



Stiúrthóir
Seirbhís Náisiúnta Otharchairr

Áras na hAbhann, Crosbhóthar Thamhlachta,
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23rd December 2021

Deputy Johnny Mythen TD
Dáil Éireann
Leinster House
Dublin 2

PQ61302/21

To ask the Minister for Health the number of ambulance call-outs in 2021 to date in County Wexford; the average call out times; and if he will make a statement on the matter. - Johnny Mythen

Dear Deputy Mythen,

The Health Service Executive (HSE) National Ambulance Service (NAS) has been requested to reply directly to you in the context of the above Parliamentary Question, which you submitted for response.

The call taking and dispatch function is operated by the NAS National Emergency Operations Centre (NEOC) which operates across two sites, Dublin and Ballyshannon. All NAS resources are dispatched to calls across the country from the NEOC on a nearest available (to the incident) basis and not on a county boundary basis. In this context, NAS reports a regional basis only.

NEOC utilises an Advanced Medical Priority Dispatch System (AMPDS) which utilises international standards in triaging and prioritising emergency calls. This system ensures that life threatening calls receive an immediate and appropriate response, while lower acuity calls may have to wait until an emergency resource becomes available.

NEOC dynamically deploys resources to areas where cover is required or to respond to incidents as they arise to ensure the nearest available resource responds to emergencies. Care begins immediately the emergency call is received, where life-saving pre-arrival assistance is given by the emergency call takers directly to the patient or any third party that is available to assist. This pre-arrival care includes the delivery of medications, CPR, use of defibrillator, haemorrhage control, childbirth and many other emergencies that present.

At a local level, NAS is also supported by community first responder schemes, responding to particular types of medical emergencies (i.e. cardiac arrest, respiratory arrest, chest pain, choking and stroke) where it is essential for the patient to receive immediate life-saving care whilst an emergency response vehicle is en route to the patient. These schemes are supported by dedicated NAS staff, Community Engagement Officers located in the west, south and east of the country.



NAS operational areas are currently* divided into three regions, North Leinster, West and South. The South Division includes:

**In 2023, NAS Operational Areas are expected to change in line with the creation of six Regional Health Authorities.*

- Carlow, Kilkenny, Tipperary (South), Waterford, Wexford, Cork and Kerry.

Each year the level of demand for NAS services is growing. In 2021, demand have grown by 30% since February. A key target in the HSE's National Service Plan 2021 is that the majority of ambulance calls to life threatening incidents (ECHO and DELTA calls) are responded to in 18 minutes and 59 seconds or less.

Please find below the call volume for the South region – category 1 calls (Echo and Delta)* also detailed below are the average response times for these categories of call.

Call Volume by region - South
Category 1 (Echo & Delta) (2021)

*Echo (life-threatening cardiac or respiratory arrest) Delta (life-threatening illness or injury, other than cardiac or respiratory arrest)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept
South	2868	2168	2553	2637	2775	2833	3151	3142	3118

Average Response times Jan to Sep 21 by Region – South
Category 1 (Echo & Delta) calls

2019	00:20
2020	00:21
2021 (Jan – Sept)	00:25

I hope this information is helpful.

Yours sincerely,

William Merriman
Deputy Director
National Ambulance Service