



Oifig anStiúrthóir
An tSeirbhís Náisiúnta,

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

Office of the Director
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14TH March 2024

Deputy Bernard J Durkan
Dáil Éireann
Leinster House
Dublin 2

PQ/9927/24/24

To ask the Minister for Health the steps being taken to ensure that response times for ambulance services are as fast as possible with particular reference to the north Kildare area; whether the service has enough personnel on hand to adequately respond to all calls in a timely manner from the nearest HSE national ambulance station at all times; and if he will make a statement on the matter. -Bernard J. Durkan

Dear Deputy Durkan,

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 a 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 trust this information is of assistance.

Yours sincerely,

Robert Morton
Director
National Ambulance Service

