

# Scottish Ambulance Service Unscheduled Care Operational Statistics



**Scottish  
Ambulance  
Service**

Working in Partnership with Universities

## Official Statistics Publication Weekly Statistics Published : 01 May 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

**01/04/2024**

to

**22/04/2024**

### 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	01/04/2024						08/04/2024					
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	1,116	884	607	968	756	488	1,011	832	616	864	700	494
Borders	353	287	205	292	233	159	342	293	213	284	243	169
Dumfries and Galloway	512	439	338	417	353	256	465	400	323	372	311	239
Fife	1,168	932	639	1,038	818	534	1,111	894	633	968	773	525
Forth Valley	785	650	456	710	578	388	811	650	482	724	573	408
Grampian	1,472	1,194	758	1,307	1,058	634	1,392	1,116	731	1,187	962	592
Greater Glasgow and Clyde	3,412	2,724	2,016	2,980	2,362	1,673	3,225	2,598	1,958	2,811	2,238	1,620
Highland	1,016	847	638	756	641	446	1,050	871	662	785	645	449
Lanarkshire	1,760	1,386	1,084	1,532	1,192	902	1,744	1,389	1,047	1,503	1,182	871
Lothian	2,438	1,828	1,242	2,223	1,666	1,098	2,202	1,727	1,143	1,941	1,519	952
Orkney	82	64	51	53	42	30	81	64	60	41	35	31
Shetland	34	31	25	22	20	15	33	25	21	20	16	12
Tayside	1,223	1,017	619	1,075	877	489	1,175	1,002	635	993	839	490
Western Isles	121	94	73	73	62	41	103	87	75	54	45	33
Unknown	398	87	61	387	79	53	377	103	68	359	95	61
<b>SCOTLAND</b>	<b>15,890</b>	<b>12,464</b>	<b>8,812</b>	<b>13,833</b>	<b>10,737</b>	<b>7,206</b>	<b>15,122</b>	<b>12,051</b>	<b>8,667</b>	<b>12,906</b>	<b>10,176</b>	<b>6,946</b>

OFFICIAL

15/04/2024						22/04/2024					
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
1,078	888	612	955	776	507	1,080	873	635	933	751	515
335	294	221	282	248	179	323	277	219	255	220	165
479	392	310	390	319	242	472	407	322	379	333	253
1,036	868	649	891	736	526	1,066	884	604	932	760	487
775	627	459	678	538	382	826	652	492	732	569	415
1,394	1,156	755	1,201	993	607	1,488	1,157	795	1,309	1,028	672
3,346	2,743	2,075	2,874	2,333	1,698	3,288	2,701	2,084	2,803	2,273	1,690
1,021	859	614	760	649	417	993	824	614	741	617	423
1,811	1,464	1,094	1,591	1,270	919	1,869	1,503	1,143	1,620	1,286	937
2,220	1,752	1,185	1,968	1,545	1,000	2,160	1,675	1,165	1,927	1,484	993
61	44	36	32	24	17	67	56	43	36	33	22
58	43	39	31	25	21	59	46	39	42	32	25
1,118	935	637	941	770	482	1,199	1,013	669	1,015	846	512
97	78	61	54	45	28	97	84	63	50	45	24
355	70	46	347	66	43	379	85	65	366	81	61
<b>15,184</b>	<b>12,213</b>	<b>8,793</b>	<b>12,995</b>	<b>10,337</b>	<b>7,068</b>	<b>15,366</b>	<b>12,237</b>	<b>8,952</b>	<b>13,140</b>	<b>10,358</b>	<b>7,194</b>

