



25 October 2024

Email:

Dear

FREEDOM OF INFORMATION REQUEST

Request No: 33542-24

Subject: % 999 calls attended within maximum response time for period 01/01/2023 – 11/09/2024

Date Received: 11/09/2024

Thank you for your request for information received on 11th September 2024 which was dealt with under the terms of the Freedom of Information Act 2000. Northern Ireland Ambulance Service (NIAS) Health and Social Care Trust has now completed its search for the information you requested and that is detailed below. The Trust would apologise for the delay in the provision of a response.

FOI QUESTION(S)	ANSWER(S)
<p>For the period 01.01.2023 to 11.09.2024 please list what percentage of 999 calls in categories 1,2,3 was attended within the maximum response time.</p>	<p>Please refer to the attached document entitled Summary Output_33542-24</p> <p>Please note NIAS uses the following Department of Health agreed performance measures:</p> <p>Category 1 – 999 Immediately life threatening calls - <i>On average NIAS will respond to Category 1 patients in under 8 minutes and will reach nine out of ten of those patients in 15 minutes</i></p> <p>Category 2 – 999 Emergency – Potentially serious incident - <i>On average NIAS will respond to Category 2 patients in under 18 minutes and will reach nine out of ten of those patients within 40 minutes</i></p> <p>Category 3 – Urgent Problem – <i>NIAS aims to respond to nine out of ten of those patients within 2hrs</i> Category 4 – Less Urgent Problem - <i>NIAS aims to respond to nine out of ten of those patients within 3hrs</i></p>

I hope the above fully assists you.



Please note that, under the Re-use of Public Sector Information Regulations, if you wish to publish or otherwise use this information besides for your own means, you will need to seek our permission to do so.

If you are dissatisfied in any way with the handling of your request, you have the right to request a review. You should do this as soon as possible, or in any case within two months of the date of issue of this letter.

In the event that you require a review to be undertaken, you can do so by writing to the Director of Planning, Performance and Corporate Services, Northern Ireland Ambulance Service (NIAS) HSC Trust, Site 30, Knockbracken Healthcare Park, Saintfield Road, Belfast, BT8 8SG.

If following an internal review, carried out by an independent decision maker, you remain dissatisfied in any way with the handling of the request, you may make a complaint under Section 50 of the Freedom of Information Act, to the Information Commissioner's Office and ask that they investigate whether the Trust has complied with the terms of the Freedom of Information Act.

You can write to the Information Commissioner at:

Email: ni@ico.org.uk
Website: [ICO Website](#)
Post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, CHESHIRE SK9 5AF
Telephone: 028 9027 8757 or 0303 123 1114 (Belfast based Office)

In most circumstances the Information Commissioner will not investigate a complaint unless an internal review procedure has been carried out. However the Commissioner has the option to investigate the matter at his discretion.

Please be advised that NIAS replies under Freedom of Information may be released into the public domain via our website @ <https://nias.hscni.net> Personal details in respect of your request will have, where applicable, been removed to protect confidentiality.

Yours sincerely

(not signed – issued by email)

Information Governance Team

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