



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

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3 May 2023

Mr. Paul McAuliffe TD
Dáil Éireann
Leinster House
Dublin 2

PQ 16462/23

To ask the Minister for Health if he will provide a list of all Delta calls received by the DFB Dispatch (ERCC) and the National Ambulance Service in Dublin that were responded to beyond the 19-minute target for 2022 (details supplied). — Paul McAuliffe.

PQ 16463/23

To ask the Minister for Health if he will provide the call length concerning Echo and Delta cases from calls received by the Dublin Fire Brigade ERCC and the National Ambulance Service in Dublin in all of 2022 (details supplied). — Paul McAuliffe.

PQ 16464/23

To ask the Minister for Health the current mechanism that Dublin Fire Brigade and the National Ambulance service have in place to record patient impact of response times greater than 19 minutes for Echo (Purple) and Delta (Red) calls. — Paul McAuliffe.

PQ 16465/23

To ask the Minister for Health the number of court cases pending against the Dublin Fire Brigade and the National Ambulance Service relating to the ambulance service it provides; and if he will provide any details as to the nature of the incidents they relate to. — Paul McAuliffe.

Dear Deputy McAuliffe,

The Health Service Executive (HSE) 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 Health for response.

Context

Section 9(1)(a) of the Fire Services Act 1981 provides that Dublin City Council is the Fire Authority for Dublin. Section 25 of the Fire Services Act 1981 provides that a Fire Authority may carry out or assist in any operations of an emergency nature. On this basis, Dublin Fire Brigade, on behalf of Dublin City Council, operates ambulance services in parts of Co. Dublin.

The National Ambulance Service (NAS) is the statutory Pre-Hospital emergency and intermediate care provider for the State and operates a national service on behalf of the HSE throughout the country, including Dublin. However, the HSE does not have any governance or oversight role in relation to the services provided by Dublin City Council. In this context, all responses in this correspondence refer to the NAS only.





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Targets

The HSE National Service Plan 2023 sets out the Key Performance Indicator (KPI) targets for emergency calls which apply to the following call categories:

- PURPLE (life-threatening cardiac or respiratory arrest) (75% in 18 minutes, 59 seconds)
- RED (life-threatening illness or injury, other than cardiac or respiratory arrest) (45% in 18 minutes, 59 seconds)

These targets are national annual aggregate targets rather than locally or seasonally based. Hence all public reporting is on this basis only.

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In 2022, NAS responded to 139,733 Category 1 Emergency Calls. 43% of these calls were responded to in 18 minutes, 59 seconds with the average response time being 26 minutes.

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In 2022, the average response time to 999 emergency calls to which targets apply (PURPLE/RED) was 26 minutes. The specific performance against the National Service Plan 2022 targets were:

- PURPLE (71% in 18 minutes, 59 seconds)
- RED (43% in 18 minutes, 59 seconds)

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The HSE provides a number of patient safety mechanisms in place to monitor the impact of service delivery on patients. Three principle mechanisms are used to monitor the safety and effectiveness of services:

Staff reports are captured and considered through the HSE's Incident Management Framework: <https://www.hse.ie/eng/about/who/nqpsd/gps-incident-management/incident-management/hse-2020-incident-management-framework-guidance.pdf>

Patient compliments and complaints are received and addressed through Your Service, Your Say: <https://www2.hse.ie/complaints-feedback/>

The National Service Plan includes a number of safety and clinical key performance indicators which provide the basis for monitoring the safety and effectiveness of services to patients.

NAS has a full time Clinical Directorate, led by a full time Clinical Director whom oversees and monitors the clinical effectiveness of patient care and the quality and safety of service delivery. The Clinical Director chairs the NAS Quality and Safety Committee which reviews the output from incident reports and complaints with any trends and themes informing service improvements and new service development.

In relation to Performance and Oversight, the Safety and Quality Committee of the HSE Board <https://www.hse.ie/eng/about/who/board-members/committees-of-the-board/safety-quality-terms-of-reference/tor.html> also scrutinises a range of safety performance indicators and requests and monitors follow up actions.





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The HSE is not currently aware of any court cases pending against the HSE relating to the ambulance service it provides

I hope the information provided is helpful.

Yours sincerely

William Merriman
Director of Operations
National Ambulance Service