OFFICIAL

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

Week Commencing	01/04/2024 <sup>P</sup>			08/04/2024 <sup>P</sup>			15/04/2024 <sup>P</sup>			22/04/2024 <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	42	00:08:47	00:17:21	23	00:09:37	00:14:45	41	00:09:10	00:17:41	26	00:09:55	00:19:53
Borders	7	00:11:51	00:16:29	6	00:11:58	00:22:31	8	00:05:58	00:15:38	*	*	*
Dumfries and Galloway	11	00:07:57	00:33:14	8	00:19:48	00:26:54	13	00:07:40	00:16:51	22	00:08:56	00:17:25
Fife	40	00:07:18	00:15:43	30	00:07:39	00:17:21	32	00:09:08	00:17:12	32	00:08:34	00:13:29
Forth Valley	21	00:07:33	00:14:51	20	00:10:31	00:25:21	23	00:06:46	00:13:06	28	00:07:44	00:15:08
Grampian	37	00:06:33	00:18:31	37	00:09:37	00:17:33	54	00:06:40	00:21:03	44	00:06:59	00:16:47
Greater Glasgow and Clyde	119	00:05:39	00:11:20	99	00:06:43	00:11:47	106	00:06:32	00:12:15	106	00:06:02	00:11:58
Highland	24	00:12:23	00:18:58	19	00:12:11	00:23:58	24	00:10:01	00:30:36	19	00:07:27	00:16:24
Lanarkshire	58	00:06:47	00:14:20	74	00:08:34	00:15:23	52	00:07:33	00:12:49	68	00:08:08	00:14:02
Lothian	68	00:06:21	00:11:50	63	00:07:10	00:12:30	66	00:06:22	00:14:00	52	00:06:40	00:13:53
Orkney	-	n/a	n/a	*	*	*	*	*	*	-	n/a	n/a
Shetland	-	n/a	n/a	-	n/a	n/a	*	*	*	-	n/a	n/a
Tayside	36	00:05:24	00:15:31	21	00:07:02	00:20:03	31	00:06:21	00:16:29	44	00:06:31	00:16:15
Western Isles	*	*	*	*	*	*	*	*	*	-	n/a	n/a
Unknown	*	*	*	*	*	*	*	*	*	*	*	*
<b>SCOTLAND</b>	<b>468</b>	<b>00:06:33</b>	<b>00:15:42</b>	<b>407</b>	<b>00:07:33</b>	<b>00:16:52</b>	<b>461</b>	<b>00:07:12</b>	<b>00:16:36</b>	<b>452</b>	<b>00:07:06</b>	<b>00:15:08</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	01/04/2024 <sup>P</sup>			08/04/2024 <sup>P</sup>			15/04/2024 <sup>P</sup>			22/04/2024 <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	151	00:10:30	00:21:50	147	00:09:40	00:22:18	149	00:08:36	00:17:59	157	00:09:25	00:18:53
Borders	36	00:10:12	00:24:27	39	00:07:51	00:26:19	31	00:09:30	00:27:01	38	00:06:45	00:15:55
Dumfries and Galloway	58	00:11:17	00:27:44	57	00:06:21	00:24:49	51	00:07:01	00:23:13	44	00:06:54	00:26:55
Fife	143	00:09:50	00:21:39	123	00:09:22	00:20:28	140	00:08:27	00:17:45	139	00:09:50	00:20:13
Forth Valley	113	00:09:05	00:18:41	111	00:08:48	00:19:34	103	00:07:35	00:16:58	110	00:10:33	00:17:22
Grampian	192	00:08:51	00:25:25	183	00:07:32	00:18:10	173	00:07:32	00:19:09	188	00:08:56	00:21:56
Greater Glasgow and Clyde	523	00:07:31	00:15:07	476	00:07:24	00:13:25	499	00:06:50	00:13:50	487	00:07:49	00:14:05
Highland	112	00:08:00	00:26:46	111	00:08:42	00:24:41	97	00:08:44	00:25:47	126	00:08:32	00:24:59
Lanarkshire	268	00:08:17	00:17:39	293	00:09:36	00:20:10	295	00:09:10	00:17:11	281	00:09:09	00:16:00
