

# Scottish Ambulance Service Unscheduled Care Operational Statistics

## Experimental Statistics Publication Weekly Statistics Published : 17 May 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 17/04/2023 to 08/05/2023

### 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	17/04/2023						24/04/2023					
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	1,056	883	624	889	728	474	935	788	580	773	637	436
Borders	331	278	209	270	227	162	332	289	221	266	226	166
Dumfries and Galloway	455	388	309	380	322	245	478	401	332	380	312	251
Fife	1,011	827	563	851	686	434	998	822	565	837	674	430
Forth Valley	739	602	444	652	524	371	754	635	465	663	550	387
Grampian	1,351	1,098	733	1,156	942	588	1,398	1,149	755	1,197	974	596
Greater Glasgow and Clyde	3,226	2,607	1,965	2,794	2,219	1,609	3,287	2,635	2,002	2,812	2,209	1,596
Highland	1,021	822	592	779	640	421	1,050	866	628	788	650	420
Lanarkshire	1,688	1,339	1,007	1,469	1,142	823	1,699	1,413	1,105	1,421	1,163	871
Lothian	2,064	1,683	1,160	1,775	1,426	926	2,059	1,649	1,181	1,762	1,387	935
Orkney	63	56	47	37	33	24	52	35	30	39	29	24
Shetland	42	36	29	31	28	21	37	32	28	24	20	16
Tayside	1,075	932	576	920	786	444	1,118	950	615	948	792	472
Western Isles	92	80	64	49	42	27	91	77	62	41	39	25
Unknown	567	244	178	538	222	159	649	255	183	620	231	159
<b>SCOTLAND</b>	<b>14,781</b>	<b>11,875</b>	<b>8,500</b>	<b>12,590</b>	<b>9,967</b>	<b>6,728</b>	<b>14,937</b>	<b>11,996</b>	<b>8,752</b>	<b>12,571</b>	<b>9,893</b>	<b>6,784</b>

OFFICIAL

01/05/2023						08/05/2023					
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
1,018	853	607	867	714	478	1,122	931	684	934	767	529
379	338	261	310	273	202	347	299	228	283	236	172
455	372	285	379	305	222	438	385	293	375	325	234
1,097	906	607	967	780	493	1,058	823	573	921	699	460
708	591	437	627	519	370	826	665	500	749	596	436
1,462	1,181	785	1,235	1,006	620	1,439	1,135	719	1,242	975	572
3,421	2,693	2,031	2,999	2,330	1,695	3,319	2,615	1,994	2,889	2,246	1,652
1,125	914	652	841	695	453	1,073	890	651	824	693	467
1,865	1,477	1,126	1,606	1,259	929	1,791	1,418	1,100	1,527	1,194	892
2,259	1,760	1,228	2,000	1,552	1,036	2,246	1,725	1,187	2,001	1,518	1,003
61	46	38	29	23	16	71	54	47	35	29	24
53	45	40	30	24	19	62	52	44	34	28	20
1,211	1,013	627	1,023	844	483	1,167	964	618	989	806	469
106	87	74	50	40	29	116	99	84	57	54	39
659	268	186	631	248	169	676	264	185	643	242	164
<b>15,879</b>	<b>12,544</b>	<b>8,984</b>	<b>13,594</b>	<b>10,612</b>	<b>7,214</b>	<b>15,751</b>	<b>12,319</b>	<b>8,907</b>	<b>13,503</b>	<b>10,408</b>	<b>7,133</b>

OFFICIAL

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

