



Oifig Stiúrthóir na Seirbhíse Náisiúnta Otharcharranna,
An tSeirbhís Náisiúnta Otharcharranna,
Áras na hAbhann,
Crosbhóthar Thamhlachta,
Tamhlacht,
Baile Áth Cliath D24 XNP2.
Fón 01 4631608.
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19th December 2019.

Mr Stephen Donnelly TD,
Dáil Éireann,
Leinster House,
Dublin 2.

Re: 50888/19. To ask the Minister for Health the number of ambulance attendances at each emergency department nationwide in November 2019; the number of such ambulances that waited longer than of 20 minutes to hand over patients, get their trolleys back and return to responding to calls; the number that waited longer than 40, 60, 90, 120 and more than 180 minutes for same in tabular form.

Dear Deputy Donnelly,

The Health Service Executive has been requested to reply directly to you in the context of the above Parliamentary Question, which you submitted to the Minister for Health for response.

The Ambulance Turnaround Framework' was approved for implementation by the National Ambulance Service (NAS) on the 20th May 2014 following consultation with the HSE. It recognises the paramount importance for there to be escalation of issues at the earliest possible moment in order to provide mitigating actions for any delays, maintaining effective resource cover and availability across Ireland.

Under times of high activity and prolonged pressure, the effective management of timely ambulance turnaround times is a challenge. Ambulance resources are a finite resource and are not scalable – meaning that any resources delayed at receiving units immediately reduces the ability to respond effectively to patients accessing emergency care in the community. In addition to 'The Ambulance Turnaround Framework', the continuing engagement of all parties and stakeholders is required to ensure satisfactory turnaround times are achieved.

I have attached below the information requested for October 2019 which is now available.

I trust this information is of assistance to and should you require additional information please do not hesitate to contact me.