Lothian	324	00:07:58	00:16:09	311	00:07:39	00:15:37	295	00:07:54	00:14:28	287	00:07:07	00:14:35
Orkney	*	*	*	*	*	*	*	*	*	8	00:08:23	00:18:22
Shetland	*	*	*	*	*	*	*	*	*	*	*	*
Tayside	149	00:08:16	00:19:24	150	00:06:36	00:18:01	108	00:07:26	00:18:52	148	00:07:53	00:19:06
Western Isles	12	00:06:46	00:18:01	8	00:11:07	00:16:59	*	*	*	*	*	*
Unknown	30	00:10:18	00:25:35	34	00:08:12	00:20:48	22	00:09:37	00:19:38	29	00:10:54	00:20:52
<b>SCOTLAND</b>	<b>2,120</b>	<b>00:08:20</b>	<b>00:19:21</b>	<b>2,051</b>	<b>00:08:04</b>	<b>00:18:24</b>	<b>1,977</b>	<b>00:07:49</b>	<b>00:17:10</b>	<b>2,050</b>	<b>00:08:17</b>	<b>00:17:27</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	01/04/2024 <sup>P</sup>			08/04/2024 <sup>P</sup>			15/04/2024 <sup>P</sup>			22/04/2024 <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	301	00:20:38	00:54:54	270	00:17:13	00:39:45	310	00:18:08	00:51:46	318	00:21:06	00:52:53
Borders	91	00:12:22	00:27:57	100	00:11:26	00:29:44	114	00:12:17	00:26:30	84	00:11:00	00:31:49
Dumfries and Galloway	132	00:19:43	00:42:16	118	00:13:28	00:34:48	121	00:13:53	00:33:23	121	00:15:09	00:35:02
Fife	330	00:16:24	00:36:15	341	00:15:56	00:37:35	313	00:16:03	00:38:27	312	00:15:06	00:31:27
Forth Valley	250	00:16:36	00:30:15	210	00:18:11	00:39:56	206	00:16:26	00:31:25	217	00:15:56	00:36:54
Grampian	432	00:15:07	00:39:15	363	00:13:52	00:35:04	379	00:13:54	00:32:00	416	00:19:37	00:55:43
Greater Glasgow and Clyde	901	00:15:43	00:35:15	877	00:15:37	00:35:13	886	00:14:04	00:27:08	870	00:13:56	00:30:45
Highland	243	00:14:53	00:34:04	238	00:15:45	00:38:10	257	00:12:42	00:33:02	223	00:12:24	00:33:51
Lanarkshire	541	00:20:10	00:44:36	460	00:21:19	00:53:27	559	00:21:10	00:48:36	534	00:19:34	00:41:32
Lothian	727	00:16:18	00:36:22	598	00:15:02	00:33:25	612	00:14:57	00:31:57	591	00:14:51	00:27:01
Orkney	17	00:19:18	00:36:52	15	00:11:33	00:23:54	10	00:20:34	00:28:04	14	00:12:20	01:14:07
Shetland	6	00:24:30	00:35:38	7	00:10:05	00:23:27	6	00:25:05	00:31:04	14	00:16:53	00:29:26
Tayside	344	00:14:51	00:35:25	343	00:15:21	00:35:06	301	00:13:16	00:32:42	347	00:15:01	00:33:48
Western Isles	25	00:10:01	00:32:24	17	00:13:56	00:34:07	14	00:13:36	00:31:26	19	00:16:31	00:33:49
Unknown	21	00:16:30	00:49:58	33	00:21:01	00:40:39	18	00:18:53	00:30:33	20	00:16:04	00:34:12
<b>SCOTLAND</b>	<b>4,361</b>	<b>00:16:33</b>	<b>00:38:26</b>	<b>3,990</b>	<b>00:15:57</b>	<b>00:37:35</b>	<b>4,106</b>	<b>00:15:27</b>	<b>00:34:59</b>	<b>4,100</b>	<b>00:15:49</b>	<b>00:36:21</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 5 - Yellow Category: Incidents Attended and Response Times by Health Board

