2	2	3
NHS Western Isles	SLFC_NPA	Distress Brief Intervention								1	1				
NHS Western Isles	SLFC_NPA	For Information Only		1	3	4	2	2	4	1	2		3	3	4
NHS Western Isles	SLFC_NPA	Hub to arrange appointment within 24 hours	3	2	3	2	5	5	4	2	3	4	7	5	2
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	4	2	5	10	5	2	3	5	6	5	2	3	5
NHS Western Isles	SLFC_NPA	Patient given self care dental advice - For Information Only												1	
NHS Western Isles	SLFC_NPA	Pt advised to contact Midwife - For Information Only													1
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	14	9	17	10	13	9	6	13	9	10	11	14	17

**Table 4**

Care Group	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	11/08/2024	18/08/2024
PCARE	12,157	13,554	11,793	11,845	12,174	11,640	11,487	11,012	12,479	10,922	10,653	11,123	11,094
SCARE	6,225	6,875	6,294	6,296	6,255	6,217	5,576	5,511	6,498	6,287	6,329	6,574	6,845
SLFC_NPA	4,433	4,679	4,439	4,365	4,622	4,478	4,186	4,150	4,558	4,542	4,502	4,789	4,491
Not assigned	16	12	20	11	15	10	13	14	18	11	14	15	24
<b>Total</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>21,262</b>	<b>20,687</b>	<b>23,553</b>	<b>21,762</b>	<b>21,498</b>	<b>22,501</b>	<b>22,454</b>

Care Group	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	11/08/2024	18/08/2024
PCARE	53.25%	53.96%	52.31%	52.60%	52.78%	52.09%	54.03%	53.23%	52.98%	50.19%	49.55%	49.43%	49.41%
SCARE	27.27%	27.37%	27.92%	27.96%	27.12%	27.82%	26.23%	26.64%	27.59%	28.89%	29.44%	29.22%	30.48%
SLFC_NPA	19.42%	18.63%	19.69%	19.39%	20.04%	20.04%	19.69%	20.06%	19.35%	20.87%	20.94%	21.28%	20.00%
Not assigned	0.07%	0.05%	0.09%	0.05%	0.07%	0.04%	0.06%	0.07%	0.08%	0.05%	0.07%	0.07%	0.11%



Table 5

Calendar day	23/07/2024	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	05/08/2024	06/08/2024	07/08/2024	08/08/2024	09/08/2024	10/08/2024	11/08/2024	12/08/2024	13/08/2024	14/08/2024	15/08/2024	16/08/2024	17/08/2024	18/08/2024	
Overall Call Volume	405	408	343	349	351	488	466	393	361	360	367	352	431	477	354	381	368	351	340	460	448	347	363	357	416	373	397	463	
Overall Calls Connected	357	383	306	324	314	419	425	368	324	318	321	309	379	455	345	337	323	322	320	409	406	305	312	309	319	336	346	428	
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	00:00:06	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	00:04:35	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	00:00:09	00:06:19	00:04:35	00:01:47	00:03:07	00:09:58	00:06:48	00:08:50	00:10:14	00:11:17	00:10:02	00:04:15	00:05:54	00:05:21	

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	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	11/08/2024	18/08/2024
Overall Call Volume	2,528	2,740	2,560	2,552	2,733	2,680	2,515	2,616	2,904	2,808	2,771	2,702	2,716
Overall Calls Connected	2,244	2,412	2,295	2,221	2,347	2,309	2,043	2,168	2,509	2,538	2,474	2,462	2,355
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	00:05:51	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	00:04:28	00:08:18

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

**Graphs**

