## **Scottish Ambulance Service**

## **Unscheduled Care Operational Statistics**

# Official Statistics Publication Weekly Statistics Published : 22 October 2025

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



### **Contents**

 Definitions
 Definitions information

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

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

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

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

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

Table 6 Turnaround Times by Health Board Table 7 Turnaround Times by Hospital

Appendix 1 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 22/09/2025 to 13/10/2025

#### **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.  | Number   |
|   | Presented by the Health Board Area of the Incident <sup>1</sup>   |          |
| Incidents Attended                          | Unscheduled care incidents handled by SAS which were attended by a SAS crew.  | Number   |
|   | Presented by the Health Board Area of the Incident <sup>1</sup>   |          |
| Incidents Conveyed                          | Unscheduled care incidents handled by SAS which were attended by a SAS crew and the patient conveyed to hospital.   | Number   |
|   | Presented by the Health Board Area of the Incident <sup>1</sup>   |          |
| Median Response Time                        | 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 1  | hh:mm:ss |
|   | The time in which 50% of SAS Crews spend at hospital as a result of conveying a patient.  |          |
| Median Turnaround Time                      | This time runs from when the crew arrive at the hospital to when they are clear from the incident.  | hh:mm:ss |
|   | This indicator includes the turnaround times for hospitals with an A&E only. For a list of these please see Appendix 1.   |          |
| 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. | hh:mm:ss |
|   | This indicator includes the turnaround times for hospitals with an A&E only. For a list of these please see Appendix 1.   |          |

#### Notes

<sup>&</sup>lt;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.

## OFFICIAL

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

| Week Commencing           |                    |                                | 22/                            | 09/2025                |                                    |                                    |                    |                                | 29/                            | 09/2025                |                                    |                                    |
|---------------------------|--------------------|--------------------------------|--------------------------------|------------------------|------------------------------------|------------------------------------|--------------------|--------------------------------|--------------------------------|------------------------|------------------------------------|------------------------------------|
| Health Board              | Total<br>Incidents | Total<br>Incidents<br>Attended | Total<br>Incidents<br>Conveyed | Emergency<br>Incidents | Emergency<br>Incidents<br>Attended | Emergency<br>Incidents<br>Conveyed | Total<br>Incidents | Total<br>Incidents<br>Attended | Total<br>Incidents<br>Conveyed | Emergency<br>Incidents | Emergency<br>Incidents<br>Attended | Emergency<br>Incidents<br>Conveyed |
| Ayrshire and Arran        | 1,172              | 898                            | 622                            | 1,038                  | 792                                | 525                                | 1,133              | 847                            | 581                            | 981                    | 728                                | 470                                |
| Borders                   | 420                | 328                            | 221                            | 356                    | 276                                | 173                                | 373                | 317                            | 208                            | 321                    | 270                                | 166                                |
| Dumfries and Galloway     | 471                | 385                            | 300                            | 415                    | 333                                | 252                                | 506                | 413                            | 314                            | 422                    | 339                                | 242                                |
| Fife                      | 1,058              | 824                            | 591                            | 948                    | 728                                | 495                                | 1,146              | 891                            | 602                            | 1,036                  | 790                                | 506                                |
| Forth Valley              | 791                | 619                            | 450                            | 724                    | 561                                | 395                                | 877                | 647                            | 468                            | 815                    | 598                                | 424                                |
| Grampian                  | 1,533              | 1,125                          | 748                            | 1,370                  | 996                                | 626                                | 1,468              | 1,057                          | 705                            | 1,314                  | 962                                | 617                                |
| Greater Glasgow and Clyde | 3,389              | 2,481                          | 1,805                          | 3,045                  | 2,209                              | 1,553                              | 3,398              | 2,464                          | 1,766                          | 3,065                  | 2,222                              | 1,544                              |
| Highland                  | 1,128              | 879                            | 629                            | 876                    | 676                                | 438                                | 1,042              | 818                            | 545                            | 822                    | 646                                | 389                                |
| Lanarkshire               | 1,773              | 1,302                          | 952                            | 1,524                  | 1,111                              | 778                                | 1,729              | 1,252                          | 904                            | 1,543                  | 1,114                              | 776                                |
| Lothian                   | 2,418              | 1,683                          | 1,094                          | 2,224                  | 1,537                              | 958                                | 2,288              | 1,691                          | 1,127                          | 2,060                  | 1,508                              | 962                                |
| Orkney                    | 43                 | 36                             | 28                             | 29                     | 25                                 | 17                                 | 69                 | 51                             | 38                             | 35                     | 30                                 | 18                                 |
| Shetland                  | 50                 | 37                             | 27                             | 29                     | 24                                 | 17                                 | 43                 | 34                             | 22                             | 35                     | 27                                 | 15                                 |
| Tayside                   | 1,219              | 993                            | 598                            | 1,077                  | 866                                | 478                                | 1,212              | 996                            | 582                            | 1,057                  | 859                                | 449                                |
| Western Isles             | 90                 | 78                             | 66                             | 49                     | 42                                 | 32                                 | 96                 | 80                             | 62                             | 66                     | 59                                 | 42                                 |
| Unknown                   | 465                | 72                             | 53                             | 456                    | 71                                 | 52                                 | 477                | 74                             | 43                             | 465                    | 71                                 | 40                                 |
| SCOTLAND                  | 16,020             | 11,740                         | 8,184                          | 14,160                 | 10,247                             | 6,789                              | 15,857             | 11,632                         | 7,967                          | 14,037                 | 10,223                             | 6,660                              |

