

# Scottish Ambulance Service Unscheduled Care Operational Statistics

## Experimental Statistics Publication Weekly Statistics Published : 14 June 2023



**Scottish  
Ambulance  
Service**  
*Taking Care to the Patient*

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

### Contents

<a href="#">Definitions</a>	Definitions information
<a href="#">Table 1</a>	Total Unscheduled Care Demand and Emergency Demand by Health Board
<a href="#">Table 2</a>	Purple Category: Incidents Attended and Response Times by Health Board
<a href="#">Table 3</a>	Red Category: Incidents Attended and Response Times by Health Board
<a href="#">Table 4</a>	Amber Category: Incidents Attended and Response Times by Health Board
<a href="#">Table 5</a>	Yellow Category: Incidents Attended and Response Times by Health Board
<a href="#">Table 6</a>	Turnaround Times by Health Board
<a href="#">Table 7</a>	Turnaround Times by Hospital
<a href="#">Appendix 1</a>	List of Hospitals included in Hospital Turnaround Times Calculation

### Source

Publication only contains information from the SAS C3 Data Warehouse.

This publication includes data for week commencing 15/05/2023 to 05/06/2023

### Notes

- 1) This document is an Experimental Statistics Publication.
- 2) The statistics in this weekly update cover SAS activity only, and include new data for the previous 4 weeks. Data for the most recent 3 weeks should be treated as provisional.

## Definitions

Indicator	Definition	Format
Total Incidents	Unscheduled care incidents handled by SAS including attended and non-attended incidents. Presented by the Health Board Area of the Incident <sup>1</sup>	Number
Incidents Attended	Unscheduled care incidents handled by SAS which were attended by a SAS crew. Presented by the Health Board Area of the Incident <sup>1</sup>	Number
Incidents Conveyed	Unscheduled care incidents handled by SAS which were attended by a SAS crew and the patient conveyed to hospital. Presented by the Health Board Area of the Incident <sup>1</sup>	Number
Median Response Time	The time in which 50% of patients are reached by a SAS crew. Presented by the Health Board Area of the Incident <sup>1</sup>	hh:mm:ss
90 <sup>th</sup> Percentile Response Time	The time in which 90% of patients are reached by a SAS crew. Presented by the Health Board Area of the Incident <sup>1</sup>	hh:mm:ss
Median Turnaround Time	The time in which 50% of SAS Crews spend at hospital as a result of conveying a patient. This time runs from when the crew arrive at the hospital to when they are clear from the incident. This indicator includes the turnaround times for hospitals with an A&E only. For a list of these please see Appendix 1.	hh:mm:ss
90 <sup>th</sup> Percentile Turnaround Time	The time in which 90% of SAS Crews spend at hospital as a result of conveying a patient. This time runs from when the crew arrive at the hospital to when they are clear from the incident. This indicator includes the turnaround times for hospitals with an A&E only. For a list of these please see Appendix 1.	hh:mm:ss

### Notes

<sup>1</sup> The Health Board Area of the incident is derived by matching the postcode of the incident to the National Records of Scotland Postcode file. Occasionally the postcode of the incident does not match a defined postcode in the NRS file, in these circumstances the Health Board Area is reported as Unknown.

