



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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11th July 2022

Deputy Michael McNamara TD
Dáil Éireann
Leinster House
Dublin 2

PQ33751/22

To ask the Minister for Health the number of HSE ambulance dispatches recorded in each county during 2021; the number of times that ambulances arrived at scenes in which the patient had already passed away broken down by county; and if he will make a statement on the matter. -Michael McNamara

Dear Deputy McNamara,

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 response.

NAS is the statutory Pre-Hospital emergency and intermediate care provider for the state. In the Dublin metropolitan area, ambulance services are provided by the NAS and Dublin Fire Brigade (DFB). The NAS operates from over 100 locations across the country, employs over 2000 staff and has a fleet of circa 600 vehicles, including rapid response vehicles and motorbike response units. In conjunction with its partners, the NAS transports approximately 40,000 patients via an Intermediate Care Service, co-ordinates and dispatches more than 800 aeromedical / air ambulance calls and completes 600 paediatric and neonatal transfers.

The call taking and dispatch function is operated by the NAS National Emergency Operations Centre (NEOC) which operates across two sites, Dublin and Ballyshannon. All NAS resources are dispatched to calls across the country from the NEOC on a nearest available (to the incident) basis and not on a county boundary basis.

NEOC utilises an Advanced Medical Priority Dispatch System (AMPDS) which utilises international standards in triaging and prioritising emergency calls. This system ensures that life threatening calls receive an immediate and appropriate response, while lower acuity calls may have to wait until an emergency resource becomes available. The NAS has established a clinical hub to implement the 'Hear and Treat' alternative care pathway for low acuity calls that don't require the dispatch of an emergency ambulance.

At a local level, NAS is also supported by community first responder schemes, responding to particular types of medical emergencies. These schemes are supported by dedicated NAS staff, Community Engagement Officers located in the west, south and east of the country.

In this context, NAS reports a regional basis only, these regional areas are NAS operational areas are currently North Leinster, West and South. Please see table below that provides the figures for the monthly calls as per monthly Health Information and Quality Authority (HIQA) reporting from January 2021 to December 2021





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	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
North Leinster	10,195	8,229	9,072	9,264	9,802	9,823	10,032	9,938	9,860	10,028	10,273	10,725
South	7,350	5,315	5,956	6,253	6,572	6,867	7,250	7,230	7,080	6,911	6,872	7,418
West	8,252	5,609	6,035	6,356	6,742	7,226	8,377	7,885	7,799	7,661	7,383	8,326

In relation to the second part of your question NAS can confirm that following review of the data from the Electronic Patient Care Records (ePCR) the following information is in relation to finalised records in 2021 of patients whom were deceased upon ambulance arrival.

Region	Frequency
North Leinster	604
South	571
West	455
Northern Ireland	1
Grand Total	1631

I trust this information is of assistance.

Yours sincerely,

Prof. Cathal O'Donnell
Clinical Director
National Ambulance Service

