



Stiúrthóireacht Pleanála &  
Bonneagairí  
Foirgneamh Aibhneacha,  
Crosbhóthar Thamhlachta,  
Tamhlacht,  
Baile Átha Cliath D24 XNP2

Planning & Infrastructure Directorate  
National Ambulance Service  
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BMCK/PQ/25/37336

22nd July 2025

Deputy Joe Cooney TD  
Dáil Éireann  
Leinster House  
Dublin 2

**PQ 37336**

**To ask the Minister for Health if she will provide a detailed breakdown of ambulance handover times for each emergency department; and if she will make a statement on the matter. -Joe Cooney**

Dear Deputy Cooney

The Health Service Executive (HSE) National Ambulance Service (NAS) has been requested to reply directly to you in the context of the above Representation which you submitted to the Minister for response.

For 2024 and 2025, the HSE National Service Plan sets out two Key Performance Indicators as follows:

**Responsibility of the receiving acute hospital – Ambulance to ED Handover Times**

% of patients arriving by ambulance at ED to physical and clinical handover within 20 minutes of arrival – Target is 80%

**Responsibility of NAS - Patient Handover at ED to Clear**

% of ambulance crews who are ready and mobile to receive another 999 / 112 call within 20 minutes of clinically and physically handing over their patient at an ED or hospital – Target is 75%

These KPIs are reported on at National level only.

In relation to “of ambulance crews who are ready and mobile to receive another call within 20 minutes of patient handover”, the table below details the % of crews cleared within 20 minutes of arrival:

	<b>% of ambulance crews who are ready and mobile to receive another 999 / 112 call within 20 minutes of handover</b>
Jan-24	41%
Feb-24	44%
Mar-24	48%





**Oifig an Stiúrtóra Oibríochtaí**  
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Apr-24	50%
May-24	52%
Jun-24	52%
Jul-24	50%
Aug-24	50%
Sep-24	51%
Oct-24	51%
Nov-24	50%
Dec-24	47%
Jan-25	48%
Feb-25	55%
Mar-25	56%
Apr-25	57%
May-25	56%
Jun-25	57%*

\*Preliminary Data

I trust this information is of assistance.

Yours sincerely,

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Brian McKeon  
National Ambulance Service

