

# Scottish Ambulance Service Unscheduled Care Operational Statistics

## Experimental Statistics Publication Weekly Statistics Published : 19 April 2023



**Scottish  
Ambulance  
Service**  
*Taking Care to the Patient*

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

### Contents

<a href="#">Definitions</a>	Definitions information
<a href="#">Table 1</a>	Total Unscheduled Care Demand and Emergency Demand by Health Board
<a href="#">Table 2</a>	Purple Category: Incidents Attended and Response Times by Health Board
<a href="#">Table 3</a>	Red Category: Incidents Attended and Response Times by Health Board
<a href="#">Table 4</a>	Amber Category: Incidents Attended and Response Times by Health Board
<a href="#">Table 5</a>	Yellow Category: Incidents Attended and Response Times by Health Board
<a href="#">Table 6</a>	Turnaround Times by Health Board
<a href="#">Table 7</a>	Turnaround Times by Hospital
<a href="#">Appendix 1</a>	List of Hospitals included in Hospital Turnaround Times Calculation

### Source

Publication only contains information from the SAS C3 Data Warehouse.

This publication includes data for week commencing **20/03/2023** to **10/04/2023**

### Notes

- 1) This document is an Experimental Statistics Publication.
- 2) The statistics in this weekly update cover SAS 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	Definition	Format
Total Incidents	Unscheduled care incidents handled by SAS including attended and non-attended incidents. Presented by the Health Board Area of the Incident <sup>1</sup>	Number
Incidents Attended	Unscheduled care incidents handled by SAS which were attended by a SAS crew. Presented by the Health Board Area of the Incident <sup>1</sup>	Number
Incidents Conveyed	Unscheduled care incidents handled by SAS which were attended by a SAS crew and the patient conveyed to hospital. Presented by the Health Board Area of the Incident <sup>1</sup>	Number
Median Response Time	The time in which 50% of patients are reached by a SAS crew. Presented by the Health Board Area of the Incident <sup>1</sup>	hh:mm:ss
90 <sup>th</sup> Percentile Response Time	The time in which 90% of patients are reached by a SAS crew. Presented by the Health Board Area of the Incident <sup>1</sup>	hh:mm:ss
Median Turnaround Time	The time in which 50% of SAS Crews spend at hospital as a result of conveying a patient. This time runs from when the crew arrive at the hospital to when they are clear from the incident. This indicator includes the turnaround times for hospitals with an A&E only. For a list of these please see Appendix 1.	hh:mm:ss
90 <sup>th</sup> Percentile Turnaround Time	The time in which 90% of SAS Crews spend at hospital as a result of conveying a patient. This time runs from when the crew arrive at the hospital to when they are clear from the incident. This indicator includes the turnaround times for hospitals with an A&E only. For a list of these please see Appendix 1.	hh:mm:ss

### Notes

<sup>1</sup> The Health Board Area of the incident is derived by matching the postcode of the incident to the National Records of Scotland Postcode file. Occasionally the postcode of the incident does not match a defined postcode in the NRS file, in these circumstances the Health Board Area is reported as Unknown.

**Table 1 - Total Unscheduled Care Demand and Emergency Demand by Health Board**

Week Commencing	20/03/2023						27/03/2023					
Health Board	Total Incidents	Total Incidents Attended	Total Incidents Conveyed	Emergency Incidents	Emergency Incidents Attended	Emergency Incidents Conveyed	Total Incidents	Total Incidents Attended	Total Incidents Conveyed	Emergency Incidents	Emergency Incidents Attended	Emergency Incidents Conveyed
Ayrshire and Arran	1,014	802	581	867	688	472	962	784	581	825	666	465
Borders	344	292	230	274	237	175	327	278	197	273	227	151
Dumfries and Galloway	431	374	292	342	295	216	428	378	296	363	320	242
Fife	1,063	811	547	935	706	453	1,072	838	570	938	728	469
Forth Valley	764	616	470	691	554	412	813	653	470	735	587	408
Grampian	1,519	1,131	722	1,314	991	593	1,474	1,137	742	1,286	1,001	611
Greater Glasgow and Clyde	3,313	2,371	1,809	2,901	2,051	1,511	3,383	2,512	1,851	2,945	2,159	1,521
Highland	977	805	563	768	639	409	1,004	800	595	774	626	431
Lanarkshire	1,722	1,284	1,013	1,481	1,085	829	1,764	1,395	1,032	1,534	1,205	853
Lothian	2,092	1,581	1,115	1,834	1,370	919	2,118	1,674	1,188	1,869	1,466	999
Orkney	61	46	39	45	33	26	75	57	47	37	29	22
Shetland	51	43	37	23	20	14	100	79	70	44	37	29
Tayside	1,270	1,023	612	1,078	852	454	1,160	979	597	980	815	445
Western Isles	102	80	63	65	50	35	102	79	64	46	43	29
Unknown	632	236	161	604	221	148	603	235	165	579	213	145
<b>SCOTLAND</b>	<b>15,355</b>	<b>11,495</b>	<b>8,254</b>	<b>13,222</b>	<b>9,792</b>	<b>6,666</b>	<b>15,385</b>	<b>11,878</b>	<b>8,465</b>	<b>13,228</b>	<b>10,122</b>	<b>6,820</b>

