



Deputy David Cullinane
Dáil Éireann
Leinster House
Dublin 2

7th May 2025

PQ 21513/25 - To ask the Minister for Health the average patient experience time to admission via an emergency department for all patients for Quarter 1 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 below relates to Quarter 1 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

Please note data contained in this report is preliminary and may be subject to change

If information contained within this file is used in other reports then as a minimum requirement BIU must be referenced.



Information Request Number: PQ 21513/25

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 Quarter 1 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 Quarter 1 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:

	Q1 2019	Q1 2020	Q1 2021	Q1 2022	Q1 2023	Q1 2024
HSE Dublin and Midlands	12.7	11.3	10.6	14.5	14.3	12.0
Children's Health Ireland	7.6	6.6	6.0	10.3	13.4	11.3
MRH Mullingar	7.9	9.7	11.0	13.0	10.8	8.4
MRH Portlaoise	12.7	7.9	6.9	9.2	8.8	8.8
MRH Tullamore	15.4	13.4	11.5	16.7	8.8	8.1
Naas General Hospital	15.4	13.6	15.7	16.2	18.3	13.2
St. James's Hospital	13.7	12.7	9.1	13.1	16.7	15.9
Tallaght University Hospital	16.5	15.3	13.6	22.9	23.6	18.4
HSE Dublin and North East	12.2	12.1	9.4	13.0	13.2	13.6
Beaumont Hospital	15.2	14.7	10.0	13.8	16.5	16.6
Cavan General Hospital	8.3	9.1	10.0	13.3	9.9	10.8
Connolly Hospital	14.1	13.4	8.8	12.1	12.0	14.9
Mater Misericordiae University Hospital	17.8	17.1	10.7	17.5	19.5	16.7
Our Lady of Lourdes Hospital	10.4	10.0	8.4	10.3	10.8	13.5
Our Lady's Hospital Navan	7.1	8.0	8.3	10.7	10.5	9.0
HSE Dublin and South East	8.6	7.8	5.2	9.4	9.2	8.8
St. Luke's General Hospital Kilkenny	1.7	1.8	2.4	2.8	3.3	3.5
St. Michael's Hospital	5.5	5.3	4.9	6.1	5.8	6.3
St. Vincent's University Hospital	15.8	13.6	4.8	20.8	20.7	18.8
Tipperary University Hospital	5.6	5.6	5.2	7.2	6.9	7.5
UH Waterford	16.8	12.5	8.2	9.6	9.0	7.8
Wexford General Hospital	6.2	7.6	5.6	9.9	9.3	9.0
HSE Midwest	15.8	12.9	10.1	12.6	12.8	12.7
UH Limerick	15.8	12.9	10.1	12.6	12.8	12.7
HSE South West	15.1	16.1	11.8	19.0	18.8	14.2
Cork University Hospital	14.8	14.9	13.5	19.2	23.6	15.9
Mercy University Hospital	17.8	18.1	12.0	25.4	20.0	16.7
UH Kerry	12.8	15.3	10.0	12.3	12.9	9.9
HSE West and North West	9.0	8.0	5.6	9.4	10.2	10.7
Galway University Hospitals	16.0	14.3	2.9	13.5	14.5	12.6
Letterkenny University Hospital	7.5	5.8	6.2	5.7	8.1	10.3
Mayo University Hospital	6.9	6.7	7.0	8.1	8.4	7.9
Portluncula University Hospital	6.3	6.5	5.4	6.6	6.6	9.8
Sligo University Hospital	8.4	6.5	6.3	13.1	13.3	13.0
Grand Total	11.4	10.7	8.4	12.6	12.7	11.7

Over 75s

	Q1 2019	Q1 2020	Q1 2021	Q1 2022	Q1 2023	Q1 2024
HSE Dublin and Midlands	14.2	12.7	12.0	16.2	14.5	11.8
MRH Mullingar	9.7	12.0	13.2	16.6	13.4	10.0
MRH Portlaoise	12.1	8.0	7.1	10.0	8.8	9.2
MRH Tullamore	16.2	14.3	12.1	16.4	8.6	8.1
Naas General Hospital	18.9	16.6	17.2	20.1	21.3	14.6
St. James's Hospital	12.9	11.2	9.0	11.9	13.2	12.9
Tallaght University Hospital	15.1	13.8	13.1	22.0	21.3	15.9
HSE Dublin and North East	14.0	14.5	10.0	14.3	15.0	15.5
Beaumont Hospital	16.7	16.5	10.4	14.1	17.2	17.4
Cavan General Hospital	9.9	12.0	10.5	15.8	13.5	13.7
Connolly Hospital	16.4	15.0	9.2	12.5	12.2	15.3
Mater Misericordiae University Hospital	20.0	21.1	11.5	19.0	21.3	17.6
Our Lady of Lourdes Hospital	13.5	13.5	10.5	13.6	14.7	18.5
Our Lady's Hospital Navan	7.3	9.2	7.7	10.6	10.8	10.2
HSE Dublin and South East	10.2	8.8	5.8	11.0	11.0	10.0
St. Luke's General Hospital Kilkenny	2.0	2.2	3.2	3.6	4.0	4.3
St. Michael's Hospital	5.8	5.3	5.0	6.5	5.9	6.4
St. Vincent's University Hospital	17.5	15.1	4.5	24.7	25.2	20.7
Tipperary University Hospital	6.6	6.5	6.4	8.5	8.1	8.7
UH Waterford	21.7	14.3	8.9	10.5	10.3	8.7
Wexford General Hospital	7.2	9.1	6.7	12.1	12.4	11.3
HSE Midwest	21.6	16.7	13.3	16.5	17.9	14.8
UH Limerick	21.6	16.7	13.3	16.5	17.9	14.8
HSE South West	18.8	20.1	13.6	24.1	25.4	15.8
Cork University Hospital	20.3	22.1	16.6	27.2	37.5	20.3
Mercy University Hospital	17.7	18.8	12.2	28.9	20.7	15.9
UH Kerry	18.3	19.3	11.8	16.2	18.1	11.3
HSE West and North West	11.0	10.0	6.7	11.9	12.6	12.6
Galway University Hospitals	22.4	20.5	7.4	18.5	18.8	15.1
Letterkenny University Hospital	8.6	6.7	3.9	7.5	11.7	12.8
Mayo University Hospital	7.7	7.7	8.7	11.2	10.1	9.1
Portluncula University Hospital	7.4	8.1	6.5	7.7	8.0	11.3
Sligo University Hospital	9.0	6.9	6.9	14.8	14.3	14.4
Grand Total	13.4	12.7	9.4	14.7	14.8	12.9