

# Scottish Ambulance Service Unscheduled Care Operational Statistics



**Scottish  
Ambulance  
Service**

Working in Partnership with Universities

## Official Statistics Publication Weekly Statistics Published : 14 August 2024

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

**15/07/2024**

to

**05/08/2024**

### Notes

- 1) This document is an Official 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	15/07/2024						22/07/2024					
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	1,166	930	635	992	777	492	1,203	894	613	1,043	767	492
Borders	359	312	242	294	247	180	385	319	224	331	269	176
Dumfries and Galloway	524	436	343	445	369	278	495	412	318	411	341	253
Fife	1,103	881	611	970	766	504	1,040	854	588	902	724	466
Forth Valley	798	636	468	730	574	409	802	634	460	726	566	397
Grampian	1,501	1,135	703	1,355	1,033	608	1,445	1,109	667	1,279	992	560
Greater Glasgow and Clyde	3,430	2,692	2,011	3,030	2,345	1,681	3,233	2,579	1,945	2,807	2,202	1,586
Highland	1,095	884	643	832	674	450	1,034	853	629	803	670	455
Lanarkshire	1,839	1,396	1,042	1,610	1,198	862	1,784	1,360	1,019	1,549	1,161	833
Lothian	2,421	1,798	1,175	2,186	1,626	1,021	2,377	1,796	1,172	2,120	1,601	994
Orkney	88	61	50	53	38	27	80	58	45	38	31	18
Shetland	56	47	40	31	27	20	82	61	50	49	37	27
Tayside	1,298	1,054	658	1,119	901	522	1,184	978	610	1,046	866	509
Western Isles	115	93	79	56	45	31	114	98	84	44	39	29
Unknown	437	80	60	426	78	59	417	100	63	413	99	63
<b>SCOTLAND</b>	<b>16,230</b>	<b>12,435</b>	<b>8,760</b>	<b>14,129</b>	<b>10,698</b>	<b>7,144</b>	<b>15,675</b>	<b>12,105</b>	<b>8,487</b>	<b>13,561</b>	<b>10,365</b>	<b>6,858</b>

OFFICIAL

29/07/2024						05/08/2024					
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
1,070	882	627	906	733	490	1,040	863	614	890	735	493
349	300	223	286	245	174	325	272	205	267	221	157
455	371	294	369	301	228	473	382	310	380	300	232
1,042	859	595	904	736	483	1,056	878	622	926	761	512
824	675	498	739	600	430	704	585	416	616	506	348
1,422	1,098	710	1,250	963	583	1,436	1,122	713	1,248	966	568
3,271	2,651	1,947	2,837	2,271	1,586	3,172	2,633	1,960	2,750	2,258	1,612
1,082	895	661	851	714	485	1,046	858	631	815	673	452
1,838	1,454	1,108	1,578	1,230	895	1,707	1,392	1,042	1,466	1,183	847
2,342	1,787	1,210	2,090	1,598	1,038	2,449	1,779	1,209	2,230	1,607	1,052
96	70	58	49	40	28	77	63	56	43	35	28
55	46	39	28	24	17	39	34	24	28	23	14
1,126	938	628	962	797	503	1,100	912	588	965	794	480
109	88	78	58	49	39	118	97	73	66	56	35
434	110	72	421	106	70	437	119	77	430	114	72
<b>15,515</b>	<b>12,224</b>	<b>8,748</b>	<b>13,328</b>	<b>10,407</b>	<b>7,049</b>	<b>15,179</b>	<b>11,989</b>	<b>8,540</b>	<b>13,120</b>	<b>10,232</b>	<b>6,902</b>