OFFICIAL

03/04/2023						10/04/2023					
Total Incidents	Total Incidents Attended	Total Incidents Conveyed	Emergency Incidents	Emergency Incidents Attended	Emergency Incidents Conveyed	Total Incidents	Total Incidents Attended	Total Incidents Conveyed	Emergency Incidents	Emergency Incidents Attended	Emergency Incidents Conveyed
965	796	567	818	668	447	1,053	857	620	885	710	485
327	272	206	262	213	151	364	314	236	294	249	174
412	359	293	319	277	215	505	412	336	413	335	265
1,093	863	598	953	742	493	1,039	839	573	903	721	466
782	611	438	676	523	357	745	633	451	675	567	388
1,503	1,161	751	1,302	1,008	612	1,401	1,099	680	1,217	961	550
3,323	2,592	1,941	2,878	2,198	1,574	3,016	2,470	1,866	2,638	2,143	1,559
1,032	871	632	810	690	465	1,014	851	615	765	652	428
1,801	1,445	1,087	1,549	1,223	889	1,683	1,338	1,015	1,468	1,144	840
2,116	1,673	1,204	1,819	1,436	984	2,126	1,712	1,180	1,858	1,472	957
66	50	44	37	26	20	49	42	37	28	24	20
45	43	34	32	31	23	73	60	49	45	37	27
1,184	998	649	1,017	845	509	1,141	991	609	965	830	468
111	95	76	49	45	28	122	103	79	75	63	42
623	247	165	592	225	145	574	256	189	551	240	173
<b>15,383</b>	<b>12,076</b>	<b>8,685</b>	<b>13,113</b>	<b>10,150</b>	<b>6,912</b>	<b>14,905</b>	<b>11,977</b>	<b>8,535</b>	<b>12,780</b>	<b>10,148</b>	<b>6,842</b>

