



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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Ref: CW/PQ/230703

18<sup>th</sup> July 2023

Deputy Claire Kerrane TD,  
Dáil Éireann,  
Leinster House,  
Dublin 2.

**PQ 32767/23**

**To ask the Minister for Health what steps are being taken to address the ongoing recruitment and retention crisis in the National Ambulance Service. -Claire Kerrane**

Dear Deputy Kerrane,

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.

A key part of the NAS workforce planning is supporting retention. The NAS recognise that the myriad of opportunities that now exist across the HSE presents tremendous career advancement for their staff. While the HSE still retain these staff in new roles, the NAS are focussed on understanding how they can improve the working environment for existing staff. The NAS are currently working to completely re-design the structure of the organisation and in doing so, create career opportunities for those who want to progress and advance.

To this end, the NAS continues to work closely with trade unions partners on key areas of concern including reducing late finishes, improving access to meal breaks, reducing the travel distance to calls, facilitating staff transfers close to home and improving rostering and workforce planning arrangements. A working group has been established regarding improving the rosters and areas are in the process of piloting changes in rosters.

Management are also working with staff on their placements and are endeavouring where possible to place staff within a 45 kilometres radius of their home to assist with the work life balance.

National Ambulance Service are working with staff to promote and encourage career development so that our people experience professional satisfaction in an engaging and rewarding work environment.

National Ambulance Service is also working with colleagues in the HSE in creating the awareness for the Employee Assistance Programme to assist staff wellbeing

I hope you find this information helpful.





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Yours sincerely,

Colette Walsh  
Assistant National Director, HR  
National Ambulance Service