Week Commencing	17/04/2023 <sup>P</sup>			24/04/2023 <sup>P</sup>			01/05/2023 <sup>P</sup>			08/05/2023 <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	40	00:08:01	00:13:46	27	00:07:33	00:16:29	38	00:07:57	00:15:00	42	00:06:21	00:17:28
Borders	*	*	*	*	*	*	7	00:08:56	00:10:55	15	00:09:03	00:18:45
Dumfries and Galloway	19	00:07:50	00:18:05	11	00:08:32	00:23:46	16	00:05:03	00:18:29	13	00:07:17	00:20:07
Fife	31	00:06:59	00:10:55	35	00:07:08	00:15:34	34	00:06:49	00:19:08	31	00:07:12	00:13:18
Forth Valley	31	00:05:27	00:14:39	24	00:07:26	00:15:15	18	00:07:02	00:17:45	24	00:07:05	00:15:34
Grampian	41	00:07:07	00:24:30	51	00:07:32	00:20:14	42	00:06:57	00:16:43	44	00:08:38	00:18:56
Greater Glasgow and Clyde	107	00:06:14	00:12:17	118	00:06:46	00:12:03	119	00:05:55	00:11:41	109	00:06:13	00:10:43
Highland	24	00:09:16	00:23:12	26	00:08:49	00:16:00	22	00:12:38	00:23:09	24	00:08:01	00:23:37
Lanarkshire	62	00:08:39	00:14:52	58	00:07:05	00:17:19	76	00:06:30	00:13:15	47	00:06:58	00:14:05
Lothian	76	00:07:00	00:12:58	56	00:06:27	00:12:30	66	00:06:51	00:12:05	75	00:06:58	00:12:30
Orkney	*	*	*	-	n/a	n/a	-	n/a	n/a	*	*	*
Shetland	-	n/a	n/a	-	n/a	n/a	*	*	*	*	*	*
Tayside	27	00:06:25	00:17:41	55	00:05:46	00:16:20	42	00:07:39	00:17:13	39	00:06:16	00:13:36
Western Isles	*	*	*	*	*	*	-	n/a	n/a	*	*	*
Unknown	13	00:11:05	00:13:25	9	00:07:16	00:18:45	*	*	*	16	00:06:43	00:14:30
<b>SCOTLAND</b>	<b>487</b>	<b>00:07:08</b>	<b>00:15:30</b>	<b>480</b>	<b>00:07:01</b>	<b>00:15:46</b>	<b>489</b>	<b>00:06:48</b>	<b>00:15:11</b>	<b>487</b>	<b>00:06:48</b>	<b>00:14:54</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	17/04/2023 <sup>P</sup>			24/04/2023 <sup>P</sup>			01/05/2023 <sup>P</sup>			08/05/2023 <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	128	00:09:38	00:18:54	118	00:08:56	00:17:29	125	00:09:32	00:15:55	149	00:10:05	00:21:56
Borders	31	00:08:33	00:20:33	27	00:10:27	00:28:03	43	00:07:24	00:32:47	47	00:09:43	00:25:38
Dumfries and Galloway	59	00:08:30	00:23:19	48	00:06:29	00:18:10	40	00:09:26	00:26:27	56	00:07:24	00:22:47
Fife	124	00:08:58	00:16:28	132	00:08:33	00:19:35	141	00:07:36	00:17:18	126	00:09:30	00:19:41
Forth Valley	92	00:09:49	00:19:13	115	00:09:58	00:18:05	89	00:08:49	00:17:02	115	00:08:36	00:18:06
Grampian	188	00:09:04	00:27:23	167	00:08:06	00:20:10	176	00:09:24	00:21:18	165	00:09:49	00:28:23
Greater Glasgow and Clyde	494	00:07:38	00:14:23	504	00:07:41	00:14:36	513	00:07:18	00:14:18	508	00:07:45	00:14:09
Highland	126	00:10:19	00:32:24	89	00:09:15	00:21:36	121	00:10:11	00:26:37	112	00:09:09	00:27:09
Lanarkshire	242	00:09:28	00:18:40	251	00:08:59	00:17:55	310	00:08:57	00:16:41	268	00:09:35	00:18:37