OFFICIAL

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

Week Commencing	15/07/2024 <sup>P</sup>			22/07/2024 <sup>P</sup>			29/07/2024 <sup>P</sup>			05/08/2024 <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	00:07:40	00:16:22	42	00:09:34	00:20:37	37	00:07:34	00:21:30	19	00:06:18	00:11:05
Borders	*	*	*	11	00:20:27	00:25:09	10	00:07:15	00:16:38	*	*	*
Dumfries and Galloway	16	00:09:49	00:21:46	11	00:06:44	00:10:09	11	00:08:30	00:19:12	7	00:13:41	00:16:56
Fife	44	00:08:00	00:15:50	36	00:07:39	00:13:41	30	00:06:37	00:12:44	24	00:06:58	00:12:56
Forth Valley	27	00:08:06	00:15:59	23	00:07:54	00:20:14	16	00:05:25	00:14:20	14	00:05:02	00:11:25
Grampian	35	00:09:14	00:19:43	44	00:08:31	00:25:47	38	00:04:56	00:13:09	28	00:08:40	00:20:16
Greater Glasgow and Clyde	109	00:06:06	00:12:36	123	00:06:12	00:10:57	86	00:06:19	00:11:45	106	00:06:05	00:11:06
Highland	21	00:06:21	00:20:33	18	00:05:52	00:11:17	28	00:09:30	00:23:14	21	00:11:15	00:23:26
Lanarkshire	57	00:07:58	00:13:26	52	00:08:37	00:14:24	69	00:08:50	00:15:28	44	00:06:55	00:12:39
Lothian	75	00:06:45	00:13:56	51	00:05:14	00:13:24	59	00:06:01	00:11:52	72	00:06:34	00:11:08
Orkney	-	n/a	n/a	*	*	*	*	*	*	6	00:07:55	00:21:58
Shetland	-	n/a	n/a	*	*	*	*	*	*	*	*	*
Tayside	46	00:07:17	00:19:30	39	00:06:29	00:17:06	32	00:06:56	00:14:15	37	00:07:02	00:20:13
Western Isles	*	*	*	*	*	*	*	*	*	-	n/a	n/a
Unknown	*	*	*	*	*	*	*	*	*	6	00:09:11	00:25:29
<b>SCOTLAND</b>	<b>482</b>	<b>00:07:09</b>	<b>00:15:50</b>	<b>457</b>	<b>00:06:57</b>	<b>00:16:40</b>	<b>425</b>	<b>00:06:40</b>	<b>00:15:06</b>	<b>389</b>	<b>00:06:51</b>	<b>00:14:42</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	15/07/2024 <sup>P</sup>			22/07/2024 <sup>P</sup>			29/07/2024 <sup>P</sup>			05/08/2024 <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	162	00:10:26	00:22:32	164	00:10:39	00:22:02	126	00:10:02	00:21:59	142	00:09:56	00:16:46
Borders	31	00:09:00	00:23:50	44	00:07:16	00:27:56	34	00:12:19	00:31:16	35	00:10:28	00:20:34
Dumfries and Galloway	64	00:09:45	00:27:48	52	00:09:33	00:25:08	41	00:11:53	00:26:21	42	00:11:02	00:27:05
Fife	121	00:09:02	00:18:00	121	00:08:21	00:16:58	132	00:09:05	00:18:59	156	00:09:31	00:18:34
Forth Valley	95	00:08:34	00:15:46	119	00:08:27	00:19:37	125	00:09:17	00:20:31	91	00:06:41	00:13:47
Grampian	206	00:08:26	00:24:59	217	00:08:56	00:23:49	181	00:07:42	00:23:11	187	00:08:16	00:25:24
Greater Glasgow and Clyde	520	00:07:26	00:14:02	519	00:07:24	00:13:57	492	00:07:28	00:13:51	484	00:07:11	00:14:36
Highland	113	00:08:22	00:28:09	125	00:08:49	00:21:55	121	00:09:26	00:29:40	126	00:09:00	00:26:55
Lanarkshire	254	00:08:56	00:16:05	291	00:09:29	00:17:39	273	00:09:04	00:17:51	256	00:08:55	00:18:15
