

# Scottish Ambulance Service Unscheduled Care Operational Statistics

## Experimental Statistics Publication Weekly Statistics Published : 12 October 2022



**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 **12/09/2022** to **03/10/2022**

### 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	12/09/2022						19/09/2022					
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	1,131	848	609	956	718	486	1,087	835	587	947	715	480
Borders	327	276	203	266	224	153	300	239	191	255	203	157
Dumfries and Galloway	502	422	352	407	338	271	454	376	285	376	310	223
Fife	1,058	836	572	940	733	475	1,070	796	553	949	695	460
Forth Valley	818	664	478	729	587	408	860	668	478	767	588	403
Grampian	1,463	1,121	758	1,253	967	618	1,574	1,219	800	1,375	1,069	664
Greater Glasgow and Clyde	3,233	2,497	1,910	2,794	2,120	1,552	3,232	2,494	1,900	2,824	2,140	1,568
Highland	1,009	818	605	753	620	417	990	812	583	792	651	436
Lanarkshire	1,699	1,336	1,019	1,453	1,124	826	1,768	1,325	1,041	1,525	1,127	858
Lothian	2,258	1,738	1,200	2,011	1,542	1,027	2,264	1,652	1,202	2,000	1,459	1,027
Orkney	67	52	43	39	34	28	68	47	39	40	28	21
Shetland	65	58	53	27	26	22	54	45	40	34	27	23
Tayside	1,111	912	585	950	774	456	1,204	967	588	1,054	834	471
Western Isles	104	88	76	50	42	30	128	102	87	59	51	38
Unknown	522	144	104	505	132	92	575	183	119	551	169	105
<b>SCOTLAND</b>	<b>15,367</b>	<b>11,810</b>	<b>8,567</b>	<b>13,133</b>	<b>9,981</b>	<b>6,861</b>	<b>15,628</b>	<b>11,760</b>	<b>8,493</b>	<b>13,548</b>	<b>10,066</b>	<b>6,934</b>

26/09/2022						03/10/2022					
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
1,116	824	604	974	713	494	1,128	848	629	974	731	520
365	312	221	297	250	164	361	302	231	294	248	179
506	416	327	427	351	263	462	393	290	386	326	230
1,183	857	574	1,047	752	476	997	790	543	882	694	451
848	637	462	758	560	392	816	667	491	734	601	430
1,641	1,190	765	1,481	1,086	664	1,534	1,173	737	1,327	1,016	590
3,278	2,513	1,894	2,848	2,159	1,559	3,384	2,546	1,955	2,931	2,170	1,599
1,076	884	643	818	697	470	993	804	570	779	633	405
1,744	1,359	1,052	1,504	1,151	867	1,694	1,338	1,032	1,460	1,143	852
2,192	1,625	1,137	1,929	1,418	944	2,245	1,684	1,210	1,974	1,481	1,025
44	33	27	30	24	18	60	48	34	40	35	23
64	49	45	37	28	24	71	58	48	39	35	25
1,187	948	591	1,012	793	442	1,172	989	607	977	823	454
114	87	76	62	46	35	101	84	66	43	35	19
567	170	115	557	164	109	557	180	130	540	169	119
<b>15,925</b>	<b>11,904</b>	<b>8,533</b>	<b>13,781</b>	<b>10,192</b>	<b>6,921</b>	<b>15,575</b>	<b>11,904</b>	<b>8,573</b>	<b>13,380</b>	<b>10,140</b>	<b>6,921</b>