Lothian	265	00:08:23	00:16:03	238	00:07:49	00:14:44	312	00:07:19	00:15:43	315	00:08:04	00:15:34
Orkney	5	00:11:11	00:25:37	*	*	*	*	*	*	*	*	*
Shetland	*	*	*	*	*	*	*	*	*	*	*	*
Tayside	156	00:08:22	00:19:31	133	00:07:52	00:21:27	159	00:07:46	00:18:42	137	00:07:48	00:19:35
Western Isles	*	*	*	*	*	*	9	00:09:08	00:16:01	9	00:06:47	00:19:17
Unknown	54	00:09:21	00:18:41	49	00:09:30	00:22:40	51	00:09:11	00:28:15	58	00:08:01	00:19:27
<b>SCOTLAND</b>	<b>1,971</b>	<b>00:08:35</b>	<b>00:19:08</b>	<b>1,883</b>	<b>00:08:26</b>	<b>00:18:02</b>	<b>2,097</b>	<b>00:08:01</b>	<b>00:17:35</b>	<b>2,072</b>	<b>00:08:26</b>	<b>00:19:00</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	17/04/2023 <sup>P</sup>			24/04/2023 <sup>P</sup>			01/05/2023 <sup>P</sup>			08/05/2023 <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>	299	00:16:56	00:33:33	222	00:16:51	00:27:21	256	00:15:27	00:31:55	276	00:19:03	00:39:58
<b>Borders</b>	84	00:09:12	00:24:47	86	00:12:35	00:27:59	115	00:12:29	00:25:28	80	00:14:27	00:32:50
<b>Dumfries and Galloway</b>	107	00:13:08	00:27:39	122	00:11:27	00:30:32	111	00:12:15	00:27:38	111	00:16:47	00:30:55
<b>Fife</b>	261	00:16:21	00:31:58	232	00:14:56	00:29:00	284	00:15:01	00:29:17	291	00:14:57	00:33:08
<b>Forth Valley</b>	201	00:14:55	00:28:26	186	00:16:04	00:28:39	210	00:16:49	00:37:08	234	00:17:53	00:37:47
<b>Grampian</b>	349	00:15:01	00:38:34	369	00:14:05	00:31:45	381	00:13:57	00:37:20	359	00:14:26	00:38:17
<b>Greater Glasgow and Clyde</b>	831	00:15:02	00:31:27	860	00:15:04	00:31:27	921	00:15:29	00:37:26	899	00:16:47	00:37:08
<b>Highland</b>	210	00:14:15	00:34:57	213	00:12:05	00:28:13	234	00:13:09	00:34:11	225	00:14:24	00:36:21
<b>Lanarkshire</b>	438	00:18:55	00:39:13	461	00:17:42	00:37:43	495	00:18:56	00:38:15	469	00:19:02	00:42:29
<b>Lothian</b>	528	00:15:57	00:29:27	538	00:14:59	00:27:36	576	00:16:56	00:34:00	591	00:16:28	00:32:35
<b>Orkney</b>	10	00:10:11	00:20:23	*	*	*	13	00:10:50	00:28:37	13	00:18:49	00:23:52
<b>Shetland</b>	9	00:11:13	00:34:45	*	*	*	9	00:20:38	00:29:58	8	00:20:30	00:28:37
<b>Tayside</b>	271	00:11:57	00:29:32	272	00:12:57	00:29:27	314	00:13:20	00:28:06	275	00:14:11	00:31:01
<b>Western Isles</b>	16	00:12:17	00:23:49	14	00:16:29	00:37:46	17	00:15:11	00:27:11	22	00:08:30	00:24:50
<b>Unknown</b>	80	00:18:08	00:34:53	85	00:15:03	00:32:50	100	00:17:07	00:34:34	90	00:15:00	00:34:36
<b>SCOTLAND</b>	<b>3,694</b>	<b>00:15:26</b>	<b>00:32:20</b>	<b>3,671</b>	<b>00:14:54</b>	<b>00:30:42</b>	<b>4,036</b>	<b>00:15:46</b>	<b>00:34:37</b>	<b>3,943</b>	<b>00:16:29</b>	<b>00:36:24</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	17/04/2023 <sup>P</sup>			24/04/2023 <sup>P</sup>			01/05/2023 <sup>P</sup>			08/05/2023 <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	252	00:25:26	01:44:47	264	00:19:54	01:13:12	291	00:25:11	01:47:26	290	00:29:13	01:55:49