Yours sincerely,

Pauline McDonagh,
Senior Executive Officer



Seirbhís Sláinte
Níos Fearr
á Forbairt

Building a
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Ambulance Turnaround Times	20 mins or less		0 - 30 mins		0 - 60 mins		1 - 2 hours		2 - 3 hours		3 - 4 hours		4 - 5 hours		5 - 6 hours		6 - 7 hours		7 - 14 hours		TOTAL CALLS	
OCTOBER 2019	NO.	%	NO.	%	NO.	%	NO.	%	NO.	%	NO.	%	NO.	%	NO.	%	NO.	%	NO.	%	NO.	%
Ireland East Hospitals Group																						
MATER DUBLIN	352	31.5%	602	53.8%	1,018	91.1%	87	7.8%	13	1.2%											1,118	100%
MULLINGAR REGIONAL HOSPITAL	75	13.3%	196	34.7%	476	84.2%	87	15.4%	2	0.4%											565	100%
NATIONAL MATERNITY HOSPITAL	23	52.3%	32	72.7%	43	97.7%	1	2.3%													44	100%
OUR LADYS NAVAN	90	33.7%	175	65.5%	262	98.1%	5	1.9%													267	100%
ST LUKES HOSPITAL KILKENNY	29	4.0%	149	20.4%	526	72.2%	173	23.7%	24	3.3%	5	0.7%	1	0.1%							729	100%
ST MICHAELS DUN LAOGHAIRE	17	18.3%	50	53.8%	90	96.8%	3	3.2%													93	100%
ST VINCENTS HOSPITAL	124	8.5%	394	26.9%	1,262	86.2%	202	13.8%													1,464	100%
WEXFORD GENERAL HOSPITAL	66	9.7%	175	25.7%	524	76.9%	148	21.7%	9	1.3%											681	100%
	776	15.64%	1,773	35.74%	4,201	84.68%	706	14.23%	48	0.97%	5	0.10%	1	0.02%	0	0.00%	0	0.00%	0	0.00%	4,961	100%
Dublin Midlands Hospitals Group																						
COOMBE HOSPITAL	15	50.0%	26	86.7%	29	96.7%	1	3.3%													30	100%
NAAS GENERAL HOSPITAL	102	15.9%	252	39.3%	527	82.2%	100	15.6%	12	1.9%	2	0.3%									641	100%
PORTLAOISE GENERAL HOSPITAL	96	24.5%	226	57.7%	381	97.2%	11	2.8%													392	100%
ST JAMES HOSPITAL	336	28.3%	630	53.1%	1,068	90.0%	115	9.7%	3	0.3%	1	0.1%									1,187	100%
TALLAGHT HOSPITAL	240	26.0%	489	53.0%	850	92.2%	71	7.7%	1	0.1%											922	100%
TULLAMORE GENERAL HOSPITAL	35	6.9%	155	30.5%	468	92.1%	40	7.9%													508	100%
	824	22.39%	1,778	48.32%	3,323	90.30%	338	9.18%	16	0.43%	3	0.08%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	3,680	100%
RCSI Hospitals Group (Dublin North East)																						
BEAUMONT HOSPITAL	202	16.6%	519	42.8%	1,113	91.7%	95	7.8%	5	0.4%					1	0.1%					1,214	100%
CAVAN GENERAL HOSPITAL	102	16.4%	259	41.6%	540	86.7%	77	12.4%	5	0.8%	1	0.2%									623	100%
CONNOLLY MEMORIAL HOSPITAL	335	31.5%	640	60.2%	1,008	94.8%	52	4.9%	3	0.3%											1,063	100%
LOURDES HOSPITAL DROGHEDA	209	17.1%	554	45.4%	1,146	94.0%	72	5.9%	1	0.1%											1,219	100%
ROTUNDA HOSPITAL	17	63.0%	21	77.8%	27	100.0%															27	100%
	865	20.86%	1,993	48.07%	3,834	92.47%	296	7.14%	14	0.34%	1	0.02%		0.00%	1	0.02%		0.00%		0.00%	4,146	100%
South/South West Hospitals Group																						
BANTRY GENERAL HOSPITAL	9	8.2%	48	43.6%	105	95.5%	5	4.5%													110	100%
CORK UNIVERSITY HOSPITAL	41	2.9%	170	11.9%	906	63.3%	449	31.4%	65	4.5%	11	0.8%	1	0.1%							1,432	100%
KERRY UNIVERSITY HOSPITAL	19	2.9%	99	15.1%	487	74.4%	145	22.1%	19	2.9%	3	0.5%	1	0.2%							655	100%
MERCY UNIVERSITY HOSPITAL	38	5.5%	132	19.0%	492	71.0%	190	27.4%	10	1.4%			1	0.1%							693	100%
SOUTH TIPPERARY GENERAL	26	4.8%	94	17.4%	394	72.8%	123	22.7%	17	3.1%	6	1.1%	1	0.2%							541	100%
WATERFORD UNIVERSITY HOSPITAL	111	13.5%	281	34.3%	629	76.7%	161	19.6%	29	3.5%	1	0.1%									820	100%
	244	5.74%	824	19.38%	3,013	70.88%	1,073	25.24%	140	3.29%	21	0.49%	4	0.09%	0	0.00%	0	0.00%	0	0.00%	4,251	100%
University of Limerick Hospitals																						
LIMERICK REGIONAL HOSPITAL	343	20.8%	878	53.3%	1,520	92.3%	119	7.2%	7	0.4%											1,646	100%
	343	20.84%	878	53.34%	1,520	92.35%	119	7.23%	7	0.43%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1,646	100%
Saolta University Healthcare Group																						
LETTERKENNY GENERAL HOSPITAL	66	7.7%	202	23.7%	576	67.6%	191	22.4%	65	7.6%	12	1.4%	5	0.6%	1	0.1%	2	0.2%			852	100%
MAYO GENERAL HOSPITAL	35	5.4%	140	21.7%	496	77.0%	139	21.6%	8	1.2%	1	0.2%									644	100%
PORTIUNCULA GENERAL HOSPITAL	55	11.0%	158	31.7%	399	80.1%	92	18.5%	5	1.0%	2	0.4%									498	100%
SLIGO GENERAL HOSPITAL	63	7.4%	236	27.6%	674	78.8%	172	20.1%	8	0.9%	1	0.1%									855	100%
UNIVERSITY HOSPITAL GALWAY	56	5.1%	214	19.6%	825	75.6%	236	21.6%	25	2.3%	4	0.4%	1	0.1%							1,091	100%
	275	6.98%	950	24.11%	2,970	75.38%	830	21.07%	111	2.82%	20	0.51%	6	0.15%	1	0.03%	2	0.05%	0	0.00%	3,940	100%
Children's Hospitals Group																						
CRUMLIN HOSPITAL	99	44.6%	164	73.9%	215	96.8%	7	3.2%													222	100%
TALLAGHT PAEDIATRIC HOSPITAL	39	51.3%	59	77.6%	75	98.7%	1	1.3%													76	100%
TEMPLE ST CHILDRENS HOSPITAL	174	62.4%	237	84.9%	270	96.8%	9	3.2%													279	100%
	312	54.07%	460	79.72%	560	97.05%	17	2.95%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	577	100%
National Total	3,639	15.68%	8,656	37.31%	19,421	83.71%	3,379	14.56%	336	1.45%	50	0.22%	11	0.05%	2	0.01%	2	0.01%	0	0.00%	23,201	100%