



Oifig an Stiúrthóra Oibríochtaí
An tSeirbhís Náisiúnta
Bloc 4, Lárionad Gnó,
Tulach Mhór,
Co. Uíbh Fhailí, R35 FH59

Office of the Director of Operations
National Ambulance Service
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Ref: WM/PQ/1720/24

31st January 2024

Deputy Matt Carthy
Dáil Éireann,
Leinster House,
Dublin 2.

PQ/1720/24

To ask the Minister for Health the number of call-outs by the National Ambulance Service to patients located in County Monaghan during 2023, in tabular form; the number therein whereby an ambulance arrived 1) within 10 minutes 2) between 10 and 20 minutes 3) within 20 and 30 minutes 4) within 30 and 40 minutes 5) within 40 and 50 minutes 6) within 50 minutes and 1 hour 7) within 1 to 1.5 hours 8) within 1.5 to 2 hours

Dear Deputy Carthy,

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 National Ambulance Service (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.

NAS report monthly on PURPLE (Echo) and RED (Delta) call activity, category AS1 (life threatening cardiac or respiratory arrest or life threatening other than cardiac or respiratory arrest) calls. Response times per county or CHO are not deemed a Key Performance Indicator (KPI) for the Health Information Quality Authority (HIQA), the Department of Health (DoH) or the NAS. Therefore, reporting and publishing of response times on a county by county or CHO basis is not a requirement.

The NAS report on the following KPI's:

- KPI Target 2023 75% - % of Clinical Status PURPLE incidents responded to by a patient carrying vehicle in 18 minutes 59 seconds or less.
- KPI Target 2023 45% - % of Clinical Status RED incidents responded to by a patient carrying vehicle in 18 minutes 59 seconds or less.





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The table below details the average response times for the North Leinster area – which includes Co. Monaghan – during 2023:

MONTH 2023	Total number of Clinical Status PURPLE incidents responded to by a patient-carrying vehicle in 18 minutes and 59 seconds or less	* % of Clinical Status 1 PURPLE incidents responded to by a patient-carrying vehicle in 18 minutes and 59 seconds or less	Total number of Clinical Status 1 RED incidents responded to by a patient-carrying vehicle in 18 minutes and 59 seconds or less	* % of Clinical Status 1 RED incidents responded to by a patient-carrying vehicle in 18 minutes and 59 seconds or less
January	169	80%	2133	50%
February	126	78%	1828	50%
March	132	75%	1927	46%
April	119	76%	1932	48%
May	125	75%	1990	47%
June	118	72%	1791	46%
July	147	77%	1752	46%
August	149	82%	1808	44%
September	113	72%	1983	47%
October	143	80%	2039	46%
November	138	76%	1977	47%
December	148	74%	2061	42%

I trust that this information is of assistance.

Yours sincerely

William Merriman
Director of Operations
National Ambulance Service





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