Borders	99	00:15:26	00:48:31	104	00:13:18	01:00:03	108	00:21:53	01:09:42	93	00:22:32	00:45:56
Dumfries and Galloway	136	00:20:15	01:04:56	128	00:23:05	01:19:11	137	00:24:27	01:31:43	145	00:23:08	01:40:10
Fife	266	00:30:00	02:05:32	264	00:24:29	01:40:49	316	00:37:13	02:04:36	246	00:31:34	02:08:09
Forth Valley	195	00:26:02	01:59:42	220	00:28:02	02:44:49	193	00:26:00	02:03:07	216	00:38:02	02:40:23
Grampian	356	00:29:11	02:23:13	381	00:24:45	01:36:42	396	00:26:39	01:36:25	397	00:26:27	01:53:16
Greater Glasgow and Clyde	752	00:29:14	02:35:48	703	00:26:30	02:36:58	738	00:40:05	03:13:29	692	00:33:24	03:12:24
Highland	274	00:18:14	01:21:16	319	00:20:59	01:12:06	313	00:22:19	01:18:31	324	00:23:15	01:19:11
Lanarkshire	382	01:00:09	04:26:13	378	00:40:02	02:21:41	353	00:43:32	04:08:59	388	00:41:47	03:07:47
Lothian	533	00:30:21	01:49:20	529	00:26:40	01:49:16	562	00:39:16	03:06:18	502	00:35:24	03:00:09
Orkney	15	00:18:43	00:27:31	18	00:17:53	00:44:43	6	00:17:04	00:49:08	12	00:12:27	00:46:18
Shetland	15	00:11:38	01:06:23	12	00:22:26	00:52:24	9	00:25:53	01:23:37	13	00:17:17	00:40:19
Tayside	330	00:20:13	01:11:20	325	00:20:55	01:05:43	322	00:25:11	01:21:40	347	00:27:33	01:35:32
Western Isles	21	00:13:25	00:43:19	18	00:24:47	01:08:11	13	00:19:06	00:45:32	19	00:28:27	00:47:28
Unknown	75	00:36:23	01:44:10	87	00:28:20	01:29:08	89	00:20:54	01:32:46	74	00:26:17	01:16:40
<b>SCOTLAND</b>	<b>3,701</b>	<b>00:27:17</b>	<b>02:04:40</b>	<b>3,750</b>	<b>00:24:54</b>	<b>01:48:41</b>	<b>3,846</b>	<b>00:30:18</b>	<b>02:20:50</b>	<b>3,758</b>	<b>00:30:19</b>	<b>02:15:05</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	17/04/2023			24/04/2023			01/05/2023			08/05/2023		
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	482	00:45:06	02:43:35	418	00:40:09	02:04:54	476	00:45:15	02:37:58	512	00:38:40	02:06:25
Borders	165	00:29:58	00:52:17	163	00:29:59	00:45:26	198	00:30:31	00:50:15	181	00:30:31	00:53:05
Dumfries & Galloway	245	00:27:28	00:49:09	250	00:28:08	00:50:50	220	00:26:22	00:53:52	224	00:26:39	00:47:59
Fife	397	00:49:36	02:33:33	392	00:37:44	01:11:44	454	00:41:48	01:26:23	432	00:50:13	02:26:49
Forth Valley	372	00:41:19	01:08:20	380	00:41:07	01:07:07	393	00:42:15	01:05:00	447	00:44:23	01:10:49
Grampian	622	00:51:04	03:02:10	634	00:44:30	02:27:37	645	00:48:59	02:26:41	605	00:51:07	02:51:47
Greater Glasgow & Clyde	1,790	00:48:13	01:31:38	1,811	00:46:30	01:19:47	1,917	00:49:52	01:28:48	1,891	00:51:38	01:40:41
Highland	324	00:28:16	01:26:29	324	00:29:55	01:23:58	333	00:31:57	01:15:24	360	00:32:45	01:31:27
