



Oifig an Stiúrthóra Oibríochtaí
An tSeirbhís Náisiúnta
Bloc 4, Lárionad Gnó,
Tulach Mhór,
Co. Uíbh Fhailí, R35 FH59

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IB/PQ56432-36/25

4th November 2025

Deputy Michael Murphy TD
Dáil Éireann
Leinster House
Dublin 2

PQ 56432/25

To ask the Minister for Health if she is aware of the difficulties in making contact with Wexford Patient Transport Service, with repeated phone calls and emails from members of the public and public representatives going unanswered; the measures being taken to ensure this vital service is accessible and responsive to patients and their families in the southeast; and if she will make a statement on the matter. -Michael Murphy

PQ 56433/25

To ask the Minister for Health if there have been recent staffing or organisational changes within a service (Wexford Patient Transport Service.) which will explain the recent lack of communication and responsiveness; if she will provide details of the current point of contact for public representatives and constituents seeking assistance with patient transport in the southeast region; and if she will make a statement on the matter. -Michael Murphy

PQ 56434/25

To ask the Minister for Health the governance and oversight arrangements in place for the HSE Patient Transport Service in the southeast; if she will ensure that there is a dedicated and accountable liaison point for public representatives to raise urgent cases where elderly or vulnerable patients require transport to hospital appointments; and if she will make a statement on the matter. -Michael Murphy

PQ 56435/25

To ask the Minister for Health the impact that recent communication failures within a service (Wexford Patient Transport Service) have had on patients awaiting hospital transport in the southeast; and the immediate steps being taken to ensure that no patient misses a hospital appointment due to the inability to reach the service; and if she will make a statement on the matter. -Michael Murphy

PQ 56436/25

To ask the Minister for Health if she will commit to reviewing the operation of the HSE patient transport service in the southeast with a view to improving response times, accessibility, and communication with the public; and if she will make a statement on the matter. -Michael Murphy

Dear Deputy Murphy

The Health Service Executive (HSE) National Ambulance Service (NAS) has been requested to reply directly to you in the context of the above parliamentary questions which you submitted to the Minister for response.

In summary, based on information provided to date, our understanding is the following:

In 2011 the responsibility for Non-Ambulance Patient Transport was transferred to the Community Services. As a temporary arrangement, the National Ambulance Service has supplied 1 whole-time equivalent (WTE) to the administrative function of the Non-Emergency





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Patient Transport Service (NEPTS) Office in the South East. The funding for the service is provided by the RHA from their HSE allocation for Patient Transport services.

The National Ambulance Service (NAS) do not have funding or have responsibility to provide Non-Emergency Patient Transport services for patients who require transport for routine appointments.

This WTE has not being filled on a permanent basis for a number of years, and subsequently has been delimited due to HSE Pay & Numbers strategy. It is the intention of the NAS to withdraw from this temporary arrangement.

The NAS have tried to fulfil the duties of this office through the temporary filling of the role from Paramedics who may not be able to complete frontline ambulance duties. These temporary arrangements have meant that the administrative of the office is inconsistent.

NAS has advised that the NEPTS in the RHA South East is not a NAS provided or funded service, and responsibility for the continued provision, co-ordination and budgetary control (€1.56 million in 2025) of the NEPTS rests with the RHA/Hospitals concerned.

Meetings are currently underway between NAS, IHA Managers and the relevant hospitals to consider current operations. Governance and management of any service must be considered in order to provide an appropriately funded and supported service.

I trust this information is of assistance,

Yours sincerely

Ian Brennan
RHA-C Manager
National Ambulance Service