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

Week Commencing	15/05/2023						22/05/2023					
Health Board	Total Incidents	Total Incidents Attended	Total Incidents Conveyed	Emergency Incidents	Emergency Incidents Attended	Emergency Incidents Conveyed	Total Incidents	Total Incidents Attended	Total Incidents Conveyed	Emergency Incidents	Emergency Incidents Attended	Emergency Incidents Conveyed
Ayrshire and Arran	1,011	840	638	833	680	486	1,036	890	668	844	707	498
Borders	350	300	226	291	246	176	384	332	246	328	279	195
Dumfries and Galloway	472	406	328	376	316	248	428	375	303	354	305	239
Fife	1,036	823	571	899	699	458	1,051	845	588	913	719	471
Forth Valley	716	596	445	628	514	369	713	592	435	632	520	364
Grampian	1,459	1,168	769	1,278	1,018	630	1,427	1,116	707	1,245	977	577
Greater Glasgow and Clyde	3,031	2,470	1,889	2,589	2,067	1,509	3,221	2,572	1,936	2,792	2,188	1,578
Highland	966	803	592	742	619	423	991	816	610	767	629	429
Lanarkshire	1,686	1,405	1,087	1,384	1,136	835	1,724	1,460	1,136	1,441	1,200	892
Lothian	2,189	1,659	1,165	1,947	1,456	974	2,265	1,770	1,240	1,980	1,512	1,003
Orkney	71	59	51	35	29	21	62	50	43	34	29	22
Shetland	62	47	43	41	30	26	64	50	47	29	27	24
Tayside	1,076	915	587	914	761	444	1,203	1,007	636	1,014	832	479
Western Isles	108	91	75	49	43	29	100	86	67	54	50	32
Unknown	638	275	196	613	254	176	670	273	190	643	254	175
<b>SCOTLAND</b>	<b>14,871</b>	<b>11,857</b>	<b>8,662</b>	<b>12,619</b>	<b>9,868</b>	<b>6,804</b>	<b>15,339</b>	<b>12,234</b>	<b>8,852</b>	<b>13,070</b>	<b>10,228</b>	<b>6,978</b>

OFFICIAL

29/05/2023						05/06/2023					
Total Incidents	Total Incidents Attended	Total Incidents Conveyed	Emergency Incidents	Emergency Incidents Attended	Emergency Incidents Conveyed	Total Incidents	Total Incidents Attended	Total Incidents Conveyed	Emergency Incidents	Emergency Incidents Attended	Emergency Incidents Conveyed
1,014	866	644	837	708	497	1,103	905	650	911	738	496
290	236	166	251	202	135	347	297	212	273	230	151
425	359	280	352	291	213	463	383	312	378	307	240
1,084	878	618	941	746	496	1,001	831	610	876	716	500
762	603	447	665	516	368	766	626	465	687	558	403
1,412	1,114	740	1,230	954	590	1,445	1,119	720	1,253	962	576
3,320	2,630	1,969	2,895	2,271	1,638	3,326	2,611	2,008	2,885	2,227	1,643
1,176	982	706	905	758	502	1,116	902	646	843	699	456
1,742	1,423	1,078	1,506	1,214	883	1,687	1,377	1,057	1,416	1,136	831
2,387	1,794	1,233	2,150	1,604	1,058	2,145	1,666	1,183	1,877	1,437	970
69	56	43	45	38	25	65	51	41	38	30	20
54	42	36	29	22	18	63	50	45	33	28	24
1,183	973	609	1,022	831	480	1,131	992	626	947	815	462
131	106	90	68	57	42	109	98	78	63	57	38
699	300	214	671	278	196	648	288	194	622	270	179
<b>15,748</b>	<b>12,362</b>	<b>8,873</b>	<b>13,567</b>	<b>10,490</b>	<b>7,141</b>	<b>15,415</b>	<b>12,196</b>	<b>8,847</b>	<b>13,102</b>	<b>10,210</b>	<b>6,989</b>