|                    |                                | 06/                            | 10/2025                |                                    |                                    | 13/10/2025         |                                |                                |                        |                                    |                                    |  |  |
|--------------------|--------------------------------|--------------------------------|------------------------|------------------------------------|------------------------------------|--------------------|--------------------------------|--------------------------------|------------------------|------------------------------------|------------------------------------|--|--|
| Total<br>Incidents | Total<br>Incidents<br>Attended | Total<br>Incidents<br>Conveyed | Emergency<br>Incidents | Emergency<br>Incidents<br>Attended | Emergency<br>Incidents<br>Conveyed | Total<br>Incidents | Total<br>Incidents<br>Attended | Total<br>Incidents<br>Conveyed | Emergency<br>Incidents | Emergency<br>Incidents<br>Attended | Emergency<br>Incidents<br>Conveyed |  |  |
| 1,193              | 905                            | 592                            | 1,041                  | 783                                | 482                                | 1,124              | 893                            | 605                            | 981                    | 779                                | 497                                |  |  |
| 392                | 345                            | 237                            | 326                    | 286                                | 181                                | 365                | 319                            | 205                            | 308                    | 269                                | 163                                |  |  |
| 492                | 398                            | 304                            | 421                    | 333                                | 244                                | 487                | 407                            | 307                            | 417                    | 346                                | 247                                |  |  |
| 1,159              | 880                            | 594                            | 1,057                  | 803                                | 519                                | 1,066              | 836                            | 589                            | 931                    | 712                                | 475                                |  |  |
| 823                | 656                            | 468                            | 763                    | 603                                | 418                                | 810                | 646                            | 472                            | 748                    | 597                                | 428                                |  |  |
| 1,575              | 1,149                          | 715                            | 1,410                  | 1,020                              | 594                                | 1,401              | 1,092                          | 685                            | 1,232                  | 962                                | 564                                |  |  |
| 3,407              | 2,564                          | 1,822                          | 3,043                  | 2,277                              | 1,550                              | 3,162              | 2,497                          | 1,805                          | 2,806                  | 2,196                              | 1,517                              |  |  |
| 1,059              | 843                            | 637                            | 823                    | 654                                | 457                                | 1,015              | 884                            | 631                            | 780                    | 675                                | 433                                |  |  |
| 1,750              | 1,267                          | 933                            | 1,559                  | 1,120                              | 791                                | 1,597              | 1,241                          | 925                            | 1,406                  | 1,073                              | 774                                |  |  |
| 2,473              | 1,797                          | 1,165                          | 2,251                  | 1,635                              | 1,020                              | 2,395              | 1,720                          | 1,139                          | 2,161                  | 1,558                              | 999                                |  |  |
| 81                 | 62                             | 50                             | 53                     | 42                                 | 30                                 | 68                 | 57                             | 44                             | 47                     | 39                                 | 27                                 |  |  |
| 48                 | 34                             | 29                             | 33                     | 23                                 | 18                                 | 54                 | 42                             | 36                             | 34                     | 29                                 | 25                                 |  |  |
| 1,224              | 1,032                          | 637                            | 1,098                  | 912                                | 527                                | 1,211              | 1,000                          | 595                            | 1,067                  | 872                                | 478                                |  |  |
| 99                 | 87                             | 71                             | 44                     | 41                                 | 27                                 | 92                 | 80                             | 69                             | 54                     | 46                                 | 36                                 |  |  |
| 413                | 58                             | 40                             | 406                    | 56                                 | 39                                 | 375                | 55                             | 31                             | 367                    | 54                                 | 30                                 |  |  |
| 16,188             | 12,077                         | 8,294                          | 14,328                 | 10,588                             | 6,897                              | 15,222             | 11,769                         | 8,138                          | 13,339                 | 10,207                             | 6,693                              |  |  |