OFFICIAL

**Table 2 - Purple Category: Incidents Attended and Response Times by Health Board**

Week Commencing	20/03/2023 <sup>P</sup>			27/03/2023 <sup>P</sup>			03/04/2023 <sup>P</sup>			10/04/2023 <sup>P</sup>		
Health Board	Incidents Attended	Median Response Time (hh:mm:ss)	90th Percentile Response Time (hh:mm:ss)	Incidents Attended	Median Response Time (hh:mm:ss)	90th Percentile Response Time (hh:mm:ss)	Incidents Attended	Median Response Time (hh:mm:ss)	90th Percentile Response Time (hh:mm:ss)	Incidents Attended	Median Response Time (hh:mm:ss)	90th Percentile Response Time (hh:mm:ss)
Ayrshire and Arran	41	00:09:08	00:24:23	41	00:08:38	00:17:51	20	00:07:21	00:11:14	27	00:06:43	00:17:54
Borders	*	*	*	13	00:09:51	00:27:51	*	*	*	*	*	*
Dumfries and Galloway	12	00:07:46	00:17:26	23	00:04:53	00:23:35	11	00:08:48	00:19:22	20	00:07:27	00:15:30
Fife	33	00:09:07	00:14:54	28	00:08:08	00:13:52	31	00:07:18	00:18:36	37	00:10:34	00:15:56
Forth Valley	29	00:06:39	00:17:48	33	00:10:12	00:16:18	28	00:06:23	00:13:53	32	00:07:57	00:15:05
Grampian	47	00:06:50	00:19:40	52	00:07:38	00:22:03	46	00:07:32	00:25:05	40	00:09:08	00:24:47
Greater Glasgow and Clyde	112	00:06:35	00:10:45	119	00:07:01	00:13:41	114	00:05:56	00:12:08	122	00:06:32	00:10:09
Highland	24	00:10:13	00:19:21	26	00:06:17	00:20:56	29	00:05:46	00:21:10	29	00:07:38	00:22:23
Lanarkshire	73	00:08:56	00:16:25	71	00:07:31	00:15:03	81	00:07:37	00:14:38	71	00:07:19	00:13:16
Lothian	86	00:06:47	00:13:56	66	00:06:22	00:13:34	77	00:06:53	00:12:27	61	00:06:32	00:12:46
Orkney	*	*	*	-	n/a	n/a	-	n/a	n/a	*	*	*
Shetland	-	n/a	n/a	*	*	*	*	*	*	-	n/a	n/a
Tayside	31	00:06:48	00:18:20	47	00:06:17	00:17:02	44	00:06:43	00:13:50	36	00:06:26	00:14:55
Western Isles	*	*	*	*	*	*	*	*	*	*	*	*
Unknown	12	00:08:53	00:17:29	*	*	*	7	00:06:56	00:11:45	9	00:08:02	00:13:31
<b>SCOTLAND</b>	<b>511</b>	<b>00:07:42</b>	<b>00:17:29</b>	<b>530</b>	<b>00:07:26</b>	<b>00:16:44</b>	<b>495</b>	<b>00:06:53</b>	<b>00:15:03</b>	<b>492</b>	<b>00:07:16</b>	<b>00:15:18</b>

Notes

<sup>P</sup> - Data presented from week commencing 04/04/2022 are subject to update due to the planned revision of the response time definition. Please see the summary report for further information.

## Key to symbols:

' - ' = zero value.

' n/a ' = not applicable.

' \* ' = Indicates values that have been suppressed due to the potential risk of disclosure and to help maintain patient confidentiality.

**Table 3 - Red Category: Incidents Attended and Response Times by Health Board**

Week Commencing	20/03/2023 <sup>P</sup>			27/03/2023 <sup>P</sup>			03/04/2023 <sup>P</sup>			10/04/2023 <sup>P</sup>		
	Incidents Attended	Median Response Time (hh:mm:ss)	90th Percentile Response Time (hh:mm:ss)	Incidents Attended	Median Response Time (hh:mm:ss)	90th Percentile Response Time (hh:mm:ss)	Incidents Attended	Median Response Time (hh:mm:ss)	90th Percentile Response Time (hh:mm:ss)	Incidents Attended	Median Response Time (hh:mm:ss)	90th Percentile Response Time (hh:mm:ss)
<b>Ayrshire and Arran</b>	155	00:11:41	00:25:22	144	00:08:46	00:21:31	128	00:09:15	00:19:25	149	00:08:57	00:20:51
<b>Borders</b>	37	00:09:39	00:28:09	30	00:08:45	00:24:14	20	00:09:49	00:22:35	26	00:07:37	00:33:22
<b>Dumfries and Galloway</b>	51	00:10:00	00:25:45	59	00:09:17	00:24:47	37	00:08:44	00:22:57	55	00:09:56	00:23:35
<b>Fife</b>	147	00:10:42	00:21:46	131	00:09:03	00:16:33	133	00:09:36	00:19:27	128	00:10:07	00:21:24
<b>Forth Valley</b>	116	00:09:40	00:22:23	121	00:10:31	00:20:37	103	00:08:28	00:19:31	108	00:09:08	00:17:55
<b>Grampian</b>	202	00:09:45	00:26:04	190	00:09:26	00:27:23	219	00:07:22	00:26:30	199	00:07:44	00:23:14
<b>Greater Glasgow and Clyde</b>	510	00:08:48	00:16:37	561	00:08:09	00:15:40	493	00:07:25	00:14:36	436	00:07:58	00:15:06
<b>Highland</b>	100	00:09:07	00:28:27	113	00:08:11	00:22:14	108	00:07:22	00:22:52	88	00:08:34	00:27:06
<b>Lanarkshire</b>	281	00:09:51	00:21:03	305	00:09:36	00:18:49	284	00:09:41	00:19:36	257	00:09:24	00:18:36
<b>Lothian</b>	237	00:08:24	00:15:43	280	00:07:51	00:15:19	286	00:08:11	00:14:43	301	00:08:29	00:16:15
<b>Orkney</b>	6	00:15:26	00:34:52	*	*	*	*	*	*	*	*	*
<b>Shetland</b>	-	n/a	n/a	*	*	*	*	*	*	*	*	*
<b>Tayside</b>	157	00:08:12	00:20:28	146	00:07:47	00:22:21	139	00:07:25	00:19:32	134	00:07:37	00:18:34
<b>Western Isles</b>	5	00:21:07	00:30:22	7	00:10:35	00:29:15	9	00:08:04	00:15:11	10	00:09:41	00:28:37
<b>Unknown</b>	53	00:12:35	00:22:43	63	00:08:59	00:20:13	53	00:09:25	00:18:34	47	00:08:27	00:23:25
<b>SCOTLAND</b>	<b>2,057</b>	<b>00:09:15</b>	<b>00:21:14</b>	<b>2,157</b>	<b>00:08:42</b>	<b>00:19:13</b>	<b>2,022</b>	<b>00:08:11</b>	<b>00:18:41</b>	<b>1,947</b>	<b>00:08:34</b>	<b>00:19:09</b>

