



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

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

Ms. Jennifer Murnane O'Connor TD,
Dáil Éireann,
Leinster House,
Dublin 2.

29th September 2021

Re: 43541/21 - To ask the Minister for Health the current average ambulance response time in each county in tabular form; and if he will make a statement on the matter.

43542/21 - To ask the Minister for Health the average length of time it takes for an ambulance to arrive at a scene after a call was received by county in tabular form; the number on a response area basis; and if he will make a statement on the matter.

43543/21 To ask the Minister for Health the current availability on any day of an ambulance in County Carlow; the procedure when that ambulance has left the base; the availability of relief ambulance resources on any given day; and if he will make a statement on the matter.

43544/21 To ask the Minister for Health the number of times in 2020 and to date in 2021 an emergency ambulance from Carlow was called to a premises in another county by county in tabular form; the highest calls to lowest calls; the length of time it took each call to return to base in Carlow; and if he will make a statement on the matter.

43540/21 - To ask the Minister for Health the number of times in 2020 and to date in 2021 an emergency ambulance has been used for hospital discharges in which the intermediate care ambulance is not rostered on in each county in tabular form; and if he will make a statement on the matter.

43537/21 - To ask the Minister for Health if there are plans to increase resources at the air ambulance service based at Custume Barracks, Athlone, County Westmeath; the number of missions tasked in each month to date in 2021; and if he will make a statement on the matter.

43538/21 - To ask the Minister for Health the number of ambulance personnel who were tasked with Covid-19 testing in the past 12 months; the current number of ambulance personnel who are working as Covid-19 testers; the number of personnel out of the total that are currently working on purely ambulance duties; the average length of time it is taking for ambulances to reach persons who have called them out in each county in tabular form; the longest length and shortest length of time it is taking for ambulances to reach persons who have called them out in each county in tabular form; if he will detail these figures for each level of injury, ill-health and severity; if he will provide the details for the past five years up to 30 June 2020; and if he will make a statement on the matter.

43539/21- To ask the Minister for Health the status of the electric ambulance bought by the National Ambulance Centre; the amount the electric ambulance cost; when it was bought; the length of time it was in operation; the number of miles it was driven; if the ambulance is currently in operation; if not, the location in which the ambulance can be found; if the National Ambulance Service was refunded for same; if there are more plans for roll-out of such vehicles nationwide; and if he will make a statement on the matter.

Jennifer Murnane O'Connor





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Dear Deputy Murnane O'Connor,

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

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 2000 staff and has a fleet of circa 600 vehicles, including rapid response vehicles and motorbike response units.

In conjunction with its partners, the NAS transports approximately 40,000 patients via an Intermediate Care Service, co-ordinates and dispatches more than 800 aeromedical / 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.

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. Care begins immediately the emergency call is received, where life-saving pre-arrival assistance is given by the emergency call takers directly to the patient or any third party that is available to assist. This pre-arrival care includes the delivery of medications, CPR, use of defibrillator, haemorrhage control, childbirth and many other emergencies that present.

At a local level, NAS is also supported by community first responder schemes, responding to particular types of medical emergencies (i.e. cardiac arrest, respiratory arrest, chest pain, choking and stroke) where it is essential for the patient to receive immediate life-saving care whilst an emergency response vehicle is en route to the patient. These schemes are supported by dedicated NAS staff, Community Engagement Officers located in the west, south and east of the country.

The NAS operates an Intermediate Care Service (ICS) to provide transport of patients to and from the acute hospital network and to prioritise the discharge of patients from acute hospitals



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á Forbairt | Service



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in order to provide beds for patients awaiting admission in the Emergency Departments. ICS resources are also utilised to support emergency resources by responding to life threatening emergencies.

PQ Number: 43541/21, PQ Number: 43542/21 and part of 43538/21

The National Ambulance Service reports on the average response times for 'Category 1' calls by division and region. 'Category 1' refers to life-threatening conditions requiring immediate intervention and/or resuscitation. For example, cardiac or respiratory arrest, airway obstruction, ineffective breathing and unconscious patient with abnormal or noisy breathing etc.

NAS operational areas are divided into three regions, North Leinster, West and South.

The North Leinster Division is composed of the following regions:

- East counties are; Dublin, Kildare, Meath and Wicklow.
- Midlands counties are; Laois, Longford, Offaly and Westmeath.
- North East counties are; Cavan, Louth and Monaghan.

The West Division is composed of the following regions:

- Mid-West counties are; Clare, Limerick and Tipperary (North).
- North West counties are; Donegal, Leitrim and Sligo.
- West counties are; Galway, Mayo and Roscommon.

