



Oifig an Stiúirthóra Oibríochtaí
An tSeirbhís Náisiúnta
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Deputy Violet-Anne Wynne TD
Dáil Éireann,
Leinster House
Dublin 2

23 November 2022

55865/22

To ask the Minister for Health the reason that the National Ambulance Service does not report on call-out times on a county-by-county basis; and if he will make a statement on the matter. -Violet-Anne Wynne

55866/22

To ask the Minister for Health if he will instruct the National Ambulance Service to report on call-out times on a county-by-county basis; 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.

Response times per county are not deemed a Key Performance Indicator (KPI) for the Health Information Quality Authority (HIQA), the Department of Health (DoH) or the National Ambulance Service (NAS). Therefore, reporting and publishing of response times on a county by county basis same is not a requirement.

I trust this information is of assistance.

Yours sincerely,

William Merriman
Director of Operations
National Ambulance Service

