



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  
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Ref: RM/PQ23-7501/23/03/03

1 March 2023

Deputy Cian O'Callaghan TD  
Dáil Éireann  
Leinster House  
Dublin 2

**PQ 7501/23**

***To ask the Minister for Health his plans to tackle the delays experienced by those in need of the National Ambulance Service: the average wait time for an ambulance: what additional staffing is required to shorten those delays: and if he will make a statement on the matter – Cian O'Callaghan***

Dear Deputy O'Callaghan,

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.

In 2022, NAS had national aggregate Key Performance Indicator (KPI) targets for emergency calls as follows:

- PURPLE (life-threatening cardiac or respiratory arrest) (80% in 18 minutes, 59 seconds)
- RED (life-threatening illness or injury, other than cardiac or respiratory arrest) (50% in 18 minutes, 59 seconds)

In 2022, NAS performance against those KPIs for emergency calls are set out below:

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

The NAS Key Performance Indicator (KPI) targets for 2023 are awaiting finalisation of the National Service Plan 2023. These targets once finalised are national aggregate targets rather than locally based. In the last four weeks, the average response time to 999 emergency calls to which targets apply (PURPLE/RED) was 22 minutes.

In response to your question on staffing, I am sharing a briefing document which has been prepared for members of the Joint Committee on Health which I hope you find helpful. This briefing note sets out the context of current capacity challenges, the NAS Workforce Plan process and our intentions to increase capacity across the country over the coming years.

I hope you find this information helpful

Yours sincerely





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A handwritten signature in black ink that reads 'Robert Morton'.

Robert Morton  
Director  
National Ambulance Service

