



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

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JJMcG/PQ36164/25

15<sup>th</sup> July 2025

Deputy Louis O'Hara TD  
Dáil Éireann  
Leinster House  
Dublin 2

PQ36164/25

**To ask the Minister for Health the number of ambulance calls responded to by the rapid response vehicles in based in Galway and Clifden in 2022, 2023, 2024 and to date in 2025, in tabular form; and if she will make a statement on the matter. -Louis O'Hara**

Dear Deputy O'Hara

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 NAS operates a dynamic model of ambulance deployment. This is in line with international best practice and allows the NAS to prioritise resource allocation to the highest acuity calls that require an immediate emergency response. Dynamic deployment also allows the NAS to categorise non-serious or non-life-threatening calls, and to provide a resource appropriate to the patient's clinical need. This does mean that at particularly busy periods lower acuity calls will be liable to experience a longer wait for an ambulance. This has become more of a challenge in recent years with the continuous growth in activity volume. NAS also operates under the HSE's 'Performance Accountability Framework', which sets out the means by which the service is held to account for its performance in relation to access to services and the quality and safety of those services.

The 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. 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)





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

PQ 36163 returned on 15th July 2025 provided the no of call outs for the Western Region/RHA West & North West for 2022, 2023 and 2024. There is no currently no metric requirement to report the number of calls per vehicle type.

I trust this information is of assistance.

Yours sincerely

William Merriman  
Director of Operations  
National Ambulance Service

