



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

Office of the Director
National Ambulance Service
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Ref: RM/PQ25/24961-2/2025/05/23

29 May 2025

Deputy Peter 'Chap' Cleere TD Dáil
Éireann
Leinster House
Dublin 2

PQ25/24961

**320. To ask the Minister for Health the average length of time it takes for an ambulance call out to arrive in Kilkenny; the number of call outs; the average distance travelled; and if she will make a statement on the matter. — Peter 'Chap' Cleere. [24961/25]*

PQ25/24962

**321. To ask the Minister for Health the average length of time it takes for an ambulance call out to arrive in Carlow; the number of call outs; the average distance travelled; and if she will make a statement on the matter. — Peter 'Chap' Cleere. [24962/25]*

Dear Deputy Cleere,

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 response.

By way of relevant context, we draw attention to the following:

NAS is one of the State's Principal Emergency Services (PES) serving the population of Ireland, i.e., over five million people. An independent demand and capacity analysis conducted in 2022, projected 999 activity to increase by up to 107% over the 10-year period from 2017 to 2027.

Demand via the 999 service has increased by 25% since 2019, with growth in 2024 up by 9% on 2023. The need for additional capacity is a matter of public record https://www.oireachtas.ie/en/debates/debate/committee_of_public_accounts/2021-09-23/3/, whereby it was confirmed by the HSE (CEO and COO) in September 2021, that NAS had a then capacity deficit of 90 emergency ambulance crews daily (1,080 WTE).

The matter was the subject of further public record in February 2023 https://data.oireachtas.ie/ie/oireachtas/committee/dail/33/joint_committee_on_health/submissions/2023/2023-02-22_opening-statement-robert-morton-director-national-ambulance-service-nas_en.pdf following the finalisation of a NAS Workforce Plan 2022-2028 in June 2022, underpinned by an independent demand and capacity analysis, which identified the need for considerable growth in the workforce across the country, both now and into the future (2,579 additional WTE by 2028).





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The WTE Control Limit for NAS at the end of 2025 will be 2,655 WTE which represented a growth of 526 WTE since 2019.

In comparison to NAS, the Welsh Ambulance Service NHS Trust has 4,079 WTE <https://senedd.wales/media/kradakaee/gen-ld16576-e.pdf> to serve 3.1m people (2021 Census), while the Scottish Ambulance Service has 5,837 WTE <https://www.scottishambulance.com/publications/annual-report-and-accounts/> to serve 5.4m people (2022 Census).

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

As NAS response targets are national aggregate targets rather than locally based, reporting records on response performance are national level only with the average response time over the last 12 months being 24 minutes.

There were 9,615 999 calls responded to from Carlow and Kilkenny Ambulance Stations, however, this figure does not include responses from surrounding Ambulance Stations which may have been the nearest resource to the incident. Approx. 50% of 999 calls are triaged as either PURPLE or RED.

Average distances are not reported as there is no operational imperative or service plan requirement to do so.

There are no response time targets for 999 calls that are neither life-threatening nor potentially life threatening. Hence during busy periods, patients triaged as non-serious or non-life-threatening can and do unfortunately experience delays in our response.

I hope this information is helpful.

Yours Sincerely

Robert Morton
Director
National Ambulance Service

