



Oifig an Stiúirthóra Oibríochtaí
An tSeirbhís Náisiúnta
Bloc 4, Lárionad Gnó,
Tulach Mhór,
Co. Uíbh Fhailí, R35 FH59

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Ref: WM/PQ/221109

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

16 December 2022

PQ 54867/22

To ask the Minister for Health if he will provide a report of the call-out time of each National Ambulance Service call-out in County Clare in 2020 and 2021, in tabular form; and if he will make a statement on the matter. -Violet-Anne Wynne

PQ 55868/22

To ask the Minister for Health if he will provide a report of the average call-out time per month of each National Ambulance Service call-out in CHO3, in tabular form; 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. 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 per previous communication, NAS report monthly on Echo and Delta call activity, category 1 calls (life threatening – cardiac or respiratory arrest or life threatening other than cardiac or respiratory arrest) 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 We do not publish reports on category 2 or 3 calls and we also do not report on a county by county basis, or by CHO area.

Please see the table below in relation to the average response times for emergency calls – 112/999 in 2020 and 2021.

2021 was previously sent to you in PQ 54912 but is included here again for your convenience.





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Category 1 Average response times 2020 (hh:mm)

East	00:16
Midlands	00:20
Mid-West	00:17
North-East	00:19
North-West	00:17
South-East	00:22
Southern	00:20
West	00:20

Category 1 Average response times 2021 (hh:mm)

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

I trust this information is of assistance.

Yours sincerely,

William Merriman
Director of Operations
National Ambulance Service

