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WM/PQ/43976/24

19th November 2024

Deputy Patrick Costello TD
Dáil Éireann
Leinster House
Dublin 2

PQ 43976/24

To ask the Minister for Health the actions being taken to improve handover times for the National Ambulance Service at hospitals, which is currently impacting service. -Patrick Costello

Dear Deputy Costello,

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 NAS report on the KPI “% of ambulance crews who are ready and mobile to receive another 999 / 112 call within 20 minutes of clinically and physically handing over their patient at an ED or hospital”. NAS are working with individual hospitals to achieve this.

NAS have introduced measures to assist hospitals with this such as Hospital Ambulance Liaison Person (HAL). In addition, NAS provide alternative care pathways to avoid transport to ED, such as a Clinical Hub, Community Paramedics, and Pathfinder initiatives.

Achieving this KPI has improved from 41% in January 24 to 51% in September 2024.

I trust this information is of assistance.

Yours sincerely,

William Merriman
Director of Operations
National Ambulance Service