Week Commencing	01/04/2024 <sup>P</sup>			08/04/2024 <sup>P</sup>			15/04/2024 <sup>P</sup>			22/04/2024 <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	248	00:42:19	03:36:57	247	00:32:29	02:02:57	267	00:33:10	02:17:26	231	00:45:37	03:48:00
Borders	98	00:16:22	01:03:04	98	00:22:26	01:11:16	95	00:17:34	01:06:35	87	00:17:13	00:45:41
Dumfries and Galloway	150	00:26:13	01:23:19	124	00:30:13	01:44:12	132	00:25:17	01:45:17	143	00:21:06	01:40:20
Fife	300	00:28:29	02:33:25	273	00:35:12	02:28:17	248	00:34:42	02:11:52	269	00:35:39	02:03:54
Forth Valley	187	00:27:44	02:03:34	226	00:41:05	03:36:15	202	00:37:29	02:29:10	208	00:45:54	03:34:17
Grampian	385	00:29:11	02:01:31	367	00:30:05	02:14:41	367	00:25:16	01:32:27	359	00:31:00	03:49:31
Greater Glasgow and Clyde	792	00:29:00	02:39:06	754	00:37:40	02:45:25	799	00:25:41	01:57:39	783	00:27:05	01:54:52
Highland	261	00:21:52	01:04:54	270	00:20:25	01:23:05	270	00:22:11	01:25:06	242	00:23:40	01:35:31
Lanarkshire	309	00:41:49	04:21:03	334	00:57:05	05:34:07	339	00:54:36	04:53:57	381	00:44:17	03:42:28
Lothian	512	00:42:33	04:51:25	516	00:34:08	02:27:20	548	00:35:25	02:37:43	525	00:38:04	01:59:41
Orkney	17	00:22:32	00:48:49	12	00:39:10	01:01:20	9	00:08:19	00:37:15	11	00:21:14	00:33:11
Shetland	12	00:16:31	01:32:34	7	00:21:20	00:37:55	15	00:18:10	01:11:16	16	00:15:48	01:12:35
Tayside	340	00:25:29	01:28:59	316	00:29:14	01:24:39	321	00:25:39	01:15:05	295	00:25:47	01:35:43
Western Isles	23	00:15:00	00:43:58	18	00:23:30	00:44:58	18	00:15:40	01:26:37	20	00:26:00	01:19:30
Unknown	23	00:24:21	02:07:43	24	00:19:56	01:31:22	20	00:25:26	01:28:08	28	00:36:48	02:11:57
<b>SCOTLAND</b>	<b>3,657</b>	<b>00:30:22</b>	<b>02:37:44</b>	<b>3,586</b>	<b>00:33:07</b>	<b>02:31:47</b>	<b>3,650</b>	<b>00:29:15</b>	<b>02:09:52</b>	<b>3,598</b>	<b>00:31:00</b>	<b>02:25:31</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	01/04/2024			08/04/2024			15/04/2024			22/04/2024		
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	509	00:59:42	03:46:09	480	00:51:16	03:20:31	508	00:49:09	03:08:48	493	01:00:06	03:23:34
Borders	159	00:33:04	00:55:11	166	00:32:07	00:54:48	170	00:30:58	00:49:13	164	00:33:51	00:53:32
Dumfries & Galloway	246	00:31:34	01:18:00	232	00:27:56	00:45:46	234	00:29:13	00:59:55	255	00:28:22	00:52:56
Fife	472	00:40:34	01:25:25	488	00:45:30	01:48:37	471	00:41:33	01:21:41	437	00:43:06	01:35:27
Forth Valley	405	00:45:17	01:13:52	419	00:43:11	01:21:39	398	00:43:22	01:14:58	424	00:45:07	01:21:14
Grampian	653	00:47:42	03:29:48	620	00:49:39	02:55:43	639	00:47:21	02:08:54	710	00:51:13	03:39:24
Greater Glasgow & Clyde	1,853	00:46:51	01:22:59	1,807	00:45:57	01:21:33	1,855	00:47:24	01:22:57	1,823	00:44:59	01:13:37
Highland	319	00:27:44	01:12:58	335	00:30:04	01:33:21	313	00:29:48	01:10:19	333	00:30:19	01:15:27
Lanarkshire	865	00:58:51	02:40:44	843	00:57:05	02:08:00	863	00:57:21	02:19:28	888	00:58:06	02:14:06
Lothian	1,034	00:47:39	01:17:46	912	00:44:49	01:10:58	957	00:49:45	01:18:57	939	00:47:28	01:14:18
Orkney	30	00:12:52	00:29:41	31	00:17:43	00:31:18	16	00:22:04	00:34:57	23	00:15:32	00:28:39
Shetland	14	00:22:57	00:42:48	13	00:30:13	00:53:15	20	00:25:50	00:41:24	24	00:21:00	00:28:21
Tayside	548	00:29:27	00:52:55	539	00:30:02	00:58:09	543	00:28:42	00:49:14	578	00:31:05	00:58:14
Western Isles	32	00:20:22	00:31:49	26	00:17:21	00:31:41	28	00:20:51	00:27:15	23	00:17:02	00:33:09
<b>SCOTLAND</b>	<b>7,139</b>	<b>00:44:36</b>	<b>01:38:56</b>	<b>6,911</b>	<b>00:43:48</b>	<b>01:36:59</b>	<b>7,015</b>	<b>00:44:21</b>	<b>01:31:30</b>	<b>7,114</b>	<b>00:44:05</b>	<b>01:39:40</b>

