



24 April 2025

Email:

Dear

FREEDOM OF INFORMATION REQUEST

Request No: 30323-24

Subject: Response Times

Date Received: 29/07/2024

Thank you for your request for information received on 29 July 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)
1. Total Number of Emergency Calls: - The total number of emergency calls received in Fermanagh during this period.	The attached table 'FOI 30323-24 Summary Report' provides a breakdown of the total number of emergency call responses by category during the period January – August 2024
2. Average Response Time: - The average response time for emergency calls in Fermanagh during this period.	The average response times are included as part of the attached table 'FOI 30323-24 Summary Report'
3. Hospital Transfers: - The number of emergency calls that resulted in hospital transfers.	This question should be directed to Western Health & Social Care Trust as NIAS do not track patient journeys after they have arrived at ED
4. Unavailable or Delayed Ambulances: - The number of instances where an ambulance was unavailable or where response times exceeded the standard targets.	The attached table 'FOI 30323-24 Summary Report' provides a monthly breakdown by category of the number of occasions on which the response time target was not achieved. Also provided is a list of reasons that have been recorded as to why the response time targets were not achieved
5. Reasons for Delays:	Delays in achieving response times are linked to capacity exceeding demand. NIAS prioritises ambulance response based on clinical acuity.



<p>- Any recorded reasons or contributing factors for delays in ambulance response times during this period.</p>	<p>In addition to the reasons detailed in the attached table 'FOI 30323-24 Summary Report', NIAS would note the following contributing factors</p> <ul style="list-style-type: none"> ▪ Excessive handover times at Emergency Departments ▪ staffing issues at Enniskillen Station which has led to a number of dropped shifts during this period. Where possible, these are mitigated by providing additional cover from other locations ▪ During this period, there has been ongoing industrial action by our Trade Unions who have been taking action short of strike. This has impacted our ability to respond to calls specifically during the last and first hour of shifts
<p>6. Complaints: - The number of complaints received regarding ambulance services in Fermanagh.</p>	<p><5 complaints have been received for the period of time specified and location. These complaints related to the quality of care and treatment provided.</p>

*To protect the privacy and confidentiality of individuals and maintain operational security, we report small numbers as "<5" rather than exact figures. This approach aligns with our duty to minimise the risk of unintended identification, especially in instances where data sets are small or could be linked to other publicly available information. This measure is consistent with data protection principles under the General Data Protection Regulation (GDPR) and the Freedom of Information Act 2000.

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 @ <http://www.niamb.co.uk>. 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