



**Deputy Barry Heneghan,
Dáil Éireann
Leinster House
Dublin 2**

9th June 2025

PQ 26545/25

To ask the Minister for Health if an independent investigation will be initiated into the alleged under-reporting of critical 999 calls by the National Ambulance Service director; the measures being taken to ensure the accuracy of information provided to the Oireachtas; and if she will make a statement on the matter. -Barry Heneghan

Dear Deputy Heneghan,

The National Ambulance Service is the pre-hospital emergency and intermediate care provider for the State, serving a population of over 5M. We deliver emergency, urgent and non-emergency healthcare services which encompass response to 112/999 calls, transport to and between hospitals, critical care retrieval and Aeromedical services.

The National Emergency Operations Centre (NEOC) take over 435,000 calls each year handling all emergency calls with professionalism and urgency, ensuring timely response and prioritisation of critical incidents, monitoring and managing ongoing operations to guarantee consistent quality and adherence to standards by data-driven decision making and utilising advanced technology and analytics to improve response times, resource allocation, and service outcomes. These systems are continually updated and monitored in line with international best practice.

The HSE is unaware of any alleged under reporting of 999/112 calls by any NAS staff. All 999/112 emergency calls are comprehensively recorded through the Computer Aided Dispatch (CAD) system. The HSE is satisfied that there is no underreporting of 999/112 calls.

I trust this information provides the necessary clarity and assurance. Allegations of this nature are taken seriously, as they have the potential to impact public confidence in the integrity and effectiveness of the National Ambulance Service.



If there are any other area of concerns, please contact me.

I refer to your parliamentary question, which was passed to the HSE for response.

I trust this is of assistance.

Yours sincerely,

**Pat Healy,
National Director,
National Services and Schemes**