Lanarkshire	798	00:57:48	02:18:01	834	00:54:50	01:47:00	859	00:59:02	02:19:30	881	00:58:34	02:31:07
Lothian	973	00:46:06	01:12:08	931	00:46:06	01:10:28	1,028	00:45:45	01:10:06	1,016	00:45:08	01:12:28
Orkney	24	00:13:37	00:30:03	22	00:13:45	00:27:44	17	00:11:51	00:33:11	24	00:12:47	00:27:01
Shetland	21	00:22:17	00:33:27	16	00:24:27	00:55:33	20	00:25:51	00:46:24	19	00:16:58	00:35:23
Tayside	499	00:29:45	00:51:02	520	00:28:37	00:51:06	536	00:31:26	00:55:41	515	00:29:47	00:49:51
Western Isles	21	00:14:57	00:29:39	24	00:21:33	00:58:16	26	00:19:54	00:35:32	33	00:19:34	00:37:31
<b>SCOTLAND</b>	<b>6,733</b>	<b>00:44:23</b>	<b>01:39:15</b>	<b>6,719</b>	<b>00:42:01</b>	<b>01:23:53</b>	<b>7,122</b>	<b>00:44:45</b>	<b>01:31:52</b>	<b>7,140</b>	<b>00:44:32</b>	<b>01:39:31</b>

Table 7 - Turnaround Times by Hospital

Week Commencing		17/04/2023			24/04/2023			01/05/2023			08/05/2023		
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)	170	00:51:33	03:16:05	154	00:51:14	02:50:13	163	00:58:43	03:00:32	189	00:52:21	03:14:27
Ayrshire & Arran	University Hospital Crosshouse (Kilmarnock)	312	00:40:37	02:13:24	264	00:37:42	01:17:10	313	00:40:46	02:22:02	323	00:34:15	01:06:08
Borders	Borders General Hospital (Melrose)	165	00:29:58	00:52:17	163	00:29:59	00:45:26	198	00:30:31	00:50:15	181	00:30:31	00:53:05
Dumfries & Galloway	Galloway Community Hospital (Stranraer)	50	00:27:32	00:47:05	36	00:25:04	00:34:30	42	00:23:50	00:39:41	44	00:24:38	00:45:25
Dumfries & Galloway	New Dumfries and Galloway Royal Infirmary (Cargenbridge)	195	00:27:28	00:49:37	214	00:29:34	00:52:38	178	00:27:15	01:01:38	180	00:27:42	00:49:35
Fife	Victoria Hospital (Kirkcaldy)	397	00:49:36	02:33:33	392	00:37:44	01:11:44	454	00:41:48	01:26:23	432	00:50:13	02:26:49
Forth Valley	Forth Valley Royal Hospital (Larbert)	372	00:41:19	01:08:20	380	00:41:07	01:07:07	393	00:42:15	01:05:00	447	00:44:23	01:10:49
Grampian	Aberdeen Royal Infirmary (Aberdeen)	475	00:56:48	03:17:54	487	00:48:10	02:37:37	497	00:54:04	02:41:30	459	00:53:04	03:15:19
Grampian	Dr Gray's Hospital (Elgin)	138	00:39:24	01:18:05	130	00:36:49	01:24:02	131	00:41:44	01:15:07	139	00:46:44	01:45:34
Grampian	Royal Aberdeen Children's Hospital (Aberdeen)	9	00:26:19	00:41:29	17	00:25:04	00:42:24	17	00:25:33	00:48:36	7	00:50:18	01:21:05
Greater Glasgow & Clyde	Glasgow Royal Infirmary (Glasgow)	529	00:45:15	01:18:39	540	00:44:35	01:08:26	523	00:46:22	01:15:40	561	00:46:16	01:11:39
Greater Glasgow & Clyde	Inverclyde Royal Hospital (Greenock)	105	00:33:53	00:51:09	104	00:34:02	00:56:02	118	00:36:52	00:54:02	116	00:34:37	01:03:36
