



Oifig anStiúrthóir
An tSeirbhís Náisiúnta,

Foirgneamh Aibhneacha,
Crosbhóthar Thamhlachta, Tamhlacht,
Baile Átha Cliath D24 XNP2

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Ref: WM-PQ6261/22.

22nd February 2022.

Mr. Mattie McGrath TD,
Dáil Éireann,
Leinster House,
Dublin 2.

PQ6261/22

To ask the Minister for Health the efforts that have been taken by the National Ambulance Service to avoid call centres directing long distance callouts to teams which are nearing the end of their shift; and if he will make a statement on the matter.

Dear Deputy McGrath,

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 response.

NAS management and the Irish Ambulance Representation Council formed an implementation group to make recommendations regarding the dispatching of ambulances and the use of oncoming crews in order to reduce late shift finishes.

Their joint work has culminated in the development of an agreed "Dispatch Guidance" and a procedure for the "Utilisation of Oncoming Crew to Reduce Shift Overruns". It is intended to introduce these new measures by the end of Q1 2022.

Yours sincerely,

William Merriman,
Deputy Director,
National Ambulance Service.