The South Division is composed of the following regions:

- South East counties are; Carlow, Kilkenny, Tipperary (South), Waterford and Wexford.
- Southern counties are; Cork and Kerry.

Please see appendices below containing the information requested.

PQ Number: 43543/21 and PQ Number: 43544/21

The whole time equivalent (WTE) crewing posts for Carlow is 23.5 with a relief of 7.05 (30%) with a full roster. However, presently not all the WTE's are filled and relief staff are assisting in filling the roster. The vacant posts will be filled as soon as possible. It should be noted that the NAS functions on a national and region basis as opposed to a local or county basis. Additionally, the NAS operates a dynamic deployment system where the nearest available emergency resource may be deployed to an area to provide cover or to respond to incidents as they arise.

In addition to the Ambulance Base in Carlow, the population is supported by NAS resources from surrounding ambulance stations such as Baltinglass, Athy, Kilkenny, Portlaoise and Enniscorthy.

The Health Information and Quality Authority (HIQA) have established a standard for the measurement of ambulance response times of 18 minutes and 59 seconds for the arrival of





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a clinical response to patients requiring Pre-Hospital care in emergency situations for 'ECHO' (life-threatening cardiac or respiratory arrest) and 'DELTA' (life-threatening other than cardiac or respiratory arrest) calls.

All calls received for an emergency ambulance response are recorded on the Computer Aided Dispatch (CAD) system and this system calculates the time from the call is received in NEOC until the ambulance resource arrives at the scene. CAD can also individually report on the response times for each element the entire process and when aggregated these result in the reported response times.

The tables below outline the current rostered resources (emergency ambulances) at Carlow Ambulance Station:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Day Shift	0700-1900, 0900-1800	0700-1900, 0900-1800	0700-1900, 0800-1800	0700-1900, 0800-1800	0700-1900, 0800-1800	0700-1900, 0930-1800	0700-1900, 1000-1800
Evening Shift	1800-0000	1800-0000	1800-0000	1800-0000	1800-0000	1800-0000	1800-0000
Night Shift	1900-0700	1900-0700	1900-0700	1900-0700	1900-0700	1900-0700	1900-0700
Total Emergency Ambulances on Duty	4	4	4	4	4	4	4

Please see appendices below containing the information - January 2021 to May 2021 and 2020.

PQ 43540/21

The Intermediate Care Service (ICS) is to provide transport of patients to and from the acute hospital network and to prioritise the discharge of patients from acute hospitals in order to provide beds for patients awaiting admission in the Emergency Departments. ICS resources are also utilised to support emergency resources by responding to life threatening emergencies. When a request for ICV is received from a facility, i.e. for an OPD appointment, the ICS cannot guarantee a time to a caller as the focus is on any ED discharges, or palliative care patients and they will always take priority. Emergency





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Ambulance vehicles may respond to an ICS tasking if it is an urgent case and the ICS is already assigned to other calls. It should be noted that data reported relates to the number of calls/requests completed and we do not report where an ICV is off duty.

Please see appendices below containing the information requested.

PQ 43537/21

We are advised that the Minister for Health has directly addressed the first part of this question. The number of missions tasked from January to July 2021 is 352.

PQ 43538/21

In 2020 the NAS responded to the COVID 19 emergency, the NAS moved quickly to perform COVID19 home testing by redeploying ambulance clinicians from emergency response to COVID19 testing. NAS staff were trained in nasopharyngeal/oropharyngeal swabbing and sample handling, supply chains for testing kits and PPE were put in place, and arrangements made to facilitate expedited transport of completed tests to the National Virus Reference Laboratory.

NAS then introduced 'pop-up' testing centres to allow for testing of large groups of people in a controlled environment and further developed into static site testing with our colleagues in community health organisations.

The NAS maintained normal operations during 2020 and has carried out in excess of 600,000 tests to date. This includes testing in the home, community and residential care settings. The NAS also implemented a dedicated COVID-19 command centre with increased clinical capacity, supported by the introduction of an identification system which allows staff on the 112/999 call system to assess patients who may be COVID-19 positive. The NAS has also assisted the HSE in the COVID19 vaccination roll-out for certain cohorts of citizens.

- 30 funded emergency medical technician (EMT) have been recruited from COVID swabbing duties and will remain assigned to COVID duties
- 45 Paramedics were seconded to COVID duties in the last 12 months - September 2020 and these secondments will cease on 30th September 2021
- 12 Paramedics were assigned for vaccination duties from January 2021 to August 2021 and have now returned to their rostered duties.
- Currently 1689 staff are working on ambulance only duties and this will increase to 1734 as of 1st October 2021.

