



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

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Ref: WM/PQ/230724

Deputy Darren O'Rourke,
Dáil Éireann,
Leinster House,
Dublin 2

9th August 2023

PQ 36524/23

To ask the Minister for Health the average response times for ambulances for 999 calls in CHO8 in 2021, 2022 and to date in 2023, in tabular form. -Darren O'Rourke

Dear Deputy O'Rourke,

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.

NAS operates a dynamic model of ambulance deployment. This is in line with international best practice and allows the NAS to prioritise resource allocation to the highest acuity calls that require an immediate emergency response. Dynamic deployment also allows the NAS to categorise non-serious or non-life-threatening calls, and to provide a resource appropriate to the patient's clinical need. This does mean that at particularly busy periods lower acuity calls will be liable to experience a longer wait for an ambulance. This has become more of a challenge in recent years with the continuous growth in activity volume. NAS also operates under the HSE's 'Performance Accountability Framework', which sets out the means by which the service is held to account for its performance in relation to access to services and the quality and safety of those services.

NAS report monthly on Purple (Echo) and Red (Delta) call activity, category AS1 (life threatening cardiac or respiratory arrest or life threatening other than cardiac or respiratory arrest) calls. Response times per county or CHO are not deemed a Key Performance Indicator (KPI) for the Health Information Quality Authority (HIQA), the Department of Health (DoH) or the National Ambulance Service (NAS). Therefore, reporting and publishing of response times on a county by county or CHO basis is not a requirement.

The table below details the average response times per region to the number of AS1 calls from 2021 to 2023 (to date)





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YEAR	REGION	AVERAGE RESPONSE TIME
2021	East	00:19
	Midlands	00:25
	Mid-West	00:22
	North East	00:23
	North West	00:21
	South East	00:28
	South	00:26
	West	00:24
2022	East	00:22
	Midlands	00:29
	Mid-West	00:25
	North East	00:26
	North West	00:22
	South East	00:33
	South	00:31
	West	00:26
2023 (To Date)	East	00:19
	Midlands	00:24
	Mid-West	00:23
	North East	00:22
	North West	00:21
	South East	00:27
	South	00:24
	West	00:23

I trust that this information is of assistance.

Yours sincerely

William Merriman
Director of Operations
National Ambulance Service

