



Oifig anStiúrthóir
An tSeirbhís Náisiúnta,

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

Office of the Director
National Ambulance Service

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Ref: WM/PQ's/220819

19th August 2022

Deputy Brendan Griffin
Dáil Éireann
Leinster House
Dublin 2

PQ41728/22

To ask the Minister for Health the number and percentage of instances in which ambulance response times in County Kerry have exceeded best practice thresholds in the past five years; the number of complaints received by the National Ambulance Service in relation to ambulance response times in County Kerry in the past five years; if he will ensure extra ambulance cover for County Kerry; and if he will make a statement on the matter. -Brendan Griffin

Dear Deputy Griffin,

The Health Service Executive (HSE) 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 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. NAS is not a static service and as such deploys its resources in a dynamic manner and operates on an area and national basis as opposed to a local or county basis.

NAS does not operate a static deployment model (station-based system) where dispatched ambulances leave a coverage gap until they return to their home-base after service. Dynamic deployment deploys available emergency ambulances to different locations as per service demand and 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. NAS operational areas are divided into three regions, North Leinster, West and South

NAS report monthly on Echo and Delta call activity, category 1 (– life threatening – cardiac or respiratory arrest or life threatening other than cardiac or respiratory arrest) calls on as per Health Information and Quality Authority (HIQA) recommendations. We do not publish category 2 or 3 calls and we also do not report on a county by county basis. As such please see the below table in relation average response times for the South region in 2018 to June 2022.

Infection Prevention and Control Measures have increased the length of time dealing with patients resulting in longer call durations.





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In relation to complaints, the current complaints management information system does not have the functionality to extrapolate complaints in relation to response times. As such we cannot provide you with specific data in relation to same.

I trust this information is of assistance.

Yours sincerely

William Merriman
Deputy Director
National Ambulance Service

	Category 1 Calls - Average Response Times (hh:mm)
2018	
<u>SOUTH EAST</u>	<u>00:21</u>
<u>SOUTHERN</u>	<u>00:18</u>
2019	
<u>SOUTH EAST</u>	<u>00:21</u>
<u>SOUTHERN</u>	<u>00:18</u>
2020	
<u>SOUTH EAST</u>	<u>00:22</u>
<u>SOUTHERN</u>	<u>00:20</u>
2021	
<u>SOUTH EAST</u>	<u>00:28</u>
<u>SOUTHERN</u>	<u>00:26</u>
2022 Jan - June	
<u>SOUTH EAST</u>	<u>00:31</u>
<u>SOUTHERN</u>	<u>00:30</u>