In 2020 the shortest response time was 0:00 and the longest response was a Delta category call 2hrs 53minutes, resources were allocated but were stood down for higher priority calls. Nonetheless the Emergency Call Taker provided medical advice throughout the period.

PQ 43539/21





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The NAS can confirm that it procured an electric vehicle on a pilot basis. This vehicle is assigned to the NAS Tallaght Ambulance Station and operates predominately within city limits.

The Benefits of an electric vehicle are;

- Reduced maintenance costs – with no oil filter changes, engine maintenance, and reduced brake wear etc.
- Reduced Vehicle off Road time, providing operational availability benefits
- Zero emissions vehicle in line with SEAI and the governments Public Sector Energy Efficiency Strategy
- Commence the move to an eco-friendly fleet

It must be noted that this remains a pilot project and no decision has been made of electric ambulance use for widespread deployment.

The electric ambulance is currently not operational as a review of its operations to date is currently underway. The vehicle has attended emergency 112/999 calls and when in operation and covered 4258kms.

The electric ambulance was invoiced/purchased in December 2018 and the cost of which is commercially sensitive because a trial basis and would be an unfair advantage to disclose cost. The NAS has not sought remuneration for the e-ambulance as again this is a pilot project.

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

Yours sincerely,

Vincent Cronly
Corporate Business Manager
National Ambulance Service



Appendices

Category 1 response times 19minute

CATEGORY 1 CALLS											
ECHO						DELTA					
EAST	Jan-21	Feb-21	Mar-21	Apr-21	May-21	EAST	Jan-21	Feb-21	Mar-21	Apr-21	May-21
Total Calls	80	60	75	76	60	Total Calls	825	762	889	821	946
19min Response	85.11%	93.75%	91.46%	90.48%	90.91%	19min Response	62.98%	65.35%	68.97%	65.94%	64.75%
NORTH EAST	Jan-21	Feb-21	Mar-21	Apr-21	May-21	NORTH EAST	Jan-21	Feb-21	Mar-21	Apr-21	May-21
Total Calls	24	25	24	20	49	Total Calls	344	358	410	436	427
19min Response	80.00%	80.65%	82.76%	64.52%	87.50%	19min Response	51.50%	55.85%	53.59%	56.99%	53.71%
MIDLANDS	Jan-21	Feb-21	Mar-21	Apr-21	May-21	MIDLANDS	Jan-21	Feb-21	Mar-21	Apr-21	May-21
Total Calls	28	26	21	30	25	Total Calls	372	314	394	400	439
19min Response	65.12%	70.27%	80.77%	69.77%	83.33%	19min Response	43.92%	48.99%	50.51%	52.49%	49.77%
SOUTH EAST	Jan-21	Feb-21	Mar-21	Apr-21	May-21	SOUTH EAST	Jan-21	Feb-21	Mar-21	Apr-21	May-21
Total Calls	31	18	27	26	29	Total Calls	344	358	430	435	474
19min Response	68.89%	56.25%	67.50%	66.67%	76.32%	19min Response	40.81%	46.61%	47.10%	47.49%	48.52%
SOUTH WEST	Jan-21	Feb-21	Mar-21	Apr-21	May-21	SOUTH WEST	Jan-21	Feb-21	Mar-21	Apr-21	May-21
Total Calls	57	45	46	40	49	Total Calls	516	491	610	632	644
19min Response	70.37%	77.59%	82.14%	78.43%	74.24%	19min Response	47.96%	59.59%	59.80%	56.89%	55.95%
MIDWEST	Jan-21	Feb-21	Mar-21	Apr-21	May-21	MIDWEST	Jan-21	Feb-21	Mar-21	Apr-21	May-21
Total Calls	33	22	30	32	27	Total Calls	394	374	379	437	446
19min Response	75.00%	68.75%	96.77%	82.05%	75.00%	19min Response	52.12%	63.07%	60.35%	60.28%	59.55%
WEST	Jan-21	Feb-21	Mar-21	Apr-21	May-21	WEST	Jan-21	Feb-21	Mar-21	Apr-21	May-21
Total Calls	21	19	26	26	28	Total Calls	315	323	354	373	448
19min Response	56.76%	70.37%	66.67%	83.87%	82.35%	19min Response	47.16%	50.23%	49.65%	51.95%	54.43%
NORTH WEST	Jan-21	Feb-21	Mar-21	Apr-21	May-21	NORTH WEST	Jan-21	Feb-21	Mar-21	Apr-21	May-21
Total Calls	14	12	14	16	14	Total Calls	247	240	269	296	299
19min Response	87.50%	70.59%	77.78%	84.21%	66.67%	19min Response	54.77%	58.54%	55.69%	62.18%	57.17%

