

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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Long delays in handing patients over from the care of ambulance crews to that of emergency department (ED) staff are detrimental to clinical quality and patient experience.

Such delays can result in insufficient resources being available to respond effectively to patients accessing emergency care through the 112/999 emergency service.

The data that you are requesting is reported on by hospital group and not on a county by county basis please see below sample for December 2020.

Ambulance Turnaround Times	20 mins or less		0 - 30 mins		0 - 60 mins		1 - 2 hours		2 - 3 hours		3 - 4 hours		4-5	hours	5 - 6 hours		6 - 7 hours		7 - 14 hours		TOTAL	LCALLS
DECEMBER 2020	NO.	%	NO.	%	NO.	96	NO.	96	NO.	%	NO.	%	NO.	%	NO.	%	NO.	%	NO.	%	NO.	%
Ireland East Hospitals Group																						
MATER DUBLIN	204	19.3%	477	45,1%	951	90.0%	100	9.5%	6	0.6%											1.057	100%
MULLINGAR REGIONAL HOSPITAL	50	8.6%	151	26,1%	466	80.5%	109	18.8%	3	0.5%	1	0.2%									579	100%
NATIONAL MATERNITY HOSPITAL	17	39.5%	29	67,4%	41	95.3%	2	4.7%													43	100%
OUR LADYS NAVAN	82	30.7%	166	62.2%	257	96.3%	10	3.7%													267	100%
ST LUKES HOSPITAL KILKENNY	30	4.5%	147	22.0%	529	79.2%	119	17.8%	14	2.1%	5	0.7%	1	0.1%							668	100%
ST MICHAELS DUN LAOGHAIRE	20	20.4%	38	38.8%	88	89.8%	10	10.2%													98	100%
ST VINCENTS HOSPITAL	92	6.3%	344	23.7%	1222	84.0%	228	15.7%	4	0.3%											1.454	100%
WEXFORD GENERAL HOSPITAL	43	6.3%	215	31.3%	589	85.6%	95	13.8%	4	0.6%											688	100%
	538	11.08%	1.567	32,28%	4.143	85,35%	673	13.86%	31	0.64%	6	0.12%	1	0.02%	0	0.00%	0	0.00%	0	0.00%	4,854	100%
Dublin Midlands Hospitals Group	330		2/30/		4/243		0,3						_				Ů		_		4/034	100/0
COOMBE HOSPITAL	3	15.8%	12	63,2%	19	100.0%															19	100%
NAAS GENERAL HOSPITAL	95	14.5%	279	42.5%	607	92.5%	46	7.0%	3	0.5%											656	100%
PORTLAOISE GENERAL HOSPITAL	45	13.1%	137	39.8%	305	88.7%	35	10.2%	4	1.2%											344	100%
ST JAMES HOSPITAL	181	21.1%	382	44.6%	765	89.4%	76	8.9%	9	1.1%	4	0.5%	2	0.2%							856	100%
TALLAGHT HOSPITAL	166	20.2%	378	46.0%	752	91.5%	69	8,4%	1	0.1%		0.070									822	100%
TULLAMORE GENERAL HOSPITAL	38	7.0%	150	27.7%	483	89.1%	59	10.9%													542	100%
	528	16.30%	1,338	41.31%	2,931	90.49%	285	8.80%	17	0.52%	4	0.12%	2	0.06%	0	0.00%	0	0.00%	0	0.00%	3,239	100%
position in the control of the state of the	520	2013070	1,550	4213270	2,551	3014376	203	010070	17	013270	4	UIZE/G	-	010070	-	010070	U	010076	-	010070	3,233	100%
RCSI Hospitals Group (Dublin North East) BEAUMONT HOSPITAL	188	17.9%	461	43.8%	957	90.9%	92	8,7%	4	0.4%											4.053	4000/
CAVAN GENERAL HOSPITAL	57	11.3%	168	33,4%	426	84.7%	74	14.7%	3	0.6%				_							1,053	100%
CONNOLLY MEMORIAL HOSPITAL	210	21.7%	476	49.1%	923	95.3%	46	4,7%	,	0.6%				_				-				
LOURDES HOSPITAL DROGHEDA	145	11.6%	552	44.1%	1198	95.7%	54	4.7%		-				_				-			969	100%
ROTUNDA HOSPITAL DROGHEDA	9	31.0%	18	62.1%	28	96.6%	- 4	3.4%						_							1,252 29	100%
ROTUNDA HUSPITAL	_			44.01%				7.02%		0.400/		0.00%		0.00%		0.00%		0.00%		0.00%		100%
	609	16.00%	1,675	44.01%	3,532	92.80%	267	7.02%	7	0.18%		0.00%		0.00%		0.00%		0.00%		0.00%	3,806	100%
South/South West Hospitals Group			47																			
BANTRY GENERAL HOSPITAL CORK UNIVERSITY HOSPITAL	31 30	23.7%	177	35.9% 12.1%	125 986	95.4%	6 427	4.6%	41	2.8%	9	0.6%	1	0.1%	2	0.1%	1	0.1%			131	100%
KERRY UNIVERSITY HOSPITAL	14	2.0%	72	11.2%	412	64.2%	197	30.7%	28	4.4%	5	0.8%	-	0.176	- 4	0.176	-	0.176			1,467	100%
MERCY UNIVERSITY HOSPITAL	14	2.3%	72	11.2%	408	66.4%	153	24.9%	31	5.0%	15	2.4%	6	1.0%	_	0.2%					642	100%
SOUTH TIPPERARY GENERAL	28	5.5%	101	20.0%	382	75.6%	91	18.0%	24	4.8%	6	1.2%	2	0.4%		0.276					614	100%
WATERFORD UNIVERSITY HOSPITAL																					505	100%
	94	10.5%	275	30.8%	721	80.7%	138	15.5%	29	3.2%	3	0.3%	2	0.2%							893	100%
	211	4.96%	745	17.52%	3,034	71.35%	1,012	23.80%	153	3.60%	38	0.89%	11	0.26%	3	0.07%	1	0.02%	0	0.00%	4,252	100%
University of Limerick Hospitals																						
LIMERICK REGIONAL HOSPITAL	279	16.2%	826	47.9%	1617	93.7%	108	6.3%	1	0.1%											1,726	100%
	279	16.16%	826	47.86%	1,617	93.68%	108	6.26%	1	0.06%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1,726	100%
Saolta University Healthcare Group																						
LETTERKENNY GENERAL HOSPITAL	24	2.9%	172	20.5%	682	81.1%	125	14.9%	22	2.6%	9	1.1%	3	0.4%							841	100%
MAYO GENERAL HOSPITAL	12	1.8%	78	11.7%	467	70.3%	179	27.0%	16	2.496	2	0.3%									664	100%
PORTIUNCULA GENERAL HOSPITAL	23	5.2%	97	21.8%	355	79.8%	86	19.3%	4	0.9%											445	100%
SLIGO GENERAL HOSPITAL	16	2.0%	90	11.1%	545	67.0%	248	30.5%	18	2.2%	2	0.2%						<b>—</b>			813	100%
UNIVERSITY HOSPITAL GALWAY	34	3.0%	147	12.9%	713	62.8%	379	33.4%	36	3.2%	6	0.5%	2	0.2%							1.136	100%
OHITCHOIT HOST TIAL GALWAT	_	2,80%	584	14.98%		70,84%	1.017	26,08%		2.46%		0.49%	_	0.2%		0,00%	_	0.00%		0.00%		
0.11 1.11 1.10	109	2.80%	584	14.98%	2,762	70.84%	1,017	26.08%	96	2.46%	19	0.49%	5	0.13%	0	0.00%	0	0.00%	0	0.00%	3,899	100%
Children's Hospitals Group																						
CRUMLIN HOSPITAL	74	45.4%	115	70.6%	157	96.3%	5	3.1%	1	0.6%											163	100%
TALLAGHT PAEDIATRIC HOSPITAL	21	60.0%	30	85.7%	35	100.0%															35	100%
TEMPLE ST CHILDRENS HOSPITAL	83	56.1%	116	78.4%	145	98.0%	3	2.0%													148	100%
				_																		100%
	178	51.45%	261	75.43%	337	97.40%	8	2.31%	1	0.29%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	346	100%