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

Week Commencing	12/09/2022 <sup>P</sup>			19/09/2022 <sup>P</sup>			26/09/2022 <sup>P</sup>			03/10/2022 <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>	28	00:06:31	00:16:29	26	00:07:24	00:15:19	33	00:10:35	00:19:00	39	00:10:16	00:23:01
<b>Borders</b>	*	*	*	*	*	*	10	00:08:49	00:15:33	17	00:08:37	00:22:08
<b>Dumfries and Galloway</b>	12	00:04:17	00:15:52	16	00:07:33	00:20:34	17	00:12:58	00:24:23	11	00:06:24	00:12:09
<b>Fife</b>	31	00:07:38	00:20:58	34	00:11:08	00:16:01	38	00:09:52	00:14:59	36	00:09:23	00:20:18
<b>Forth Valley</b>	36	00:06:32	00:14:50	22	00:07:54	00:14:48	27	00:07:20	00:18:00	16	00:08:15	00:18:00
<b>Grampian</b>	37	00:07:17	00:17:22	34	00:06:30	00:20:02	41	00:08:02	00:20:20	42	00:07:23	00:21:44
<b>Greater Glasgow and Clyde</b>	90	00:06:56	00:12:50	77	00:07:03	00:11:02	100	00:06:39	00:12:23	117	00:06:20	00:11:57
<b>Highland</b>	16	00:06:27	00:17:43	24	00:06:55	00:20:30	25	00:09:27	00:27:15	28	00:09:55	00:20:15
<b>Lanarkshire</b>	51	00:07:34	00:17:50	56	00:08:17	00:17:47	39	00:09:28	00:15:23	52	00:08:23	00:18:30
<b>Lothian</b>	61	00:07:39	00:15:13	67	00:06:52	00:13:00	62	00:06:37	00:13:42	79	00:07:28	00:14:28
<b>Orkney</b>	-	n/a	n/a	-	n/a	n/a	-	n/a	n/a	-	n/a	n/a
<b>Shetland</b>	-	n/a	n/a	*	*	*	*	*	*	*	*	*
<b>Tayside</b>	30	00:09:11	00:18:37	32	00:05:32	00:13:18	28	00:07:12	00:23:34	34	00:07:44	00:14:58
<b>Western Isles</b>	-	n/a	n/a	*	*	*	*	*	*	*	*	*
<b>Unknown</b>	*	*	*	*	*	*	*	*	*	*	*	*
<b>SCOTLAND</b>	<b>401</b>	<b>00:07:14</b>	<b>00:16:18</b>	<b>400</b>	<b>00:07:16</b>	<b>00:15:57</b>	<b>429</b>	<b>00:07:57</b>	<b>00:17:48</b>	<b>481</b>	<b>00:07:39</b>	<b>00:18:09</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 3 - Red Category: Incidents Attended and Response Times by Health Board**

Week Commencing	12/09/2022 <sup>P</sup>			19/09/2022 <sup>P</sup>			26/09/2022 <sup>P</sup>			03/10/2022 <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	144	00:09:13	00:21:13	131	00:10:38	00:22:16	128	00:11:11	00:24:02	171	00:12:05	00:28:05
Borders	26	00:08:38	00:25:56	30	00:08:43	00:25:40	51	00:09:44	00:22:33	36	00:10:08	00:26:15
Dumfries and Galloway	53	00:09:04	00:29:09	48	00:09:11	00:29:24	58	00:07:50	00:24:25	44	00:08:19	00:19:55
Fife	167	00:09:47	00:22:09	132	00:10:33	00:23:53	159	00:11:27	00:22:41	125	00:10:05	00:19:22
Forth Valley	120	00:09:29	00:21:08	115	00:09:13	00:20:47	92	00:09:11	00:20:53	116	00:09:40	00:21:31
Grampian	183	00:07:41	00:23:39	188	00:09:30	00:23:05	217	00:10:57	00:24:41	206	00:08:08	00:25:24
Greater Glasgow and Clyde	473	00:07:38	00:15:34	503	00:07:42	00:14:48	497	00:08:12	00:16:10	482	00:08:09	00:14:40
Highland	102	00:08:41	00:23:20	109	00:11:23	00:26:06	116	00:11:27	00:25:21	96	00:07:40	00:24:14
Lanarkshire	249	00:10:20	00:22:30	260	00:10:41	00:18:13	270	00:09:40	00:20:35	292	00:09:07	00:19:04
Lothian	374	00:07:47	00:15:58	316	00:08:26	00:18:27	305	00:08:38	00:17:05	302	00:08:30	00:17:32
Orkney	*	*	*	*	*	*	*	*	*	*	*	*
Shetland	8	00:04:05	00:12:19	*	*	*	8	00:12:00	00:34:32	12	00:07:49	00:25:21
Tayside	127	00:07:32	00:20:30	148	00:08:08	00:22:45	135	00:07:49	00:22:50	148	00:07:54	00:24:58
Western Isles	*	*	*	13	00:05:27	00:14:06	*	*	*	*	*	*
Unknown	40	00:10:59	00:20:20	42	00:10:10	00:25:06	39	00:09:55	00:16:02	43	00:10:58	00:18:21
<b>SCOTLAND</b>	<b>2,074</b>	<b>00:08:28</b>	<b>00:19:30</b>	<b>2,043</b>	<b>00:08:57</b>	<b>00:20:41</b>	<b>2,082</b>	<b>00:09:11</b>	<b>00:20:55</b>	<b>2,085</b>	<b>00:08:46</b>	<b>00:20:25</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:

