



Deputy David Cullinane  
Dáil Éireann  
Leinster House  
Dublin 2

31<sup>st</sup> March 2025

***PQ 10924/25 - To ask the Minister for Health the average patient experience time to admission via an emergency department, Statewide and for each location, in each of the years 2019 to 2024 and to date in 2025; and the average for all patients and for patients aged 75 or older, 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.

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) shows the number of patients who were:

- Admitted to an inpatient bed or discharged within 24 hours of arriving at an ED
- Aged 75 years or older and admitted or discharged within 9 hours of arriving at an ED
- Discharged without the need to be admitted within 24 hours of arriving at an ED

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:

- CHI Tallaght ED closed from 27th March to 3rd September 2020
- Please note Admitted Discharge Destination includes - Discharged to Clinical Decision Unit (CDU), Referred to (Acute Medical Assessment Unit) AMU and Admitted to Ward

I trust this is assistance of you.

Yours sincerely,

**Nessa Lynch**  
**General Manager**  
**Access and Integration**

A faint, light-colored signature of Nessa Lynch, which is mostly illegible due to its low contrast.

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 10924/25

Date report created: 14/03/2025

Data Source: PET Data

Subject: PQ10924/25 To ask the Minister for Health the average patient experience time to admission via an emergency department, Statewide and for each location, in each of the years 2019 to 2024 and to date in 2025; and the average for all patients and for patients aged 75 or older, in tabular form. -David Cullinane. For January and February of each year - Confirmed with Geraldine Connell Laffan on 12/03/2025

\*Please note Admitted Discharge Destination includes - Discharged to CDU, Referred to AMU and Admitted to Ward

