



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

Office of the Director of Operations
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Ref: WM/PQ/230309

Deputy Peadar Tóibín,
Dáil Éireann,
Leinster House,
Dublin 2

04 April 2023

PQ 12286/23

To ask the Minister for Health the number of ambulances and ambulance staff operational or stationed at each ambulance station in the country, by station; the average response time to ambulance call out, per ambulance station in the State, in tabular form; and if he will make a statement on the matter. -Peadar Tóibín

PQ 12287/23

To ask the Minister for Health the number of times ambulances in each ambulance station in the country have been unable to leave hospital due to an inability to admit a patient to the emergency department, or due to the fact that an ambulance trolley was being occupied by a patient inside the hospital, in each of the past ten years, in tabular form. - Peadar Tóibín

PQ 12288/23

To ask the Minister for Health the number of times a patient was deceased by the time an ambulance reached them, in each of the past ten years, by ambulance station, in tabular form. -Peadar Tóibín

PQ 12289/23

To ask the Minister for Health the top ten longest lengths of time a person was left waiting for an ambulance in the State in each of the past ten years. -Peadar Tóibín

PQ 12290/23

To ask the Minister for Health the longest length of time a person was left waiting for an ambulance to arrive in each of the past ten years, by ambulance station and dispatch point. -Peadar Tóibín

PQ 12291/23

To ask the Minister for Health the longest length of time a person was left waiting for an ambulance to dispatch to them, perhaps due to a lack of available ambulances, in each of the past ten years, by ambulance station and dispatch point. -Peadar Tóibín

Dear Deputy Tóibín,

The 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 response.





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PQ 12286/23

The information below provides the location(s) for ambulance stations, the number of Emergency Ambulances assigned to each station and the No of WTE assigned to each station.

AMBULANCE STATIONS, EMERGENCY AMBULANCES & ASSIGNED STAFF

Name of station	No of Vehicles	No of Assigned Staff (WTE)
Ardee	2	15
Arklow	2	10
Athlone	4	21
Athy	2	13
Ballina	3	13
Ballinasloe	3	15
Ballyshannon	2	11
Baltinglass	2	10
Bantry	2	15
Belmullet	2	8
Birr	2	10
Boyle	3	11
Caherciveen	2	11
Carlow	4	19
Carndonagh	3	16
Carraroe	2	11
Carrick-on-Shannon	3	11
Cashel	2	11
Castlebar	6	28
Castleblayney	4	13
Castletownbere	2	11
Cavan	3	17
Clifden	3	11
Cork City	10	43
Clonakilty	2	11
Clonmel	4	20
Connemara	1	11
Dingle	2	11
Donegal	2	11
Drogheda	3	15
Dublin South Central	20	61
Dundalk	6	23
Dungloe	3	16
Dungarvan	3	18
Dunshaughlin	2	10
Edenderry	3	13
Ennis	6	33
Enniscorthy	3	14
Ennistymon	2	10
Fermoy	2	11
Finn Valley (Lifford/Stranorlar)	1	11
Galway	8	56
Gorey	2	11
Kanturk	2	11
Kenmare	2	11
Kilkenny	5	26
Killarney	2	11
Killybegs	3	11





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Kilrush	2	11
Letterkenny	8	31
Limerick	7	34
Listowel	2	11
Longford	3	21
Loughglynn	3	11
Loughlinstown	6	35
Loughrea	2	11
Macroom	2	11
Mallow	2	11
Manorhamilton	2	11
Maynooth	3	10
Midleton	2	11
Millstreet	2	11
Monaghan	5	23
Mullingar	4	23
Mulranny	2	11
Naas	4	21
Navan	3	17
Nenagh	3	20
Newcastle West	3	13
New Ross	2	11
Portlaoise	5	23
Roscommon	6	31
Roscrea	3	11
Scarriff	2	11
Skibbereen	2	11
Sligo	6	26
Swords	4	21
Tallaght	4	15
Thurles	3	14
Tipperary	2	11
Tralee	5	21
Tuam	2	11
Tullamore	4	23
Virginia	2	10
Waterford	6	26
Wexford	4	18
Wicklow	4	20
Youghal	2	11

The floating figure for the emergency ambulance fleet is 280. The numbers may fluctuate as a result of new ambulances arriving at stations and the swap out of older vehicles. Any 2016 and 2017 registrations are being removed in the coming weeks. All 2018 will be removed later this year.

Please note the NAS do not report response time statistics on a per-ambulance station basis. Response times per ambulance station or county 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).





PQ 12287/23

The information below provides the total number of ambulances that were over 1 hour awaiting handover in hospital, including percentage. For 2019 for instance 41,929 ambulances were over 1 hour awaiting handover which is 15% of the total attendances at hospital that year - that means that 85% of ambulances were cleared from hospital in less than 1 hour.

