Ref: WM/PQs/1523/24 1514/24 1525/24 1526/24 1527/24 1528/24 1529/24 1531/24

31st January 2024

Deputy Peadar Tóibín,
Dáil Éireann,
Leinster House,
Dublin 2.

PQ 1523/24
To ask the Minister for Health the total number of ambulances that were over one hour awaiting handover in hospital, including percentage, in each of the past ten years. -Peadar Tóibín

PQ 1524/24
To ask the Minister for Health the location(s) for ambulance stations; the number of emergency ambulances assigned to each station; and the number of WTE assigned to each station. -Peadar Tóibín

PQ 1525/24
To ask the Minister for Health the number of 999 calls nationally and by division, where the patient was deceased by the time an ambulance reached the scene, in each of the past ten years. -Peadar Tóibín

PQ 1526/24
To ask the Minister for Health the top ten longest lengths of time a person was left waiting for an ambulance in the State in each of the past ten years. -Peadar Tóibín

PQ 1527/24
To ask the Minister for Health the longest length of time a person was left waiting for an ambulance to arrive in each of the past ten years, by ambulance station and dispatch point. -Peadar Tóibín

PQ 1528/24
To ask the Minister for Health the longest length of time a person was left waiting for an ambulance to dispatch to them, perhaps due to a lack of available ambulances, in each of the past ten years, by ambulance station and dispatch point. -Peadar Tóibín

PQ 1529/24
To ask the Minister for Health the average ambulance response time per region, per year, for each of the past ten years, in tabular form. -Peadar Tóibín

PQ 1531/24
To ask the Minister for Health the number persons who have retired from the National Ambulance Service in each of the past five years; and the number of new persons employed by the National Ambulance Service in each of the past five years, in tabular form. -Peadar Tóibín

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Dear Deputy Tóibín,

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.

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An tSeirbhís Náisiúnta,

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Thamhlachta, Tamhlacht,
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PQ 1523/24 - To ask the Minister for Health the total number of ambulances that were over one hour awaiting handover in hospital, including percentage, in each of the past ten years.

Table 1 below details the total no of ambulances that were waiting handover >1 hour in hospital, including percentage, in each of the past 10 years.

	1hr+ Turnaround	% of All Ambulances
2016	15,395	8.0%
2017	17,003	8.5%
2018	27,060	12.6%
2019	38,827	17.5%
2020	33,578	16.3%
2021	59,242	25.8%
2022	94,639	38.1%
2023	76,970	29.8%

Table 1: No of ambulances waiting >1hr for turnover

PQ 1524/24 - To ask the Minister for Health the location(s) for ambulance stations; the number of emergency ambulances assigned to each station; and the number of WTE assigned to each station.

NAS operates a dynamic model of ambulance deployment. This is in line with international best practice and allows the NAS to prioritise resource allocation to the highest acuity calls that require an immediate emergency response. Dynamic deployment also allows the NAS to categorise non-serious or non-life- threatening calls, and to provide a resource appropriate to the patient's clinical need. This does mean that at particularly busy periods lower acuity calls will be liable to experience a longer wait for an ambulance. This has become more of a challenge in recent years with the continuous growth in activity volume. NAS also operates under the HSE's 'Performance Accountability Framework', which sets out the means by which the service is held to account for its performance in relation to access to services and the quality and safety of those services.

WTE allocation is based on agreed rosters. Service provision is dependent on the available staffing levels to fulfil the rosters.

Table 2 below details the no of emergency ambulances in situ per station and the no of WTE assigned to each station based on the agreed rosters. Deployment is dependent on a number of factors including resource availability.

Name of station	No of EA's per station	No of approved posts per station
Ardee	2	15
Arklow	2	10
Athlone	4	21
Athy	2	13

