



Oifig Stiúrthóir na Seirbhíse Náisiúnta Otharcharranna,  
An tSeirbhís Náisiúnta Otharcharranna,  
Áras na hAbhann,  
Crosbhóthar Thamhlachta,  
Tamlacht,  
Baile Áth Cliath D24 XNP2.  
Fón 01 4631608.  
Riomhphost: pauline.mcdonagh@hse.ie

Office of the Director of the National Ambulance Service,  
National Ambulance Service,  
Rivers Building,  
Tallaght Cross,  
Tallaght,  
Dublin D24 XNP2.  
Telephone: 01 4631608.  
Email: pauline.mcdonagh@hse.ie

2<sup>nd</sup> December 2019.

Mr. John Brassil TD,  
Dáil Éireann,  
Leinster House,  
Dublin 2.

**Re: Oral PQ 48763/19: To ask the Minister for Health the reason for the significant deterioration in ambulance turnaround times in Kerry University Hospital between September 2017 and September 2019.**

Dear Deputy Brassil,

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 20<sup>th</sup> May 2014 following consultation with the HSE. To manage the effective deployment of ambulance resources, the National Ambulance Service developed an 'Implementation of the Ambulance Turnaround Guidelines by the National Ambulance Service'. 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.

Please find attached below the monthly statistics for Kerry University Hospital for the periods of September 2017, 2018 and 2019.



Seirbhís Sláinte  
Níos Fearr  
á Forbairt

Building a  
Better Health  
Service

KERRY UNIVERSITY HOSPITAL		September	2017
Total AS1 & AS2 Ambulance Calls to Hospitals, Time calculated from arrival at Hospital until Clear	%	Total No of Calls	Average Time at Hospital
Cleared at Hospital in 20 Minutes or Less	14.4%	78	[0]:32:55
Cleared at Hospital in 30 Minutes or Less	49.9%	270	
Cleared at Hospital in 60 Minutes or Less	95.4%	516	
Cleared at Hospital 1 to 2 hours	4.3%	23	
Cleared at Hospital 2 to 3 hours	0.4%	2	
Cleared at Hospital 3 to 4 hours			
Cleared at Hospital 4 to 5 hours			
Cleared at Hospital 5 to 6 hours			
Cleared at Hospital 6 to 7 hours			
At Hospital 7 - 14hours			
HOSP	100%	541	Total Time at Hospital 296:45

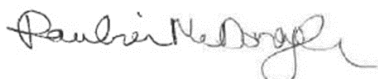
South/South West Hospitals Group		September	2018
KERRY UNIVERSITY HOSPITAL			
Total AS1 & AS2 Ambulance Calls to Hospitals, Time calculated from arrival at Hospital until Clear	%	Total No of Calls	Average Time at Hospital
Cleared at Hospital in 20 Minutes or Less	3.3%	21	[0]:42:35
Cleared at Hospital in 30 Minutes or Less	21.4%	136	
Cleared at Hospital in 60 Minutes or Less	86.8%	552	
Cleared at Hospital 1 to 2 hours	13.1%	83	
Cleared at Hospital 2 to 3 hours	0.2%	1	
Cleared at Hospital 3 to 4 hours			
Cleared at Hospital 4 to 5 hours			
Cleared at Hospital 5 to 6 hours			
Cleared at Hospital 6 to 7 hours			
At Hospital 7 - 14hours			
HOSP	100%	636	Total Time at Hospital 451:18

South/South West Hospitals Group		September	2019
KERRY UNIVERSITY HOSPITAL			
Total AS1 & AS2 Ambulance Calls to Hospitals, Time calculated from arrival at Hospital until Clear	%	Total No of Calls	Average Time at Hospital
Cleared at Hospital in 20 Minutes or Less	1.7%	12	[0]:57:10
Cleared at Hospital in 30 Minutes or Less	15.7%	110	
Cleared at Hospital in 60 Minutes or Less	66.4%	465	
Cleared at Hospital 1 to 2 hours	27.6%	193	
Cleared at Hospital 2 to 3 hours	4.9%	34	
Cleared at Hospital 3 to 4 hours	1.0%	7	
Cleared at Hospital 4 to 5 hours	0.1%	1	
Cleared at Hospital 5 to 6 hours			
Cleared at Hospital 6 to 7 hours			
At Hospital 7 - 14hours			
HOSP	100%	700	Total Time at Hospital 666:52

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

Yours sincerely,



Pauline McDonagh – Senior Executive Officer.