



Oifig anStiúrthóir
An tSeirbhís Náisiúnta,

Foirgneamh Aibhneacha, Crosbhóthar
Thamhlachta, Tamhlacht,
Baile Átha Cliath D24 XNP2

Office of the Director
National Ambulance Service

Rivers Building, Tallaght Cross
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Ref: RM/PQ25/8017/2025/03/10

10 March 2025

Deputy David Cullinane TD
Dáil Éireann
Leinster House
Dublin 2

PQ25/8017

**953. To ask the Minister for Health the percentage of ambulance crews who are ready and mobile to receive another call within 20 minutes of patient handover, for each emergency department and each hospital, for each quarter in 2023 and 2024, in tabular form. — David Cullinane. [8017/25]*

Dear Deputy Cullinane,

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 Health for response.

The HSE National Service Plan for 2023 and 2024 set out a new Key Performance Indicator as follows:

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%

The collection of the associated data in 2023 was affected for a considerable period by industrial action by ForSa members.

The HSE National Service Plan for 2025 sets out the following Key Performance Indicator for NAS:

NAS76 - 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 targets are national aggregate targets and do not apply at individual hospital level. Therefore, I regret to advise we do not have the Clerical/Administrative capacity required to create the report as this is not required for either National Service Plan reporting or for operational reasons.

We can provide the following data in relation to KPI NAS76 for 2024, noting that the collection of the associated data is currently impacted by a withdrawal of cooperation by SIPTU and Unite:





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	Q1	Q2	Q3	Q4
2024	44%	51%	51%	49%

I hope you find this information helpful

Yours sincerely

Robert Morton
Director
National Ambulance Service

