



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/PQ25/1911/2025/02/06

6 February 2025

Deputy Cian O'Callaghan TD
Dáil Éireann
Leinster House
Dublin 2

PQ25/1911

To ask the Minister for Health the average ambulance turnaround time at each emergency department for each quarter between 2020 and 2024, inclusive, in tabular form; and if he will make a statement on the matter.

Dear Deputy O'Callaghan,

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 previous metric of "Arrival to Clear" or "Turnaround Time" was discontinued at the end of 2022.

The HSE National Service Plan for 2023 and 2024 set out two new separate Key Performance Indicators as follows:

Responsibility of the receiving acute hospital - Patient Arrival at ED to Patient Handover

% of patients arriving by ambulance at ED to physical and clinical handover within 20 minutes of arrival – Target is 80%

Responsibility of NAS - Patient Handover at ED to Clear

% of ambulance crews who are ready and mobile to receive another 999 call within 20 minutes of clinically and physically handing over their patient at an ED or hospital – Target is 75%

The HSE National Service Plan for 2025 sets out the following Key Performance Indicator for NAS:

NAS76 - Patient Handover at ED to Clear

% of ambulance crews who are ready and mobile to receive another 999 call within 20 minutes of clinically and physically handing over their patient at an ED or hospital – Target is 75%

These targets are national aggregate targets and do not apply at individual hospital level. I regret to advise we do not have the Clerical/Administrative capacity required to create the retrospective report on a legacy KPI you have requested as this is not required for either National Service Plan reporting or for operational reasons.





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We can provide the following data in relation to KPI NAS76 for 2024:

	Q1	Q2	Q3	Q4
2024	44%	51%	51%	49%

I hope you find this information helpful

Yours sincerely

Robert Morton
Director
National Ambulance Service