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

| Week Commencing           |                       | 22/09/2025 <sup>P</sup>                  |  |                       | 29/09/2025 <sup>P</sup>                  |  |                       | 06/10/2025 <sup>P</sup>                  |  | 13/10/2025 <sup>P</sup> |  |  |  |
|---------------------------|-----------------------|--|--|-----------------------|--|--|-----------------------|--|--|-------------------------|--|--|--|
| Health Board              | Incidents<br>Attended | Median<br>Response<br>Time<br>(hh:mm:ss) | 90th Percentile<br>Response Time<br>(hh:mm:ss) | Incidents<br>Attended | Median<br>Response<br>Time<br>(hh:mm:ss) | 90th Percentile<br>Response Time<br>(hh:mm:ss) | Incidents<br>Attended | Median<br>Response<br>Time<br>(hh:mm:ss) | 90th Percentile<br>Response Time<br>(hh:mm:ss) | Incidents<br>Attended   | Median<br>Response<br>Time<br>(hh:mm:ss) | 90th Percentile<br>Response Time<br>(hh:mm:ss) |  |
| Ayrshire and Arran        | 35                    | 00:11:28                                 | 00:23:26                                       | 38                    | 00:07:56                                 | 00:21:50                                       | 31                    | 00:09:44                                 | 00:21:16                                       | 35                      | 00:10:08                                 | 00:21:02                                       |  |
| Borders                   | 9                     | 00:11:56                                 | 00:22:38                                       | 10                    | 00:05:09                                 | 00:18:02                                       | 7                     | 00:12:28                                 | 00:18:57                                       | 13                      | 00:12:56                                 | 00:18:29                                       |  |
| Dumfries and Galloway     | 11                    | 00:10:25                                 | 00:21:53                                       | 16                    | 00:10:31                                 | 00:25:39                                       | 21                    | 00:10:12                                 | 00:18:06                                       | 13                      | 00:09:01                                 | 00:24:14                                       |  |
| Fife                      | 32                    | 00:07:08                                 | 00:16:17                                       | 39                    | 00:09:55                                 | 00:18:17                                       | 43                    | 00:06:35                                 | 00:15:13                                       | 31                      | 00:08:34                                 | 00:17:25                                       |  |
| Forth Valley              | 29                    | 00:06:27                                 | 00:14:21                                       | 35                    | 00:08:24                                 | 00:17:48                                       | 23                    | 00:09:58                                 | 00:19:04                                       | 31                      | 00:07:33                                 | 00:16:38                                       |  |
| Grampian                  | 39                    | 00:06:54                                 | 00:21:12                                       | 31                    | 00:08:41                                 | 00:22:31                                       | 50                    | 00:07:22                                 | 00:38:31                                       | 40                      | 00:07:09                                 | 00:16:22                                       |  |
| Greater Glasgow and Clyde | 115                   | 00:06:50                                 | 00:15:21                                       | 92                    | 00:07:05                                 | 00:14:02                                       | 114                   | 00:07:49                                 | 00:14:30                                       | 128                     | 00:06:49                                 | 00:13:46                                       |  |
| Highland                  | 30                    | 00:08:31                                 | 00:30:27                                       | 30                    | 00:06:25                                 | 00:27:39                                       | 25                    | 00:06:48                                 | 00:24:13                                       | 25                      | 00:07:45                                 | 00:20:23                                       |  |
| Lanarkshire               | 46                    | 00:07:34                                 | 00:17:56                                       | 47                    | 00:08:01                                 | 00:13:13                                       | 45                    | 00:07:07                                 | 00:16:32                                       | 51                      | 00:07:06                                 | 00:13:59                                       |  |
| Lothian                   | 76                    | 00:05:41                                 | 00:15:42                                       | 69                    | 00:06:18                                 | 00:14:03                                       | 72                    | 00:08:38                                 | 00:15:20                                       | 76                      | 00:06:27                                 | 00:13:35                                       |  |
| Orkney                    | -                     | n/a                                      | n/a  | -                     | n/a                                      | n/a  | *                     | *  | *  | *                       | *  | *  |  |
| Shetland                  | -                     | n/a                                      | n/a  | -                     | n/a                                      | n/a  | *                     | *  | *  | -                       | n/a                                      | n/a  |  |
| Tayside                   | 39                    | 00:07:55                                 | 00:15:49                                       | 39                    | 00:07:37                                 | 00:13:51                                       | 29                    | 00:06:08                                 | 00:16:20                                       | 46                      | 00:05:52                                 | 00:15:12                                       |  |
| Western Isles             | *                     | *  | *  | *                     | *  | *  | *                     | *  | *  | *                       | *  | *  |  |
| Unknown                   | *                     | *  | *  | *                     | *  | *  | *                     | *  | *  | *                       | *  | *  |  |
| SCOTLAND                  | 468                   | 00:07:18                                 | 00:18:46                                       | 451                   | 00:07:25                                 | 00:17:26                                       | 470                   | 00:07:56                                 | 00:18:45                                       | 494                     | 00:07:02                                 | 00:16:11                                       |  |

#### Notes

#### Key to symbols:

<sup>&</sup>lt;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.

<sup>&#</sup>x27;-'= zero value.

<sup>&#</sup>x27; n/a ' = not applicable.

<sup>&#</sup>x27;\*' = 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           |                       | 22/09/2025 <sup>P</sup>                  |  |                       | 29/09/2025 <sup>P</sup>                  |  |                       | 06/10/2025 <sup>P</sup>                  |  | 13/10/2025 <sup>P</sup> |  |  |  |