OFFICIAL

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

Week Commencing	15/05/2023 <sup>P</sup>			22/05/2023 <sup>P</sup>			29/05/2023 <sup>P</sup>			05/06/2023 <sup>P</sup>		
Health Board	Incidents Attended	Median Response Time (hh:mm:ss)	90th Percentile Response Time (hh:mm:ss)	Incidents Attended	Median Response Time (hh:mm:ss)	90th Percentile Response Time (hh:mm:ss)	Incidents Attended	Median Response Time (hh:mm:ss)	90th Percentile Response Time (hh:mm:ss)	Incidents Attended	Median Response Time (hh:mm:ss)	90th Percentile Response Time (hh:mm:ss)
Ayrshire and Arran	29	00:06:48	00:17:06	35	00:07:52	00:12:45	41	00:08:30	00:18:39	38	00:08:10	00:13:31
Borders	10	00:05:43	00:10:41	*	*	*	8	00:05:02	00:12:56	6	00:05:54	00:10:06
Dumfries and Galloway	17	00:11:35	00:23:47	15	00:07:02	00:17:39	16	00:07:53	00:15:26	19	00:13:44	00:22:21
Fife	26	00:08:00	00:16:26	35	00:07:09	00:18:17	40	00:08:19	00:16:40	37	00:08:37	00:16:26
Forth Valley	27	00:09:12	00:14:56	22	00:07:03	00:16:01	22	00:04:30	00:16:03	23	00:08:00	00:16:41
Grampian	53	00:08:26	00:23:01	52	00:05:07	00:18:37	40	00:06:08	00:16:06	41	00:08:53	00:23:46
Greater Glasgow and Clyde	88	00:06:24	00:11:15	107	00:07:46	00:13:42	118	00:06:32	00:11:07	126	00:06:45	00:12:27
Highland	22	00:10:19	00:26:47	27	00:15:27	00:29:53	30	00:08:45	00:27:51	25	00:06:30	00:21:52
Lanarkshire	60	00:07:12	00:14:09	53	00:06:46	00:12:17	51	00:06:56	00:13:01	65	00:08:11	00:14:43
Lothian	64	00:06:41	00:12:52	69	00:06:57	00:12:02	75	00:08:04	00:13:48	71	00:06:50	00:14:46
Orkney	*	*	*	*	*	*	*	*	*	*	*	*
Shetland	*	*	*	-	n/a	n/a	*	*	*	*	*	*
Tayside	24	00:07:56	00:17:43	41	00:07:16	00:15:48	36	00:06:21	00:19:56	32	00:07:08	00:17:45
Western Isles	*	*	*	*	*	*	*	*	*	*	*	*
Unknown	6	00:04:43	00:12:00	13	00:08:43	00:17:43	10	00:06:49	00:09:18	7	00:10:54	00:16:00
<b>SCOTLAND</b>	<b>434</b>	<b>00:07:09</b>	<b>00:17:02</b>	<b>482</b>	<b>00:07:26</b>	<b>00:16:15</b>	<b>493</b>	<b>00:07:06</b>	<b>00:15:49</b>	<b>497</b>	<b>00:07:26</b>	<b>00:16:49</b>

Notes

<sup>P</sup> - Data presented from week commencing 04/04/2022 are subject to update due to the planned revision of the response time definition. Please see the summary report for further information.

## Key to symbols:

' - ' = zero value.

' n/a ' = not applicable.

' \* ' = Indicates values that have been suppressed due to the potential risk of disclosure and to help maintain patient confidentiality.