Notes

<sup>P</sup> - Data presented from week commencing 04/04/2022 are subject to update due to the planned revision of the response time definition. Please see the summary report for further information.

## Key to symbols:

' - ' = zero value.

' n/a ' = not applicable.

' \* ' = Indicates values that have been suppressed due to the potential risk of disclosure and to help maintain patient confidentiality.

**Table 4 - Amber Category: Incidents Attended and Response Times by Health Board**

Week Commencing	20/03/2023 <sup>P</sup>			27/03/2023 <sup>P</sup>			03/04/2023 <sup>P</sup>			10/04/2023 <sup>P</sup>		
Health Board	Incidents Attended	Median Response Time (hh:mm:ss)	90th Percentile Response Time (hh:mm:ss)	Incidents Attended	Median Response Time (hh:mm:ss)	90th Percentile Response Time (hh:mm:ss)	Incidents Attended	Median Response Time (hh:mm:ss)	90th Percentile Response Time (hh:mm:ss)	Incidents Attended	Median Response Time (hh:mm:ss)	90th Percentile Response Time (hh:mm:ss)
Ayrshire and Arran	284	00:22:08	00:55:35	257	00:18:15	00:37:24	252	00:17:11	00:34:33	233	00:17:03	00:35:42
Borders	91	00:12:43	00:25:45	83	00:13:13	00:27:46	88	00:11:46	00:29:03	96	00:13:04	00:30:58
Dumfries and Galloway	92	00:13:32	00:28:03	107	00:14:03	00:30:28	104	00:11:11	00:30:21	134	00:16:11	00:34:51
Fife	323	00:18:55	00:42:22	283	00:16:58	00:34:14	289	00:17:45	00:37:45	262	00:16:31	00:29:51
Forth Valley	239	00:19:08	00:44:06	227	00:17:50	00:34:04	202	00:17:34	00:31:55	210	00:17:22	00:37:19
Grampian	397	00:18:54	00:57:27	413	00:18:29	00:55:20	407	00:16:55	00:44:34	349	00:17:02	00:42:23
Greater Glasgow and Clyde	897	00:21:34	01:00:38	949	00:20:42	01:00:53	883	00:15:19	00:33:43	786	00:14:40	00:30:15
Highland	246	00:14:02	00:39:25	225	00:14:41	00:38:08	237	00:15:17	00:35:30	237	00:13:08	00:33:36
Lanarkshire	451	00:22:28	00:57:48	479	00:21:05	00:52:45	447	00:18:40	00:40:31	444	00:18:44	00:41:04
Lothian	577	00:17:12	00:33:09	556	00:15:11	00:31:04	586	00:15:22	00:29:59	534	00:15:08	00:29:04
Orkney	8	00:19:55	01:00:12	10	00:06:47	00:35:09	9	00:19:35	00:22:34	7	00:11:54	00:20:49
Shetland	9	00:17:18	00:34:58	12	00:10:59	01:10:34	7	00:11:25	00:26:15	12	00:17:52	00:43:16
Tayside	344	00:14:30	00:34:50	296	00:15:30	00:33:56	333	00:15:17	00:36:21	302	00:13:37	00:28:49
Western Isles	17	00:11:58	01:07:25	14	00:14:15	00:28:22	12	00:10:48	00:33:20	18	00:12:08	00:36:30
Unknown	96	00:18:50	00:41:08	89	00:16:39	00:38:00	90	00:16:04	00:34:40	95	00:16:48	00:33:49
<b>SCOTLAND</b>	<b>4,071</b>	<b>00:18:41</b>	<b>00:46:53</b>	<b>4,000</b>	<b>00:17:37</b>	<b>00:44:55</b>	<b>3,946</b>	<b>00:15:46</b>	<b>00:35:20</b>	<b>3,719</b>	<b>00:15:45</b>	<b>00:33:33</b>