|---------------------------|-----------------------|--|--|-----------------------|--|--|-----------------------|--|--|-------------------------|--|--|--|
| Health Board              | Incidents<br>Attended | Median<br>Response<br>Time<br>(hh:mm:ss) | 90th Percentile<br>Response Time<br>(hh:mm:ss) | Incidents<br>Attended | Median<br>Response<br>Time<br>(hh:mm:ss) | 90th Percentile<br>Response Time<br>(hh:mm:ss) | Incidents<br>Attended | Median<br>Response<br>Time<br>(hh:mm:ss) | 90th Percentile<br>Response Time<br>(hh:mm:ss) | Incidents<br>Attended   | Median<br>Response<br>Time<br>(hh:mm:ss) | 90th Percentile<br>Response Time<br>(hh:mm:ss) |  |
| Ayrshire and Arran        | 171                   | 00:10:55                                 | 00:24:46                                       | 171                   | 00:10:40                                 | 00:23:28                                       | 183                   | 00:10:30                                 | 00:24:58                                       | 162                     | 00:11:28                                 | 00:24:14                                       |  |
| Borders                   | 42                    | 00:07:43                                 | 00:19:19                                       | 36                    | 00:11:09                                 | 00:18:44                                       | 44                    | 00:07:02                                 | 00:22:59                                       | 41                      | 00:08:29                                 | 00:22:03                                       |  |
| Dumfries and Galloway     | 60                    | 00:09:22                                 | 00:28:17                                       | 49                    | 00:12:10                                 | 00:25:19                                       | 46                    | 00:07:48                                 | 00:24:14                                       | 60                      | 00:08:59                                 | 00:26:10                                       |  |
| Fife                      | 152                   | 00:10:18                                 | 00:23:01                                       | 171                   | 00:10:56                                 | 00:20:46                                       | 175                   | 00:10:48                                 | 00:23:14                                       | 167                     | 00:10:02                                 | 00:20:25                                       |  |
| Forth Valley              | 123                   | 00:09:21                                 | 00:20:12                                       | 137                   | 00:09:46                                 | 00:21:28                                       | 116                   | 00:11:08                                 | 00:20:02                                       | 105                     | 00:09:46                                 | 00:20:41                                       |  |
| Grampian                  | 235                   | 00:09:36                                 | 00:24:59                                       | 239                   | 00:08:49                                 | 00:25:40                                       | 210                   | 00:10:36                                 | 00:29:31                                       | 167                     | 00:07:38                                 | 00:21:16                                       |  |
| Greater Glasgow and Clyde | 590                   | 00:08:34                                 | 00:17:08                                       | 590                   | 00:08:42                                 | 00:17:14                                       | 561                   | 00:08:30                                 | 00:16:05                                       | 496                     | 00:08:08                                 | 00:14:59                                       |  |
| Highland                  | 122                   | 00:09:48                                 | 00:34:18                                       | 118                   | 00:09:36                                 | 00:30:52                                       | 141                   | 00:08:25                                 | 00:25:27                                       | 102                     | 00:08:18                                 | 00:29:54                                       |  |
| Lanarkshire               | 327                   | 00:11:17                                 | 00:21:02                                       | 281                   | 00:10:07                                 | 00:21:05                                       | 313                   | 00:11:12                                 | 00:20:29                                       | 239                     | 00:10:34                                 | 00:19:53                                       |  |
| Lothian                   | 361                   | 00:08:14                                 | 00:15:35                                       | 318                   | 00:08:17                                 | 00:17:38                                       | 368                   | 00:07:45                                 | 00:15:42                                       | 320                     | 00:08:25                                 | 00:16:45                                       |  |
| Orkney                    | *                     | *  | *  | 5                     | 00:43:34                                 | 01:54:28                                       | 6                     | 00:12:00                                 | 01:46:22                                       | *                       | *  | *  |  |
| Shetland                  | *                     | *  | *  | 8                     | 00:05:21                                 | 00:33:00                                       | *                     | *  | *  | 7                       | 00:06:41                                 | 00:32:09                                       |  |
| Tayside                   | 178                   | 00:08:37                                 | 00:23:13                                       | 161                   | 00:08:17                                 | 00:21:52                                       | 182                   | 00:08:07                                 | 00:21:20                                       | 137                     | 00:08:05                                 | 00:17:03                                       |  |
| Western Isles             | 9                     | 00:08:09                                 | 01:02:18                                       | 6                     | 00:06:42                                 | 00:12:47                                       | *                     | *  | *  | *                       | *  | *  |  |
| Unknown                   | 26                    | 00:10:40                                 | 00:21:07                                       | 21                    | 00:10:45                                 | 00:24:35                                       | 24                    | 00:09:05                                 | 00:21:43                                       | 17                      | 00:14:56                                 | 00:26:04                                       |  |
| SCOTLAND                  | 2,401                 | 00:09:20                                 | 00:21:14                                       | 2,311                 | 00:09:16                                 | 00:21:05                                       | 2,378                 | 00:09:08                                 | 00:20:37                                       | 2,028                   | 00:08:52                                 | 00:19:59                                       |  |