' \* ' = 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	12/09/2022 <sup>P</sup>			19/09/2022 <sup>P</sup>			26/09/2022 <sup>P</sup>			03/10/2022 <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	298	00:18:51	00:50:24	293	00:21:08	00:47:09	349	00:26:27	01:04:32	317	00:23:30	01:03:05
Borders	83	00:12:16	00:23:38	84	00:14:55	00:27:59	92	00:10:48	00:25:12	100	00:14:53	00:33:45
Dumfries and Galloway	138	00:14:42	00:34:06	116	00:17:34	00:38:02	118	00:15:27	00:34:52	123	00:13:05	00:33:13
Fife	291	00:18:32	00:41:01	307	00:21:06	00:42:16	366	00:21:52	00:52:17	306	00:18:20	00:37:38
Forth Valley	224	00:16:17	00:38:24	220	00:16:38	00:32:10	253	00:16:58	00:39:56	258	00:17:31	00:32:35
Grampian	379	00:15:09	00:41:17	472	00:15:47	00:38:55	471	00:21:19	01:05:20	406	00:18:47	00:48:15
Greater Glasgow and Clyde	877	00:15:12	00:34:37	897	00:15:37	00:38:59	900	00:17:15	00:41:31	899	00:18:12	00:45:13
Highland	234	00:11:35	00:30:44	232	00:13:02	00:33:06	265	00:13:20	00:35:48	237	00:13:47	00:39:13
Lanarkshire	478	00:20:50	00:42:17	475	00:21:05	00:53:00	495	00:18:48	00:42:57	467	00:19:22	00:42:18
Lothian	586	00:15:45	00:30:19	585	00:16:42	00:35:28	561	00:15:33	00:31:41	597	00:16:27	00:32:48
Orkney	10	00:16:13	00:30:46	10	00:18:04	00:29:24	*	*	*	12	00:23:36	00:34:14
Shetland	8	00:22:04	00:37:51	8	00:08:53	00:18:50	*	*	*	7	00:22:29	00:38:24
Tayside	297	00:14:04	00:33:18	319	00:15:55	00:33:09	322	00:16:34	00:35:02	314	00:15:26	00:34:38
Western Isles	18	00:18:47	00:32:22	16	00:22:19	01:23:43	21	00:14:16	00:31:48	10	00:11:30	00:29:26
Unknown	57	00:19:37	00:32:27	72	00:19:32	00:43:16	69	00:22:50	00:44:48	67	00:17:13	00:39:27
<b>SCOTLAND</b>	<b>3,978</b>	<b>00:16:22</b>	<b>00:37:16</b>	<b>4,106</b>	<b>00:17:05</b>	<b>00:39:25</b>	<b>4,293</b>	<b>00:18:06</b>	<b>00:44:31</b>	<b>4,120</b>	<b>00:17:51</b>	<b>00:41:39</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:

