



Oifig Stiúrthóir na Seirbhíse Náisiúnta Otharcharranna,  
An tSeirbhís Náisiúnta Otharcharranna,  
Áras na hAbhann,  
Crosbhóthar Thamhlachta,  
Tamhlacht,  
Baile Áth Cliath D24 XNP2.  
Fón 01 4631624/6.  
Riomhphost: director.nas@hse.ie

Office of the Director of the National Ambulance Service,  
National Ambulance Service,  
Rivers Building,  
Tallaght Cross,  
Tallaght,  
Dublin D24 XNP2.  
Telephone: 01 4631624/6.  
Email: director.nas@hse.ie

Ms. Holly Cairns TD,  
Dáil Éireann,  
Leinster House,  
Dublin 2.

17<sup>th</sup> December 2020.

**Re: PQ41055/20. To ask the Minister for Health if he will provide details on the way response times for HSE ambulance services are calculated; and if he will make a statement on the matter.**

Dear Deputy Cairns,

The National Ambulance Service (NAS) 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 NAS is governed by two statutory bodies, i.e. the Health Information and Quality Authority (HIQA) and Pre-Hospital Emergency Care Council (PHECC). HIQA are responsible for establishing standards in quality health care provision in areas that include assessment, inspection, registration and research.

HIQA have established a standard for the measurement of ambulance response times of 18.59 seconds for the arrival of a clinical response to patients requiring pre-hospital care in emergency situations for 'ECHO' (life-threatening cardiac or respiratory arrest) and 'DELTA' (life-threatening other than cardiac or respiratory arrest) calls. All calls received for an emergency ambulance response are recorded on the Computer Aided Dispatch (CAD) system and this system calculates the time from the call is received in the National Emergency Operations Centre until the ambulance resource arrives at the scene. CAD can also individually report on the response times for each element the entire process and when aggregated these result in the reported response times.

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

Yours sincerely,

Pauline McDonagh - Senior Executive Officer.

