



Oifig Stiúrthóir na Seirbhíse Náisiúnta Otharcharranna,
An tSeirbhís Náisiúnta Otharcharranna,
Áras na hAbhann,
Crosbhóthar Thamhlachta,
Tamhlacht,
Baile Áth Cliath D24 XNP2.
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Mr. Jackie Cahill TD,
Dáil Éireann,
Leinster House,
Dublin 2.

24th November 2020.

Reference the following Parliamentary Questions:

PQ 35014/20

To ask the Minister for Health further to Parliamentary Question Nos. 817 and 818 of 22 September 2020 and 298, 299 and 300 of 24 September 2020, the number of the 2,553 Echo calls made from 1 January 2020 to 31 August 2020 that were attended by the first ambulance dispatched to attend the call in tabular form; and if he will make a statement on the matter.

PQ 35015/20

To ask the Minister for Health further to Parliamentary Question Nos. 817 and 855 of 22 September 2020 and 269, 270 and 271 of 24 September 2020, the number of the 67,849 Delta calls made from 1 January 2020 to 31 August 2020 that were attended by the first ambulance dispatched to attend the call in tabular form; and if he will make a statement on the matter.

PQ 35016/20

To ask the Minister for Health further to the response of the HSE to Parliamentary Question Nos. 817 and 819 of 22 September 2020, and Parliamentary Question Nos. 269, 270 and 271 of 24 September 2020, the number of the total 70,402 category 1 calls made from 1 January 2020 through to 31 August 2020 that were attended within 20, 20 to 30, 30 to 45 and after 45 minutes in tabular form; and if he will make a statement on the matter.

PQ 35017/20

To ask the Minister for Health the reason consideration is not being given to the time it takes from when an ambulance is called until it reaches its destination as opposed to the time it takes to get an ambulance on the road to a call from the moment the call was made as the main metric for measuring the responsiveness of the Ambulance Service; and if he will make a statement on the matter.

Dear Deputy Cahill,

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



Seirbhís Sláinte
Níos Fearr
á Forbairt

Building a
Better Health
Service

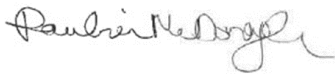
In relation to PQ35014/20 and PQ 35015/20 the National Ambulance Service do not collect the data in the format requested. In order to respond would be an onerous task as each of the 70,402 records would need to be examined individually and would require the diverting of staff resources from other duties.

With PQ 35016/20, the National Ambulance Service do not report on the time intervals requested but instead report on the response time in compliance with the monthly reporting of HSE Key Performance Indicators. To respond to the request would require the diverting of staff resources from other duties to generate the requested information.

For PQ 35017/20, the National Ambulance Service gives every consideration to the time from when an emergency call is made to the time of arrival of the resource at the scene. This is what the National Ambulance Service consider the response time. In addition, this time is a measure of the National Ambulance Service's performance and the details are provided in the form of Key Performance Indicators which are reported on a monthly basis.

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.