' \* ' = 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	12/09/2022 <sup>P</sup>			19/09/2022 <sup>P</sup>			26/09/2022 <sup>P</sup>			03/10/2022 <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	235	00:38:43	02:39:20	257	00:50:09	03:53:21	196	01:27:48	04:46:16	194	01:16:52	05:44:10
Borders	108	00:19:25	01:16:38	81	00:22:42	01:20:23	97	00:20:21	01:26:07	94	00:24:32	01:13:41
Dumfries and Galloway	133	00:29:13	01:28:42	129	00:28:01	01:17:44	155	00:24:24	01:23:48	146	00:22:03	01:00:13
Fife	241	01:02:30	04:59:00	219	01:02:37	04:42:41	186	02:11:42	07:25:53	226	00:41:03	02:17:25
Forth Valley	206	00:34:32	03:11:07	230	00:45:30	03:06:04	187	00:49:34	04:02:45	211	00:48:16	03:12:18
Grampian	362	00:32:08	02:27:51	364	00:32:20	02:45:25	343	00:41:12	05:03:22	356	00:33:54	03:03:11
Greater Glasgow and Clyde	655	00:34:58	03:19:11	644	00:34:37	03:26:51	631	00:45:30	04:04:26	648	00:53:36	04:38:25
Highland	266	00:21:27	01:04:48	283	00:23:03	01:09:49	286	00:21:15	01:32:58	272	00:22:31	01:22:13
Lanarkshire	340	00:54:30	04:12:51	320	01:10:04	05:18:07	336	00:47:47	03:28:15	319	00:53:30	03:59:48
Lothian	500	00:47:37	03:54:02	469	00:40:38	02:51:40	471	00:51:46	03:10:38	485	00:56:40	03:11:26
Orkney	20	00:25:22	02:20:17	12	00:15:32	01:15:02	11	00:09:36	00:21:16	15	00:24:31	01:53:57
Shetland	9	00:33:59	01:19:30	14	00:20:21	00:58:37	15	00:22:07	01:03:08	14	00:09:56	01:21:18
Tayside	311	00:28:02	01:43:43	326	00:39:08	02:24:34	304	00:40:57	02:54:05	320	00:30:10	01:54:35
Western Isles	20	00:15:43	00:52:58	20	00:17:29	01:12:31	20	00:23:56	01:32:36	18	00:13:28	01:06:09
Unknown	32	00:43:07	02:35:39	52	00:35:21	03:35:52	47	00:53:26	03:22:16	53	00:34:39	01:46:13
<b>SCOTLAND</b>	<b>3,438</b>	<b>00:35:04</b>	<b>02:59:33</b>	<b>3,420</b>	<b>00:37:32</b>	<b>03:13:55</b>	<b>3,285</b>	<b>00:43:02</b>	<b>03:50:15</b>	<b>3,371</b>	<b>00:39:41</b>	<b>03:08:12</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	12/09/2022			19/09/2022			26/09/2022			03/10/2022		
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	483	00:58:59	03:12:22	488	01:00:34	02:57:15	514	01:05:48	04:04:49	514	01:01:54	03:35:07
Borders	141	00:32:11	00:56:11	158	00:30:22	00:48:06	161	00:32:04	00:55:04	174	00:32:38	00:48:07
Dumfries & Galloway	263	00:30:06	01:08:28	222	00:27:32	01:04:12	251	00:28:12	00:57:26	224	00:27:05	00:54:23
Fife	441	00:55:42	02:49:27	419	00:59:10	03:23:27	451	01:13:24	03:56:56	426	00:45:41	01:45:21
Forth Valley	424	00:44:32	01:09:07	406	00:45:00	01:15:00	418	00:47:02	01:30:32	420	00:40:21	01:12:17
Grampian	660	00:56:01	03:43:49	680	01:01:51	03:10:06	693	01:02:02	04:02:46	639	00:57:28	03:03:19
Greater Glasgow & Clyde	1,722	00:47:56	01:37:54	1,730	00:47:54	01:39:42	1,736	00:49:30	01:56:38	1,812	00:50:57	02:09:42
Highland	317	00:26:27	01:17:09	323	00:33:39	01:58:32	343	00:32:31	02:19:20	320	00:30:27	01:27:02
Lanarkshire	782	00:55:45	01:41:31	809	00:53:48	01:41:41	815	00:57:22	01:48:56	770	00:55:38	01:48:05
Lothian	1,039	00:44:46	01:08:23	1,026	00:46:09	01:13:28	980	00:46:38	01:15:15	1,023	00:47:07	01:14:37
Orkney	28	00:11:56	00:21:52	21	00:12:23	00:22:12	18	00:11:07	00:28:24	22	00:13:03	00:25:03
Shetland	25	00:21:37	00:42:32	23	00:27:05	00:38:26	23	00:19:20	00:35:12	25	00:27:09	00:43:25
Tayside	516	00:31:35	00:55:52	531	00:31:39	00:56:30	514	00:30:15	01:01:00	513	00:30:17	00:51:26
Western Isles	26	00:15:44	00:34:18	26	00:22:50	00:33:34	28	00:18:53	00:34:21	17	00:18:09	00:31:00
<b>SCOTLAND</b>	<b>6,867</b>	<b>00:45:19</b>	<b>01:46:32</b>	<b>6,862</b>	<b>00:46:20</b>	<b>01:53:11</b>	<b>6,945</b>	<b>00:47:29</b>	<b>02:16:10</b>	<b>6,899</b>	<b>00:45:48</b>	<b>01:53:34</b>