Notes

<sup>P</sup> - Data presented from week commencing 04/04/2022 are subject to update due to the planned revision of the response time definition. Please see the summary report for further information.

**Table 5 - Yellow Category: Incidents Attended and Response Times by Health Board**

Week Commencing	20/03/2023 <sup>P</sup>			27/03/2023 <sup>P</sup>			03/04/2023 <sup>P</sup>			10/04/2023 <sup>P</sup>		
Health Board	Incidents Attended	Median Response Time (hh:mm:ss)	90th Percentile Response Time (hh:mm:ss)	Incidents Attended	Median Response Time (hh:mm:ss)	90th Percentile Response Time (hh:mm:ss)	Incidents Attended	Median Response Time (hh:mm:ss)	90th Percentile Response Time (hh:mm:ss)	Incidents Attended	Median Response Time (hh:mm:ss)	90th Percentile Response Time (hh:mm:ss)
Ayrshire and Arran	200	01:04:00	05:50:49	213	00:37:22	02:32:32	258	00:31:39	02:22:01	298	00:28:28	01:42:21
Borders	102	00:23:28	01:42:36	100	00:22:04	01:19:31	99	00:16:15	01:02:54	121	00:16:59	01:11:46
Dumfries and Galloway	139	00:18:37	01:05:24	127	00:22:17	01:22:35	124	00:19:59	01:07:15	124	00:26:32	01:46:01
Fife	198	00:56:09	04:31:05	278	00:39:40	02:36:28	288	00:34:27	02:18:24	288	00:31:24	01:58:02
Forth Valley	160	00:54:19	03:40:23	201	00:58:16	03:42:26	188	00:42:18	02:54:52	215	00:37:12	02:12:29
Grampian	334	00:36:09	03:34:02	335	00:33:38	03:59:04	326	00:30:44	02:37:56	364	00:29:37	02:10:27
Greater Glasgow and Clyde	483	01:26:58	08:04:28	486	01:08:49	06:45:33	680	00:34:27	03:00:21	766	00:27:53	01:58:11
Highland	268	00:20:10	01:18:52	262	00:23:36	01:31:04	312	00:22:02	01:13:48	293	00:20:22	01:12:58
Lanarkshire	264	01:17:51	06:23:40	338	01:07:49	04:16:33	397	00:41:09	03:06:55	357	00:41:33	03:39:27
Lothian	447	00:48:04	03:21:02	549	00:40:13	02:47:23	464	00:36:30	02:34:53	558	00:33:24	02:16:18
Orkney	17	00:09:12	00:35:59	17	00:18:26	00:52:09	9	00:17:35	00:46:13	12	00:11:19	00:34:43
Shetland	11	00:21:09	00:49:08	17	00:23:02	01:11:36	20	00:23:09	01:24:38	20	00:22:46	01:08:21
Tayside	313	00:27:20	01:52:31	321	00:27:36	01:26:42	318	00:29:17	01:34:06	349	00:24:01	01:13:42
Western Isles	26	00:28:39	01:28:42	21	00:20:44	02:05:02	21	00:22:09	00:52:26	33	00:19:06	01:08:30
Unknown	58	00:31:49	02:38:45	49	00:59:50	04:02:49	73	00:26:29	01:16:27	82	00:22:47	01:07:09
<b>SCOTLAND</b>	<b>3,020</b>	<b>00:40:10</b>	<b>04:10:35</b>	<b>3,314</b>	<b>00:38:09</b>	<b>03:12:22</b>	<b>3,577</b>	<b>00:30:49</b>	<b>02:25:59</b>	<b>3,880</b>	<b>00:28:38</b>	<b>02:01:01</b>

Notes

<sup>P</sup> - Data presented from week commencing 04/04/2022 are subject to update due to the planned revision of the response time definition. Please see the summary report for further information.



