



Oifig anStiúrthóir  
An tSeirbhís Náisiúnta,

Foirgneamh Aibhneacha, Crosbhóthar  
Thamhlachta, Tamhlacht,  
Baile Átha Cliath D24 XNP2

Office of the Director  
National Ambulance Service

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02 March 2023

Deputy Aodhán Ó Ríordáin TD  
Dáil Éireann  
Leinster House  
Dublin 2

**PQ 7821/23**

**To ask the Minister for Health if he will report on the waiting time figures for emergency calls for ambulances for the north Dublin area; and the measures being taken to reduce them. — Aodhán Ó Ríordáin**

**PQ 7822/23**

**To ask the Minister for Health if there are sufficient ambulance and paramedic staff in both the National Ambulance Service and Dublin Fire Brigade serving the Dublin area; if there are unfilled vacancies; and if he will make a statement on the matter. — Aodhán Ó Ríordáin**

**PQ 7823/23**

**To ask the Minister for Health if he is aware of any retention issues among emergency response paramedics in the health services. — Aodhán Ó Ríordáin**

Dear Deputy Ó Ríordáin,

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. Further to the Minister's initial response, we can provide the following additional information which relates to NAS only:

**PQ 7821/23**

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





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than locally based. In the last four weeks, the average response time to 999 emergency calls to which targets normally apply (PURPLE/RED) was 22 minutes.

**PQ 7822/23**

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.

**PQ 7823/23**

There are no specific retention issues affecting NAS that are not applicable to all public sector employment. The level of staff turnover remains constant year on year with the monthly trend of normal retirement, retirement on the grounds of ill health, dismissal or resignation running at an average of 12 per month. As workforce numbers grow, we also expect the level of turnover to grow.

I hope you find this information helpful

Yours sincerely

Robert Morton  
Director  
National Ambulance Service