Lothian	338	00:07:45	00:16:04	344	00:07:36	00:13:38	311	00:07:00	00:14:09	362	00:07:35	00:15:07
Orkney	-	n/a	n/a	*	*	*	*	*	*	*	*	*
Shetland	*	*	*	5	00:16:22	00:33:43	*	*	*	*	*	*
Tayside	179	00:07:37	00:20:15	160	00:07:58	00:21:33	138	00:07:47	00:21:38	140	00:08:15	00:22:40
Western Isles	*	*	*	*	*	*	6	00:20:54	00:36:37	7	00:12:58	00:39:57
Unknown	28	00:09:19	00:22:37	34	00:10:41	00:25:25	36	00:12:10	00:25:37	41	00:11:08	00:19:02
<b>SCOTLAND</b>	<b>2,121</b>	<b>00:08:19</b>	<b>00:18:52</b>	<b>2,202</b>	<b>00:08:14</b>	<b>00:18:47</b>	<b>2,023</b>	<b>00:08:06</b>	<b>00:19:02</b>	<b>2,078</b>	<b>00:08:09</b>	<b>00:18:21</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	15/07/2024 <sup>P</sup>			22/07/2024 <sup>P</sup>			29/07/2024 <sup>P</sup>			05/08/2024 <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>Health Board</b>												
Ayrshire and Arran	300	00:21:16	00:55:10	317	00:21:21	01:19:03	293	00:17:23	00:39:17	279	00:16:26	00:37:12
Borders	92	00:13:28	00:33:06	104	00:14:26	00:29:55	93	00:12:59	00:32:17	82	00:16:07	00:36:51
Dumfries and Galloway	141	00:18:40	00:37:51	122	00:17:40	00:42:24	98	00:14:06	00:33:16	124	00:17:34	00:42:01
Fife	309	00:17:36	00:38:54	289	00:15:58	00:32:14	292	00:15:36	00:32:23	315	00:18:44	00:36:33
Forth Valley	238	00:16:51	00:32:24	215	00:19:01	00:38:05	226	00:16:17	00:37:48	200	00:17:04	00:29:34
Grampian	428	00:20:00	00:56:28	373	00:17:47	01:03:47	403	00:17:48	00:49:29	392	00:18:23	00:56:57
Greater Glasgow and Clyde	906	00:15:17	00:32:15	849	00:15:10	00:33:50	831	00:15:40	00:34:12	863	00:14:37	00:29:58
Highland	250	00:17:41	00:38:53	251	00:13:57	00:38:26	267	00:15:15	00:38:06	266	00:13:41	00:33:08
Lanarkshire	512	00:20:55	00:48:49	510	00:21:52	00:59:02	496	00:19:33	00:38:06	501	00:19:28	00:40:15
Lothian	669	00:17:02	00:37:25	613	00:16:06	00:33:21	636	00:15:17	00:32:23	641	00:18:26	00:38:50
Orkney	12	00:11:43	00:16:10	9	00:15:02	00:35:07	16	00:08:54	00:30:05	11	00:25:40	00:42:29
Shetland	10	00:18:00	00:30:48	10	00:10:02	00:42:41	14	00:13:57	00:34:19	5	00:13:00	00:18:07
Tayside	338	00:17:18	00:38:13	305	00:15:30	00:38:35	308	00:15:09	00:38:26	299	00:15:49	00:34:16
Western Isles	15	00:09:08	00:36:26	14	00:22:34	00:50:24	23	00:14:30	00:38:24	14	00:09:24	00:37:23
Unknown	26	00:19:32	00:44:56	38	00:19:42	00:39:33	45	00:16:23	00:35:34	39	00:20:56	00:41:35
<b>SCOTLAND</b>	<b>4,246</b>	<b>00:17:20</b>	<b>00:40:17</b>	<b>4,019</b>	<b>00:17:05</b>	<b>00:42:22</b>	<b>4,041</b>	<b>00:16:14</b>	<b>00:37:16</b>	<b>4,031</b>	<b>00:16:47</b>	<b>00:37:04</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 5 - Yellow Category: Incidents Attended and Response Times by Health Board

