



Oifig Stiúrthóir na Seirbhíse Náisiúnta Otharcharranna,  
An tSeirbhís Náisiúnta Otharcharranna,  
Áras na hAbhann,  
Crosbhóthar Thamhlachta,  
Tamhlacht,  
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/210408

8<sup>th</sup> April 2021

Deputy Mairéad Farrell TD  
Dáil Éireann  
Leinster House

Re PQ13945/21

To ask the Minister for Health the average and median ambulance waiting times in each of the years 2018 to 2020, by county in tabular form. - Mairéad Farrell

Dear Deputy Farrell,

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.

The National Ambulance Service (NAS) is the statutory Pre-Hospital emergency and intermediate care provider for the State. In the Dublin metropolitan area, ambulance services are provided by the NAS and Dublin Fire Brigade (DFB). The NAS operates from over 100 locations across the country, responds to over 360,000 (2020) ambulance calls each year, employs over 2,000 staff and has a fleet of circa 500 vehicles, including Rapid Response Vehicles and Motorbike Response Units. The NAS transports approximately 40,000 patients via an Intermediate Care Service, co-ordinates and dispatches more than 900 aero medical / air ambulance calls and completes 600 paediatric and neonatal transfers.

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.

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. The NAS has established a Clinical Hub to implement the 'Hear and Treat' alternative care pathway for low acuity calls that don't require the dispatch of an emergency ambulance.

Ambulance handover and turnaround delays are not good for anybody – least of all patients.



