



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
Tallaght, Dublin, D24 XNP2

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Ref: BMCK/PQ/39186-88/25

7th August 2025

Deputy Erin McGreehan
Dáil Éireann
Leinster House
Dublin 2

PQ39186/25

To ask the Minister for Health the percentage of NAS PURPLE (life threatening cardiac or respiratory arrest) calls responded to by NAS in 49 minutes or greater 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

PQ39187/25

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 49 minutes or greater 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

PQ39188/25

To ask the Minister for Health the percentage of NAS AMBER (Serious Not Life Threatening) calls responded to by NAS in 49 minutes or greater 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 Question, 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.





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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% |

PQ39186-88:

The HSE National Service Plan (NSP) for 2025 set out the Key Performance Indicators (KPI) for each HSE service. In relation to NAS, there were two national aggregate KPI targets for emergency calls which apply to the following call categories only:

- PURPLE (life-threatening cardiac or respiratory arrest) – Target: Respond to 75% of such calls within 18 minutes and 59 seconds
- RED (life-threatening illness or injury, other than cardiac or respiratory arrest) - Target: Respond to 45% of such calls within 18 minutes and 59 seconds

<49 minutes response times are not a benchmark that we publish, and there is no capacity to generate this custom timing point.

I trust that this information is helpful.

Yours sincerely,

Brian McKeon
National Ambulance Service

