

Activity and Journeys through Emergency and Urgent Care

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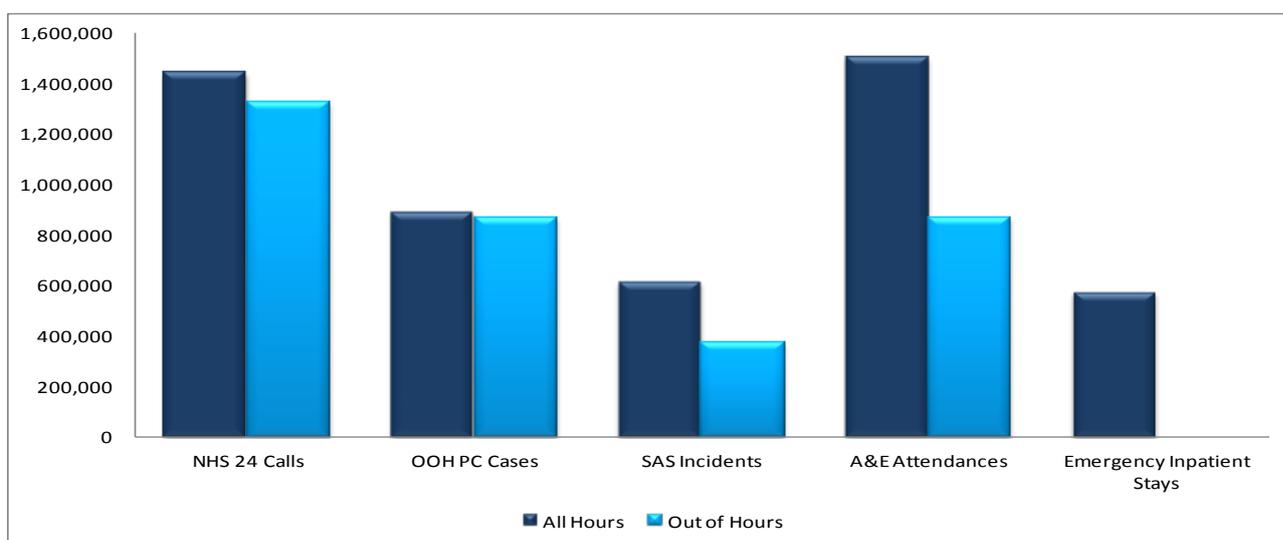
About this release

This is the first publication by Information Services Division (ISD) which presents information about emergency and urgent care patient journeys across Scotland. The information is for the year to 31 March 2016 and covers journeys that involve the following services; NHS 24, Out of Hours Primary Care (OOH Primary Care), Scottish Ambulance Service (SAS), Accident & Emergency (A&E) and Emergency Admissions.

Main Points

- There were around 2.8 million emergency and urgent care patient journeys across Scotland in the year ending March 2016. This equates to around 5 million separate contacts with NHS 24, OOH Primary Care, SAS, A&E and Emergency Inpatient services.
- Three quarters of the activity for NHS 24, OOH Primary Care, SAS and A&E took place in the out of hours period. The out of hours period is defined as 6pm to 8 am, Monday to Friday and all day Saturday and Sunday.

Emergency/Urgent Care Contacts, All Hours and Out of Hours Period, Scotland, year ending March 2016



- Children under five accounted for around one in ten of all contacts with all emergency and urgent care services.
- Around twice as many contacts were made to emergency and urgent care services by individuals living in Scotland's most deprived areas compared to the least deprived.
- Females in age groups 15 through to 30 were twice as likely to contact NHS 24 and OOH Primary Care services as males.
- In the year ending March 2016, the most common patient journey involved self referrals to A&E with no subsequent contact with emergency/urgent care services within 24 hours (27%).
- Around a quarter of patient journeys starting in the OOH period involved a single contact with NHS 24 followed by a contact with OOH Primary Care. A further one in five journeys involved a single contact with either NHS 24 or OOH Primary Care.

Background

Urgent care services provide a response before the next routine care service is available. This differs from emergency care, which may be delivered by SAS and A&E and requires an immediate response to a time-critical health care need.

The Urgent Care Datamart provides patient journeys at an individual level by linking data from NHS 24, OOH Primary Care, SAS, A&E and Emergency Admissions. Patient journeys are calculated using a Continuous Urgent Care Pathway (CUP). This is defined as an unbroken time that a person spends in a series of services.

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Further Information

Further information can be found in the [Full Publication Report](#) or on the [ISD website](#). This publication should be viewed as a complimentary analysis to other publications including the [Emergency Department publications](#) and the [Primary Care Out of Hours](#) publications.

ISD and Official Statistics

Information Services Division (ISD) is the principal and authoritative source of statistics on health and care services in Scotland. ISD is designated by legislation as a producer of 'Official Statistics'. Our official statistics publications are produced to a high professional standard and comply with the Code of Practice for Official Statistics. [Further information about our statistics.](#)