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Ballina	3	14
Ballinasloe	3	16
Ballyshannon	2	10
Baltinglass	2	10
Bantry	2	16
Belmullet	2	10
Birr	2	10
Boyle	3	10
Buncrana	2	10
Caherciveen	2	10
Carlow	4	25
Carndonagh	3	10
Carraroe	2	10
Carrick-on-Shannon	3	10
Cashel	2	12
Castlebar	6	30
Castleblayney	4	13
Castletownbere	2	10
Cavan	3	31
Clifden	3	10
Cork City	10	54
Clonakilty	2	11
Clonmel	4	24
Connemara	1	10
Dingle	2	10
Donegal	2	11
Drogheda	3	18
Dublin South Central	20	62
Dundalk	6	23
Dungloe	3	16
Dungarvan	3	18
Dunshaughlin	2	10
Edenderry	3	13
Ennis	6	36
Enniscorthy	3	14
Ennistymon	2	10
Fermoy	2	10
Finglas	2	8
Finn Valley (Lifford/Stranorlar)	1	10
Galway	8	45
Gorey	2	12
Kanturk	2	10
Kenmare	2	10
Kilkenny	5	28
Killarney	2	11
Killybegs	3	10
Kilrush	2	10
Letterkenny	8	31
Limerick	7	40
Listowel	2	10
Longford	3	21
Loughglynn	3	10
Loughlinstown	6	35
Loughrea	2	10
Macroom	2	10
Mallow	2	11

![HSE logo]

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Manorhamilton	2	10
Maynooth	3	14
Midleton	2	10
Millstreet	2	10
Monaghan	5	30
Mullingar	4	23
Mulranny	2	10
Naas	4	21
Navan	3	31
Nenagh	3	18
Newcastle West	3	13
New Ross	2	14
Portlaoise	5	23
Roscommon	6	32
Roscrea	3	10
Scarriff	2	10
Skibbereen	2	10
Sligo	6	39
Swords	4	29
Tallaght	4	16
Thurles	3	13
Tipperary	2	12
Tralee	5	23
Tuam	2	21
Tullamore	4	23
Virginia	2	10
Waterford	6	33
Wexford	4	21
Wicklow	4	21
Youghal	2	11

Table 2: No of EA's and WTE per station.

PQ 1525/24 - To ask the Minister for Health the number of 999 calls nationally and by division, where the patient was deceased by the time an ambulance reached the scene, in each of the past ten years.

Table 3 below shows the National figures from 2016 onwards where the dispatch code was indicative of a deceased patient following call processing by the Emergency Call Taker, and for calls that had a NAS resource attend the scene:

Year	Total Calls attended by NAS
2016	657
2017	728
2018	748
2019	849
2020	907
2021	1053
2022	1008
2023	1108

Table 3: NAS resources who attended a deceased patient 2016 - 2023

![Emblem]

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PQ 1526/24 - To ask the Minister for Health the top ten longest lengths of time a person was left waiting for an ambulance in the State in each of the past ten years.

As outlined in response above (PQ 1524), Emergency Ambulances (EA's) are dispatched based on the dynamic deployment model. It is not possible to give any detail on the longest length a person was left waiting for an ambulance at this time.

PQ 1527/24 - To ask the Minister for Health the longest length of time a person was left waiting for an ambulance to dispatch to them, perhaps due to a lack of available ambulances, in each of the past ten years, by ambulance station and dispatch point.

As outlined in response above (PQ 1524), Emergency Ambulances (EA's) are dispatched based on the dynamic deployment model – not from stations. It is not possible to give any detail on the dispatch time per ambulance station or dispatch point.

PQ 1528/24 - To ask the Minister for Health the longest length of time a person was left waiting for an ambulance to dispatch to them, perhaps due to a lack of available ambulances, in each of the past ten years, by ambulance station and dispatch point.

It is not possible to provide data on allocation delays as this is not a metric recorded by NAS.

PQ 1529/24 - To ask the Minister for Health the average ambulance response time per region, per year, for each of the past ten years, in tabular form.

The table below details the average response times per region since 2019 (5 years).

REGION	2019	2020	2021	2022	2023
East	00:15	00:16	00:19	00:22	00:21
Midlands	00:19	00:20	00:25	00:29	00:28
Mid-West	00:16	00:17	00:22	00:25	00:24
North East	00:18	00:19	00:23	00:26	00:24
North West	00:18	00:17	00:21	00:22	00:21
South East	00:21	00:22	00:28	00:33	00:29
South	00:18	00:20	00:26	00:31	00:25
West	00:19	00:20	00:24	00:26	00:24

Table 4: Average response times per annum

PQ 1531/24 - To ask the Minister for Health the number persons who have retired from the National Ambulance Service in each of the past five years; and the number of new persons employed by the National Ambulance Service in each of the past five years, in tabular form.

The NAS is unable to provide this information due to industrial action commenced on 6th October 2023 by management and administrative grades in Fórsa Trade Union in the HSE.

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I hope you find this information helpful.

Yours sincerely

William Merriman
Director of Operations
National Ambulance Service