



Oifig an Stiúirthóra Náisiúnta  
Géaroibríochtaí

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An Bóthar Míleata, Cill Mhaighneann, Baile  
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Deputy David Cullinane  
Dáil Éireann  
Leinster House  
Dublin 2

20<sup>th</sup> December 2023

***PQ 45842/23 – To ask the Minister for Health the maximum patient experience time to admission registered at each emergency department for each quarter and for September for each year 2019-2023 to date, inclusive, in tabular form. -David Cullinane***

***PQ 49733/23 – To ask the Minister for Health the maximum patient experience time to admission registered at each emergency department for each quarter and for September for each year 2019-2023 to date, inclusive, in tabular form. -David Cullinane***

Dear Deputy Cullinane,

The Health Service Executive has been requested to reply directly to you in the context of the above Parliamentary question, which you submitted to the Minister for Health for response.

Business Intelligence within the HSE comprises of a central repository for activity information for Acute and Non Acute Services. This is known as the Business Intelligence Unit (BIU). Extensive amounts of data are collected, collated, validated and analysed by this unit. This data is used in performance monitoring and measurement which influences the HSE in taking both operational and strategic decisions.

The Acute BIU advised it does not report maximum Patient Experience Times (PET) in Emergency Departments; yet reports on ED patient experience times in excess of 24 hours. i.e. (6hours, 9 hours, 24 hours and over 24 hours).

I trust this is of assistance to you.

Yours sincerely,

**Nessa Lynch**  
**General Manager**  
**Acute Operations**