#### <u>Notes</u>

#### Key to symbols:

P - 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.

<sup>&#</sup>x27;-'= zero value.

<sup>&#</sup>x27;n/a ' = not applicable.

<sup>&#</sup>x27;\*' = 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           |                       | 22/09/2025 <sup>P</sup>                  |  |                       | 29/09/2025 <sup>P</sup>                  |  |                       | 06/10/2025 <sup>P</sup>                  |  | 13/10/2025 <sup>P</sup> |  |  |  |
|---------------------------|-----------------------|--|--|-----------------------|--|--|-----------------------|--|--|-------------------------|--|--|--|
| Health Board              | Incidents<br>Attended | Median<br>Response<br>Time<br>(hh:mm:ss) | 90th Percentile<br>Response Time<br>(hh:mm:ss) | Incidents<br>Attended | Median<br>Response<br>Time<br>(hh:mm:ss) | 90th Percentile<br>Response Time<br>(hh:mm:ss) | Incidents<br>Attended | Median<br>Response<br>Time<br>(hh:mm:ss) | 90th Percentile<br>Response Time<br>(hh:mm:ss) | Incidents<br>Attended   | Median<br>Response<br>Time<br>(hh:mm:ss) | 90th Percentile<br>Response Time<br>(hh:mm:ss) |  |
| Ayrshire and Arran        | 298                   | 00:22:14                                 | 01:14:52                                       | 285                   | 00:24:46                                 | 01:13:05                                       | 318                   | 00:23:55                                 | 01:11:38                                       | 316                     | 00:22:53                                 | 01:00:48                                       |  |
| Borders                   | 108                   | 00:12:45                                 | 00:35:39                                       | 98                    | 00:11:44                                 | 00:25:38                                       | 104                   | 00:15:15                                 | 00:37:36                                       | 90                      | 00:15:34                                 | 00:37:35                                       |  |
| Dumfries and Galloway     | 135                   | 00:23:30                                 | 00:48:38                                       | 126                   | 00:17:42                                 | 00:43:02                                       | 119                   | 00:19:03                                 | 00:41:28                                       | 120                     | 00:16:31                                 | 00:37:13                                       |  |
| Fife                      | 283                   | 00:18:54                                 | 00:40:33                                       | 336                   | 00:20:59                                 | 00:54:41                                       | 321                   | 00:23:47                                 | 01:03:13                                       | 307                     | 00:21:19                                 | 00:50:23                                       |  |
| Forth Valley              | 212                   | 00:21:19                                 | 00:47:53                                       | 240                   | 00:22:24                                 | 00:47:55                                       | 265                   | 00:21:32                                 | 00:47:33                                       | 265                     | 00:21:14                                 | 00:48:57                                       |  |
| Grampian                  | 384                   | 00:18:46                                 | 00:53:50                                       | 420                   | 00:23:58                                 | 01:11:41                                       | 431                   | 00:22:57                                 | 01:01:20                                       | 381                     | 00:16:53                                 | 00:51:04                                       |  |
| Greater Glasgow and Clyde | 832                   | 00:21:14                                 | 00:58:06                                       | 902                   | 00:21:59                                 | 01:04:15                                       | 970                   | 00:20:51                                 | 00:55:34                                       | 797                     | 00:18:07                                 | 00:41:05                                       |  |
| Highland                  | 260                   | 00:18:28                                 | 00:46:53                                       | 225                   | 00:17:55                                 | 00:49:28                                       | 228                   | 00:15:49                                 | 00:51:44                                       | 226                     | 00:14:42                                 | 00:37:05                                       |  |
| Lanarkshire               | 418                   | 00:28:39                                 | 01:18:15                                       | 475                   | 00:26:22                                 | 01:22:03                                       | 524                   | 00:29:56                                 | 01:34:02                                       | 456                     | 00:22:03                                 | 01:00:00                                       |  |
| Lothian                   | 596                   | 00:19:17                                 | 00:50:31                                       | 601                   | 00:18:13                                 | 00:39:25                                       | 669                   | 00:18:30                                 | 00:40:02                                       | 628                     | 00:18:11                                 | 00:50:53                                       |  |
| Orkney                    | 10                    | 00:09:01                                 | 00:24:07                                       | 6                     | 00:08:57                                 | 00:23:56                                       | 15                    | 00:07:54                                 | 00:26:43                                       | 15                      | 00:14:12                                 | 00:32:07                                       |  |
| Shetland                  | 8                     | 00:09:52                                 | 00:37:53                                       | 7                     | 00:19:59                                 | 00:42:15                                       | 6                     | 00:24:53                                 | 00:41:12                                       | 9                       | 00:20:16                                 | 00:47:17                                       |  |
| Tayside                   | 315                   | 00:16:11                                 | 00:38:51                                       | 325                   | 00:15:45                                 | 00:38:56                                       | 354                   | 00:19:26                                 | 00:42:33                                       | 311                     | 00:16:49                                 | 00:34:01                                       |  |
| Western Isles             | 16                    | 00:11:45                                 | 00:17:43                                       | 24                    | 00:13:34                                 | 00:53:14                                       | 15                    | 00:11:31                                 | 00:20:15                                       | 16                      | 00:13:45                                 | 00:39:59                                       |  |
| Unknown                   | 25                    | 00:23:30                                 | 00:51:39                                       | 27                    | 00:28:38                                 | 00:51:33                                       | 14                    | 00:18:52                                 | 01:33:32                                       | 17                      | 00:21:03                                 | 00:33:30                                       |  |
| SCOTLAND                  | 3,900                 | 00:20:20                                 | 00:55:14                                       | 4,097                 | 00:20:46                                 | 00:58:39                                       | 4,353                 | 00:21:11                                 | 00:57:14                                       | 3,954                   | 00:18:54                                 | 00:47:35                                       |  |

