Oifig an Stiúrthóra Náisiúnta
um Rochtain agus Imeascadh

Office of the National Director
Access and Integration

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Deputy David Cullinane   7th May 2025
Dáil Éireann
Leinster House
Dublin 2

PQ 21510/25 - To ask the Minister for Health the average patient experience time to admission via an emergency department for all patients for each March of each year 2019-2024, inclusive, nationwide and for each location, in tabular form; and the average for all patients and for patients aged 75 or older. -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.

The HSE Business Information Unit (BIU) is a central repository for activity information for Acute and Non Acute Services. The BIU collects, collates and validates extensive amounts of data which is used in performance monitoring and measurement to support the HSE in operational and strategic decisions.

Patient Experience Time (PET) is the length of time a patient spends in an emergency department from the time they register in an Emergency Department (ED) until they are discharged to a hospital bed or discharged home. It therefore does not describe the time a patient is waiting to be seen, but the total time they spend in ED.

The purpose of EDs is to deal with serious and unexpected illness and injury. EDs operate 24/7 and often experience high volumes of persons presenting. During busy periods or when a significant emergency / trauma is underway 'wait time' in the ED can be extensive

There are many reasons that result in longer wait times such as volume of patients presenting to the ED and the requirement to prioritise. This can mean that patients with less serious illnesses and conditions may need to wait longer for their treatment Many people, whose clinical needs could be more appropriately addressed by self-care, pharmacists, GPs, GP Out of Hours Services and Injury Units, continue to attend Emergency Departments.

The information requested has been provided in the attached Excel file supplied by the Acute BIU, please see the data notes on the Excel file and outlined below.

Data notes:

- Data relates to March only of each year as per the PQ request.
- CHI Tallaght ED closed from 27th March 2020.
- Mater Misericordiae University Hospital separated Smithfield Injury Unit attendances from their PET extract in March 2025 and back dated to 2019.
- Admitted Discharge Destination includes - Discharged to Clinical Decision Unit (CDU), Referred to AMU ((Acute Medical Assessment Unit) and Admitted to Ward.

I trust this is of assistance to you.

Yours Sincerely,

_____
John Smith
Assistant National Director
Access and Integration

Information Request Number: PQ 21510/25
Date report created: 07/05/2025
Data Source: PET Data
Subject: To ask the Minister for Health the average patient experience time to admission via an emergency department for all patients for each March of each year 2019-2024, inclusive, nationwide and for each location, in tabular form; and the average for all patients and for patients aged 75 or older. -David Cullinane

*Notes:
Data below relates to March only of each year as per the PQ request
CHI Tallaght ED closed from 27th March 2020
Mater Misericordiae University Hospital seperated Smithfield Injury Unit attendances from their PET extract in March 2025 and back dated to 2019
Admitted Discharge Destination includes - Discharged to CDU, Referred to AMU and Admitted to Ward

All age groups:

	Mar-19	Mar-20	Mar-21	Mar-22	Mar-23	Mar-24
HSE Dublin and Midlands	**12.8**	**9.1**	**10.9**	**14.9**	**14.7**	**11.9**
Children's Health Ireland	7.2	6.4	6.2	11.1	14.2	11.1
MRH Mullingar	8.3	9.1	10.8	12.6	10.7	7.8
MRH Portlaoise	11.9	6.7	7.2	8.9	9.7	8.5
MRH Tullamore	15.3	10.3	8.9	15.7	8.9	8.0
Naas General Hospital	16.1	11.1	19.6	17.1	16.5	15.0
St. James's Hospital	14.0	8.9	9.1	14.4	19.4	15.7
Tallaght University Hospital	16.6	11.5	14.6	24.5	23.4	17.4
HSE Dublin and North East	**11.8**	**7.8**	**9.2**	**13.2**	**12.7**	**13.1**
Beaumont Hospital	14.7	9.6	10.4	14.3	14.8	16.1
Cavan General Hospital	7.8	6.7	10.1	13.1	9.2	9.0
Connolly Hospital	13.6	9.0	8.6	11.5	12.2	15.7
Mater Misericordiae University Hospital	17.8	9.4	9.0	17.9	19.6	15.1
Our Lady of Lourdes Hospital	10.2	7.3	7.8	10.6	10.7	14.0
Our Lady's Hospital Navan	6.8	5.0	9.2	11.8	9.6	8.6
HSE Dublin and South East	**7.9**	**5.6**	**5.2**	**10.0**	**8.7**	**8.7**
St. Luke's General Hospital Kilkenny	1.6	2.0	2.0	2.9	3.3	3.4
St. Michael's Hospital	5.2	4.5	4.9	6.3	6.0	6.5
St. Vincent's University Hospital	13.5	7.2	5.4	23.1	23.5	19.3
Tipperary University Hospital	5.3	4.6	5.3	7.7	6.2	7.6
UH Waterford	15.6	8.6	8.0	9.5	10.5	7.7
Wexford General Hospital	6.3	6.4	5.7	10.3	2.8	7.5
HSE Midwest	**16.2**	**8.0**	**9.4**	**13.3**	**14.6**	**12.9**
UH Limerick	16.2	8.0	9.4	13.3	14.6	12.9
HSE South West	**14.9**	**9.9**	**11.9**	**19.5**	**20.2**	**13.1**
Cork University Hospital	15.4	8.3	12.9	19.3	25.0	15.0
Mercy University Hospital	15.8	10.6	12.3	25.0	22.9	15.1
UH Kerry	13.5	10.7	10.6	14.2	12.7	9.3
HSE West and North West	**9.3**	**6.0**	**5.5**	**9.9**	**11.5**	**10.0**
Galway University Hospitals	17.3	8.3	2.0	14.5	16.6	11.5
Letterkenny University Hospital	6.7	4.7	5.1	5.9	10.4	9.5
Mayo University Hospital	7.1	5.4	7.9	8.3	9.6	7.1
Portiuncula University Hospital	6.9	5.9	5.9	7.0	6.6	9.3
Sligo University Hospital	8.3	5.8	6.4	14.0	14.4	12.4
Grand Total	**11.3**	**7.6**	**8.4**	**13.0**	**13.0**	**11.3**