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

Week Commencing	15/05/2023 <sup>P</sup>			22/05/2023 <sup>P</sup>			29/05/2023 <sup>P</sup>			05/06/2023 <sup>P</sup>		
Health Board	Incidents Attended	Median Response Time (hh:mm:ss)	90th Percentile Response Time (hh:mm:ss)	Incidents Attended	Median Response Time (hh:mm:ss)	90th Percentile Response Time (hh:mm:ss)	Incidents Attended	Median Response Time (hh:mm:ss)	90th Percentile Response Time (hh:mm:ss)	Incidents Attended	Median Response Time (hh:mm:ss)	90th Percentile Response Time (hh:mm:ss)
Ayrshire and Arran	113	00:10:16	00:20:00	130	00:07:30	00:16:06	143	00:09:48	00:23:30	146	00:09:11	00:19:12
Borders	40	00:09:39	00:20:57	40	00:09:51	00:21:15	33	00:13:45	00:27:49	36	00:07:08	00:26:49
Dumfries and Galloway	52	00:07:02	00:25:04	57	00:07:34	00:24:22	33	00:08:54	00:22:15	59	00:06:52	00:24:16
Fife	115	00:09:16	00:19:44	138	00:09:33	00:19:54	142	00:09:16	00:17:51	127	00:07:59	00:15:53
Forth Valley	106	00:08:25	00:17:30	100	00:09:47	00:18:09	106	00:09:02	00:18:41	93	00:09:16	00:19:41
Grampian	199	00:08:12	00:21:10	208	00:08:41	00:24:24	197	00:08:38	00:25:26	175	00:08:46	00:25:53
Greater Glasgow and Clyde	419	00:07:23	00:13:20	516	00:07:45	00:14:38	543	00:08:12	00:15:33	497	00:07:38	00:15:18
Highland	86	00:09:08	00:21:23	106	00:09:14	00:28:52	148	00:07:56	00:26:23	115	00:07:59	00:25:38
Lanarkshire	236	00:09:06	00:17:29	273	00:09:05	00:17:35	274	00:08:42	00:17:37	257	00:08:37	00:17:11
Lothian	301	00:07:51	00:16:30	305	00:07:21	00:15:47	362	00:08:07	00:17:12	292	00:08:00	00:14:33
Orkney	*	*	*	7	00:17:53	00:46:45	7	00:06:33	00:34:28	6	00:09:08	00:16:56
Shetland	*	*	*	*	*	*	-	n/a	n/a	6	00:16:39	00:24:55
Tayside	136	00:08:03	00:19:21	135	00:07:57	00:19:49	139	00:07:33	00:21:43	143	00:09:04	00:19:43
Western Isles	*	*	*	*	*	*	6	00:04:55	00:28:25	10	00:13:21	00:35:09
Unknown	62	00:12:15	00:20:56	66	00:10:58	00:24:20	77	00:11:56	00:26:23	78	00:09:08	00:19:44
<b>SCOTLAND</b>	<b>1,875</b>	<b>00:08:20</b>	<b>00:18:18</b>	<b>2,091</b>	<b>00:08:25</b>	<b>00:18:34</b>	<b>2,210</b>	<b>00:08:30</b>	<b>00:19:00</b>	<b>2,040</b>	<b>00:08:12</b>	<b>00:18:31</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.

## Key to symbols:

' - ' = zero value.

' n/a ' = not applicable.

' \* ' = Indicates values that have been suppressed due to the potential risk of disclosure and to help maintain patient confidentiality.

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

Week Commencing	15/05/2023 <sup>P</sup>			22/05/2023 <sup>P</sup>			29/05/2023 <sup>P</sup>			05/06/2023 <sup>P</sup>		
Health Board	Incidents Attended	Median Response Time (hh:mm:ss)	90th Percentile Response Time (hh:mm:ss)	Incidents Attended	Median Response Time (hh:mm:ss)	90th Percentile Response Time (hh:mm:ss)	Incidents Attended	Median Response Time (hh:mm:ss)	90th Percentile Response Time (hh:mm:ss)	Incidents Attended	Median Response Time (hh:mm:ss)	90th Percentile Response Time (hh:mm:ss)
Ayrshire and Arran	269	00:16:20	00:35:34	262	00:15:38	00:28:37	267	00:16:43	00:36:01	264	00:17:16	00:34:54
Borders	98	00:13:50	00:32:54	113	00:11:51	00:26:12	66	00:11:45	00:29:01	70	00:13:07	00:27:25
Dumfries and Galloway	111	00:12:21	00:28:48	105	00:13:35	00:31:11	99	00:15:44	00:32:37	115	00:13:09	00:30:22
Fife	266	00:15:02	00:28:34	272	00:14:44	00:29:14	275	00:14:37	00:27:51	268	00:15:18	00:31:37
Forth Valley	197	00:14:49	00:29:05	183	00:15:31	00:29:33	193	00:14:55	00:29:48	204	00:17:06	00:36:13
Grampian	421	00:16:01	00:44:58	398	00:14:40	00:45:36	333	00:13:46	00:33:56	390	00:16:27	00:48:07
Greater Glasgow and Clyde	768	00:13:43	00:26:57	807	00:14:53	00:32:39	875	00:15:41	00:34:10	874	00:16:12	00:34:09
Highland	217	00:12:58	00:34:46	201	00:16:08	00:33:20	252	00:13:08	00:36:05	231	00:12:46	00:34:49
Lanarkshire	436	00:17:58	00:35:53	462	00:18:43	00:38:30	432	00:18:24	00:38:36	456	00:18:26	00:35:14
Lothian	547	00:15:27	00:29:07	558	00:15:24	00:31:36	613	00:15:58	00:30:32	545	00:14:32	00:31:10
Orkney	7	00:08:24	00:53:05	8	00:06:54	00:43:29	6	00:12:34	00:23:50	6	00:07:39	00:13:43
Shetland	9	00:17:59	00:29:28	5	00:18:20	00:28:32	11	00:13:35	00:36:59	11	00:12:29	00:45:49
Tayside	272	00:12:54	00:29:23	300	00:12:51	00:28:54	299	00:13:36	00:30:46	285	00:12:56	00:29:38
Western Isles	18	00:14:25	00:37:41	14	00:12:45	00:35:05	18	00:12:56	00:33:15	16	00:14:38	00:29:38
Unknown	89	00:15:08	00:36:34	91	00:18:12	00:35:16	87	00:15:46	00:30:20	90	00:17:01	00:32:23
<b>SCOTLAND</b>	<b>3,725</b>	<b>00:14:55</b>	<b>00:32:22</b>	<b>3,779</b>	<b>00:15:19</b>	<b>00:33:32</b>	<b>3,826</b>	<b>00:15:33</b>	<b>00:33:46</b>	<b>3,825</b>	<b>00:15:48</b>	<b>00:34:47</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 5 - Yellow Category: Incidents Attended and Response Times by Health Board**

