



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,
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Tallaght Cross,
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Ref: RM/SD/PQ/211214

15 December 2021

Deputy Seán Sherlock TD
Dáil Éireann
Leinster House
Dublin 2

PQ58805/21

To ask the Minister for Health the number of ambulances that have been involved in road traffic collisions in 2022 and to date in 2021, by ambulance base, the location of the accident and the reasons for same in tabular form. -Sean Sherlock

PQ58806/21

To ask the Minister for Health the guidelines under which the operators in ambulance call centres operate to when deploying ambulances in terms of care for the length of hours an ambulance crew is on the road and the distance from their home base they may be. -Sean Sherlock

PQ58807/21

To ask the Minister for Health if consideration has been given to reconfiguring the Ambulance Service along a regional basis with a constraint being put on ambulances travelling outside their region unless in the case of a declared emergency for example a road pile-up, major fire and so on. -Sean Sherlock

PQ58808/21

To ask the Minister for Health if consideration has been given to a public information campaign in relation to when it is appropriate to call for an ambulance as opposed to attending a general practitioner or out-of-hours doctors service. -Sean Sherlock

Dear Deputy Sherlock,

The Health Service Executive (HSE) National Ambulance Service (NAS) has been requested to reply directly to you in the context of the above submitted Parliamentary Questions, which you submitted for response.

PQ58805/21

NAS report any damage as a result of a road traffic collision (i.e. while moving on a public road) on a NIRF02 and this is recorded by the State Claims Agency (SCA). Any incidents are categorised using a severity field – Extreme, Major, Moderate, Minor or negligible.





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Please see tables below with the data as requested.

PQ58806/21

When a staff member joins the HSE NAS initially, the exigencies of the Service dictate that temporary or permanent assignments may be at a location that is not the closest to the staff member's normal place of residence. However, the HSE's NAS endeavours to facilitate all eligible staff taking into consideration the location of their normal place of residence, wherever and whenever possible.

NAS operate within the legislative requirements of the "*Organisation Working Time 1997*". In this regard all the shift patterns are in line with the Working Time Act directive.

NAS values all its personnel and in this regard their safety, health and well-being is of the highest priority. Section 11 of the Organisation of Working Time Act 1997, entitles employees to a continuous rest period of 11 hours in each working day. All rosters must be constructed in compliance with this entitlement. In this regard we note rosters are constructed that staff work 13 12hour shifts in a 4 week period over 28 days, excluding any additional overtime shifts.

All calls designated as an emergency must be responded to up to and including finishing time. In practice, such incidents would only occur where no alternative resource was available. This is also in line with a collective agreement with staff and staff are committed to same. All overruns on shift due to emergencies incidents enable staff to avail payment at the appropriate overtime rate.

Therefore in this regard NAS provide all staff with the facility to avail of Compensatory Rest. This enables staff that are unable to avail of the 11 hour rest period between shifts due to an emergency situation, to apply for a rest period prior to commencement of the later shift. As this is a rest period, then this period is unpaid.

However NAS provide staff with the following reasonable and practical approach:

Crews applying for compensatory rest may have the option of:

- Continuing their shift (i.e. availing compensatory rest hours and extending their finish time by the same duration) until rostered hours are completed for their tour of duty
- Allowing hours to be banked for the period of the compensatory rest and for hours to be worked back at a designated time.
- Or availing of the rest period without pay



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PQ58807/21

The current deployment model is aligned to best international practice and was put in place following HIQA recommendations regarding safety concerns with former health board level control centres. The call taking/dispatch function is operated by the NAS National Emergency Operations Centre (NEOC) which operates across two sites, Dublin and Ballyshannon.

NEOC utilises Advanced Medical Priority Dispatch System (AMPDS) to clinically triage incoming 999 calls. AMPDS is an internationally accredited standard which is used by over 7,000 centres world wide

NEOC dynamically deploys resources to areas where cover is required or to respond to incidents as they arise to ensure the nearest available resource responds to emergencies. All 112/999 calls are clinically triaged based on the patient's condition and the nature and location of other 112/999 calls in the area are understandably not apparent to callers when they call 112/999. The nearest available and most appropriate response is dispatched, with the most urgent calls prioritised.

PQ588058/21

The HSE Winter Preparedness Plan <https://www.gov.ie/en/press-release/4dd1c-statement-from-the-minister-of-health-on-the-publication-of-the-hses-winter-plan/> includes provision for public messaging on how best to access HSE services over the winter period.

I hope that this information is helpful.

Yours Sincerely,

Robert Morton
Director
National Ambulance Service