

Deputy Réada Cronin  
Leinster House,  
Kildare Street,  
Dublin 2  
D02 XR20

6<sup>th</sup> of April 2023

**RE: PQ ref 13149/23**

**RE: To ask the Minister for Health the average waiting time from arrival at the emergency department in Naas General Hospital to admission for each individual month of 2021,2022 and to date in 2023, in tabular form, for the cohort under 75 and over 75 years, respectively; and if he will make a statement on the matter.**

Dear Deputy Cronin,

Please find attached a spreadsheet detailing the requested information in respect of the average patient experience time (PET) to admission via an emergency department for patients under and over 75 years. The data set excludes PETs for patients not admitted. Please note the number of patients who attended and were admitted below and above the average times is not currently available.

This information was supplied by the Business Intelligence Unit (BIU).

Patient Experience Time (PET) is the length of time a patient spends in an Emergency Department from registration until discharge to a hospital bed or discharge home. A patient's wait time starts as soon as they walk through the doors of an emergency department and doesn't end until the patient is either discharged home or admitted to hospital.

There are many reasons that result in longer wait times such as volume of patients presenting to the Emergency Department and the requirement to prioritise, treat and care for the sickest and older cohort of patients and those with life threatening illnesses.

This can mean that patients with less serious illnesses and conditions may need to wait longer for their treatment.

During a patient's attendance at an Emergency Department, they experience a range of smaller events along the clinical care pathway and this is referred to as patient flow. The patient experience can include multiple steps such as:

- triage (the first nursing assessment of how urgent the patient's presenting condition is)
- registration
- nursing assessment
- consultant/registrar (or nurse practitioner) assessment
- consultations
- investigations (tests)
- treatments, and
- decisions to admit the patient

Delays in any one of these events or services will increase a patient's wait time and can create bottlenecks in the emergency department.

Emergency Department wait times are also affected by what's happening outside of the hospital Emergency Department, in both the hospital and the community. This includes such things as the availability of inpatient beds within acute hospitals for acute admissions, the availability of community beds and or home care support for those patients in acute settings who are medically for transfer or discharge to the community. These factors in turn slow down the transfer of patients from the ED.

Hospital and Community Operations are working on an ongoing and integrated way to improve patient experience.

I trust this information is of assistance to you but should you have any further queries, please do not hesitate to contact me.



Niamh Barrett

Interim General Manager