



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.
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Mr. David Cullinane TD
Dáil Éireann,
Leinster House
Dublin 2

9th April 2021

PQ 16065/21 and 16066/21

To ask the Minister for Health the steps being taken to improve the ambulance service in the Dublin area; the effect of the improvements to date on the waiting times for ambulances; his plans to locate an additional ambulance base in the Dublin area; and if he will make a statement on the matter. - David Cullinane

To ask the Minister for Health the average response time of ambulances in the Dublin area; the number of ambulances ordinarily based at each location; and if he will make a statement on the matter. -David Cullinane

Dear Deputy Cullinane,

I refer the above representations to the Health Service Executive (HSE) and my reply below refers.

The National Ambulance Service (NAS) has been requested to reply directly to you in the context of the above Parliamentary Question, 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.

Matters pertaining to Dublin Fire Brigade (DFB) are a matter for Dublin City Council (DCC) as the employer and not the HSE/NAS as such, we cannot comment on the operations of DCC/DFB.





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The below shows the NAS Dublin stations and the daily vehicles on duty across the region.

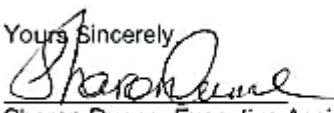
| <u>Dublin South Central</u> | <u>Swords</u> | <u>Tallaght</u> | <u>Loughlinstown</u> | <u>Newcastle</u> | <u>Pathfinder Project with Beaumont Hospital</u> |
|--|------------------|---------------------------------|----------------------|----------------------------|---|
| Monday – 24 EA (Emergency Ambulance on Duty) | Monday – 6 EA | Monday – 4 EA | Monday – 6 EA | Rapid Response Car 1 @24/7 | Monday to Friday weekly NAS AP x 2 and Beaumont OT / PT |
| Tuesday – 20 EA | Tuesday – 3 EA | Tuesday – 6 EA | Tuesday – 6 EA | | |
| Wednesday – 20 EA | Wednesday – 6 EA | Wednesday – 6 EA | Wednesday – 6 EA | | |
| Thursday – 20 EA | Thursday – 4 EA | Thursday – 6 EA | Thursday – 7 EA | | |
| Friday – 20 EA | Friday – 4 EA | Friday – 6 EA | Friday – 8 EA | | |
| Saturday – 20 EA | Saturday – 5 EA | Saturday – 6 EA | Saturday – 6 EA | | |
| Sunday – 20 EA | Sunday – 5 EA | Sunday – 6 EA | Sunday – 6 EA | | |
| Intermediate Care Service Vehicle Daily 4 to 6 | | Community Paramedic x 1 @ 39hrs | | | |
| Motorcycle Response Units – 3 | | | | | |

The NAS can also confirm that there is a facility in Finglas under development for Hazardous Area Response Teams (HART's) and a deployment point in Summerhill is also under development. The NAS Critical Care Retrieval Service (NASCCRS) is operated from Cherry Orchard

The average response time for NAS response in Dublin for 2020 is detailed below.

| Dublin Response Times 2020 | |
|----------------------------|----------|
| Purple | 00:07:52 |
| Red | 00:14:56 |

I trust this information is of assistance to you 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