Table 6 - Turnaround Times by Health Board

Week Commencing	20/03/2023			27/03/2023			03/04/2023			10/04/2023		
Health Board	Incidents Conveyed	Median Turnaround Time (hh:mm:ss)	90th Percentile Turnaround Time (hh:mm:ss)	Incidents Conveyed	Median Turnaround Time (hh:mm:ss)	90th Percentile Turnaround Time (hh:mm:ss)	Incidents Conveyed	Median Turnaround Time (hh:mm:ss)	90th Percentile Turnaround Time (hh:mm:ss)	Incidents Conveyed	Median Turnaround Time (hh:mm:ss)	90th Percentile Turnaround Time (hh:mm:ss)
Ayrshire & Arran	509	01:26:25	04:25:11	477	01:02:00	03:29:35	444	00:45:03	02:34:20	485	00:43:55	02:49:39
Borders	174	00:38:32	01:05:39	146	00:33:19	01:02:32	154	00:32:38	00:59:42	172	00:30:45	00:50:45
Dumfries & Galloway	212	00:28:29	00:47:25	237	00:28:09	00:57:10	206	00:27:45	00:56:27	259	00:31:14	01:06:03
Fife	419	01:01:10	03:00:07	438	00:46:38	01:50:57	464	00:46:18	01:40:16	444	00:49:05	02:21:01
Forth Valley	425	00:41:23	01:12:40	426	00:43:53	01:19:52	376	00:41:19	01:09:13	400	00:44:25	01:11:53
Grampian	625	00:59:59	03:14:07	633	00:53:33	03:27:34	651	00:51:59	03:05:06	583	00:54:49	02:58:46
Greater Glasgow & Clyde	1,695	00:54:27	02:48:55	1,749	00:50:42	02:04:38	1,777	00:48:31	01:20:25	1,771	00:47:56	01:28:52
Highland	310	00:30:30	01:22:25	341	00:32:20	01:54:48	355	00:29:05	01:17:09	334	00:32:26	01:29:07
Lanarkshire	813	00:59:47	02:32:19	804	00:55:15	01:59:25	840	00:53:39	01:43:41	811	00:56:22	02:20:19
Lothian	916	00:46:25	01:18:39	984	00:48:35	01:16:58	971	00:47:12	01:14:51	957	00:45:49	01:12:21
Orkney	27	00:15:39	00:27:25	22	00:15:52	00:35:02	20	00:12:16	00:23:34	21	00:12:44	00:33:29
Shetland	13	00:20:59	00:29:22	30	00:22:49	00:40:52	22	00:25:26	00:41:47	29	00:25:49	00:53:27
Tayside	524	00:30:06	00:52:58	509	00:30:40	00:57:11	565	00:31:59	01:04:52	514	00:31:22	00:57:11
Western Isles	31	00:15:39	00:33:50	22	00:16:24	00:26:51	25	00:16:12	00:33:17	38	00:22:10	00:32:25
<b>SCOTLAND</b>	<b>6,693</b>	<b>00:47:39</b>	<b>02:24:34</b>	<b>6,818</b>	<b>00:46:22</b>	<b>01:54:01</b>	<b>6,870</b>	<b>00:44:37</b>	<b>01:29:51</b>	<b>6,818</b>	<b>00:44:14</b>	<b>01:37:17</b>