#### <u>Notes</u>

#### Key to symbols:

P - 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.

<sup>&#</sup>x27;-'= zero value.

<sup>&#</sup>x27;n/a ' = not applicable.

<sup>&#</sup>x27;\*' = 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           |                       | 22/09/2025 <sup>P</sup>                  |  |                       | 29/09/2025 <sup>P</sup>                  |  |                       | 06/10/2025 <sup>P</sup>                  |  | 13/10/2025 <sup>P</sup> |  |  |  |
|---------------------------|-----------------------|--|--|-----------------------|--|--|-----------------------|--|--|-------------------------|--|--|--|
| Health Board              | Incidents<br>Attended | Median<br>Response<br>Time<br>(hh:mm:ss) | 90th Percentile<br>Response Time<br>(hh:mm:ss) | Incidents<br>Attended | Median<br>Response<br>Time<br>(hh:mm:ss) | 90th Percentile<br>Response Time<br>(hh:mm:ss) | Incidents<br>Attended | Median<br>Response<br>Time<br>(hh:mm:ss) | 90th Percentile<br>Response Time<br>(hh:mm:ss) | Incidents<br>Attended   | Median<br>Response<br>Time<br>(hh:mm:ss) | 90th Percentile<br>Response Time<br>(hh:mm:ss) |  |
| Ayrshire and Arran        | 273                   | 01:13:00                                 | 05:51:57                                       | 224                   | 00:48:24                                 | 04:50:55                                       | 236                   | 00:58:52                                 | 04:21:34                                       | 249                     | 00:48:36                                 | 04:07:20                                       |  |
| Borders                   | 110                   | 00:29:16                                 | 02:02:18                                       | 120                   | 00:23:01                                 | 01:23:15                                       | 126                   | 00:24:54                                 | 01:31:21                                       | 123                     | 00:27:36                                 | 02:02:36                                       |  |
| Dumfries and Galloway     | 123                   | 00:30:47                                 | 03:20:47                                       | 140                   | 00:31:11                                 | 02:27:48                                       | 144                   | 00:29:28                                 | 01:41:49                                       | 149                     | 00:29:24                                 | 02:13:06                                       |  |
| Fife                      | 249                   | 00:43:38                                 | 03:16:53                                       | 235                   | 01:10:27                                 | 05:10:25                                       | 250                   | 01:18:34                                 | 07:15:17                                       | 197                     | 01:08:59                                 | 04:18:24                                       |  |
| Forth Valley              | 189                   | 01:11:09                                 | 03:21:49                                       | 179                   | 01:06:22                                 | 03:30:15                                       | 183                   | 01:04:52                                 | 03:47:17                                       | 179                     | 01:13:41                                 | 04:48:20                                       |  |
| Grampian                  | 316                   | 00:57:18                                 | 04:31:33                                       | 254                   | 01:03:25                                 | 07:28:07                                       | 311                   | 00:57:58                                 | 05:47:24                                       | 351                     | 00:42:45                                 | 02:47:41                                       |  |
| Greater Glasgow and Clyde | 617                   | 01:19:29                                 | 08:36:16                                       | 586                   | 01:16:21                                 | 06:51:30                                       | 581                   | 01:09:29                                 | 05:53:49                                       | 718                     | 00:49:04                                 | 03:28:49                                       |  |
| Highland                  | 251                   | 00:23:50                                 | 02:07:09                                       | 263                   | 00:28:48                                 | 02:03:06                                       | 248                   | 00:24:45                                 | 01:53:47                                       | 305                     | 00:24:20                                 | 01:30:02                                       |  |
| Lanarkshire               | 293                   | 02:07:16                                 | 09:45:28                                       | 293                   | 02:18:30                                 | 10:02:17                                       | 214                   | 02:00:49                                 | 12:07:21                                       | 297                     | 01:42:33                                 | 06:37:21                                       |  |
| Lothian                   | 470                   | 01:33:55                                 | 05:49:36                                       | 481                   | 00:55:40                                 | 04:05:26                                       | 496                   | 01:13:17                                 | 05:23:21                                       | 502                     | 01:37:03                                 | 05:54:57                                       |  |
| Orkney                    | 12                    | 00:22:55                                 | 01:20:12                                       | 18                    | 00:23:39                                 | 02:23:26                                       | 20                    | 00:21:04                                 | 01:05:06                                       | 15                      | 00:21:02                                 | 01:17:28                                       |  |
| Shetland                  | 13                    | 00:30:00                                 | 02:03:21                                       | 12                    | 00:21:38                                 | 01:44:10                                       | 11                    | 00:25:47                                 | 01:29:12                                       | 13                      | 00:22:00                                 | 01:38:18                                       |  |
| Tayside                   | 318                   | 00:29:35                                 | 01:56:07                                       | 319                   | 00:33:49                                 | 01:49:42                                       | 337                   | 00:35:36                                 | 02:03:25                                       | 356                     | 00:31:33                                 | 02:07:03                                       |  |
| Western Isles             | 15                    | 00:32:52                                 | 01:44:52                                       | 27                    | 00:22:03                                 | 01:41:09                                       | 18                    | 00:28:46                                 | 01:01:29                                       | 25                      | 00:28:51                                 | 01:27:27                                       |  |
| Unknown                   | 14                    | 01:19:33                                 | 04:06:54                                       | 16                    | 00:30:44                                 | 01:35:57                                       | 11                    | 00:24:58                                 | 02:15:48                                       | 18                      | 01:09:54                                 | 04:02:30                                       |  |
| SCOTLAND                  | 3,263                 | 00:57:45                                 | 05:17:58                                       | 3,167                 | 00:53:30                                 | 04:46:34                                       | 3,186                 | 00:52:47                                 | 05:16:32                                       | 3,497                   | 00:47:24                                 | 03:52:30                                       |  |

