



Oifig an Stiúirthóra Oibríochtaí
An tSeirbhís Náisiúnta
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WM/PQ19548-49.25

Deputy Brian Stanley TD
Dáil Éireann
Leinster House
Dublin 2

14th May 2025

PQ19548/25

To ask the Minister for Health the response time for ambulances in Laois, from time of call to arrival at patient in 2024; and if she will make a statement on the matter. -Brian Stanley

PQ19549/25

To ask the Minister for Health the number of call outs of ambulances in Laois between call been made and deployment that were in excess of two hours and separately of one hour to arrival at patient in 2024; and if she will make a statement on the matter. -Brian Stanley

Dear Deputy Stanley

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.

In 2025, the HSE National Service Plan set national aggregate Key Performance Indicator (KPI) targets for emergency calls as follows:

- PURPLE (Echo, life-threatening cardiac or respiratory arrest) (75% in 18 minutes, 59 seconds)
- RED (Delta, life-threatening illness or injury, other than cardiac or respiratory arrest) (45% in 18 minutes, 59 seconds).

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In response to your query re response times, 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.





In 2024, Co. Laois data was recorded as part of the data for the North Leinster Region. Table 1 below details average response times for this region:

Month	PURPLE Response Time	TARGET PURPLE	RED Response Time	TARGET RED
Jan 24	83%	75%	50%	45%
Feb 24	77%	75%	48%	45%
Mar 24	80%	75%	48%	45%
Apr 24	80%	75%	50%	45%
May 24	74%	75%	48%	45%
Jun 24	79%	75%	47%	45%
Jul 24	79%	75%	50%	45%
Aug 24	76%	75%	49%	45%
Sep 24	80%	75%	48%	45%
Oct 24	74%	75%	48%	45%
Nov 24	76%	75%	46%	45%
Dec 24	75%	75%	41%	45%

There are no response time targets for 999 calls that are neither life-threatening nor potentially life threatening. Hence during busy periods, patients triaged as non-serious or non-life threatening can and do unfortunately experience delays in our response.

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TOTAL NO OF AS1 & AS2 CALLS	NO BETWEEN 1 AND 2 HRS	WAITING NO WAITING > 2 HRS
142,367	1255	59

The table above shows that during 2024, NAS received 142,367 PURPLE and RED calls for the North Leinster Region, of which 0.88% waited longer than 1 hour, and 0.0004% waited longer than 2 hrs.

I trust this information is of assistance.

Yours sincerely

William Merriman
Director of Operations
National Ambulance Service