2019 - Hospital Turnaround	
Total Ambulances Over 60 Minutes	Percentage of Total
41,929	15%

2020 - Hospital Turnaround	
Total Ambulances Over 60 Minutes	Percentage of Total
36,556	15%

2021 - Hospital Turnaround	
Total Ambulances Over 60 Minutes	Percentage of Total
64,187	23%

2022 - Hospital Turnaround	
Total Ambulances Over 60 Minutes	Percentage of Total
103,967	34%

2023 (Jan - Feb) - Hospital Turnaround	
Total Ambulances Over 60 Minutes	Percentage of Total
13,222	28%

In 2022, the NAS established a new Tactical Management Unit operating 24/7 to support staff and proactively manage pressures and escalations within the service. The Tactical Management Team works closely with acute hospital colleagues to reduce the impact of delayed hospital turnaround times on our ability to respond to 999 calls in the community. The team will continue to support this and other work on an enduring basis. Shift Managers around the country will work in collaboration with local area managers and hospital group management.

This followed the launch last year of a HSE National Ambulance Service led service designed to safely keep older people who phone 112/999 in their own home rather than taking them to a hospital emergency department in Limerick, Tallaght and Waterford. The Pathfinder service will be provided by NAS staff working with staff provided by its acute hospital partners. Pathfinder has already been working as a collaborative service between the National Ambulance Service and Beaumont Hospital Occupational Therapy and Physiotherapy





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Departments for more than two years. Pathfinder has since been rolled out to Cork, Kilkenny and Letterkenny with plans for Galway and Kerry in the coming weeks and further counties in the future.

The NAS also deploys a small number of Community Paramedics that have specific training in assessing and treating lower acuity patients with the aim of resolving their healthcare need without transport to an Emergency Department, with the intention of recruiting and training more Community Paramedics into the future.

PQ 12288/23

The NAS do not report statistics on a per-county basis.

Where a patient has passed away, i.e. has been declared as deceased by a medical practitioner, the NAS does not respond to such calls unless specifically requested by An Garda Síochana, e.g. where the deceased person is in a public place or in suspicious circumstances.

NAS does record the number of 999 calls received for which the patient is triaged as being in Cardiac Arrest (Clinical death in the first 4-6 minutes progressing to Biological death thereafter) at the time of the call. The NAS are unable to provide data for the past 10 years, but can provide data since 2019 in this regard.

**Number of Calls Nationally, and by Division where the patient was deceased by the time an Ambulance reached the scene.
2019 to 2022**

NATIONAL	3385	NORTH LEINSTER	1231	SOUTHERN	1131	WESTERN	1023
2019	757	2019	268	2019	252	2019	237
2020	811	2020	312	2020	279	2020	220
2021	927	2021	357	2021	294	2021	276
2022	890	2022	294	2022	306	2022	290

PQ 12289/23

The 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 patients’ 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. The 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.

The tables below details the response time per region for Category 1 calls since 2019.

Response Time by Region: 2019





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2019

EAST	00:15
MIDLANDS	00:19
MID-WEST	00:16
NORTH EAST	00:18
NORTH WEST	00:18
SOUTH EAST	00:21
SOUTHERN	00:18
WEST	00:19

Response Time by Region: 2020

2020

EAST	00:16
MIDLANDS	00:20
MID-WEST	00:17
NORTH EAST	00:19
NORTH WEST	00:17
SOUTH EAST	00:22
SOUTHERN	00:20
WEST	00:20

Response Time by Region: 2021

2021

EAST	00:19
MIDLANDS	00:25
MID-WEST	00:22
NORTH EAST	00:23
NORTH WEST	00:21
SOUTH EAST	00:28
SOUTHERN	00:26
WEST	00:24

Response Time by Region: 2022

2022

EAST	00:22
MIDLANDS	00:29
MID-WEST	00:25
NORTH EAST	00:26
NORTH WEST	00:22
SOUTH EAST	00:33
SOUTHERN	00:31
WEST	00:26

PQ12290/23

In response to this PQ the table below details the longest length of time a person was left waiting for an ambulance to arrive since 2019 and the region in which they were located.

Year	Response Time (hh:mm:ss)	Division
2019	07:18:28	Southern
2020	08:28:25	Southern
2021	13:35:30	Southern
2022	21:59:08	Western
2023	13:00:55	Southern





PQ 12291/23

The call taking and dispatch function is operated by the NAS National Emergency Operations Centre (NEOC) which operates across two sites, Dublin and Ballyshannon. All NAS resources are dispatched to calls across the country from the NEOC on a nearest available (to the incident) basis and not on a county boundary basis.

The NAS report monthly on Echo and Delta call activity, category 1 (– life threatening – cardiac or respiratory arrest or life threatening other than cardiac or respiratory arrest) calls on as per Health Information and Quality Authority (HIQA) recommendations. We do not publish reports on category 2 or 3 calls and we do not report on a county by county basis.

As stated above, the NAS report monthly on Echo and Delta call activity category 1 (life threatening – cardiac or respiratory arrest or life threatening other than cardiac or respiratory arrest) calls only. I am enclosing FYI tables providing data on % of Clinical Status Echo and Delta calls from 2019 – 2022.