### All age groups:

Row Labels	2019		2020		2021		2022		2023		2024		2025	
	January	February	January	February	January	February	January	February	January	February	January	February	January	February
<b>HSE Dublin and Midlands</b>	<b>12.6</b>	<b>12.9</b>	<b>12.3</b>	<b>12.6</b>	<b>9.9</b>	<b>10.9</b>	<b>14.0</b>	<b>14.9</b>	<b>14.1</b>	<b>14.0</b>	<b>12.0</b>	<b>12.1</b>	<b>13.4</b>	<b>12.7</b>
Children's Health Ireland	8.0	7.0	6.0	7.0	5.0	6.0	9.0	11.0	12.0	14.0	11.0	12.0	9.0	10.0
MRH Mullingar	7.0	8.0	11.0	9.0	11.0	12.0	13.0	13.0	11.0	11.0	8.0	9.0	10.0	7.0
MRH Portlaoise	14.0	13.0	9.0	8.0	7.0	6.0	10.0	9.0	8.0	8.0	9.0	9.0	9.0	8.0
MRH Tullamore	14.0	17.0	12.0	18.0	12.0	14.0	16.0	19.0	9.0	8.0	8.0	8.0	8.0	9.0
Naas General Hospital	15.0	15.0	15.0	15.0	12.0	16.0	16.0	16.0	21.0	18.0	12.0	13.0	20.0	16.0
St. James's Hospital	13.0	14.0	14.0	15.0	9.0	9.0	12.0	13.0	15.0	15.0	16.0	16.0	15.0	17.0
Tallaght University Hospital	17.0	16.0	19.0	16.0	13.0	13.0	22.0	23.0	23.0	24.0	20.0	18.0	23.0	22.0
<b>HSE Dublin and North East</b>	<b>12.5</b>	<b>12.0</b>	<b>15.0</b>	<b>13.5</b>	<b>9.7</b>	<b>9.7</b>	<b>12.5</b>	<b>13.2</b>	<b>13.8</b>	<b>13.3</b>	<b>13.7</b>	<b>14.2</b>	<b>14.2</b>	<b>14.0</b>
Beaumont Hospital	15.0	16.0	17.0	17.0	10.0	10.0	13.0	14.0	18.0	17.0	18.0	16.0	18.0	17.0
Cavan General Hospital	8.0	9.0	12.0	9.0	11.0	10.0	14.0	12.0	11.0	10.0	12.0	12.0	13.0	13.0
Connolly Hospital	14.0	14.0	17.0	15.0	9.0	9.0	13.0	12.0	13.0	11.0	13.0	16.0	12.0	11.0
Mater Misericordiae University Hospital	20.0	16.0	22.0	20.0	11.0	12.0	16.0	19.0	19.0	20.0	17.0	18.0	16.0	14.0
Our Lady of Lourdes Hospital	10.0	11.0	10.0	13.0	9.0	9.0	10.0	11.0	11.0	11.0	13.0	14.0	16.0	17.0
Our Lady's Hospital Navan	8.0	6.0	12.0	7.0	8.0	8.0	9.0	11.0	11.0	11.0	9.0	9.0	10.0	12.0
<b>HSE Dublin and South East</b>	<b>9.0</b>	<b>8.7</b>	<b>8.8</b>	<b>8.8</b>	<b>5.0</b>	<b>5.2</b>	<b>8.7</b>	<b>9.7</b>	<b>9.3</b>	<b>9.3</b>	<b>8.7</b>	<b>9.2</b>	<b>9.0</b>	<b>8.8</b>
St. Luke's General Hospital Kilkenny	2.0	2.0	2.0	2.0	2.0	3.0	3.0	3.0	3.0	3.0	3.0	4.0	3.0	3.0