Week Commencing	15/05/2023 <sup>P</sup>			22/05/2023 <sup>P</sup>			29/05/2023 <sup>P</sup>			05/06/2023 <sup>P</sup>		
Health Board	Incidents Attended	Median Response Time (hh:mm:ss)	90th Percentile Response Time (hh:mm:ss)	Incidents Attended	Median Response Time (hh:mm:ss)	90th Percentile Response Time (hh:mm:ss)	Incidents Attended	Median Response Time (hh:mm:ss)	90th Percentile Response Time (hh:mm:ss)	Incidents Attended	Median Response Time (hh:mm:ss)	90th Percentile Response Time (hh:mm:ss)
Ayrshire and Arran	267	00:21:16	01:32:22	268	00:24:17	01:22:44	250	00:31:18	01:47:14	282	00:30:21	01:46:00
Borders	97	00:19:26	00:46:31	117	00:18:42	00:54:46	95	00:20:40	00:53:09	118	00:20:19	00:55:06
Dumfries and Galloway	135	00:19:20	01:25:03	125	00:20:35	01:12:25	140	00:17:16	01:01:12	113	00:21:11	01:23:01
Fife	288	00:27:45	01:24:02	272	00:29:09	01:49:46	280	00:31:25	02:42:12	280	00:26:37	01:51:53
Forth Valley	177	00:28:58	02:14:40	209	00:31:21	01:58:28	189	00:33:49	02:43:44	229	00:29:22	01:51:07
Grampian	336	00:27:37	02:16:30	309	00:31:50	04:20:09	377	00:26:02	02:14:05	345	00:30:31	02:53:55
Greater Glasgow and Clyde	763	00:22:58	01:31:46	723	00:27:53	02:07:31	694	00:39:11	02:57:20	703	00:39:55	03:22:59
Highland	290	00:17:09	01:15:11	289	00:19:37	01:19:40	321	00:22:54	01:23:59	323	00:22:31	01:12:22
Lanarkshire	382	00:30:36	02:08:54	399	00:43:51	02:44:13	435	00:40:46	02:28:37	340	00:38:11	02:52:18
Lothian	519	00:32:30	02:22:38	558	00:34:57	02:28:22	523	00:52:15	03:39:33	516	00:33:25	02:48:21
Orkney	14	00:22:49	02:08:12	11	00:34:07	01:31:07	22	00:29:49	01:08:22	14	00:15:41	01:03:17
Shetland	16	00:19:43	00:45:47	16	00:17:49	00:56:35	10	00:08:38	00:15:57	10	00:14:47	00:56:36
Tayside	321	00:21:35	01:07:02	348	00:18:41	01:12:56	351	00:24:32	01:22:34	347	00:21:28	01:10:41
Western Isles	19	00:21:31	00:47:55	29	00:19:17	01:08:02	30	00:20:59	00:56:24	28	00:19:39	01:00:18
Unknown	92	00:22:28	01:29:21	80	00:30:12	01:18:55	99	00:30:02	02:26:13	92	00:25:57	01:36:59
<b>SCOTLAND</b>	<b>3,716</b>	<b>00:24:49</b>	<b>01:39:30</b>	<b>3,753</b>	<b>00:27:45</b>	<b>02:02:08</b>	<b>3,816</b>	<b>00:31:18</b>	<b>02:24:56</b>	<b>3,740</b>	<b>00:29:42</b>	<b>02:06:12</b>