Week Commencing	15/07/2024 <sup>P</sup>			22/07/2024 <sup>P</sup>			29/07/2024 <sup>P</sup>			05/08/2024 <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	263	00:34:55	03:48:23	236	00:35:20	04:33:29	274	00:36:35	02:15:01	287	00:26:14	01:37:54
Borders	116	00:18:38	01:18:00	107	00:23:44	01:15:49	102	00:25:45	01:25:42	99	00:20:26	01:23:57
Dumfries and Galloway	147	00:24:02	01:54:28	156	00:25:37	01:28:32	150	00:20:31	00:54:07	125	00:22:54	01:52:35
Fife	286	00:54:15	03:58:12	272	00:31:24	02:06:46	280	00:36:21	02:37:35	263	00:34:42	02:39:24
Forth Valley	209	00:47:48	02:38:27	206	00:40:07	03:30:53	231	00:36:11	02:12:28	199	00:36:23	02:40:40
Grampian	347	00:42:30	05:02:39	347	00:33:49	03:04:42	335	00:26:28	02:09:15	349	00:39:03	02:57:08
Greater Glasgow and Clyde	774	00:36:22	02:48:21	686	00:32:34	02:29:26	845	00:37:47	02:39:55	783	00:28:38	01:58:50
Highland	280	00:25:13	01:38:51	268	00:21:47	01:19:37	292	00:21:07	01:13:41	259	00:24:58	01:37:13
Lanarkshire	363	01:28:16	05:45:52	291	01:16:57	07:47:42	384	00:56:40	04:08:53	374	00:59:03	04:18:29
Lothian	520	00:52:41	05:15:17	568	00:46:39	03:27:43	565	00:36:44	02:37:29	507	00:59:44	05:02:46
Orkney	26	00:36:56	01:40:09	16	00:14:34	01:39:36	16	00:24:58	00:45:48	10	00:17:01	01:13:45
Shetland	14	00:32:40	01:20:50	21	00:22:33	01:11:05	7	00:38:48	01:31:03	15	00:09:49	00:29:00
Tayside	331	00:35:02	02:14:44	350	00:34:55	02:20:59	313	00:32:21	01:38:23	312	00:30:23	01:45:46
Western Isles	20	00:30:08	01:07:33	21	00:17:10	00:58:46	18	00:17:52	00:44:00	33	00:29:32	01:27:09
Unknown	23	00:34:12	01:36:55	23	00:30:05	02:11:04	21	00:57:10	02:21:22	26	00:48:44	03:32:47
<b>SCOTLAND</b>	<b>3,719</b>	<b>00:39:38</b>	<b>03:31:53</b>	<b>3,568</b>	<b>00:34:20</b>	<b>03:01:07</b>	<b>3,833</b>	<b>00:34:01</b>	<b>02:28:09</b>	<b>3,641</b>	<b>00:33:29</b>	<b>02:47:50</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	15/07/2024			22/07/2024			29/07/2024			05/08/2024		
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	470	00:56:53	03:04:13	487	00:58:19	03:30:21	477	00:47:03	02:03:43	463	00:42:40	01:58:02
Borders	184	00:32:42	00:58:11	171	00:34:00	01:03:09	159	00:31:15	00:50:19	150	00:34:23	00:52:59
Dumfries & Galloway	272	00:35:02	01:19:21	253	00:28:58	01:08:41	225	00:30:58	00:59:17	228	00:26:48	00:47:21
Fife	465	00:45:49	01:37:02	445	00:51:27	01:35:42	440	00:50:39	01:43:22	470	00:50:34	01:34:10
Forth Valley	407	00:46:11	01:20:34	396	00:47:17	01:17:40	425	00:44:09	01:11:39	359	00:42:20	01:12:25
Grampian	636	01:02:42	03:35:45	590	00:56:58	03:51:43	616	00:54:07	03:20:33	616	00:54:25	03:42:21
Greater Glasgow & Clyde	1,848	00:48:05	01:28:47	1,731	00:44:46	01:14:37	1,747	00:45:02	01:14:12	1,730	00:45:45	01:18:49
Highland	336	00:34:44	01:57:41	351	00:33:09	01:17:50	399	00:30:02	01:33:01	360	00:28:45	01:34:37
Lanarkshire	810	00:58:19	02:23:33	805	00:58:44	02:18:59	835	00:55:18	01:49:30	791	00:54:13	01:46:01
Lothian	991	00:50:40	01:22:42	960	00:51:23	01:25:59	1,038	00:47:46	01:16:22	1,008	00:50:38	01:28:42
Orkney	27	00:15:53	00:30:27	19	00:15:08	00:52:13	28	00:15:28	00:26:52	29	00:14:32	00:29:52
Shetland	19	00:24:52	00:47:42	27	00:18:12	00:38:00	16	00:25:43	00:36:18	15	00:19:21	00:35:13
Tayside	582	00:33:32	01:10:01	547	00:33:45	01:04:12	572	00:34:52	00:59:51	540	00:33:27	01:02:16
Western Isles	26	00:24:18	00:36:10	21	00:21:42	00:29:59	35	00:16:42	00:34:36	27	00:17:48	00:29:05
<b>SCOTLAND</b>	<b>7,073</b>	<b>00:47:26</b>	<b>01:50:03</b>	<b>6,803</b>	<b>00:46:13</b>	<b>01:39:24</b>	<b>7,012</b>	<b>00:44:41</b>	<b>01:29:03</b>	<b>6,786</b>	<b>00:44:41</b>	<b>01:31:26</b>

