



Oifig an Stiúirthóra 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/14483/24

23rd April 2024

Deputy Jim O Callaghan  
Dáil Éireann  
Leinster House  
Dublin 2

**PQ 14483/24**

**To ask the Minister for Health the number of ambulance attendances at each emergency department nationwide in Q1 2024; the number of such ambulances that waited longer than 20 minutes to hand over patients, get their trolleys back and return to responding to calls; the number that waited longer than 40 minutes for same; the number that waited longer than 60 minutes for same; the number that waited longer than 90 minutes for same; the number that waited more than 120 minutes for same; and the number that waited more than 180 minutes for same, in tabular form. -Jim 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 Questions, which you submitted to the Minister for response.

The Table below lists the hospitals with an Emergency Department.

Bantry General Hospital	Portiuncula General Hospital
Beaumont Hospital	Portlaoise General Hospital
Cavan General Hospital	Rotunda Maternity Hospital
Connolly Memorial Hospital	Sligo General Hospital
Coombe Maternity Hospital	South Tipperary General
Cork University Hospital	St James Hospital
Crumlin Childrens Hospital	St Lukes Hospital Kilkenny
Kerry University Hospital	St Michaels Dun Laoghaire
Letterkenny General Hospital	St Vincents Hospital
Lourdes Hospital Drogheda	Tallaght Hospital
Mater Hospital Dublin	Tallaght Paediatric Hospital
Mayo General Hospital	Temple St Childrens Hospital
Mercy University Hospital	Tullamore General Hospital
Mullingar Regional Hospital	University Hospital Galway
Naas General Hospital	University Hospital Limerick
National Maternity Hospital	Waterford University Hospital
Our Ladys Navan	Wexford General Hospital

Table 1: List of Hospitals with an ED





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The HSE National Service Plan for 2024 sets out two Key Performance Indicators as follows:

**Responsibility of the receiving acute hospital - Patient Arrival at ED to Patient Handover**

% of patients arriving by ambulance at ED to physical and clinical handover within 25 minutes of arrival – Target is 80%

**Responsibility of NAS - Patient Handover at ED to Clear**

% of ambulance crews who are ready and mobile to receive another 999 call within 20 minutes of clinically and physically handing over their patient at an ED or hospital – Target is 75%

These KPIs are in the process of being rolled out across all acute hospitals. The previous metric of “Arrival to Clear” or “Turnaround Time” is no longer being reported and in this regard, I regret to advise we are unable to answer this part of your question.

I trust this information is of assistance.

Yours sincerely

William Merriman  
Director of Operations  
National Ambulance Service