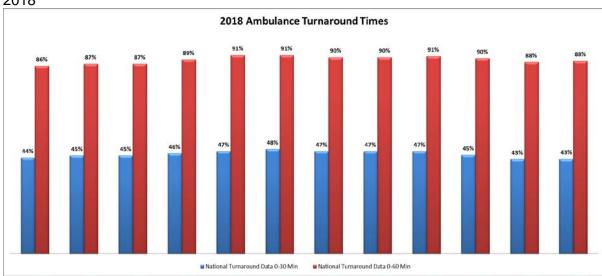
The below graphs indicates the National picture for the years 2018, 2019 and 2020 and if you have any queries in relation to same please do not hesitate to contact me.



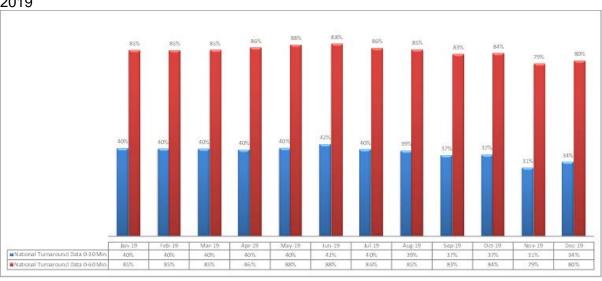


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## 2018



## 2019

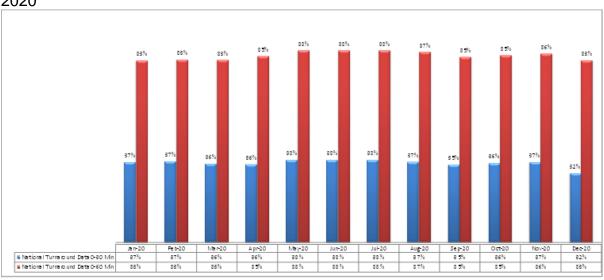






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2020



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

Sharon Dunne, Executive Assistant

Office of the Director, National Ambulance Service

