



**Oifig anStiúrthóir
An tSeirbhís Náisiúnta,**
Foirgneamh Aibhneacha, Crosbhóthar
Thamhlachta, Tamhlacht,
Baile Átha Cliath D24 XNP2

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Ref: BMCK/PQ/39183-85/25

7th August 2025

Deputy Erin McGreehan
Dáil Éireann
Leinster House
Dublin 2

PQ39183/25

To ask the Minister for Health the percentage of NAS PURPLE (life threatening cardiac or respiratory arrest) calls responded to by NAS in under 19 minutes in counties Cavan, Monaghan, Louth and Dublin, by month over the past 12 months, in tabular form; and if she will make a statement on the matter. -Erin McGreehan

PQ39184/25

To ask the Minister for Health the percentage of NAS RED (life threatening other than cardiac or respiratory arrest) calls responded to by NAS in under 19 minutes in counties Cavan, Monaghan, Louth and Dublin, by month over the past 12 months, in tabular form; and if she will make a statement on the matter. -Erin McGreehan

PQ39185/25

To ask the Minister for Health the percentage of NAS AMBER (Serious Not Life Threatening) calls responded to by NAS in under 19 minutes in counties Cavan, Monaghan, Louth and Dublin, by month over the past 12 months, in tabular form; and if she will make a statement on the matter. -Erin McGreehan

Dear Deputy McGreehan,

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

All 999/112 calls received for emergency medical assistance are prioritised using an internationally recognised system that triages calls based on clinical priority, which range from life-threatening-cardiac or respiratory arrest to minor illness or injury.

The NAS utilises this system to ensure the best use of resources by tasking the nearest available ambulance to the highest priority incident.

Calls for emergency service support via the 999 service have increased by over 25% since 2019, with the National Ambulance Service (NAS) responding to approximately 430,000 emergency calls in 2024, a notable increase from 390,000 in 2023.
In Q1 2025, the NAS responded to 108,915 emergency calls.





Additionally, in Q1 2025, the NAS treated a total of 15,412 patients through alternative care pathways [Clinical Hub, Community Paramedicine. Pathfinder and Alternative Pre-Hospital Pathway services, with 5,897 [38.3%] of these patients avoiding Emergency Department attendance.

The HSE National Service Plan (NSP) measures effectiveness through the use of Key Performance Indicators (KPIs), which are set in the context of expected demand growth versus available funded capacity. The KPIs set out for the National Ambulance Service are national targets rather than locality-based ones, taking into account challenges such as geographical factors and rurality. NSP 2024 and 2025 targets included 75% of 999 PURPLE calls should be met within 19min and 45% of 999 RED calls should be met within 19min.

Emergency Call Category	Target 2025
PURPLE (life-threatening cardiac or respiratory arrest)	75%
RED (life-threatening illness or injury, other than cardiac or respiratory arrest)	45%

PQ39183-84: The tables below details the Purple/Red Response Times < 19 minutes over the past 12 months. Please note that since January 2025 NAS has reported the breakdown by RHA.

2025 - At Scene Response Time < 19 minutes														
	PURPLE	RED	PURPLE	RED	PURPLE	RED	PURPLE	RED	PURPLE	RED	PURPLE	RED	PURPLE	RED
Month	National (NAS ONLY)	National (NAS ONLY)	HSE Dublin and North East	HSE Dublin and North East	HSE Dublin and Midlands	HSE Dublin and Midlands	HSE Dublin and South East	HSE Dublin and South East	HSE South West	HSE South West	HSE Mid West	HSE Mid West	HSE West and North West	HSE West and North West
January	72.52%	43.38%	79.13%	44.47%	70.59%	42.99%	77.10%	45.20%	75.73%	42.01%	62.71%	45.06%	63.81%	41.04%
February	73.09%	46.86%	74.68%	51.03%	81.71%	44.70%	76.09%	43.99%	66.67%	48.24%	75.00%	50.79%	62.12%	45.19%
March	71.71%	47.50%	72.31%	51.69%	73.61%	46.28%	76.53%	44.81%	65.88%	50.55%	72.92%	47.57%	69.14%	45.48%
April	71.33%	46.79%	80.00%	53.98%	80.00%	42.64%	78.57%	44.37%	62.82%	47.05%	58.14%	49.92%	60.00%	44.95%
May	74.35%	46.79%	72.50%	49.32%	77.92%	45.77%	75.27%	44.13%	75.00%	47.47%	76.92%	47.11%	68.92%	47.68%
June	70.43%	43.35%	75.00%	44.13%	73.08%	40.57%	69.33%	40.99%	73.44%	45.89%	63.83%	43.98%	65.67%	45.29%

2024 - At Scene Response Time < 19 minutes																
	PURPLE	RED	PURPLE	RED	PURPLE	RED	PURPLE	RED	PURPLE	RED	PURPLE	RED	PURPLE	RED	PURPLE	RED
Month	EAST	EAST	NORTH EAST	NORTH EAST	MIDLAN DS	MIDLAN DS	SOUTH EAST	SOUTH EAST	SOUTH WEST	SOUTH WEST	MID WEST	MID WEST	WEST	WEST	NORTH WEST	NORTH WEST
July	82.67%	55.12%	72.73%	50.33%	80.56%	41.03%	50.00%	37.82%	72.45%	41.80%	64.58%	48.68%	66.67%	45.87%	77.14%	54.11%
August	92.31%	55.26%	66.67%	45.50%	66.67%	39.66%	60.27%	40.18%	76.92%	45.39%	74.19%	49.04%	69.64%	45.98%	64.52%	55.43%
September	91.38%	54.20%	74.47%	48.22%	61.11%	38.07%	67.24%	37.40%	68.89%	44.29%	64.00%	47.99%	68.09%	47.03%	67.86%	56.60%
October	81.10%	52.82%	69.57%	47.49%	58.33%	38.62%	60.56%	38.02%	74.23%	46.47%	81.13%	46.73%	57.50%	45.51%	77.78%	53.49%
November	80.53%	51.50%	77.59%	44.80%	66.67%	38.93%	59.09%	35.72%	73.91%	44.18%	70.91%	48.52%	80.00%	44.96%	69.70%	52.06%
December	82.44%	47.11%	73.77%	40.71%	62.65%	33.02%	59.09%	33.72%	66.40%	38.79%	68.12%	43.96%	56.52%	37.89%	51.43%	46.12%





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PQ39185

The NAS report on CAT1 calls only, therefore we are unable to provide 'Amber call' details.

I trust that this information is helpful.

Yours sincerely

Brian McKeon
National Ambulance Service