St. Michael's Hospital	5.0	6.0	6.0	5.0	5.0	5.0	6.0	6.0	6.0	6.0	6.0	6.0	6.0	6.0
St. Vincent's University Hospital	18.0	16.0	16.0	17.0	4.0	5.0	18.0	22.0	19.0	19.0	18.0	19.0	21.0	19.0
Tipperary University Hospital	6.0	5.0	7.0	6.0	5.0	5.0	7.0	7.0	7.0	7.0	7.0	8.0	7.0	7.0
UH Waterford	17.0	17.0	14.0	15.0	8.0	8.0	9.0	10.0	8.0	8.0	8.0	8.0	8.0	8.0
Wexford General Hospital	6.0	6.0	8.0	8.0	6.0	5.0	9.0	10.0	13.0	13.0	10.0	10.0	9.0	10.0
<b>HSE Midwest</b>	<b>16.0</b>	<b>16.0</b>	<b>14.0</b>	<b>16.0</b>	<b>10.0</b>	<b>11.0</b>	<b>12.0</b>	<b>13.0</b>	<b>10.0</b>	<b>13.0</b>	<b>12.0</b>	<b>13.0</b>	<b>14.0</b>	<b>13.0</b>
UH Limerick	16.0	16.0	14.0	16.0	10.0	11.0	12.0	13.0	10.0	13.0	12.0	13.0	14.0	13.0
<b>HSE South West</b>	<b>14.7</b>	<b>15.7</b>	<b>19.3</b>	<b>19.3</b>	<b>13.0</b>	<b>10.3</b>	<b>19.7</b>	<b>18.0</b>	<b>19.0</b>	<b>17.3</b>	<b>17.0</b>	<b>12.7</b>	<b>16.3</b>	<b>13.7</b>
Cork University Hospital	14.0	15.0	18.0	19.0	16.0	12.0	19.0	20.0	23.0	23.0	18.0	15.0	18.0	15.0
Mercy University Hospital	19.0	18.0	24.0	20.0	12.0	11.0	28.0	24.0	19.0	18.0	22.0	13.0	20.0	17.0
UH Kerry	11.0	14.0	16.0	19.0	11.0	8.0	12.0	10.0	15.0	11.0	11.0	10.0	11.0	9.0
<b>HSE West and North West</b>	<b>9.0</b>	<b>9.0</b>	<b>9.2</b>	<b>8.6</b>	<b>4.4</b>	<b>6.8</b>	<b>8.6</b>	<b>9.4</b>	<b>9.2</b>	<b>9.8</b>	<b>11.8</b>	<b>10.6</b>	<b>12.4</b>	<b>11.4</b>
Galway University Hospitals	15.0	16.0	18.0	17.0	2.0	5.0	12.0	14.0	13.0	14.0	14.0	13.0	15.0	13.0
Letterkenny University Hospital	8.0	8.0	6.0	6.0	3.0	11.0	5.0	6.0	6.0	7.0	12.0	9.0	11.0	10.0
Mayo University Hospital	7.0	7.0	8.0	7.0	6.0	7.0	8.0	8.0	8.0	8.0	9.0	8.0	10.0	10.0
Portlincula University Hospital	6.0	6.0	7.0	6.0	5.0	5.0	6.0	6.0	6.0	7.0	10.0	10.0	12.0	10.0
Sligo University Hospital	9.0	8.0	7.0	7.0	6.0	6.0	12.0	13.0	13.0	13.0	14.0	13.0	14.0	14.0
<b>Grand Total</b>	<b>11.5</b>	<b>11.5</b>	<b>12.4</b>	<b>12.1</b>	<b>8.1</b>	<b>8.6</b>	<b>12.1</b>	<b>12.7</b>	<b>12.5</b>	<b>12.4</b>	<b>12.1</b>	<b>11.8</b>	<b>12.8</b>	<b>12.0</b>