Notes

p - 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         |                       | 22/09/2025                                 |  |                       | 29/09/2025                                 |  |                       | 06/10/2025                                 |  | 13/10/2025            |  |  |  |
|-------------------------|-----------------------|--|--|-----------------------|--|--|-----------------------|--|--|-----------------------|--|--|--|
| Health Board            | Incidents<br>Conveyed | Median<br>Turnaround<br>Time<br>(hh:mm:ss) | 90th Percentile<br>Turnaround<br>Time (hh:mm:ss) |  |
| Ayrshire & Arran        | 512                   | 00:54:54                                   | 03:21:59   | 468                   | 00:56:02                                   | 03:39:32   | 478                   | 00:54:10                                   | 02:46:46   | 483                   | 00:50:06                                   | 02:42:33   |  |
| Borders                 | 168                   | 00:35:59                                   | 01:01:01   | 164                   | 00:33:07                                   | 01:01:03   | 170                   | 00:33:04                                   | 00:57:19   | 153                   | 00:34:49                                   | 00:58:36   |  |
| Dumfries & Galloway     | 247                   | 00:37:59                                   | 01:14:21   | 244                   | 00:37:59                                   | 01:26:01   | 248                   | 00:36:22                                   | 01:08:53   | 242                   | 00:39:51                                   | 01:16:57   |  |
| Fife                    | 458                   | 00:49:54                                   | 01:48:17   | 452                   | 00:53:56                                   | 01:49:48   | 497                   | 01:00:11                                   | 02:55:46   | 439                   | 01:01:41                                   | 02:16:45   |  |
| Forth Valley            | 400                   | 00:48:45                                   | 01:22:33   | 439                   | 00:54:41                                   | 01:40:41   | 417                   | 00:50:01                                   | 01:37:33   | 443                   | 00:52:55                                   | 01:46:52   |  |
| Grampian                | 666                   | 00:55:17                                   | 03:03:01   | 661                   | 01:12:44                                   | 04:06:21   | 620                   | 01:02:33                                   | 03:22:32   | 600                   | 00:50:46                                   | 02:04:26   |  |
| Greater Glasgow & Clyde | 1,703                 | 00:54:21                                   | 01:48:48   | 1,723                 | 00:56:08                                   | 01:49:17   | 1,697                 | 00:54:38                                   | 01:40:16   | 1,708                 | 00:51:01                                   | 01:27:54   |  |
| Highland                | 322                   | 00:40:05                                   | 01:47:46   | 289                   | 00:48:18                                   | 02:09:26   | 360                   | 00:40:12                                   | 01:42:56   | 309                   | 00:34:36                                   | 01:13:45   |  |
| Lanarkshire             | 742                   | 01:02:31                                   | 02:19:14   | 744                   | 01:03:47                                   | 02:18:49   | 738                   | 01:10:38                                   | 02:59:31   | 719                   | 01:01:59                                   | 02:11:30   |  |
| Lothian                 | 921                   | 00:52:06                                   | 01:23:10   | 914                   | 00:48:26                                   | 01:17:44   | 985                   | 00:48:01                                   | 01:17:02   | 947                   | 00:48:58                                   | 01:22:02   |  |
| Orkney                  | 17                    | 00:15:12                                   | 00:25:40   | 17                    | 00:14:32                                   | 00:22:36   | 25                    | 00:16:53                                   | 00:32:37   | 26                    | 00:14:28                                   | 00:29:30   |  |
| Shetland                | 13                    | 00:20:12                                   | 00:33:41   | 14                    | 00:18:23                                   | 00:33:56   | 16                    | 00:27:10                                   | 00:37:01   | 20                    | 00:22:41                                   | 00:41:37   |  |
| Tayside                 | 541                   | 00:34:57                                   | 01:06:53   | 513                   | 00:33:49                                   | 01:02:36   | 578                   | 00:38:07                                   | 01:17:49   | 540                   | 00:35:28                                   | 01:10:11   |  |
| Western Isles           | 25                    | 00:23:34                                   | 00:48:17   | 36                    | 00:23:58                                   | 00:41:38   | 19                    | 00:20:07                                   | 00:39:16   | 27                    | 00:23:18                                   | 00:38:26   |  |
| SCOTLAND                | 6,735                 | 00:50:11                                   | 01:52:03   | 6,678                 | 00:51:48                                   | 02:00:41   | 6,848                 | 00:51:15                                   | 01:59:31   | 6,656                 | 00:48:58                                   | 01:41:26   |  |

