



6 January 2025

Email:

Dear

**FREEDOM OF INFORMATION REQUEST**

**Request No:** 30322-24

**Subject:** Ambulance Service Response Times in Fermanagh

**Date Received:** 29/07/2024

Thank you for your request for information received on 29<sup>th</sup> 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.

<p>1. Official Response Time Targets: - The official response time targets set for the ambulance service in Fermanagh. Please provide details for all categories of calls (e.g., Category 1, Category 2, Category 3, and Category 4).</p>	<table border="1"> <thead> <tr> <th rowspan="2">Priority</th> <th colspan="2">Target</th> </tr> <tr> <th>Mean</th> <th>90%</th> </tr> </thead> <tbody> <tr> <td>Category 1</td> <td>8:00</td> <td>15:00</td> </tr> <tr> <td>Category 1 T</td> <td>19:00</td> <td>30:00</td> </tr> <tr> <td>Category 2</td> <td>18:00</td> <td>40:00</td> </tr> <tr> <td>Category 3</td> <td></td> <td>120:00</td> </tr> <tr> <td>Category 4</td> <td></td> <td>180:00</td> </tr> </tbody> </table>	Priority	Target		Mean	90%	Category 1	8:00	15:00	Category 1 T	19:00	30:00	Category 2	18:00	40:00	Category 3		120:00	Category 4		180:00
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<p>2. Monthly Response Time Performance Data: - Monthly response time performance data for the past 12 months, including the percentage of calls responded to within the target times for each category. Please provide this data broken down by month and call category.</p>	<p>Please refer to table, which details information for the period October 2023 to October 2024 and specifically</p> <ul style="list-style-type: none"> <li>▪ The mean response time for each category of call</li> <li>▪ The % of calls within each category for which the target time was achieved</li> </ul>																				
<p>3. Internal Reports or Evaluations: - Any internal reports, evaluations, or assessments regarding response time performance in Fermanagh conducted in the past 24 months. This includes but is not limited to performance reviews, audit reports, and internal communications on response times.</p>	<p>None</p>																				



<p>4. Specific Challenges or Factors Affecting Response Times:  - Information on any specific challenges or factors that have been identified as affecting ambulance response times in Fermanagh. This may include geographical, logistical, staffing, or infrastructural issues</p>	<p>Geographical challenges  Staffing numbers  Distances to hospitals and road networks</p>
<p>5. Measures or Initiatives Implemented to Improve Response Times:  - Details of any measures or initiatives implemented in the past 24 months to improve ambulance response times in Fermanagh. This includes changes in protocols, resource allocation, training programs, technological upgrades, and any community-based initiatives.</p>	<p>Absence management  Recruitment  Daily staffing reviews  Daily Huddle  REAP  Engagement with HSC partners to minimise hospital handover delays  Enhanced clinical triage within Emergency Operations Centre to prioritise alternative care pathways</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](mailto: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)*

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**Information Governance Team**