



Oifig anStiúrthóir
An tSeirbhís Náisiúnta,

Foirgneamh Aibhneacha, Crosbhóthar
Thamhlachta, Tamhlacht,
Baile Átha Cliath D24 XNP2

Office of the Director
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6 March 2024

Deputy Ivana Bacik TD
Dáil Éireann
Leinster House
Dublin 2

PQ 8752/24

To ask the Minister for Health his plans to reduce waiting times for ambulance arrival; and if he will supply a breakdown of average wait times in each county.

Dear Deputy Bacik,

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.

The HSE National Service Plan (NSP) for 2024 sets out the Key Performance Indicators (KPI) for each HSE service. In relation to NAS, there are 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

These targets are national aggregate targets only and are not measured or reported on a county basis. 999 calls which are not categorised as PURPLE or RED are not deemed to be emergency calls and therefore, there are no response times targets for such calls.

At the end of Month 2, 2024, NAS are currently achieving both targets as set out in the NSP 2024. While demand through 999 continues to grow sharply each year, the NSP 2024 does not make provision for improved performance in the current year.

I hope you find this information helpful

Yours sincerely

Robert Morton
Director
National Ambulance Service

