



Oifig Stiúrthóir na Seirbhíse Náisiúnta Otharcharranna,
An tSeirbhís Náisiúnta Otharcharranna,
Áras na hAbhann,
Crosbhóthar Thamhlachta,
Tamlacht,
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

Ref: MD/SD/PQ/210201

1st February 2021

Deputy John Lahart,
Dáil Éireann
Leinster House

Re: PQ 3063/21

To ask the Minister for Health the number of ambulance attendances at each emergency department nationwide in December 2020; the number of such ambulances that waited longer than 20 minutes to hand over patients, get their trolleys back and return to responding to calls; the number that waited longer than 40, 60, 90, 120 and more than 180 minutes for same, respectively in tabular form. -John Lahart

Re: PQ 3061/21

To ask the Minister for Health the percentage of clinical status 1 ECHO incidents responded to by first responder in 7 minutes and 59 seconds or less; the percentage of clinical status 1 DELTA incidents responded to by a patient-carrying vehicle in 7 minutes and 59 seconds or less for each ambulance station in each month in the year to the end of December 2020 or the latest date available in tabular form. -John Lahart

Dear Deputy Lahart,

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.

I have attached below the latest available statistics for December 2020. In relation to your request for incidents responded to by first responder in 7 minutes and 59 seconds or less the National Ambulance Service reports on 18 minute 59 second response times for 'ECHO' and 'DELTA' category calls.

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





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National Ambulance Service Turnaround Times - HSE & DFB

ALL HOSPITALS

December 2020

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	11.08%	2,452	00:43:08
Cleared at Hospital in 30 Minutes or Less	31.62%	6,996	
Cleared at Hospital in 60 Minutes or Less	82.98%	18,356	
Cleared at Hospital 1 to 2 hours	15.23%	3,370	
Cleared at Hospital 2 to 3 hours	1.38%	306	
Cleared at Hospital 3 to 4 hours	0.30%	67	
Cleared at Hospital 4 to 5 hours	0.09%	19	
Cleared at Hospital 5 to 6 hours	0.01%	3	
Cleared at Hospital 6 to 7 hours	0.00%	1	
At Hospital 7 - 14hours	0.00%	0	
GRAND TOTAL	100.00%	22,122	Total Time at Hospital 15901:27

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.

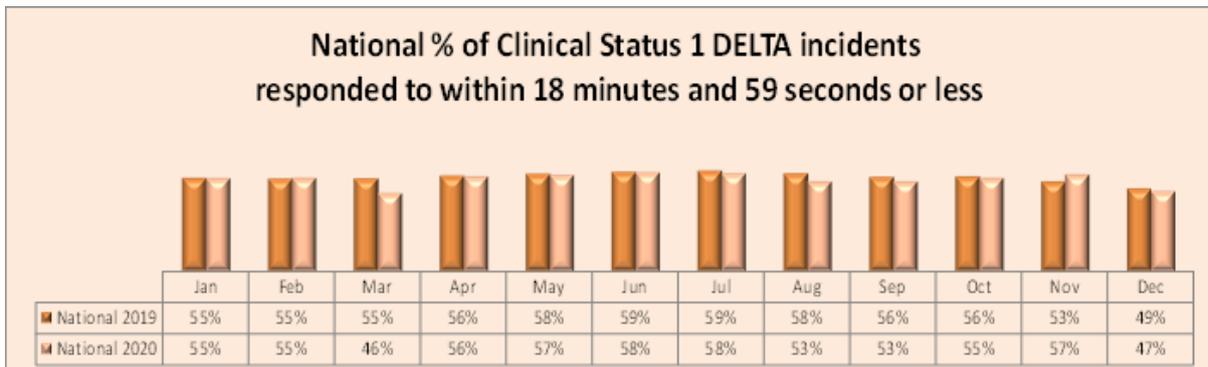
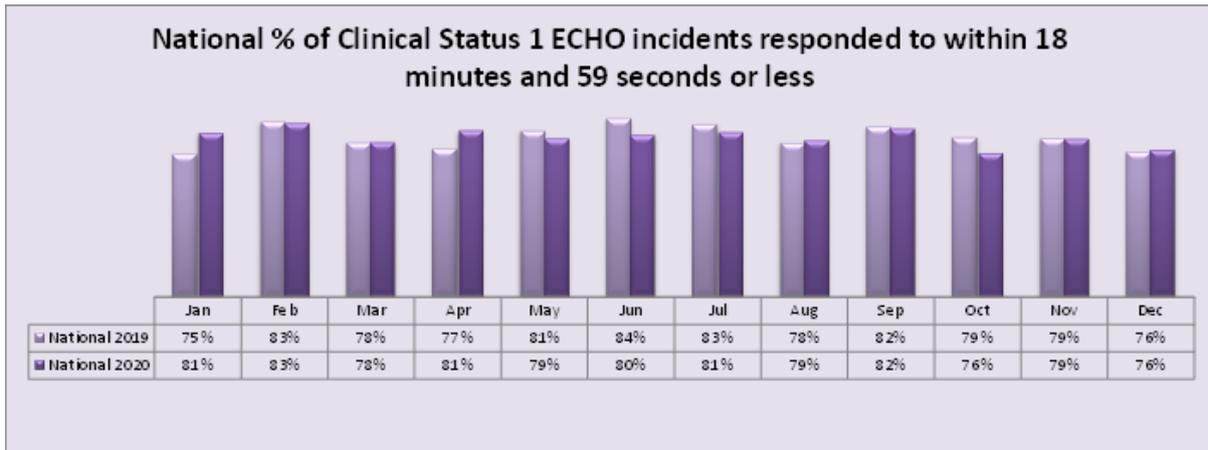
The NAS acknowledges that “Ambulance Turnaround Times” data combine the time intervals from ambulance arrival time (through clinical handover in the ED or specialist units) to when the ambulance crew declares the readiness of the ambulance to accept another call (clear available).

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.



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Yours Sincerely,

Martin Dunne, Director
 National Ambulance Service