Table 7 - Turnaround Times by Hospital

Week Commencing		01/04/2024			08/04/2024			15/04/2024			22/04/2024		
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)	176	01:06:51	03:10:45	166	01:00:51	03:22:24	165	00:47:43	03:50:48	161	01:04:48	03:56:54
Ayrshire & Arran	University Hospital Crosshouse (Kilmarnock)	333	00:57:36	04:21:59	314	00:48:05	03:12:34	343	00:49:31	02:43:46	332	00:56:55	03:16:23
Borders	Borders General Hospital (Melrose)	159	00:33:04	00:55:11	166	00:32:07	00:54:48	170	00:30:58	00:49:13	164	00:33:51	00:53:32
Dumfries & Galloway	Galloway Community Hospital (Stranraer)	54	00:25:08	00:53:54	56	00:29:58	00:47:30	38	00:25:34	00:46:50	56	00:27:39	00:54:38
Dumfries & Galloway	New Dumfries and Galloway Royal Infirmary (Cargenbridge)	192	00:34:58	01:24:39	176	00:27:19	00:45:28	196	00:29:46	01:03:08	199	00:28:54	00:52:25
Fife	Victoria Hospital (Kirkcaldy)	472	00:40:34	01:25:25	488	00:45:30	01:48:37	471	00:41:33	01:21:41	437	00:43:06	01:35:27
Forth Valley	Forth Valley Royal Hospital (Larbert)	405	00:45:17	01:13:52	419	00:43:11	01:21:39	398	00:43:22	01:14:58	424	00:45:07	01:21:14
Grampian	Aberdeen Royal Infirmary (Aberdeen)	501	00:46:55	03:20:53	497	00:49:00	02:41:31	499	00:47:58	02:14:58	569	00:56:02	03:50:01
Grampian	Dr Gray's Hospital (Elgin)	141	00:55:09	03:59:12	108	01:07:40	03:37:18	127	00:44:39	01:55:36	129	00:42:22	01:26:36
Grampian	Royal Aberdeen Children's Hospital (Aberdeen)	11	00:24:55	00:38:52	15	00:25:14	00:48:20	13	00:28:42	00:52:51	12	00:34:18	01:11:44
Greater Glasgow & Clyde	Glasgow Royal Infirmary (Glasgow)	570	00:43:06	01:08:18	520	00:42:15	01:12:20	536	00:46:09	01:09:17	530	00:44:00	01:14:25
Greater Glasgow & Clyde	Inverclyde Royal Hospital (Greenock)	102	00:37:17	01:06:43	113	00:35:11	00:56:22	120	00:35:04	01:01:24	105	00:36:06	00:57:51
Greater Glasgow & Clyde	Queen Elizabeth University Hospital (Glasgow)	747	00:51:32	01:46:46	760	00:52:58	01:36:27	775	00:52:07	01:34:24	754	00:47:39	01:18:54
Greater Glasgow & Clyde	Royal Alexandra Hospital (Paisley)	365	00:47:17	01:15:41	352	00:44:38	01:09:18	364	00:46:11	01:20:03	359	00:44:08	01:06:10
Greater Glasgow & Clyde	Royal Hospital for Children (Glasgow)	69	00:38:01	01:06:18	62	00:43:32	01:09:41	60	00:43:58	01:10:29	75	00:44:02	01:12:59