Greater Glasgow & Clyde	Queen Elizabeth University Hospital (Glasgow)	757	00:56:20	01:57:08	771	00:53:13	01:37:34	820	00:58:34	01:53:53	745	01:03:10	02:19:28
Greater Glasgow & Clyde	Royal Alexandra Hospital (Paisley)	330	00:48:08	01:12:53	327	00:44:09	01:06:01	380	00:45:56	01:15:03	386	00:50:15	01:24:51
Greater Glasgow & Clyde	Royal Hospital for Children (Glasgow)	69	00:39:47	01:12:03	69	00:39:25	01:09:35	76	00:43:04	01:11:33	83	00:47:25	01:17:24
Highland	Belford Hospital (Fort William)	28	00:25:47	00:50:52	27	00:22:46	00:38:15	22	00:24:51	00:37:47	38	00:26:35	00:41:24
Highland	Caitness General Hospital (Wick)	47	00:22:05	00:41:54	39	00:31:17	00:44:52	37	00:27:42	00:38:42	46	00:22:01	00:44:20
Highland	Lorn & Islands Hospital (Oban)	21	00:22:11	00:53:23	22	00:23:30	00:39:58	22	00:34:56	00:54:09	36	00:27:04	00:38:42
Highland	Raigmore Hospital (Inverness)	228	00:33:02	01:45:19	236	00:32:47	01:36:37	252	00:34:16	01:23:12	240	00:39:12	01:57:29
Lanarkshire	University Hospital Hairmyres (East Kilbride)	252	00:48:03	01:54:14	267	00:50:22	01:29:29	274	00:53:10	02:19:40	274	00:56:59	02:21:42
Lanarkshire	University Hospital Monklands (Airdrie)	246	00:55:10	01:37:37	247	00:51:51	01:36:17	265	00:56:53	01:39:29	309	00:51:59	01:29:36
Lanarkshire	University Hospital Wishaw (Wishaw)	300	01:14:37	03:10:32	320	01:03:34	02:38:38	320	01:05:02	02:59:22	298	01:14:05	03:54:53
Lothian	Royal Hospital for Sick Children (Edinburgh)	32	00:36:50	00:55:22	27	00:37:30	00:56:30	27	00:30:59	00:50:40	29	00:36:32	01:01:54
Lothian	Royal Infirmary of Edinburgh at Little France (Edinburgh)	742	00:47:17	01:13:54	679	00:46:52	01:11:08	755	00:47:02	01:11:55	759	00:46:43	01:14:36
Lothian	St John's Hospital (Livingston)	199	00:44:34	01:04:41	225	00:45:30	01:08:17	246	00:42:30	01:06:09	228	00:40:48	01:06:11
Orkney	Balfour Hospital (Kirkwall)	24	00:13:37	00:30:03	22	00:13:45	00:27:44	17	00:11:51	00:33:11	24	00:12:47	00:27:01
Shetland	Gilbert Bain Hospital (Lerwick)	21	00:22:17	00:33:27	16	00:24:27	00:55:33	20	00:25:51	00:46:24	19	00:16:58	00:35:23
Tayside	Ninewells Hospital (Dundee)	410	00:30:30	00:53:04	440	00:29:45	00:52:29	463	00:31:49	00:56:06	441	00:30:18	00:50:20
Tayside	Perth Royal Infirmary (Perth)	89	00:26:09	00:44:19	80	00:25:18	00:41:07	73	00:28:09	00:52:24	74	00:25:11	00:43:55
Western Isles	Western Isles Hospital (Isle of Lewis)	21	00:14:57	00:29:39	24	00:21:33	00:58:16	26	00:19:54	00:35:32	33	00:19:34	00:37:31
<b>SCOTLAND</b>		<b>6,733</b>	<b>00:44:23</b>	<b>01:39:15</b>	<b>6,719</b>	<b>00:42:01</b>	<b>01:23:53</b>	<b>7,122</b>	<b>00:44:45</b>	<b>01:31:52</b>	<b>7,140</b>	<b>00:44:32</b>	<b>01:39:31</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)