



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

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WM/PQ19550/51

Deputy Brian Stanley TD
Dáil Éireann
Leinster House
Dublin 2

14th May 2025

PQ19550

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

PQ19551

To ask the Minister for Health the number of call outs of ambulances nationally between call been made and deployment to arrive at patient that were more than two hours and separately one hour, 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 question which you submitted to the Minister for response.

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 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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Month	PURPLE Response Time	TARGET – PURPLE	RED Response Time	TARGET - RED
Jan 24	74%	75%	48%	45%
Feb 24	77%	75%	48%	45%
Mar 24	77%	75%	48%	45%
Apr 24	79%	75%	49%	45%
May 24	73%	75%	47%	45%
Jun 24	74%	75%	45%	45%
Jul 24	71%	75%	47%	45%
Aug 24	72%	75%	47%	45%
Sep 24	73%	75%	47%	45%
Oct 24	72%	75%	46%	45%
Nov 24	73%	75%	45%	45%
Dec 24	67%	75%	40%	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.

PQ19551

TOTAL NO OF AS1 & AS2 CALLS	NO WAITING BETWEEN 1 AND 2 HRS	NO WAITING > 2 HRS
428,650	3135	149

The table above shows that during 2024, NAS received 428,650 calls, of which 0.73% waited longer than 1 hour, and 0.03% waited longer than 2 hrs.

I trust this information is of assistance.

Yours sincerely

William Merriman
Director of Operations
National Ambulance Service

