



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
Tallaght, Dublin, D24 XNP2

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Ref: RM/PQ24/45812/2024/11/22

22 November 2024

Deputy Matt Carthy
Dáil Éireann
Leinster House
Dublin 2

PQ24/45812

To ask the Minister for Health his response to instances in County Monaghan whereby people have endured excessive waits while awaiting an ambulance, and if he will make a statement on the matter.

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 response.

Demand via the 999 service has increased by 25% since 2019, with growth in 2024 up by 9% on 2023. The need for additional capacity is a matter of public record https://www.oireachtas.ie/en/debates/debate/committee_of_public_accounts/2021-09-23/3/, whereby it was confirmed by the HSE (CEO and COO) in September 2021, that NAS had a then capacity deficit of 90 emergency ambulance crews daily (1,080 WTE).

The matter was the subject of further public record in February 2023 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 following the finalisation of a NAS Workforce Plan 2022-2028 in June 2022, underpinned by an independent demand and capacity analysis, which identified the need for considerable growth in the workforce across the country, both now and into the future (2,579 additional WTE by 2028).

In 2024, the HSE National Service Plan set national aggregate Key Performance Indicator (KPI) targets for emergency calls as follows:

- PURPLE (Echo, life-threatening cardiac or respiratory arrest) (75% in 18 minutes, 59 seconds)
- RED (Delta, life-threatening illness or injury, other than cardiac or respiratory arrest) (45% in 18 minutes, 59 seconds)





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As NAS response targets are national aggregate targets rather than locally based, reporting records on response performance are national level only. Performance against these targets for 2024 at the end of September was:

- 74% of PURPLE calls responded to in 18 minutes, 59 seconds
- 47% of RED calls responded to in 18 minutes, 59 seconds

There are no response times targets for low acuity calls originating through 999 and hence during busy periods, patients triaged as non-life threatening can experience delays in our response which while regrettable, remains beyond our control due to the significant gap between rapidly rising demand and the level of capacity available.

The HSE National Service Plan for 2024 does not make any provision for the expansion of NAS emergency ambulance services in County Monaghan in 2024.

I hope this information is helpful.

Yours Sincerely

Robert Morton
Director
National Ambulance Service

