



Príomhoifigeach Faisnéise

Teicneolaíocht agus Claochlú
FSS, Ospidéal Dr Steevens,
Baile Átha Cliath 8, D08 W2A8

Chief Information Officer

Technology and Transformation,
HSE, Dr. Steevens' Hospital, Dublin
8, D08 W2A8

www.hse.ie

ehealthireland.ie
[@hselive](https://twitter.com/hselive)

t 01 635 2732

18th June 2025

Mr David Cullinane TD
Dáil Eireann
Leinster House
Dublin 2

Re: PQ ref 26928/25

“To ask the Minister for Health the current uptake and utilisation metrics of the HSE app; the total number of unique users; the total number of MyGovID users; the number of new unique users by month; the number of new MyGovID users by month; the key performance indicators for 2025; progress to date against these indicators; the planned expansions to the app in 2025; the expenditure on development, maintenance, and marketing of the app to date, by year; the budget for development, maintenance, and marketing in 2025; whether there will be integration with NAS, and if so, when; and if she will make a statement on the matter.”

Dear Deputy Cullinane,

Our primary target for 2025 is the delivery of the majority of public hospital appointments through the Health App. The Health App team have just delivered the majority of specialties in the Coombe, Rotunda and Holles Street.

Other services planned for delivery in 2025 include:

- QUIT smoking– App based service to support people to quit smoking
- Majority of public hospital appointments.
- Self-declared information – allergies, emergency contact details
- Maternity care support – week by week information and support for a health pregnancy
- Maternity Chart – Information from the maternity electronic health record available in the app
- App support – chat directly in app with HSE Live to get support
- Organ Donation Opt-Out register – manage your organ donation preferences in the app
- Breastcheck – patient communications to drive screening uptake,
- Chronic disease management – access to health information from chronic disease management programme



- Diabetes self-care support
- Waiting for care – access to information about waiting lists and waiting times for scheduled care
- Enhanced appointments – location information, add to calendar, reminders and notifications

A number of programmes of work are underway for delivery in 2026, they include:

- Health information from the Shared Care record available to patients in the app.
- Development of the Health App as a channel for patient communication to allow patients to choose digital communications and reduce dependence on print and post
- Appointment management
- Development of web version of the Health App

There are two KPIs for 2025 which we are on track to achieve.

- 1) Achieving 150,000 downloads by end of 2025 with 100,000 verified users.
- 2) Delivery of 2025 roadmap services and features

The app does not currently link with NAS, we are actively exploring opportunities for how the app can play a role in urgent and emergency care including

- Waiting times for EDs and injury units
- ED check-in pilot
- Sharing of key health information with NAS in an emergency situation

Usage statistics

- 1) The total number of unique users: 100k users have downloaded and installed the app on their phone with access to health, wellbeing and signposting information. 69k, unique verified users have accessed their personal health information in the app.
- 2) Total number of MyGovID users: as above, 69k unique verified users have accessed their health information in the App. DSP may be able to advise on the volume of new MyGovID requests.
- 3) The number of new unique users by month: below is a table showing new verified users by month to end May.

Onboarding Month	Number of New Verified Users
Nov-24	126
Dec-24	250
Jan-25	400



Feb-25	28869
Mar-25	15222
Apr-25	9107
May-25	7162

Costs

The expenditure on development 2024 for Public Launch: €4.5m development & €1.4m for hosting, security & compliance.

2025 Development: €4.2m, Support: €147,600, Content development and in-app communications: €450,000, User research and accessibility: €250,000, App promotion €292,000, hosting security and compliance €1.4m

If you feel that the question has not been fully answered or you require any further clarity, please contact me.

Yours sincerely,

Fran Thompson,
Chief Information Officer, Technology and Transformation, HSE.