Table 7 - Turnaround Times by Hospital

Week Commencing		20/03/2023			27/03/2023			03/04/2023			10/04/2023		
Health Board	Hospital	Incidents Conveyed	Median Turnaround Time (hh:mm:ss)	90th Percentile Turnaround Time (hh:mm:ss)	Incidents Conveyed	Median Turnaround Time (hh:mm:ss)	90th Percentile Turnaround Time (hh:mm:ss)	Incidents Conveyed	Median Turnaround Time (hh:mm:ss)	90th Percentile Turnaround Time (hh:mm:ss)	Incidents Conveyed	Median Turnaround Time (hh:mm:ss)	90th Percentile Turnaround Time (hh:mm:ss)
Ayrshire & Arran	University Hospital Ayr (Ayr)	178	01:31:11	04:04:37	167	01:02:26	02:54:51	135	00:41:09	01:27:05	165	00:40:43	02:25:31
Ayrshire & Arran	University Hospital Crosshouse (Kilmarnock)	331	01:23:44	04:34:23	310	01:01:46	03:52:49	309	00:47:36	03:03:53	320	00:46:01	03:04:41
Borders	Borders General Hospital (Melrose)	174	00:38:32	01:05:39	146	00:33:19	01:02:32	154	00:32:38	00:59:42	172	00:30:45	00:50:45
Dumfries & Galloway	Galloway Community Hospital (Stranraer)	36	00:27:45	00:53:58	36	00:26:01	00:35:21	38	00:27:21	01:06:59	39	00:26:52	00:49:11
Dumfries & Galloway	New Dumfries and Galloway Royal Infirmary (Cargenbridge)	176	00:28:49	00:46:59	201	00:28:54	01:01:11	168	00:27:54	00:53:55	220	00:31:37	01:07:23
Fife	Victoria Hospital (Kirkcaldy)	419	01:01:10	03:00:07	438	00:46:38	01:50:57	464	00:46:18	01:40:16	444	00:49:05	02:21:01
Forth Valley	Forth Valley Royal Hospital (Larbert)	425	00:41:23	01:12:40	426	00:43:53	01:19:52	376	00:41:19	01:09:13	400	00:44:25	01:11:53
Grampian	Aberdeen Royal Infirmary (Aberdeen)	464	01:07:32	03:29:01	481	01:02:11	03:50:58	503	00:55:57	03:18:57	440	00:56:17	03:14:28
Grampian	Dr Gray's Hospital (Elgin)	145	00:47:41	02:00:23	138	00:44:28	01:35:05	138	00:38:22	01:46:54	131	00:53:01	01:57:14
Grampian	Royal Aberdeen Children's Hospital (Aberdeen)	16	00:27:09	00:42:05	14	00:17:57	00:38:01	10	00:28:15	00:47:11	12	00:19:11	01:01:37
Greater Glasgow & Clyde	Glasgow Royal Infirmary (Glasgow)	467	00:46:52	01:12:29	516	00:44:11	01:10:41	537	00:43:29	01:07:04	493	00:41:49	01:11:12
Greater Glasgow & Clyde	Inverclyde Royal Hospital (Greenock)	104	00:35:16	00:58:32	103	00:31:37	00:55:53	102	00:33:51	00:52:32	108	00:35:12	00:57:17
Greater Glasgow & Clyde	Queen Elizabeth University Hospital (Glasgow)	706	01:21:02	03:48:23	732	01:05:05	03:33:22	733	00:53:00	01:27:09	799	00:56:03	01:45:27
Greater Glasgow & Clyde	Royal Alexandra Hospital (Paisley)	356	00:52:15	01:34:26	337	00:49:56	01:18:31	354	00:53:37	01:36:40	307	00:47:55	01:29:17
Greater Glasgow & Clyde	Royal Hospital for Children (Glasgow)	62	00:42:38	01:07:44	61	00:43:29	01:20:44	51	00:43:25	01:01:51	64	00:41:25	01:04:52
Highland	Belford Hospital (Fort William)	20	00:25:04	00:49:57	34	00:23:00	00:40:41	39	00:22:12	00:35:57	32	00:24:55	00:43:44
Highland	Caitness General Hospital (Wick)	41	00:30:17	00:53:06	45	00:22:35	00:48:16	43	00:24:43	00:37:40	38	00:28:01	00:42:28
Highland	Lorn & Islands Hospital (Oban)	25	00:29:05	00:41:41	26	00:23:15	00:44:35	32	00:25:52	00:41:26	28	00:27:40	00:44:20
Highland	Raigmore Hospital (Inverness)	224	00:33:19	01:33:05	236	00:38:17	02:25:51	241	00:33:43	01:52:34	236	00:36:52	01:47:07
Lanarkshire	University Hospital Hairmyres (East Kilbride)	262	00:52:08	02:03:09	259	00:53:00	01:51:23	232	00:47:49	01:27:58	270	00:52:53	01:49:22
Lanarkshire	University Hospital Monklands (Airdrie)	243	01:01:40	01:55:55	230	00:56:20	01:47:01	274	00:47:36	01:31:36	250	00:50:04	01:25:35
Lanarkshire	University Hospital Wishaw (Wishaw)	308	01:03:59	04:08:28	315	00:57:53	02:12:27	334	01:01:39	02:09:52	291	01:13:29	03:18:22
Lothian	Royal Hospital for Sick Children (Edinburgh)	27	00:41:21	01:12:13	22	00:44:56	00:59:25	26	00:36:53	01:00:11	25	00:31:59	00:54:32
Lothian	Royal Infirmary of Edinburgh at Little France (Edinburgh)	698	00:46:31	01:18:27	722	00:50:31	01:18:22	733	00:47:51	01:16:03	709	00:46:34	01:12:53
Lothian	St John's Hospital (Livingston)	191	00:46:25	01:19:56	240	00:44:00	01:13:38	212	00:45:51	01:13:45	223	00:42:50	01:12:04
Orkney	Balfour Hospital (Kirkwall)	27	00:15:39	00:27:25	22	00:15:52	00:35:02	20	00:12:16	00:23:34	21	00:12:44	00:33:29
Shetland	Gilbert Bain Hospital (Lerwick)	13	00:20:59	00:29:22	30	00:22:49	00:40:52	22	00:25:26	00:41:47	29	00:25:49	00:53:27
Tayside	Ninewells Hospital (Dundee)	434	00:30:23	00:53:03	430	00:31:02	00:59:06	474	00:33:42	01:08:38	436	00:31:46	00:59:17
Tayside	Perth Royal Infirmary (Perth)	90	00:28:46	00:52:19	79	00:27:27	00:43:00	91	00:27:58	00:44:19	78	00:29:38	00:42:05
Western Isles	Western Isles Hospital (Isle of Lewis)	31	00:15:39	00:33:50	22	00:16:24	00:26:51	25	00:16:12	00:33:17	38	00:22:10	00:32:25
<b>SCOTLAND</b>		<b>6,693</b>	<b>00:47:39</b>	<b>02:24:34</b>	<b>6,818</b>	<b>00:46:22</b>	<b>01:54:01</b>	<b>6,870</b>	<b>00:44:37</b>	<b>01:29:51</b>	<b>6,818</b>	<b>00:44:14</b>	<b>01:37:17</b>

