



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

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NM/PQ/19910/13.25

14th May 2025

Deputy Cathal Crowe TD
Dáil Éireann
Leinster House
Dublin 2

PQ19910/25

To ask the Minister for Health the average ambulance response times to purple echo and red delta calls nationally by the National Ambulance Service; and if she will make a statement on the matter. - Cathal Crowe

PQ19913/25

To ask the Minister for Health the number of "Purple" (Echo) and "Red" (Delta) calls for addresses in County Clare that had response times by the National Ambulance Service exceeding 38 minutes, between 1 March 2024 and 1 March 2025; the number of these calls that had response times by the National Ambulance Service exceeding 1 hour; the number of instances the arrival of the National Ambulance Service was the first trained medical response to the call (i.e. the Fire Service, Coast Guard, community first response group, etc. were not dispatched to the call in advance of National Ambulance Service arrival); and if she will make a statement on the matter. -Cathal Crowe

Dear Deputy Crowe

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.

The National Ambulance Service (NAS) operates from over 110 locations throughout Ireland. Our services are delivered by a skilled and committed workforce of over 2,500 staff members. The NAS operates on a national basis and mobilises responses to calls for assistance based on patient clinical needs, always prioritising more serious medical problems over lower acuity patients, and ambulances may travel to and be dispatched from various locations irrespective of their base as they are not confined to work in geographical areas. In the past six years, NAS has grown by approximately 23% in terms of Whole Time Equivalents (WTEs), while a 2023 staff census showed that the NAS has the lowest turnover of staff across the entire HSE.

However, demand via the 999 service has increased by 25% since 2019, with growth in 2024 up by 9% from 2023. In 2024, the NAS responded to approximately 430,000 emergency calls, an increase of almost 40,000 calls on the previous year.



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PQ19910

The national average ambulance response times to PURPLE calls for the year 2024 and to March 2025 are detailed in table 1 below:

% of Clinical Status 1 PURPLE incidents responded to by a patient-carrying vehicle in 18 minutes and 59 seconds or less												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
National 2025	73%	73%	72%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
National 2024	74%	77%	77%	79%	73%	74%	71%	72%	73%	72%	73%	67%

Table 1: Purple response < 19 mins 2024 to date

The national average ambulance response times to RED calls for the year 2024 and to March 2025 are detailed in table 2 below:



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% of Clinical Status 1 RED incidents responded to by a First Responder and / or a patient carrying vehicle in 18 minutes and 59 seconds or less												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
National 2025	43%	47%	47%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
National 2024	48%	48%	48%	49%	47%	45%	47%	47%	47%	46%	45%	40%

Table 2: Red response < 19 mins 2024 to date

PQ19913

In response to your query re Call-outs in Co. Clare, 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).

Table 3 gives you the data for the RHA Mid West for 01 Mar 2024 to 01 Mar 2025 date for the KPI as stated above:

Month	Total Number of Category 1 Calls (Red & Purple)	PURPLE Response Time	TARGET – PURPLE	RED Response Time	TARGET – RED
01 Mar 24 – 01 Mar 25	16,782	76%	75%	48%	45%

Table 3: Response times for Mid-West 01 Mar 2024 to 01 Mar 2025.

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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I trust this information is of assistance.

Yours sincerely,

Niall Murray
National Ambulance Service

