



Oifig Stiúrthóir na Seirbhíse Náisiúnta Otharcharranna,
An tSeirbhís Náisiúnta Otharcharranna,
Áras na hAbhann,
Crosbhóthar Thamhlachta,
Tamlachta,
Baile Áth Cliath D24 XNP2
Fón 01 4631624/6.

Office of the Director of the National Ambulance Service,
National Ambulance Service,
Rivers Building,
Tallaght Cross,
Tallaght,
Dublin D24 XNP2
Telephone: 01 4631624/6.

Ref: ML/PQ/211103

3rd November 2021

Deputy Alan Dillon
Dáil Éireann
Leinster House
Dublin 2

PQ48016/21

To ask the Minister for Health if he will address shortcomings in the delivery of ambulance services in County Mayo; the way this service compares to other services in the midlands and east of Ireland; the number of paramedics and vehicles assigned; the average wait time; and if he will make a statement on the matter. - Alan Dillon

Dear Deputy Dillon,

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 call taking and dispatch function is operated by the National Ambulance Service (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.

The capacity of the NAS was last reviewed in 2014 and since then, over 500 staff has been recruited. However, NAS believe a further capacity analysis is required to inform future workforce planning and in this regard, NAS has commissioned an independent analysis of demand and capacity to develop the evidence base to support workforce planning requirements. At this time, NAS estimate a requirement for an additional 90 emergency ambulances on duty every day which reflects a requirement for approx. 1000 extra staff. The pace of predicted growth in demand might suggest 2000 extra staff may be required by 2028.





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In relation to comparisons of locations, data analysis shows that given the rural density and sparsity of population there is no ideal location in some areas. In this regard, operational deployment methodologies dictate the response.

Please see below information for your information in relation to ambulance cover for the Mayo area.

Station	Day	Night
Castlebar	3 crews x 6 days 4 crews x 1 day	2 crews x 7 nights
Ballina	2 x 7	1 x 7
Belmullet	1 x 7	1 x 4 1 x 3 (On call)
Mulranny	1 x 6	1 x 7



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Average Response Times

Category 1 Calls - Average Response Times (hh:mm)	
2018	
EAST	00:15
MIDLANDS	00:19
MID-WEST	00:16
NORTH EAST	00:19
NORTH WEST	00:18
SOUTH EAST	00:21
SOUTHERN	00:18
WEST	00:20
2019	
EAST	00:15
MIDLANDS	00:19
MID-WEST	00:16
NORTH EAST	00:18
NORTH WEST	00:18
SOUTH EAST	00:21
SOUTHERN	00:18
WEST	00:19
2020	
EAST	00:16
MIDLANDS	00:20
MID-WEST	00:17
NORTH EAST	00:19
NORTH WEST	00:17
SOUTH EAST	00:22
SOUTHERN	00:20
WEST	00:20
2021 Jan - Aug	
EAST	00:19
MIDLANDS	00:24
MID-WEST	00:21
NORTH EAST	00:22
NORTH WEST	00:20
SOUTH EAST	00:26
SOUTHERN	00:23
WEST	00:23

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

Yours Sincerely,

William Merriman
Deputy Director
National Ambulance Service