Notes

<sup>P</sup> - Data presented from week commencing 04/04/2022 are subject to update due to the planned revision of the response time definition. Please see the summary report for further information.



Table 6 - Turnaround Times by Health Board

Week Commencing	15/05/2023			22/05/2023			29/05/2023			05/06/2023		
Health Board	Incidents Conveyed	Median Turnaround Time (hh:mm:ss)	90th Percentile Turnaround Time (hh:mm:ss)	Incidents Conveyed	Median Turnaround Time (hh:mm:ss)	90th Percentile Turnaround Time (hh:mm:ss)	Incidents Conveyed	Median Turnaround Time (hh:mm:ss)	90th Percentile Turnaround Time (hh:mm:ss)	Incidents Conveyed	Median Turnaround Time (hh:mm:ss)	90th Percentile Turnaround Time (hh:mm:ss)
Ayrshire & Arran	481	00:43:15	02:00:30	479	00:43:00	01:54:49	507	00:45:29	02:36:33	488	00:41:32	02:12:08
Borders	168	00:32:55	01:01:02	195	00:32:19	00:50:53	131	00:34:00	00:59:07	153	00:30:36	00:51:26
Dumfries & Galloway	248	00:26:59	00:48:57	234	00:25:46	00:46:13	215	00:24:00	00:43:51	247	00:28:25	00:48:53
Fife	405	00:46:30	02:02:51	426	00:43:59	01:39:38	469	00:42:47	01:24:38	453	00:41:13	01:34:52
Forth Valley	381	00:43:22	01:07:21	373	00:41:44	01:09:51	371	00:42:37	01:12:26	402	00:38:09	01:00:16
Grampian	658	00:57:50	03:29:08	607	00:46:37	03:49:55	602	00:48:30	02:47:08	614	01:01:01	03:10:25
Greater Glasgow & Clyde	1,699	00:45:36	01:19:16	1,786	00:45:08	01:16:43	1,851	00:46:36	01:25:02	1,851	00:46:56	01:23:19
Highland	304	00:29:04	01:17:51	328	00:27:17	01:20:27	376	00:35:45	01:43:49	354	00:31:22	01:24:15
Lanarkshire	805	00:54:37	01:40:59	830	00:54:11	01:54:40	822	00:51:21	01:33:15	770	01:00:38	02:14:40
Lothian	997	00:45:09	01:12:48	1,005	00:45:56	01:10:55	1,071	00:46:17	01:12:23	978	00:44:48	01:09:38
Orkney	21	00:15:22	00:36:38	23	00:17:26	00:25:56	24	00:12:37	00:37:35	22	00:19:39	00:37:54
Shetland	26	00:28:44	00:47:36	23	00:24:26	00:40:58	19	00:27:28	00:41:28	25	00:23:48	00:39:45
Tayside	516	00:29:23	00:52:42	544	00:30:00	00:55:06	552	00:29:28	00:55:15	529	00:30:33	00:55:43
Western Isles	24	00:17:17	00:25:45	31	00:24:04	00:36:49	38	00:21:10	00:39:30	32	00:17:53	00:33:54
<b>SCOTLAND</b>	<b>6,733</b>	<b>00:43:18</b>	<b>01:30:23</b>	<b>6,884</b>	<b>00:42:22</b>	<b>01:25:21</b>	<b>7,048</b>	<b>00:43:01</b>	<b>01:26:43</b>	<b>6,918</b>	<b>00:42:59</b>	<b>01:33:08</b>

