



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/PQ24-34515

23 September 2024

Deputy Claire Kerrane TD
Dáil Éireann
Leinster House
Dublin 2

PQ 34515 - To ask the Minister for Health to provide the ambulance response times for urgent calls made in County Roscommon in 2023 and to date in 2024; and if he will make a statement on the matter. -Claire Kerrane

Dear Deputy Kerrane,

The Health Service Executive (HSE) National Ambulance Service (NAS) has been requested to reply directly to you in the context of the above Parliamentary Questions, which you submitted to the Minister for Health for response.

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

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

The matter was the subject of further scrutiny 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 which identified the need for considerable growth in the workforce across the country, both now and into the future.

Performance targets set out in the HSE National Service Plan reflect the level of performance expected based on the level of resources available. 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, 59seconds)
- 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 2023 and 2024 (to end of August) is:

2023

72% of PURPLE calls responded to in 18 minutes, 59 seconds

45.3% of RED calls responded to in 18 minutes, 59 seconds

2024 (M8 YTD)

75% of PURPLE calls responded to in 18 minutes, 59 seconds

47.4% of RED calls responded to in 18 minutes, 59 seconds

I hope this information is helpful to you.

Yours sincerely

Robert Morton
National Director
National Ambulance Service

