



15 October 2025

Email:

Dear

**FREEDOM OF INFORMATION REQUEST**

**Request No:** 43460-25

**Subject:** Ambulance response times Fermanagh

**Date Received:** 01/10/2025

Thank you for your request for information received on 1<sup>st</sup> October 2025 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.

FOI QUESTION(S)	ANSWER(S)
How are emergency calls to the NI Ambulance Service are categorised?	<p><b>MPDS Explanation:</b> The Northern Ireland Ambulance Service uses The Medical Priority Dispatch System (MPDS), sometimes referred to as the Medical Priority Dispatch System (MPDS) is a unified system used to dispatch appropriate aid to medical emergencies including systematic caller interrogation and pre-arrival instructions. MPDS is an internationally used system.</p> <p>As well as triaging emergency calls, MPDS also provides instructions for the dispatcher to give to the caller whilst assistance is on-route. These post-dispatch and pre-arrival instructions are intended both to keep the caller and the patient safe, but also, where necessary, to turn the caller into the first responder by giving them potentially life-saving instructions.</p> <p>On completion of the triage the selected code is referenced to the UK response data set which determines if the call is a Category 1, 2, 3 4 or 5 response.</p>
What is the target time for answering emergency phone calls in your call centre?	90% of calls within 5 seconds
What are the target response times for ambulances to attend emergency calls?	See below table.



Category	Statistic	Clock Stop	Target Time (Minutes : Seconds)
1 Life Threatening	Mean	Response	08:00
		Transport	19:00
	90th centile	Response	15:00
		Transport	30:00
2 Emergency Potentially serious	Mean	Conveying Response	18:00
	90th centile		40:00
3 Urgent Problem	90th centile	Conveying Response	120:00
4 999 Calls Less Urgent Problem	90th centile	Conveying Response	180:00
5 Hear and Treat		Clinical Support Desk	
Provide a comparison of the above key performance indicators (KPIs) with emergency calls received in the Fermanagh area during the period of 1 April 2024 to 1 April 2025, including the total number of emergency calls received and how many of these emergency calls met the above KPIs and how many did not meet KPIs.		Please see attached dataset covering the period 1 <sup>st</sup> April 2024 to 1 <sup>st</sup> April 2025.	
Below all pertain to the Fermanagh area only in the 1 April 24 to 1 April 25 period.			
What are the top three longest times (in minutes) for an ambulance to respond to the most serious category of incident?		Please see attached dataset covering the period 1 <sup>st</sup> April 2024 to 1 <sup>st</sup> April 2025.	
What are the top three distances (in miles) travelled by an ambulance to get to the most serious category of incident?			
What is longest time (minutes) taken for an ambulance to respond to any category of emergency incident?			
What is the total number of emergency transfers booked from the South West Acute Hospital (SWAH) Emergency Department within the same timeframe?			
How many NHS Datix reports submitted by ambulance service staff concerning these emergency transfers?		There were 21 adverse incidents reported by NIAS staff regarding emergency transfers booked by the SWAH over the requested time period.	

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.

If you require an internal review to be undertaken, please request this via the email address: [information.governance@nias.hscni.net](mailto:information.governance@nias.hscni.net)

Or submit via

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, 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](http://ico.org.uk)

**Post:** Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, CHESHIRE SK9 5AF

**Telephone:** 028 9027 8757 or 0303 123 1114 (Belfast based Office)

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**

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This response has been prepared for disclosure log publication. Only minor editorial or redaction amendments have been made for clarity and compliance with data protection legislation. The substantive content is identical to that provided to the requestor and the original issued version remains the authoritative record.