

Appendix 3

Table 1. NHS 24 call outcome recommendation

NHS 24 Disposition	Second Unscheduled Care Service Contacted after NHS 24 Call					
	Direct Inpatient Admission	NHS 24	ED	GP OOH	Ambulance	No contact within 24 hours
	Number (row %)	Number (row %)	Number (row %)	Number (row %)	Number (row %)	Number (row %)
Ambulance	4 (0)	388 (3.3)	563 (4.8)	189 (1.6)	10283 (87.5)	331 (2.8)
ED	9 (0.1)	211 (3.5)	4878 (80.1)	115 (1.9)	187 (3.1)	691 (11.3)
1HV	0 (0)	7 (5.4)	3 (2.3)	110 (84.6)	9 (6.9)	1 (0.8)
2HV	1 (0.2)	34 (6.8)	3 (0.6)	423 (84.9)	33 (6.6)	4 (0.8)
4HV	1 (0.1)	65 (7)	5 (0.5)	793 (85.5)	51 (5.5)	13 (1.4)
1OOH	0 (0)	270 (4.7)	192 (3.4)	4977 (87.4)	181 (3.2)	77 (1.4)
2OOH	2 (0)	316 (3.8)	257 (3.1)	7489 (89.3)	154 (1.8)	172 (2.1)
4OOH	5 (0)	1431 (3.8)	947 (2.5)	34102 (89.8)	318 (0.8)	1173 (3.1)
SCHEDULE	107 (0.6)	2397 (13.5)	1476 (8.3)	736 (4.2)	745 (4.2)	12235 (69.1)
SELF CARE	4 (0)	345 (4.1)	307 (3.6)	192 (2.3)	51 (0.6)	7554 (89.4)
Missing	21 (0.4)	725 (13.9)	1009 (19.4)	922 (17.7)	396 (7.6)	2127 (40.9)

Table 2. Days of the week on which NHS24 calls were made¹.

Days on which calls made	Number (%)
Monday	14484 (14)
Tuesday	11936 (12)
Wednesday	11797 (11)
Thursday	11202 (11)
Friday	10912 (11)
Saturday	20300 (20)
Sunday	22191 (22)
Total	102822

¹ Monday to Friday 8am – 6pm calls taken by GP Practices.

Table 3. Sensitivity, specificity, and predictive values of NHS 24 disposition.

	Patient not admitted	Patient admitted	Sensitivity= 89.8% Specificity= 28.4% PPV = 10.9% NPV = 96.6%
NHS24 referral to other service: ED, ambulance, PCOOH, HV.	63657	7811	
NHS24 does not refer: self-care and scheduled appointment.	25267	884	