Table 7 - Turnaround Times by Hospital

Week Commencing		15/05/2023			22/05/2023			29/05/2023			05/06/2023		
Health Board	Hospital	Incidents Conveyed	Median Turnaround Time (hh:mm:ss)	90th Percentile Turnaround Time (hh:mm:ss)	Incidents Conveyed	Median Turnaround Time (hh:mm:ss)	90th Percentile Turnaround Time (hh:mm:ss)	Incidents Conveyed	Median Turnaround Time (hh:mm:ss)	90th Percentile Turnaround Time (hh:mm:ss)	Incidents Conveyed	Median Turnaround Time (hh:mm:ss)	90th Percentile Turnaround Time (hh:mm:ss)
Ayrshire & Arran	University Hospital Ayr (Ayr)	168	00:45:43	02:27:09	175	00:51:34	02:05:00	160	00:46:27	02:51:46	181	00:44:46	02:22:11
Ayrshire & Arran	University Hospital Crosshouse (Kilmarnock)	313	00:42:55	01:50:40	304	00:41:08	01:39:33	347	00:43:38	02:29:04	307	00:40:16	01:54:35
Borders	Borders General Hospital (Melrose)	168	00:32:55	01:01:02	195	00:32:19	00:50:53	131	00:34:00	00:59:07	153	00:30:36	00:51:26
Dumfries & Galloway	Galloway Community Hospital (Stranraer)	48	00:26:36	00:59:12	37	00:24:43	00:34:06	34	00:29:11	00:50:21	44	00:27:01	00:41:50
Dumfries & Galloway	New Dumfries and Galloway Royal Infirmary (Cargenbridge)	200	00:26:59	00:47:47	197	00:25:49	00:48:04	181	00:23:08	00:41:30	203	00:28:30	00:49:30
Fife	Victoria Hospital (Kirkcaldy)	405	00:46:30	02:02:51	426	00:43:59	01:39:38	469	00:42:47	01:24:38	453	00:41:13	01:34:52
Forth Valley	Forth Valley Royal Hospital (Larbert)	381	00:43:22	01:07:21	373	00:41:44	01:09:51	371	00:42:37	01:12:26	402	00:38:09	01:00:16
Grampian	Aberdeen Royal Infirmary (Aberdeen)	527	01:04:26	03:50:52	468	00:51:07	04:04:09	476	00:52:44	03:08:58	484	01:10:41	03:32:52
Grampian	Dr Gray's Hospital (Elgin)	125	00:41:59	01:35:59	126	00:37:56	01:24:45	114	00:36:40	01:16:26	120	00:36:35	01:31:46
Grampian	Royal Aberdeen Children's Hospital (Aberdeen)	6	00:21:59	00:38:28	13	00:29:40	01:04:53	12	00:24:19	00:38:10	10	00:24:20	00:35:21
Greater Glasgow & Clyde	Glasgow Royal Infirmary (Glasgow)	486	00:41:08	01:03:04	564	00:41:44	01:01:52	549	00:39:25	00:58:11	551	00:42:30	01:01:34
Greater Glasgow & Clyde	Inverclyde Royal Hospital (Greenock)	114	00:33:28	00:52:07	115	00:31:23	00:55:12	106	00:33:33	00:54:16	120	00:35:23	00:50:39
Greater Glasgow & Clyde	Queen Elizabeth University Hospital (Glasgow)	711	00:52:03	01:28:31	720	00:51:30	01:32:34	733	00:56:38	01:47:41	793	00:56:18	01:51:36
Greater Glasgow & Clyde	Royal Alexandra Hospital (Paisley)	327	00:48:05	01:26:52	317	00:43:17	01:11:23	384	00:49:26	01:20:23	330	00:46:48	01:16:06
