



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

www.hse.ie
[@hselive](https://twitter.com/hselive)

t 01 4631624/6
e director.nas@hse.ie

Ref: WM/PQ's/4253622

27th September 2022

Deputy Martin Browne
Dáil Éireann
Leinster House
Dublin 2

PQ 42536-22

To ask the Minister for Health if his attention has been drawn to a family in Tipperary that was left waiting 45 minutes for an ambulance despite living less than ten minutes from the nearest ambulance station; and his plans, if any, to address ambulance response times.

Dear Minister Browne

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.

Emergency calls are clinically triaged to ensure that those patients with life threatening injuries or conditions receive the fastest response possible. As demand can exceed available resources, if a 112/999 call is not time critical, then during busy periods, some calls will regrettably wait longer for a response while we respond to the sickest patients first.

Thankfully, it remains the case that the majority of 112/999 calls do not relate to life threatening emergencies. For those calls that are not life threatening or clinically serious, the HSE encourages callers to consider other options such as GPs, Minor Injury Units, Pharmacists or Self Care. If you call 112/999 and your call is triaged as not life threatening or serious, we will respond as soon as we can.

Due to the lack information provided we are unable to comment on the incident outlined above. Information we would require to investigate particular calls includes patient name, location ambulance attended, time and date of the incident.

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.

I trust this information is of assistance.

Yours sincerely

William Merriman
Deputy Director
National Ambulance Service