Table 7 - Turnaround Times by Hospital

Week Commencing		12/09/2022			19/09/2022			26/09/2022			03/10/2022		
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)	154	01:06:46	02:48:27	181	01:04:41	02:55:56	174	01:16:42	04:23:11	190	01:02:49	03:17:37
Ayrshire & Arran	University Hospital Crosshouse (Kilmarnock)	329	00:55:27	03:26:09	307	00:57:55	02:57:54	340	01:01:54	03:54:46	324	01:01:46	03:41:45
Borders	Borders General Hospital (Melrose)	141	00:32:11	00:56:11	158	00:30:22	00:48:06	161	00:32:04	00:55:04	174	00:32:38	00:48:07
Dumfries & Galloway	Galloway Community Hospital (Stranraer)	39	00:22:44	00:37:37	38	00:24:33	00:40:31	50	00:25:51	00:41:49	40	00:25:38	00:38:30
Dumfries & Galloway	New Dumfries and Galloway Royal Infirmary (Cargenbridge)	224	00:32:09	01:10:59	184	00:28:15	01:09:29	201	00:28:59	00:57:33	184	00:27:26	00:58:17
Fife	Victoria Hospital (Kirkcaldy)	441	00:55:42	02:49:27	419	00:59:10	03:23:27	451	01:13:24	03:56:56	426	00:45:41	01:45:21
Forth Valley	Forth Valley Royal Hospital (Larbert)	424	00:44:32	01:09:07	406	00:45:00	01:15:00	418	00:47:02	01:30:32	420	00:40:21	01:12:17
Grampian	Aberdeen Royal Infirmary (Aberdeen)	508	01:07:50	03:59:41	517	01:09:47	03:17:05	530	01:20:41	04:18:37	503	01:03:41	03:10:05
Grampian	Dr Gray's Hospital (Elgin)	137	00:39:17	02:00:08	143	00:48:25	02:09:21	148	00:42:33	01:43:57	118	00:43:33	01:50:34
Grampian	Royal Aberdeen Children's Hospital (Aberdeen)	15	00:30:05	00:51:01	20	00:25:27	00:59:14	15	00:22:09	00:57:40	18	00:28:45	00:57:46
Greater Glasgow & Clyde	Glasgow Royal Infirmary (Glasgow)	478	00:41:44	01:05:32	493	00:42:56	01:03:16	469	00:41:25	01:06:22	534	00:42:46	01:09:37
Greater Glasgow & Clyde	Inverclyde Royal Hospital (Greenock)	112	00:37:22	01:16:15	98	00:39:54	01:21:06	93	00:37:01	00:57:25	101	00:34:10	01:02:36
Greater Glasgow & Clyde	Queen Elizabeth University Hospital (Glasgow)	707	00:57:20	02:24:11	709	01:00:10	02:31:09	726	01:02:33	02:47:24	776	01:06:58	03:22:21
Greater Glasgow & Clyde	Royal Alexandra Hospital (Paisley)	344	00:51:35	01:37:51	347	00:44:42	01:08:54	359	00:50:17	01:24:42	327	00:50:27	01:21:57
Greater Glasgow & Clyde	Royal Hospital for Children (Glasgow)	81	00:39:54	01:01:52	83	00:43:04	01:15:15	89	00:40:26	01:09:29	74	00:40:07	01:12:18
