



Oifig anStiúrthóir  
An tSeirbhís Náisiúnta,

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

Office of the Director  
National Ambulance Service

Rivers Building, Tallaght Cross  
Tallaght, Dublin, D24 XNP2

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Ref: WM/PQ/221028

Deputy Violet-Anne Wynne TD  
Dáil Éireann,  
Leinster House  
Dublin 2

1 November 2022

**PQ 54912/22**

**To ask the Minister for Health the average response time for an ambulance from each base in County Clare in 2021; and if he will make a statement on the matter. - Violet-Anne Wynne**

Dear Deputy Wynne,

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

As you are aware 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 We do not publish reports on category 2 or 3 calls and we also do not report on a county by county basis.

Please see the table below in relation to the number of calls for AS1 – 112/ 999 emergency and urgent calls AS2 - Urgent calls received from a general practitioner or other medical sources, average response time in 2021 nationally.

**Category 1 Average response times 2021 (hh:mm)**

<b>East</b>	<b>00:19</b>
<b>Midlands</b>	<b>00:25</b>
<b>Mid-West</b>	<b>00:22</b>
<b>North-East</b>	<b>00:23</b>
<b>North-West</b>	<b>00:21</b>
<b>South-East</b>	<b>00:28</b>
<b>Southern</b>	<b>00:26</b>
<b>West</b>	<b>00:24</b>



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I trust this information is of assistance.

Yours sincerely

William Merriman  
Director of Operations  
National Ambulance Service



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