



Oifig Stiúrthóir 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

Ms. Jennifer Murnane O'Connor TD,  
Dáil Éireann,  
Leinster House,  
Dublin 2.

24<sup>th</sup> February 2021.

**Re: PQ6468/21 - To ask the Minister for Health the number of calls made for an ambulance in the area covered by the Carlow ambulance base in January 2021; the number of calls made to the ambulance service in Carlow from 1 January to 31 December 2020; the number of calls to the ambulance service in Carlow from 1 January to 31 December 2020 for the Carlow and south-east region that were dealt with by ambulances from outside the Carlow area; the average response time for an ambulance from when a call is placed to emergency services to when an ambulance arrives at the scene; and if he will make a statement on the matter.**

Dear Deputy Murnane O'Connor,

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

The National Ambulance Service is not a static service and as such deploys its resources in a dynamic manner and operates on an area and national basis as opposed to a local or county basis. Dynamic deployment uses an ICT process that provides real-time basis information to the staff of the National Emergency Operations Centre who can then continually match currently available resources and their locations with service demand requirements. The objectives for employing a dynamic deployment strategy are to reduce the drive time to reach the destination of the patient and therefore shorten patient wait times within the available resources of the National Ambulance Service. Therefore, the National Ambulance Service does not operate a static deployment model (station-based system) where dispatched ambulances leave a coverage gap until they return to their home-base after service. Dynamic deployment deploys available emergency ambulances to different locations and this leads to shorter response times for patients in an emergency.



Seirbhís Sláinte | Building a  
Níos Fearr | Better Health  
á Forbairt | Service

The National Ambulance Service reports on Category 1 (life-threatening) calls. The number of Category 1 calls for County Carlow from 1<sup>st</sup> January to 31<sup>st</sup> December 2020 was 1,549 which represents 15.34% of the total number for such calls for the South East region.


The total number of Category 1 calls for the South East region for the period 1<sup>st</sup> January to 31<sup>st</sup> December 2020 was 10,097.

The average response time for an ambulance from when a Category 1 call is placed to emergency services to when an ambulance arrives at the scene for the South East is 22:22.

The number of calls for January 2021 is currently unavailable as the validation process is not fully completed.

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.