



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/221206

Deputy Jackie Cahill,
Dáil Éireann,
Leinster House,
Dublin 2

06 December 2022

PQ 58039/22

To ask the Minister for Health if his attention has been drawn to the significant ambulance waiting times experienced by constituents in the Tipperary region; the average length of time between an ambulance request being made, the dispatch, and its arrival to a scene; the root cause that his Department identifies of this long ongoing issue; the action being taken to address this matter; and if he will make a statement on the matter. -Jackie Cahill

Dear Deputy Cahill,

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.

In response, I am sharing a briefing document which was recently prepared for members of both the Public Accounts Committee and the Joint Committee on Health which I hope you find helpful in understanding the operational context in which NAS is currently operating and measures being taken to meet those challenges.

Every day, the National Ambulance Service deploys approximately 160-180 emergency ambulances, an average of 22 rapid response vehicles and in excess of 50 officer response vehicles operating from over 100 locations around the country.

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.

The HSE welcomes the opportunity to engage with service users to understand their experience and to see if an opportunity for service improvement exists. In this regard, the HSE encourages any service users who wish to discuss their experience to contact the HSE directly through Your Service, Your Say.





**Oifig an Stiúrtóra Oibríochtaí
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I trust that this information is of assistance.

Yours sincerely,

William Merriman
Director of Operations
National Ambulance Service