Table 7 - Turnaround Times by Hospital

Week Commencing		15/07/2024			22/07/2024			29/07/2024			05/08/2024		
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)	165	00:51:29	03:12:39	187	01:00:50	03:06:58	157	00:50:53	02:31:10	154	00:43:39	01:55:33
Ayrshire & Arran	University Hospital Crosshouse (Kilmarnock)	305	00:59:16	02:51:24	300	00:55:38	03:33:22	320	00:46:17	01:43:55	309	00:42:30	01:58:47
Borders	Borders General Hospital (Melrose)	184	00:32:42	00:58:11	171	00:34:00	01:03:09	159	00:31:15	00:50:19	150	00:34:23	00:52:59
Dumfries & Galloway	Galloway Community Hospital (Stranraer)	49	00:26:08	00:54:30	44	00:28:53	00:48:52	44	00:32:05	00:51:14	45	00:26:05	00:41:54
Dumfries & Galloway	New Dumfries and Galloway Royal Infirmary (Cargenbridge)	223	00:39:58	01:24:22	209	00:28:58	01:14:06	181	00:30:29	00:59:57	183	00:27:03	00:48:36
Fife	Victoria Hospital (Kirkcaldy)	465	00:45:49	01:37:02	445	00:51:27	01:35:42	440	00:50:39	01:43:22	470	00:50:34	01:34:10
Forth Valley	Forth Valley Royal Hospital (Larbert)	407	00:46:11	01:20:34	396	00:47:17	01:17:40	425	00:44:09	01:11:39	359	00:42:20	01:12:25
Grampian	Aberdeen Royal Infirmary (Aberdeen)	505	01:10:22	04:05:11	457	01:04:19	04:18:55	486	01:01:11	03:38:43	486	01:04:11	03:59:15
Grampian	Dr Gray's Hospital (Elgin)	119	00:44:55	02:19:29	119	00:48:47	02:27:32	116	00:37:38	01:38:32	122	00:33:46	01:38:00
Grampian	Royal Aberdeen Children's Hospital (Aberdeen)	12	00:38:01	00:46:42	14	00:23:48	00:35:13	14	00:27:41	00:55:36	8	00:29:26	00:53:06
Greater Glasgow & Clyde	Glasgow Royal Infirmary (Glasgow)	500	00:44:08	01:20:45	484	00:43:53	01:12:28	509	00:39:51	01:07:24	501	00:45:43	01:15:41
Greater Glasgow & Clyde	Inverclyde Royal Hospital (Greenock)	105	00:35:02	00:56:01	129	00:35:12	00:52:09	120	00:35:41	00:59:40	131	00:36:14	00:54:31
Greater Glasgow & Clyde	Queen Elizabeth University Hospital (Glasgow)	843	00:55:26	01:43:28	712	00:48:19	01:19:16	724	00:51:17	01:22:16	700	00:53:35	01:29:08
Greater Glasgow & Clyde	Royal Alexandra Hospital (Paisley)	348	00:44:20	01:08:15	340	00:44:53	01:13:42	352	00:44:17	01:11:51	354	00:41:05	01:08:49
Greater Glasgow & Clyde	Royal Hospital for Children (Glasgow)	52	00:33:39	00:57:02	66	00:30:26	01:00:43	42	00:34:50	00:55:27	44	00:35:15	01:02:59