% of Clinical Status 1 ECHO incidents responded to by a patient-carrying vehicle in 18 minutes and 59 seconds or less: 2019

	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19
National	75%	83%	78%	77%	81%	84%	83%	78%	82%	79%	79%	76%
North Leinster	81%	86%	88%	82%	84%	93%	88%	89%	89%	88%	89%	80%
DFB	77%	85%	80%	78%	85%	82%	84%	78%	82%	77%	84%	78%
South	66%	82%	69%	67%	70%	77%	83%	67%	75%	76%	61%	73%
West	76%	76%	69%	74%	83%	81%	71%	73%	76%	70%	75%	69%

% of Clinical Status 1 DELTA incidents responded to by a patient-carrying vehicle in 18 minutes and 59 seconds or less: 2019

	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19
National	55%	55%	55%	56%	58%	59%	59%	58%	56%	56%	53%	49%
North Leinster	61%	60%	60%	64%	63%	68%	66%	64%	63%	62%	62%	58%
DFB	46%	41%	45%	44%	48%	49%	51%	49%	43%	44%	37%	33%
South	55%	58%	54%	56%	56%	56%	57%	57%	55%	55%	52%	47%
West	56%	59%	58%	60%	61%	60%	62%	59%	59%	61%	58%	54%

% of Clinical Status 1 ECHO incidents responded to by a patient-carrying vehicle in 18 minutes and 59 seconds or less: 2020

	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
National	81%	83%	78%	81%	79%	80%	81%	79%	82%	76%	79%	76%
North Leinster	93%	82%	84%	87%	83%	88%	79%	87%	87%	97%	111%	82%
DFB	83%	88%	75%	83%	80%	81%	83%	76%	83%	94%	101%	79%
South	70%	82%	68%	72%	69%	74%	87%	66%	75%	60%	53%	89%
West	70%	78%	82%	78%	83%	73%	57%	60%	71%	75%	95%	55%





% of Clinical Status 1 DELTA incidents responded to by a patient-carrying vehicle in 18 minutes and 59 seconds or less: 2020

	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
National	55%	55%	46%	56%	57%	58%	58%	53%	53%	55%	57%	47%
North Leinster	63%	63%	52%	66%	65%	66%	62%	60%	61%	60%	63%	55%
DFB	41%	42%	28%	42%	46%	47%	54%	45%	41%	46%	48%	31%
South	53%	54%	48%	56%	56%	57%	55%	51%	51%	55%	56%	49%
West	59%	59%	57%	61%	60%	61%	59%	55%	58%	60%	61%	56%

% of Clinical Status 1 ECHO incidents responded to by a patient-carrying vehicle in 18 minutes and 59 seconds or less: 2021

	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
National	75%	77%	82%	79%	82%	76%	72%	74%	69%	71%	71%	72%
North Leinster	79%	84%	88%	80%	88%	77%	82%	79%	77%	79%	79%	74%
DFB	79%	78%	83%	81%	84%	76%	85%	82%	78%	52%	61%	71%
South	70%	70%	76%	73%	75%	77%	68%	68%	54%	66%	61%	65%
West	70%	70%	80%	83%	76%	75%	58%	63%	62%	64%	61%	71%

% of Clinical Status 1 DELTA incidents responded to by a patient-carrying vehicle in 18 minutes and 59 seconds or less: 2021

	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
National	45%	52%	53%	52%	52%	47%	40%	41%	39%	40%	40%	37%
North Leinster	55%	59%	60%	60%	58%	54%	46%	47%	45%	48%	46%	43%
DFB	32%	40%	44%	39%	38%	32%	31%	31%	27%	30%	26%	24%
South	45%	53%	54%	53%	53%	48%	38%	42%	36%	34%	36%	35%
West	51%	57%	55%	58%	57%	53%	45%	44%	48%	47%	48%	43%

% of Clinical Status 1 ECHO incidents responded to by a patient-carrying vehicle in 18 minutes and 59 seconds or less: 2022

	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22
National	73%	72%	70%	75%	75%	71%	70%	73%	76%	76%	73%	65%
North Leinster	76%	74%	79%	81%	75%	81%	72%	77%	83%	79%	76%	70%
DFB	77%	83%	72%	82%	85%	75%	75%	81%	78%	79%	81%	70%
South	67%	65%	64%	66%	70%	56%	66%	66%	69%	70%	60%	61%
West	75%	71%	59%	68%	69%	65%	66%	65%	66%	73%	73%	59%





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% of Clinical Status 1 DELTA incidents responded to by a patient-carrying vehicle in 18 minutes and 59 seconds or less: 2022

	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22
National	46%	42%	38%	43%	43%	39%	38%	43%	45%	42%	41%	30%
North Leinster	51%	47%	43%	50%	48%	42%	40%	46%	51%	46%	48%	33%
DFB	39%	33%	26%	35%	33%	30%	32%	40%	37%	29%	27%	19%
South	41%	38%	33%	37%	39%	33%	34%	40%	41%	40%	38%	28%
West	49%	49%	44%	47%	49%	47%	47%	44%	49%	47%	45%	36%

I trust that this information is of assistance.

Yours sincerely

William Merriman
Director of Operations
National Ambulance Service