Table 7 - Turnaround Times by Hospital

| Week Commencing         |   |                       | 22/09/2025                              |  |                       | 29/09/2025                              |  |                       | 06/10/2025                              |  | 13/10/2025            |   |  |
|-------------------------|---|-----------------------|---|--|-----------------------|---|--|-----------------------|---|--|-----------------------|---|--|
| Health Board            | Hospital  | Incidents<br>Conveyed | Median<br>Turnaround Time<br>(hh:mm:ss) | 90th Percentile<br>Turnaround Time<br>(hh:mm:ss) | Incidents<br>Conveyed | Median<br>Turnaround Time<br>(hh:mm:ss) | 90th Percentile<br>Turnaround Time<br>(hh:mm:ss) | Incidents<br>Conveyed | Median<br>Turnaround Time<br>(hh:mm:ss) | 90th Percentile<br>Turnaround Time<br>(hh:mm:ss) | Incidents<br>Conveyed | Median<br>Turnaround Time<br>(hh:mm:ss) | 90th Percentile<br>Turnaround Time<br>(hh:mm:ss) |
| Ayrshire & Arran        | University Hospital Ayr (Ayr)                             | 166                   | 01:02:22                                | 03:46:04   | 148                   | 00:57:07                                | 03:08:52   | 145                   | 00:54:05                                | 02:44:06   | 174                   | 00:46:48                                | 02:28:49   |
| Ayrshire & Arran        | University Hospital Crosshouse (Kilmarnock)               | 346                   | 00:51:53                                | 03:07:06   | 320                   | 00:55:39                                | 03:51:56   | 333                   | 00:54:16                                | 02:51:48   | 309                   | 00:53:16                                | 02:51:53   |
| Borders                 | Borders General Hospital (Melrose)                        | 168                   | 00:35:59                                | 01:01:01   | 164                   | 00:33:07                                | 01:01:03   | 170                   | 00:33:04                                | 00:57:19   | 153                   | 00:34:49                                | 00:58:36   |
| Dumfries & Galloway     | Galloway Community Hospital (Stranraer)                   | 39                    | 00:34:46                                | 00:46:16   | 33                    | 00:32:12                                | 00:57:46   | 35                    | 00:29:50                                | 00:53:48   | 46                    | 00:42:08                                | 01:02:15   |
| Dumfries & Galloway     | New Dumfries and Galloway Royal Infirmary (Cargenbridge)  | 208                   | 00:38:24                                | 01:15:13   | 211                   | 00:39:46                                | 01:28:30   | 213                   | 00:36:59                                | 01:12:24   | 196                   | 00:39:35                                | 01:18:54   |
| Fife                    | Victoria Hospital (Kirkcaldy)                             | 458                   | 00:49:54                                | 01:48:17   | 452                   | 00:53:56                                | 01:49:48   | 497                   | 01:00:11                                | 02:55:46   | 439                   | 01:01:41                                | 02:16:45   |
| Forth Valley            | Forth Valley Royal Hospital (Larbert)                     | 400                   | 00:48:45                                | 01:22:33   | 439                   | 00:54:41                                | 01:40:41   | 417                   | 00:50:01                                | 01:37:33   | 443                   | 00:52:55                                | 01:46:52   |
| Grampian                | Aberdeen Royal Infirmary (Aberdeen)                       | 532                   | 00:55:54                                | 03:09:30   | 545                   | 01:22:32                                | 04:18:45   | 491                   | 01:07:00                                | 03:32:31   | 482                   | 00:53:56                                | 02:09:56   |
| Grampian                | Dr Gray's Hospital (Elgin)                                | 116                   | 00:54:27                                | 02:51:56   | 107                   | 00:46:17                                | 01:47:52   | 119                   | 00:53:25                                | 02:00:26   | 110                   | 00:45:58                                | 01:41:12   |
| Grampian                | Royal Aberdeen Children's Hospital (Aberdeen)             | 18                    | 00:34:43                                | 01:23:56   | 9                     | 00:25:34                                | 00:32:03   | 10                    | 00:33:45                                | 00:48:10   | 8                     | 00:42:12                                | 01:02:58   |
| Greater Glasgow & Clyde | Glasgow Royal Infirmary (Glasgow)                         | 478                   | 00:52:51                                | 01:30:16   | 448                   | 00:51:41                                | 01:27:13   | 477                   | 00:55:25                                | 01:32:16   | 463                   | 00:51:48                                | 01:22:50   |
| Greater Glasgow & Clyde | Inverclyde Royal Hospital (Greenock)                      | 109                   | 00:42:26                                | 00:59:29   | 118                   | 00:46:28                                | 01:34:47   | 115                   | 00:43:02                                | 01:03:51   | 119                   | 00:37:35                                | 00:51:47   |
| Greater Glasgow & Clyde | Queen Elizabeth University Hospital (Glasgow)             | 718                   | 01:00:14                                | 02:07:14   | 720                   | 01:03:11                                | 02:18:55   | 674                   | 00:58:41                                | 01:50:19   | 698                   | 00:56:21                                | 01:33:43   |
| Greater Glasgow & Clyde | Royal Alexandra Hospital (Paisley)                        | 348                   | 00:54:59                                | 01:49:15   | 376                   | 00:57:08                                | 01:30:52   | 369                   | 00:54:58                                | 01:38:55   | 360                   | 00:49:24                                | 01:31:37   |
| Greater Glasgow & Clyde | Royal Hospital for Children (Glasgow)                     | 50                    | 00:53:27                                | 01:14:23   | 61                    | 00:38:03                                | 01:14:07   | 62                    | 00:45:03                                | 00:59:13   | 68                    | 00:39:57                                | 01:09:02   |
| Highland                | Belford Hospital (Fort William)                           | 24                    | 00:42:30                                | 00:56:31   | 26                    | 00:45:16                                | 01:16:09   | 31                    | 00:37:12                                | 00:57:17   | 39                    | 00:38:06                                | 00:54:09   |
| Highland                | Caithness General Hospital (Wick)                         | 38                    | 00:37:17                                | 01:01:30   | 36                    | 00:39:28                                | 01:05:08   | 42                    | 00:32:25                                | 00:48:12   | 29                    | 00:33:14                                | 01:02:41   |
| Highland                | Lorn & Islands Hospital (Oban)                            | 30                    | 00:24:22                                | 00:42:00   | 25                    | 00:26:41                                | 00:43:34   | 30                    | 00:29:59                                | 00:46:53   | 23                    | 00:27:29                                | 00:37:51   |
| Highland                | Raigmore Hospital (Inverness)                             | 230                   | 00:43:38                                | 02:03:29   | 202                   | 00:55:49                                | 02:28:18   | 257                   | 00:44:23                                | 01:54:19   | 218                   | 00:37:37                                | 01:23:29   |
| Lanarkshire             | University Hospital Hairmyres (East Kilbride)             | 217                   | 00:56:57                                | 01:59:53   | 260                   | 01:05:13                                | 02:54:15   | 218                   | 01:02:10                                | 02:12:25   | 228                   | 01:00:44                                | 02:35:21   |
| Lanarkshire             | University Hospital Monklands (Airdrie)                   | 224                   | 00:58:31                                | 01:49:47   | 242                   | 01:01:24                                | 01:43:24   | 229                   | 01:04:58                                | 02:23:42   | 191                   | 00:56:35                                | 01:31:51   |
| Lanarkshire             | University Hospital Wishaw (Wishaw)                       | 301                   | 01:12:04                                | 02:45:49   | 242                   | 01:03:52                                | 03:00:43   | 291                   | 01:28:57                                | 04:16:10   | 300                   | 01:05:13                                | 02:52:04   |
| Lothian                 | Royal Hospital for Sick Children (Edinburgh)              | 10                    | 00:47:45                                | 01:08:23   | 28                    | 00:47:28                                | 01:19:54   | 19                    | 00:45:18                                | 01:29:22   | 22                    | 00:45:09                                | 01:25:36   |
| Lothian                 | Royal Infirmary of Edinburgh at Little France (Edinburgh) | 700                   | 00:51:18                                | 01:22:30   | 702                   | 00:48:29                                | 01:15:14   | 740                   | 00:48:22                                | 01:17:04   | 688                   | 00:49:27                                | 01:22:01   |
| Lothian                 | St John's Hospital (Livingston)                           | 211                   | 00:54:21                                | 01:25:00   | 184                   | 00:48:01                                | 01:26:39   | 226                   | 00:45:39                                | 01:14:32   | 237                   | 00:47:38                                | 01:18:37   |
| Orkney                  | Balfour Hospital (Kirkwall)                               | 17                    | 00:15:12                                | 00:25:40   | 17                    | 00:14:32                                | 00:22:36   | 25                    | 00:16:53                                | 00:32:37   | 26                    | 00:14:28                                | 00:29:30   |
| Shetland                | Gilbert Bain Hospital (Lerwick)                           | 13                    | 00:20:12                                | 00:33:41   | 14                    | 00:18:23                                | 00:33:56   | 16                    | 00:27:10                                | 00:37:01   | 20                    | 00:22:41                                | 00:41:37   |
| Tayside                 | Ninewells Hospital (Dundee)                               | 458                   | 00:36:06                                | 01:09:07   | 436                   | 00:34:52                                | 01:04:43   | 499                   | 00:39:29                                | 01:19:28   | 464                   | 00:36:25                                | 01:12:38   |
| Tayside                 | Perth Royal Infirmary (Perth)                             | 83                    | 00:30:28                                | 00:55:29   | 77                    | 00:30:12                                | 00:49:44   | 79                    | 00:31:29                                | 00:54:16   | 76                    | 00:30:59                                | 00:53:15   |
| Western Isles           | Western Isles Hospital (Isle of Lewis)                    | 25                    | 00:23:34                                | 00:48:17   | 36                    | 00:23:58                                | 00:41:38   | 19                    | 00:20:07                                | 00:39:16   | 27                    | 00:23:18                                | 00:38:26   |
| SCOTLAND                | OTLAND  |                       | 00:50:11                                | 01:52:03   | 6,678                 | 00:51:48                                | 02:00:41   | 6,848                 | 00:51:15                                | 01:59:31   | 6,656                 | 00:48:58                                | 01:41:26   |

## 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)                    |
|   |