



Oifig anStiúrthóir
An tSeirbhís Náisiúnta,

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

Office of the Director
National Ambulance Service

Rivers Building, Tallaght Cross
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Ref: RM/PQ24-32188/2024/07/31

31 July 2024

Deputy Niamh Smyth TD
Dáil Éireann
Leinster House
Dublin 2

PQ 32188/24

To ask the Minister for Health the response times for ambulances in counties Cavan and Monaghan; the steps his Department has taken to increase ambulances, EMTs and paramedics in Cavan and Monaghan; the status of same; and if he will make a statement on the matter.

Dear Deputy Smyth,

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.

Demand via the 999 service has increased by 14% since 2019 and it is now a matter of public record https://data.oireachtas.ie/ie/oireachtas/committee/dail/33/joint_committee_on_health/submissions/2023/2023-02-22_opening-statement-robert-morton-director-national-ambulance-service-nas_en.pdf that the NAS Workforce Plan has identified the need for considerable growth in the workforce across the country both now and into the future.

Approximately 48% of all 999 calls are classified as PURPLE/RED, i.e. life threatening or potentially life threatening while approximately 32% of all patients conveyed to ED are still admitted to a hospital, even after assessment, diagnosis and treatment in the ED.

Approximately 17% of all 999 calls are classified as GREEN, meaning that they are non-life-threatening and are not time-sensitive and referred to the Clinical Hub for review.

Both the HSE and the NAS regularly run campaigns to ask people to consider all available care options before calling for an ambulance or attending an emergency department. These include highlighting self-care options for issues like colds, pharmacies, GP surgeries, out-of-hours GP services, emergency services and injury units.

The NAS ask that people consider these care options and only call 112 or 999 in cases of real emergency but stress that they do call if they need an ambulance.

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





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- 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 5, 2024, NAS are currently achieving both targets as set out in the NSP 2024.

The specific information you have requested is not available as there is no operational reason for the collection of such information and there are no clerical administrative staff in place to facilitate the production on such reports.

The HSE' National Service Plan 2024 does not make any provision for the expansion of services in Cavan and Monaghan in the current year.

I hope you find this information helpful

Yours sincerely

Robert Morton
Director
National Ambulance Service

