



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.
Email: director.nas@hse.ie

Ref: SD/PQ/211008

08th October 2021

Deputy Carol Nolan TD
Dáil Éireann
Leinster House
Dublin 2

PQ 46971/21

To ask the Minister for Health if he will engage with the National Ambulance Service to determine the significant delays in ambulance response time in counties Laois and Offaly; if he will establish the standard response time from call-out to arrival on the scene in those counties in 2020 and to date in 2021; and if he will make a statement on the matter. -Carol Nolan

Dear Deputy Nolan,

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

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.

All 112/999 requests for ambulances assistance to NEOC are logged on a technology platform called a Computer Aided Dispatch (CAD) system by the Emergency Call Taker (ECT). The caller is requested to provide details of the patient's condition and the responses are categorised under the internationally recognised 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.





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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 National Ambulance Service are currently facing delays in responding to ambulance calls across a number of areas nationally. There are a number of factors contributing to this, such as a significant increase in activity, increased arrival to hand-over delays at emergency departments, elongated call duration due to infection prevention and control measures required due to the current Covid pandemic. The NAS are implementing plans to improve the situation however this will be challenging coming into the winter period.

Please see below data in relation to the average response times for Echo (life-threatening cardiac or respiratory arrest) and Delta (life-threatening illness or injury, other than cardiac or respiratory arrest) emergency calls for the Laois and Offaly areas as requested.

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



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Average Response Times Jan - July 2021 - Laois and Offaly

January

Laois

ECHO 00:18:41
DELTA 00:25:10

Offaly

ECHO 00:18:47
DELTA 00:22:35

February

Laois

ECHO 00:02:23
DELTA 00:20:21

Offaly

ECHO 00:20:34
DELTA 00:21:38

March

Laois

ECHO 00:08:43
DELTA 00:21:12

Offaly

ECHO 00:19:08
DELTA 00:18:23

April

Laois

ECHO 00:25:49
DELTA 00:20:19

Offaly

ECHO 00:17:53
DELTA 00:19:02

May

Laois

ECHO 00:16:31
DELTA 00:19:48

Offaly

ECHO 00:14:56
DELTA 00:19:28

June

Laois

ECHO 00:15:39
DELTA 00:22:37

Offaly

ECHO 00:15:23
DELTA 00:21:56

July

Laois

ECHO 00:18:36
DELTA 00:25:45

Offaly

ECHO 00:18:46
DELTA 00:24:33