Over 75s

Row Labels	Mar-19	Mar-20	Mar-21	Mar-22	Mar-23	Mar-24
HSE Dublin and Midlands	**14.5**	**10.1**	**12.7**	**16.3**	**14.4**	**11.7**
MRH Mullingar	9.6	10.9	13.5	15.9	12.7	9.2
MRH Portlaoise	11.8	7.2	7.4	9.5	9.4	9.0
MRH Tullamore	16.4	10.9	10.1	14.3	8.8	8.2
Naas General Hospital	20.5	12.1	22.7	21.3	18.3	16.9
St. James's Hospital	13.1	8.5	9.0	13.0	15.2	12.6
Tallaght University Hospital	15.5	11.0	13.5	23.5	21.9	14.5
HSE Dublin and North East	**13.6**	**9.4**	**9.7**	**14.5**	**14.4**	**14.7**
Beaumont Hospital	16.3	10.7	10.8	14.8	15.5	17.0
Cavan General Hospital	9.2	8.9	10.5	16.1	11.6	10.5
Connolly Hospital	15.5	9.6	9.2	12.2	12.3	16.3
Mater Misericordiae University Hospital	20.8	12.4	9.4	18.4	22.4	15.4
Our Lady of Lourdes Hospital	13.5	8.6	9.8	13.5	14.1	18.8
Our Lady's Hospital Navan	6.3	6.0	8.5	12.2	10.3	10.1
HSE Dublin and South East	**9.3**	**6.3**	**5.8**	**11.7**	**11.1**	**9.9**
St. Luke's General Hospital Kilkenny	2.0	2.3	2.7	3.9	4.3	4.0
St. Michael's Hospital	5.7	4.5	5.1	6.5	6.2	6.8
St. Vincent's University Hospital	14.7	8.0	5.0	27.2	28.7	22.2
Tipperary University Hospital	6.3	5.6	6.4	9.7	7.2	8.6
UH Waterford	19.9	9.4	9.0	10.7	12.3	8.8
Wexford General Hospital	7.3	8.0	6.7	12.4	8.0	9.0
HSE Midwest	**22.6**	**8.5**	**12.0**	**17.3**	**20.7**	**15.0**
UH Limerick	22.6	8.5	12.0	17.3	20.7	15.0
HSE South West	**19.2**	**11.8**	**13.7**	**24.9**	**28.0**	**14.9**
Cork University Hospital	21.3	11.4	16.6	28.3	40.4	19.5
Mercy University Hospital	15.2	11.1	11.7	27.9	25.6	14.6
UH Kerry	21.1	12.8	12.9	18.6	17.9	10.5
HSE West and North West	**11.4**	**7.1**	**6.0**	**12.5**	**14.2**	**11.5**
Galway University Hospitals	25.2	10.0	2.3	18.9	21.6	12.9
Letterkenny University Hospital	7.5	5.5	4.0	7.9	15.3	11.5
Mayo University Hospital	7.6	6.4	10.0	11.8	10.6	8.0
Portiuncula University Hospital	7.6	7.4	6.9	8.2	8.0	11.2
Sligo University Hospital	9.1	6.2	6.9	15.6	15.6	13.8
Grand Total	**13.4**	**8.7**	**9.4**	**15.2**	**15.4**	**12.4**