



Oifig Stiúirthóir na Seirbhíse Náisiúnta Otharcharranna,
An tSeirbhís Náisiúnta Otharcharranna,
Áras na hAbhann,
Crosbhóthar Thamhlachta,
Tamhlacht,
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

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

5th May 2021.

Re: PQ20607/21.

To ask the Minister for Health the number of ambulance attendances at each emergency department nationwide in March 2021; 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; and the number that waited longer than 40, 60, 90, 120 and more than 180 minutes for same in tabular form.

Dear Deputy Lahart,

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.

I have attached below the latest available statistics for February 2021. The March 2021 statistics are in the process of completing their validation process.

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.

National Ambulance Service Turnaround Times - HSE & DFB

ALL HOSPITALS

February 2021

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	12.16%	2,297	00:40:07
Cleared at Hospital in 30 Minutes or Less	34.03%	6,428	
Cleared at Hospital in 60 Minutes or Less	86.39%	16,318	
Cleared at Hospital 1 to 2 hours	12.93%	2,443	
Cleared at Hospital 2 to 3 hours	0.61%	115	
Cleared at Hospital 3 to 4 hours	0.06%	11	
Cleared at Hospital 4 to 5 hours	0.01%	1	
Cleared at Hospital 5 to 6 hours	0.00%	0	
Cleared at Hospital 6 to 7 hours	0.01%	1	
At Hospital 7 - 14hours	0.00%	0	
GRAND TOTAL	100.00%	18,889	Total Time at Hospital 12631:35

The National Ambulance Service collects "Ambulance Turnaround Times" data from the Computer Aid Dispatch (CAD) systems that electronically records the ambulance arrival time and clear and available time for every Emergency Call (AS1) and Urgent Call (AS2) transported to hospitals with Emergency Departments (ED)/Specialist Units.

The NAS acknowledges that "Ambulance Turnaround Times" data combine the time intervals from ambulance arrival time (through clinical handover in the ED or specialist units) to when the ambulance crew declares the readiness of the ambulance to accept another call (clear available).

The National Emergency Medicine Programme Key Performance Indicator for Ambulance Patient Handover Time relates solely to the time interval from ambulance arrival at the ED/hospital to the time of completion of patient handover in the ED/hospital.