Highland	Belford Hospital (Fort William)	27	00:22:31	00:36:11	24	00:29:30	01:01:55	26	00:21:04	00:32:37	39	00:24:16	00:56:04
Highland	Cairnness General Hospital (Wick)	41	00:21:10	00:46:50	38	00:20:05	00:39:47	33	00:27:33	00:54:46	40	00:21:28	00:41:06
Highland	Lorn & Islands Hospital (Oban)	23	00:21:33	00:43:31	31	00:22:57	00:42:34	27	00:22:11	00:43:19	30	00:22:32	00:38:03
Highland	Raigmore Hospital (Inverness)	228	00:32:08	01:23:18	242	00:34:08	01:52:31	227	00:33:32	01:17:01	224	00:34:28	01:27:31
Lanarkshire	University Hospital Hairmyres (East Kilbride)	279	00:57:18	03:00:45	257	00:54:50	02:36:00	261	00:49:02	01:27:51	275	00:54:06	01:54:49
Lanarkshire	University Hospital Monklands (Airdrie)	256	00:57:45	01:37:47	262	00:55:50	01:39:10	283	00:58:46	02:07:33	282	00:54:16	01:44:44
Lanarkshire	University Hospital Wishaw (Wishaw)	330	01:01:44	03:47:57	324	00:59:13	02:23:25	319	01:10:22	03:01:59	331	01:06:36	02:50:45
Lothian	Royal Hospital for Sick Children (Edinburgh)	23	00:36:56	01:12:41	24	00:34:11	00:57:12	19	00:41:12	01:02:51	26	00:39:28	01:02:53
Lothian	Royal Infirmary of Edinburgh at Little France (Edinburgh)	763	00:50:39	01:22:17	668	00:46:59	01:12:13	733	00:52:09	01:23:21	715	00:48:38	01:16:33
Lothian	St John's Hospital (Livingston)	248	00:42:00	01:03:31	220	00:39:23	01:03:51	205	00:42:18	01:02:28	198	00:43:13	01:07:14
Orkney	Balfour Hospital (Kirkwall)	30	00:12:52	00:29:41	31	00:17:43	00:31:18	16	00:22:04	00:34:57	23	00:15:32	00:28:39
Shetland	Gilbert Bain Hospital (Lerwick)	14	00:22:57	00:42:48	13	00:30:13	00:53:15	20	00:25:50	00:41:24	24	00:21:00	00:28:21
Tayside	Ninewells Hospital (Dundee)	475	00:29:39	00:54:27	465	00:31:10	01:00:22	454	00:29:00	00:50:14	495	00:33:12	01:02:24
Tayside	Perth Royal Infirmary (Perth)	73	00:25:53	00:43:42	74	00:23:04	00:39:02	89	00:26:37	00:39:58	83	00:22:12	00:35:10
Western Isles	Western Isles Hospital (Isle of Lewis)	32	00:20:22	00:31:49	26	00:17:21	00:31:41	28	00:20:51	00:27:15	23	00:17:02	00:33:09
<b>SCOTLAND</b>		<b>7,139</b>	<b>00:44:36</b>	<b>01:38:56</b>	<b>6,911</b>	<b>00:43:48</b>	<b>01:36:59</b>	<b>7,015</b>	<b>00:44:21</b>	<b>01:31:30</b>	<b>7,114</b>	<b>00:44:05</b>	<b>01:39:40</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)