**Appendix 1 – NHS Hospitals included in Hospital Turnaround Calculation**

Aberdeen Royal Infirmary (Aberdeen)
Balfour Hospital (Kirkwall)
Belford Hospital (Fort William)
Borders General Hospital (Melrose)
Caithness General Hospital (Wick)
Dr Gray's Hospital (Elgin)
Forth Valley Royal Hospital (Larbert)
Galloway Community Hospital (Stranraer)
Gilbert Bain Hospital (Lerwick)
Glasgow Royal Infirmary (Glasgow)
Inverclyde Royal Hospital (Greenock)
Lorn & Islands Hospital (Oban)
New Dumfries and Galloway Royal Infirmary (Cargenbridge)
Ninewells Hospital (Dundee)
Perth Royal Infirmary (Perth)
Queen Elizabeth University Hospital (Glasgow)
Raigmore Hospital (Inverness)
Royal Aberdeen Children's Hospital (Aberdeen)
Royal Alexandra Hospital (Paisley)
Royal Hospital for Children (Glasgow)
Royal Hospital for Sick Children (Edinburgh)
Royal Infirmary of Edinburgh at Little France (Edinburgh)
St John's Hospital (Livingston)
University Hospital Ayr (Ayr)
University Hospital Crosshouse (Kilmarnock)
University Hospital Hairmyres (East Kilbride)
University Hospital Monklands (Airdrie)
University Hospital Wishaw (Wishaw)
Victoria Hospital (Kirkcaldy)
Western Isles Hospital (Isle of Lewis)