### 75+ age group:

Row Labels	2019		2020		2021		2022		2023		2024		2025	
	January	February	January	February	January	February	January	February	January	February	January	February	January	February
<b>HSE Dublin and Midlands</b>	<b>13.8</b>	<b>14.0</b>	<b>13.8</b>	<b>14.3</b>	<b>11.2</b>	<b>12.0</b>	<b>15.7</b>	<b>16.7</b>	<b>15.3</b>	<b>13.8</b>	<b>11.8</b>	<b>11.7</b>	<b>13.5</b>	<b>12.5</b>
MRH Mullingar	9.0	10.0	15.0	11.0	12.0	14.0	17.0	17.0	14.0	14.0	10.0	10.0	12.0	9.0
MRH Portlaoise	13.0	12.0	9.0	8.0	7.0	7.0	10.0	10.0	9.0	9.0	9.0	10.0	8.0	8.0
MRH Tullamore	15.0	17.0	14.0	18.0	13.0	14.0	16.0	19.0	9.0	8.0	8.0	8.0	9.0	9.0
Naas General Hospital	19.0	17.0	17.0	21.0	13.0	16.0	19.0	20.0	27.0	19.0	14.0	13.0	22.0	18.0
St. James's Hospital	12.0	13.0	12.0	13.0	9.0	9.0	11.0	12.0	12.0	12.0	13.0	13.0	13.0	14.0
Tallaght University Hospital	15.0	15.0	16.0	15.0	13.0	12.0	21.0	22.0	21.0	21.0	17.0	16.0	17.0	17.0
<b>HSE Dublin and North East</b>	<b>14.2</b>	<b>14.0</b>	<b>18.0</b>	<b>16.2</b>	<b>10.3</b>	<b>10.0</b>	<b>14.2</b>	<b>14.2</b>	<b>16.3</b>	<b>14.2</b>	<b>15.7</b>	<b>16.0</b>	<b>17.0</b>	<b>16.8</b>
Beaumont Hospital	16.0	18.0	20.0	19.0	10.0	10.0	14.0	14.0	19.0	17.0	19.0	17.0	18.0	18.0
Cavan General Hospital	10.0	11.0	15.0	12.0	11.0	10.0	17.0	14.0	17.0	12.0	16.0	15.0	18.0	18.0
Connolly Hospital	17.0	16.0	19.0	16.0	9.0	9.0	13.0	13.0	14.0	11.0	13.0	16.0	12.0	11.0
Mater Misericordiae University Hospital	21.0	18.0	26.0	25.0	13.0	13.0	18.0	20.0	21.0	20.0	18.0	19.0	18.0	16.0
Our Lady of Lourdes Hospital	13.0	14.0	15.0	17.0	11.0	11.0	13.0	14.0	15.0	15.0	18.0	18.0	24.0	26.0
Our Lady's Hospital Navan	8.0	7.0	13.0	8.0	8.0	7.0	10.0	10.0	12.0	10.0	10.0	11.0	12.0	12.0
<b>HSE Dublin and South East</b>	<b>10.8</b>	<b>10.3</b>	<b>10.3</b>	<b>9.8</b>	<b>5.8</b>	<b>5.5</b>	<b>10.2</b>	<b>11.0</b>	<b>11.0</b>	<b>11.0</b>	<b>9.8</b>	<b>10.2</b>	<b>10.2</b>	<b>10.2</b>
St. Luke's General Hospital Kilkenny	2.0	2.0	2.0	2.0	4.0	3.0	4.0	3.0	4.0	4.0	4.0	4.0	3.0	4.0
St. Michael's Hospital	6.0	6.0	6.0	5.0	5.0	5.0	6.0	6.0	6.0	6.0	6.0	6.0	7.0	6.0
St. Vincent's University Hospital	20.0	18.0	19.0	19.0	4.0	4.0	21.0	26.0	23.0	24.0	19.0	21.0	22.0	21.0
Tipperary University Hospital	7.0	6.0	8.0	6.0	6.0	6.0	8.0	8.0	9.0	8.0	9.0	9.0	9.0	9.0
UH Waterford	23.0	23.0	17.0	17.0	9.0	9.0	10.0	11.0	9.0	9.0	9.0	9.0	9.0	9.0
Wexford General Hospital	7.0	7.0	10.0	10.0	7.0	6.0	12.0	12.0	15.0	15.0	12.0	12.0	11.0	12.0
<b>HSE Midwest</b>	<b>23.0</b>	<b>20.0</b>	<b>19.0</b>	<b>22.0</b>	<b>14.0</b>	<b>13.0</b>	<b>16.0</b>	<b>16.0</b>	<b>13.0</b>	<b>19.0</b>	<b>14.0</b>	<b>15.0</b>	<b>14.0</b>	<b>14.0</b>
UH Limerick	23.0	20.0	19.0	22.0	14.0	13.0	16.0	16.0	13.0	19.0	14.0	15.0	14.0	14.0
<b>HSE South West</b>	<b>18.0</b>	<b>19.3</b>	<b>25.0</b>	<b>23.7</b>	<b>15.0</b>	<b>12.0</b>	<b>24.7</b>	<b>22.3</b>	<b>25.7</b>	<b>22.7</b>	<b>18.0</b>	<b>14.7</b>	<b>19.0</b>	<b>15.0</b>
Cork University Hospital	19.0	21.0	27.0	28.0	19.0	15.0	26.0	27.0	37.0	35.0	22.0	20.0	23.0	19.0
Mercy University Hospital	19.0	19.0	27.0	19.0	13.0	12.0	32.0	27.0	19.0	17.0	20.0	13.0	20.0	14.0
UH Kerry	16.0	18.0	21.0	24.0	13.0	9.0	16.0	13.0	21.0	16.0	12.0	11.0	14.0	12.0
<b>HSE West and North West</b>	<b>10.6</b>	<b>11.2</b>	<b>11.6</b>	<b>11.0</b>	<b>5.4</b>	<b>8.6</b>	<b>11.2</b>	<b>11.8</b>	<b>11.8</b>	<b>11.8</b>	<b>14.0</b>	<b>12.2</b>	<b>14.6</b>	<b>13.4</b>
Galway University Hospitals	19.0	23.0	26.0	25.0	2.0	18.0	17.0	19.0	17.0	18.0	17.0	16.0	20.0	18.0
Letterkenny University Hospital	9.0	9.0	7.0	7.0	3.0	4.0	7.0	7.0	9.0	11.0	16.0	11.0	14.0	12.0
Mayo University Hospital	8.0	8.0	9.0	8.0	8.0	8.0	11.0	11.0	11.0	9.0	10.0	9.0	11.0	11.0
Portlincula University Hospital	8.0	7.0	9.0	8.0	7.0	6.0	8.0	7.0	8.0	8.0	12.0	11.0	13.0	10.0
Sligo University Hospital	9.0	9.0	7.0	7.0	7.0	7.0	13.0	15.0	14.0	13.0	15.0	14.0	15.0	16.0
<b>Grand Total</b>	<b>13.4</b>	<b>13.5</b>	<b>15.0</b>	<b>14.4</b>	<b>9.3</b>	<b>9.5</b>	<b>14.3</b>	<b>14.6</b>	<b>15.0</b>	<b>14.1</b>	<b>13.4</b>	<b>12.9</b>	<b>14.4</b>	<b>13.4</b>