Greater Glasgow & Clyde	Royal Hospital for Children (Glasgow)	61	00:41:34	01:07:27	70	00:44:38	01:17:34	79	00:40:45	01:05:31	57	00:43:32	01:09:42
Highland	Belford Hospital (Fort William)	28	00:25:37	00:42:16	33	00:26:31	00:59:30	20	00:25:40	00:41:28	32	00:24:15	00:44:49
Highland	Caitness General Hospital (Wick)	45	00:25:46	00:37:44	37	00:24:44	00:58:21	45	00:26:38	00:50:27	40	00:27:16	01:01:06
Highland	Lorn & Islands Hospital (Oban)	21	00:26:23	00:34:51	15	00:21:12	00:34:24	30	00:28:22	00:46:12	35	00:25:13	00:48:24
Highland	Raigmore Hospital (Inverness)	210	00:30:35	01:32:42	243	00:29:38	01:32:01	281	00:40:45	01:54:28	247	00:35:00	01:30:35
Lanarkshire	University Hospital Hairmyres (East Kilbride)	264	00:49:57	01:26:35	236	00:50:52	01:36:34	270	00:45:29	01:18:36	222	00:54:25	01:47:49
Lanarkshire	University Hospital Monklands (Airdrie)	269	00:55:24	01:36:01	249	00:47:25	01:21:26	236	00:50:15	01:26:04	226	01:02:54	01:45:29
Lanarkshire	University Hospital Wishaw (Wishaw)	272	01:00:10	02:13:47	345	01:03:35	02:35:30	316	00:57:31	01:53:28	322	01:05:53	02:59:50
Lothian	Royal Hospital for Sick Children (Edinburgh)	23	00:36:01	00:51:36	23	00:39:40	01:00:28	32	00:37:15	01:03:16	30	00:33:50	00:56:15
Lothian	Royal Infirmary of Edinburgh at Little France (Edinburgh)	741	00:47:04	01:15:44	769	00:47:33	01:12:25	829	00:48:48	01:14:44	704	00:46:37	01:11:58
Lothian	St John's Hospital (Livingston)	233	00:40:36	01:07:10	213	00:40:00	01:05:45	210	00:37:48	01:06:38	244	00:40:52	01:02:38
Orkney	Balfour Hospital (Kirkwall)	21	00:15:22	00:36:38	23	00:17:26	00:25:56	24	00:12:37	00:37:35	22	00:19:39	00:37:54
Shetland	Gilbert Bain Hospital (Lerwick)	26	00:28:44	00:47:36	23	00:24:26	00:40:58	19	00:27:28	00:41:28	25	00:23:48	00:39:45
Tayside	Ninewells Hospital (Dundee)	447	00:29:57	00:53:47	474	00:30:16	00:55:30	471	00:30:51	00:57:23	451	00:31:38	00:57:05
Tayside	Perth Royal Infirmary (Perth)	69	00:25:31	00:42:31	70	00:27:59	00:46:05	81	00:23:38	00:43:20	78	00:25:30	00:41:51
Western Isles	Western Isles Hospital (Isle of Lewis)	24	00:17:17	00:25:45	31	00:24:04	00:36:49	38	00:21:10	00:39:30	32	00:17:53	00:33:54
<b>SCOTLAND</b>		<b>6,733</b>	<b>00:43:18</b>	<b>01:30:23</b>	<b>6,884</b>	<b>00:42:22</b>	<b>01:25:21</b>	<b>7,048</b>	<b>00:43:01</b>	<b>01:26:43</b>	<b>6,918</b>	<b>00:42:59</b>	<b>01:33:08</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)