



**Ospidéal na hOllscoile Luimneach**  
Bóthar Naomh Neasáin  
Tuar an Daill  
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10<sup>th</sup> March 2025

Deputy Maurice Quinlivan  
Dàil Eireann,  
Leinster House,  
Kildare Street,  
Dublin 2

**PQ 8254/25**

Dear Deputy Quinlivan,

I refer to your correspondence dated 21<sup>st</sup> February 2025.

During 2024, 6,062 patients left the Emergency Department at University Hospital Limerick before completing their treatment

Improving the patient experience at our Emergency Department is a priority for HSE Mid West. Emergency Departments (EDs) and their associated hospitals must clinically prioritise those who must be treated first, and those who may need to wait, or those who may need to attend a more appropriate care setting.

To ensure this process is clinically safe for patients, Irish hospitals use the internationally tested Manchester Triage Tool which prioritises patients into a number of categories based on their clinical needs. Where a patient is seriously ill or injured, their needs will be prioritised above those with less serious conditions. Ideally, hospitals would be in a position to treat patients on their arrival. However, as demand inevitably overtakes capacity, prioritisation and consequential waiting may occur. In this regard, some patients with less serious needs may choose to avail of alternative options.

This is not to minimise the frustration of the many patients who face long waits to see a doctor. We are committed to reducing patient experience times (PET) for admitted and non-admitted patients, and continue to promote alternative options to ED where this is appropriate.

I trust this clarifies the position. Please contact me if you have any further queries.

Kind Regards,

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**IAN CARTER**  
**CEO Mid West Acute and Older People Services**  
**HSE Mid West**