CAT 1 Response Times Jan 21 to May 21

**Category 1 Calls - Average
Response Times (hh:mm)**

2021 Jan - May

EAST	00:17
MIDLANDS	00:22
MID-WEST	00:19
NORTH EAST	00:20
NORTH WEST	00:18
SOUTH EAST	00:24
SOUTHERN	00:21
WEST	00:21

National Response Times 2020

2020 Response Times

NAS Division	ECHO Number at scene <19 minutes	ECHO % At Scene < 19 minutes	DELTA Number at scene <19 minutes	Delta % At Scene < 19 minutes	NAS Division	ECHO Number at scene <19 minutes	ECHO % At Scene < 19 minutes	DELTA Number at scene <19 minutes	DELTA % At Scene < 19 minutes
North East					Eastern				
Jan	29	96.67%	584	58.52%	Jan	88	93.62%	1,173	71.39%
Feb	18	62.07%	506	57.11%	Feb	75	94.94%	1,048	74.01%
March	30	80.56%	502	48.67%	March	62	94.03%	825	54.05%
April	29	76.32%	361	60.57%	April	78	91.76%	770	73.61%
May	34	75.56%	405	60.63%	May	60	89.55%	887	71.19%
June	23	79.31%	411	62.08%	June	67	94.37%	891	74.50%
July	25	80.65%	400	57.89%	July	66	92.96%	905	70.59%
Aug	19	73.08%	410	57.42%	Aug	63	86.30%	869	65.68%
Sept	27	79.41%	443	56.94%	Sept	69	93.24%	926	68.29%
Oct	27	75.00%	432	58.06%	Oct	67	90.54%	847	66.90%
Nov	21	80.77%	408	60.09%	Nov	48	87.27%	813	68.43%
Dec	32	84.21%	362	48.92%	Dec	84	87.50%	860	63.70%

NAS Division	ECHO Number at scene <19 minutes	ECHO % At Scene < 19 minutes	DELTA Number at scene <19 minutes	Delta % At Scene < 19 minutes	NAS Division	ECHO Number at scene <19 minutes	ECHO % At Scene < 19 minutes	DELTA Number at scene <19 minutes	DELTA % At Scene < 19 minutes
Midland					Midwest				
Jan	28	87.50%	592	54.92%	Jan	31	81.58%	592	66.00%
Feb	26	70.27%	521	52.79%	Feb	24	92.31%	524	64.61%
March	27	71.05%	559	48.13%	March	27	80.65%	574	61.52%
April	26	86.67%	392	57.56%	April	19	79.17%	396	68.99%
May	29	80.56%	373	56.34%	May	18	90.00%	415	68.37%
June	22	78.57%	414	56.40%	June	22	75.86%	396	68.87%
July	31	81.58%	369	52.12%	July	26	96.30%	423	64.98%
Aug	25	83.33%	392	53.41%	Aug	25	86.21%	416	58.59%
Sept	30	88.24%	402	51.28%	Sept	22	73.33%	434	61.21%
Oct	25	71.43%	354	49.03%	Oct	25	67.57%	448	64.09%
Nov	24	77.42%	388	56.15%	Nov	15	62.50%	440	68.54%
Dec	20	62.50%	394	45.76%	Dec	35	76.09%	432	58.22%

NAS Division	ECHO Number at scene <19 minutes	ECHO % At Scene < 19 minutes	DELTA Number at scene <19 minutes	Delta % At Scene < 19 minutes	NAS Division	ECHO Number at scene <19 minutes	ECHO % At Scene < 19 minutes	DELTA Number at scene <19 minutes	DELTA % At Scene < 19 minutes
West					North West				
Jan	25	60.98%	503	52.84%	Jan	15	65.22%	368	60.23%
Feb	29	74.36%	431	50.71%	Feb	11	64.71%	355	64.78%
March	18	73.91%	498	50.97%	March	14	77.78%	321	55.54%
April	20	83.33%	285	53.47%	April	14	70.00%	204	61.08%
May	25	75.76%	314	52.77%	May	20	86.96%	237	59.10%
June	24	70.59%	300	50.76%	June	15	75.00%	263	64.94%
July	21	53.85%	343	52.77%	July	18	90.00%	295	60.20%
Aug	22	66.67%	339	46.31%	Aug	19	82.61%	296	61.41%
Sept	13	65.00%	371	52.11%	Sept	16	88.89%	307	62.40%
Oct	15	68.18%	365	54.07%	Oct	13	100.00%	292	61.47%
Nov	15	71.43%	309	50.82%	Nov	13	72.22%	277	64.42%
Dec	36	76.60%	430	52.89%	Dec	18	72.00%	282	57.20%

