



Oifig an Stiúirthóra Náisiúnta Cúnta –  
Oibríochtaí Pobail  
Seirbhísi do Dhaoine Scothaosta

Office of the Assistant National Director –  
Community Operations  
Services for Older People

www.hse.ie  
@hselive  
t 087 345 5593  
e olderpeople.operations@hse.ie

22/02/2024

Deputy Jennifer Murnane O'Connor

C/O Leinster House

Dublin 2

Dear Deputy Murnane O'Connor,

The Health Service Executive (HSE) has been requested to reply directly to you in the context of the following Parliamentary Question, which was submitted to this Department for response.

**PQ 2362/24 – To ask the Minister for Health if the HSE provides assistance or free transportation for older persons without transport options needing to attend hospital appointments; and if he will make a statement on the matter.**

*While there is no statutory requirement for the Health Service Executive (HSE) to provide patient transport services, It is important to state that persons in need of transport receive the same levels of support and access to services regardless of where they reside.*

*In 2011, the then HSE Board approved a new national policy (link below) and associated transfer of budget and responsibility for the provision of patient transport services to local community services. The policy sets out the eligibility criteria for patients/clients to access transport supports and the pathway to request such support. In this context, any request for such support should be made following the pathway set out so that a decision on eligibility can be made. They would be reserved for those who would need specific support in transport. In other cases, normal transport arrangements apply. These arrangements (e.g. wheelchair taxi) are normally funded by the individual.*

<https://www.nationalambulance.ie/aboutnationalambulance/policies-and-procedures/naspo02-non-ambulance-patient-transport-services-policy1.pdf>

I trust this information is of assistance to you.

Yours sincerely,

Patricia Whelehan

Assistant National Director – Older People Operations