Highland	Belford Hospital (Fort William)	34	00:25:48	00:43:05	24	00:24:52	00:36:59	33	00:24:00	00:40:52	24	00:23:32	00:36:17
Highland	Caitness General Hospital (Wick)	31	00:21:29	00:35:51	35	00:21:44	00:32:39	39	00:20:23	00:50:00	34	00:23:49	00:38:38
Highland	Lorn & Islands Hospital (Oban)	22	00:22:46	00:38:30	29	00:21:37	00:39:37	28	00:23:36	00:34:16	22	00:24:46	00:40:40
Highland	Raigmore Hospital (Inverness)	230	00:29:20	01:31:51	235	00:42:47	02:13:27	243	00:41:26	02:46:34	240	00:34:55	01:43:22
Lanarkshire	University Hospital Hairmyres (East Kilbride)	230	00:50:00	01:24:54	238	00:49:42	01:22:50	239	00:52:12	01:24:54	267	00:55:55	01:39:01
Lanarkshire	University Hospital Monklands (Airdrie)	241	00:56:27	01:37:19	250	00:50:13	01:35:37	243	00:57:23	01:43:18	214	00:53:53	01:43:26
Lanarkshire	University Hospital Wishaw (Wishaw)	311	00:59:52	01:49:01	321	01:00:51	02:09:30	333	01:00:20	02:00:40	289	00:56:59	01:55:40
Lothian	Royal Hospital for Sick Children (Edinburgh)	29	00:40:53	01:00:59	38	00:38:32	01:01:51	29	00:34:44	01:02:20	38	00:34:09	00:49:32
Lothian	Royal Infirmary of Edinburgh at Little France (Edinburgh)	803	00:45:18	01:09:44	795	00:48:54	01:16:19	742	00:48:05	01:17:02	777	00:48:36	01:15:14
Lothian	St John's Hospital (Livingston)	207	00:43:15	01:05:44	193	00:40:07	01:03:56	209	00:45:23	01:07:13	208	00:45:00	01:13:52
Orkney	Balfour Hospital (Kirkwall)	28	00:11:56	00:21:52	21	00:12:23	00:22:12	18	00:11:07	00:28:24	22	00:13:03	00:25:03
Shetland	Gilbert Bain Hospital (Lerwick)	25	00:21:37	00:42:32	23	00:27:05	00:38:26	23	00:19:20	00:35:12	25	00:27:09	00:43:25
Tayside	Ninewells Hospital (Dundee)	465	00:32:01	00:56:37	454	00:32:54	00:57:50	444	00:31:08	01:02:54	429	00:31:44	00:53:49
Tayside	Perth Royal Infirmary (Perth)	51	00:29:36	00:41:12	77	00:26:39	00:44:54	70	00:24:01	00:45:08	84	00:25:58	00:40:24
Western Isles	Western Isles Hospital (Isle of Lewis)	26	00:15:44	00:34:18	26	00:22:50	00:33:34	28	00:18:53	00:34:21	17	00:18:09	00:31:00
<b>SCOTLAND</b>		<b>6,867</b>	<b>00:45:19</b>	<b>01:46:32</b>	<b>6,862</b>	<b>00:46:20</b>	<b>01:53:11</b>	<b>6,945</b>	<b>00:47:29</b>	<b>02:16:10</b>	<b>6,899</b>	<b>00:45:48</b>	<b>01:53:34</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)