NAS Division	ECHO Number at scene <19 minutes	ECHO % At Scene < 19 minutes	DELTA Number at scene <19 minutes	Delta % At Scene < 19 minutes	NAS Division	ECHO Number at scene <19 minutes	ECHO % At Scene < 19 minutes	DELTA Number at scene <19 minutes	DELTA % At Scene < 19 minutes
South East					South West				
Jan	32	64.00%	617	48.85%	Jan	43	75.44%	758	57.86%
Feb	39	78.00%	532	48.67%	Feb	53	85.48%	732	58.00%
March	24	64.86%	561	45.16%	March	32	71.11%	685	47.21%
April	21	60.00%	425	52.66%	April	49	79.03%	542	58.98%
May	16	51.61%	380	47.15%	May	50	76.92%	602	63.64%
June	26	68.42%	456	55.21%	June	39	78.00%	595	59.20%
July	23	82.14%	443	50.63%	July	40	74.07%	631	57.89%
Aug	18	54.55%	413	44.79%	Aug	40	71.43%	637	55.06%
Sept	24	77.42%	437	49.05%	Sept	29	65.91%	565	53.10%
Oct	28	77.78%	480	50.96%	Oct	43	65.15%	598	58.17%
Nov	39	76.47%	410	49.52%	Nov	41	82.00%	567	61.03%
Dec	30	62.50%	447	45.43%	Dec	38	70.37%	574	51.20%

AS3 Calls EA and ICV Totals per Region Jan - May 2021

EAST	Jan-21	Feb-21	Mar-21	Apr-21	May-21
ROUs (EA)	(24%) 99	(26%) 93	(29%) 116	(37%) 131	(35%) 99
ROUs (ICV)	(76%) 307	(74%) 263	(71%) 284	(63%) 226	(65%) 182
Total Calls	406	356	400	357	281
NORTH EAST	Jan-21	Feb-21	Mar-21	Apr-21	May-21
ROUs (EA)	(34%) 39	(19%) 31	(13%) 39	(10%) 24	(11%) 30
ROUs (ICV)	(66%) 75	(81%) 134	(87%) 261	(90%) 215	(89%) 250
Total Calls	114	165	300	239	280
MIDLANDS	Jan-21	Feb-21	Mar-21	Apr-21	May-21
ROUs (EA)	(48%) 53	(47%) 52	(48%) 47	(48%) 59	(43%) 55
ROUs (ICV)	(52%) 58	(53%) 59	(52%) 51	(52%) 65	(57%) 72
Total Calls	111	111	98	124	127
SOUTH EAST	Jan-21	Feb-21	Mar-21	Apr-21	May-21
ROUs (EA)	(40%) 78	(25%) 43	(27%) 67	(34%) 88	(37%) 127
ROUs (ICV)	(60%) 115	(75%) 132	(73%) 183	(66%) 171	(63%) 215
Total Calls	193	175	250	259	342
SOUTH WEST	Jan-21	Feb-21	Mar-21	Apr-21	May-21
ROUs (EA)	(15%) 47	(8%) 26	(11%) 41	(15%) 49	(18%) 55
ROUs (ICV)	(85%) 264	(92%) 294	(89%) 331	(85%) 285	(82%) 250
Total Calls	311	320	372	334	305
MIDWEST	Jan-21	Feb-21	Mar-21	Apr-21	May-21
ROUs (EA)	(12%) 24	(11%) 24	(9%) 28	(15%) 30	(10%) 23
ROUs (ICV)	(88%) 177	(89%) 187	(91%) 287	(85%) 169	(90%) 216
Total Calls	201	211	315	199	239
WEST	Jan-21	Feb-21	Mar-21	Apr-21	May-21
ROUs (EA)	(9%) 22	(11%) 29	(12%) 40	(10%) 34	(11%) 34
ROUs (ICV)	(91%) 226	(89%) 229	(88%) 283	(90%) 301	(89%) 278
Total Calls	248	258	323	335	312
NORTH WEST	Jan-21	Feb-21	Mar-21	Apr-21	May-21
ROUs (EA)	(15%) 28	(7%) 14	(19%) 38	(13%) 27	(23%) 49
ROUs (ICV)	(85%) 156	(93%) 184	(81%) 159	(87%) 185	(77%) 166
Total Calls	184	198	197	212	215