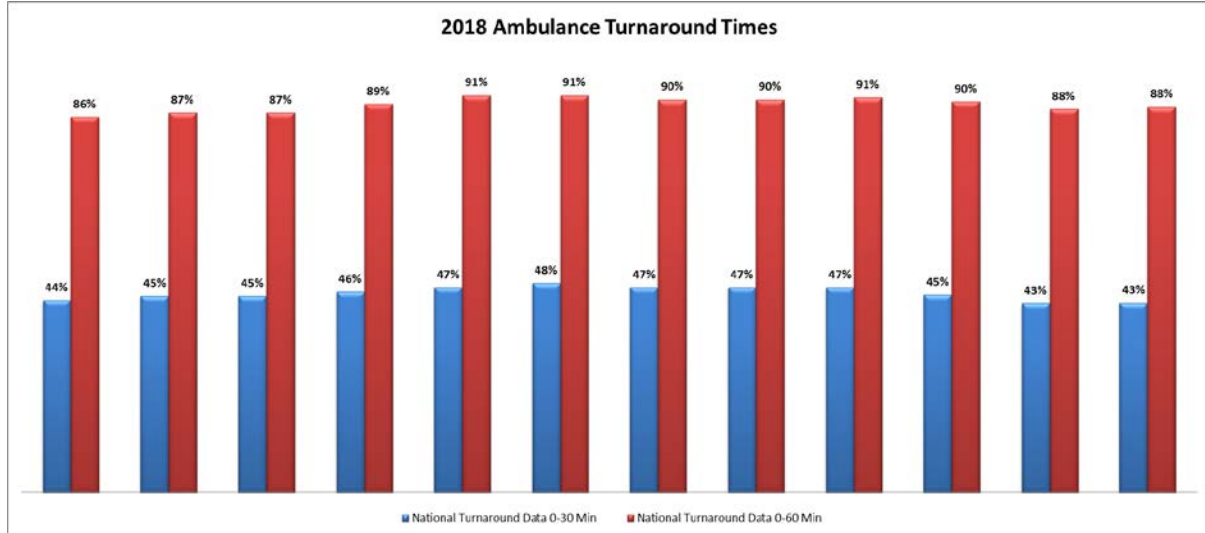




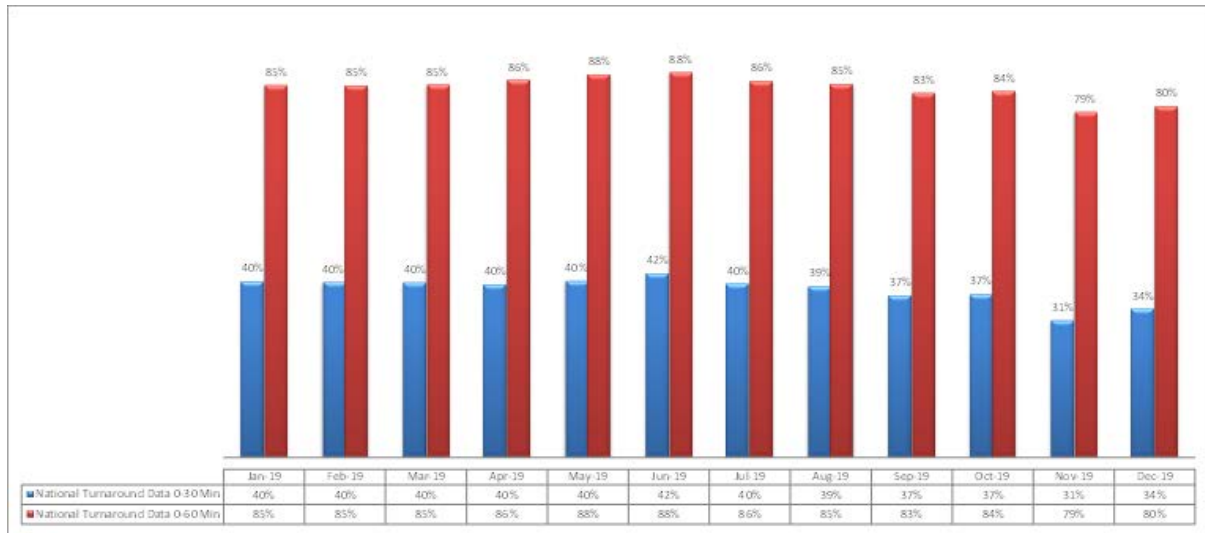
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2018



2019

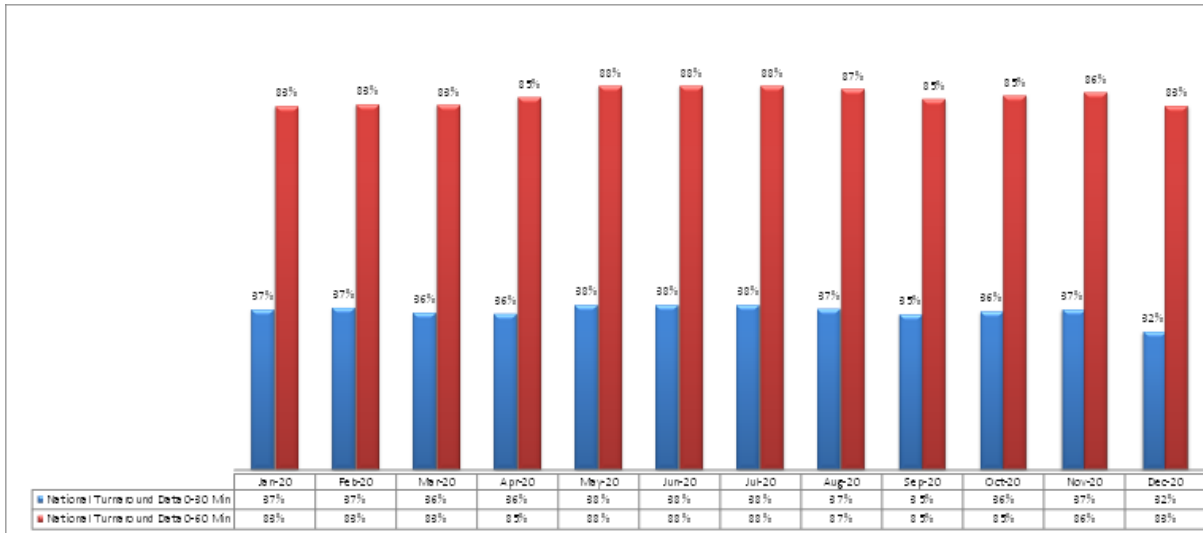




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2020



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

Yours Sincerely

Sharon Dunne, Executive Assistant  
 Office of the Director, National Ambulance Service

