



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

Office of the Director of Operations
National Ambulance Service
Block 4, Central Business Park,
Tullamore,
Co. Offaly R35 FH59

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

t 057 9357696
e william.merriman@hse.ie

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14 March 2023

Deputy Neasa Hourigan
Dáil Éireann
Leinster House
Dublin 2

PQ10053/23

To ask the Minister for Health when he plans to submit a business case for an upgraded, centralised phone system for the National Ambulance Service; and if he will make a statement on the matter. -Neasa Hourigan

Dear Deputy Hourigan,

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.

An operational and communications technology framework for the allocation and mobilisation of resources, including phone technology, is in place. The National Ambulance Service Project Management Office are currently looking at design and implementation plans for all technology systems to meet the future needs of the NAS and its users.

I hope this information is of assistance.

Yours sincerely

William Merriman
Director of Operations
National Ambulance Service