Highland	Belford Hospital (Fort William)	39	00:26:49	00:45:51	34	00:33:08	00:43:43	46	00:26:15	00:52:22	35	00:30:30	01:03:40
Highland	Caithness General Hospital (Wick)	37	00:20:34	00:40:27	42	00:27:25	00:44:33	48	00:25:00	00:38:29	37	00:21:48	00:35:32
Highland	Lorn & Islands Hospital (Oban)	25	00:22:09	00:37:34	33	00:22:52	00:45:15	30	00:20:07	00:34:46	37	00:18:47	00:31:31
Highland	Raigmore Hospital (Inverness)	235	00:46:22	02:19:47	242	00:37:28	01:29:24	275	00:35:33	01:58:33	251	00:32:41	02:10:38
Lanarkshire	University Hospital Hairmyres (East Kilbride)	257	00:53:44	01:58:29	255	00:59:26	03:10:00	263	00:52:02	01:59:25	207	00:48:51	01:48:51
Lanarkshire	University Hospital Monklands (Airdrie)	267	00:56:45	02:14:40	250	00:55:23	01:33:43	258	00:55:27	01:35:58	268	00:58:40	01:47:07
Lanarkshire	University Hospital Wishaw (Wishaw)	286	01:07:16	02:51:05	300	01:03:09	02:49:47	314	00:56:49	02:00:44	316	00:52:55	01:37:17
Lothian	Royal Hospital for Sick Children (Edinburgh)	25	00:34:15	01:01:43	19	00:34:43	00:57:41	25	00:37:13	00:55:59	18	00:36:04	01:01:07
Lothian	Royal Infirmary of Edinburgh at Little France (Edinburgh)	748	00:52:51	01:29:13	723	00:53:17	01:29:12	800	00:48:38	01:16:43	758	00:52:14	01:32:24
Lothian	St John's Hospital (Livingston)	218	00:46:52	01:12:08	218	00:43:40	01:14:52	213	00:46:11	01:16:07	232	00:44:56	01:08:11
Orkney	Balfour Hospital (Kirkwall)	27	00:15:53	00:30:27	19	00:15:08	00:52:13	28	00:15:28	00:26:52	29	00:14:32	00:29:52
Shetland	Gilbert Bain Hospital (Lerwick)	19	00:24:52	00:47:42	27	00:18:12	00:38:00	16	00:25:43	00:36:18	15	00:19:21	00:35:13
Tayside	Ninewells Hospital (Dundee)	513	00:34:52	01:11:25	475	00:34:52	01:08:15	502	00:35:28	01:00:02	453	00:33:45	01:04:05
Tayside	Perth Royal Infirmary (Perth)	69	00:26:26	00:40:23	72	00:29:08	00:44:06	70	00:30:48	00:53:28	87	00:31:11	00:53:57
Western Isles	Western Isles Hospital (Isle of Lewis)	26	00:24:18	00:36:10	21	00:21:42	00:29:59	35	00:16:42	00:34:36	27	00:17:48	00:29:05
<b>SCOTLAND</b>		<b>7,073</b>	<b>00:47:26</b>	<b>01:50:03</b>	<b>6,803</b>	<b>00:46:13</b>	<b>01:39:24</b>	<b>7,012</b>	<b>00:44:41</b>	<b>01:29:03</b>	<b>6,786</b>	<b>00:44:41</b>	<b>01:31:26</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)