



Oifig an Stiúirthóra Náisiúnta  
Géaroibríochtaí

Aonad 4A, Áras Dargan, An Ceantar Theas,  
An Bóthar Míleata, Cill Mhaighneann, Baile  
Átha Cliath 8, D08 NN9V

Office of the National Director  
Acute Operations

Unit 4a, the Dargan Building, Heuston  
South Quarter, Military Road,  
Kilmainham, Dublin 8, D08 NN9V

www.hse.ie  
@hselive

t 01 795 9972  
e acutehospitals@hse.ie

Deputy David Cullinane  
Dáil Éireann  
Leinster House  
Dublin 2

20<sup>th</sup> February 2024

***PQ 7278/24 – To ask the Minister for Health the maximum patient experience time to admission registered at each emergency department for January of each year 2019-2024, inclusive in tabular form. -David Cullinane***

***PQ 7288/24 – To ask the Minister for Health the maximum patient experience time to admission registered at each emergency department for each quarter of each year 2019-2023, inclusive, 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.

Business Intelligence within the HSE comprises of a central repository for activity information for Acute and Non Acute Services. This is known as the Business Intelligence Unit (BIU). Extensive amounts of data are collected, collated, validated and analysed by this unit. This data is used in performance monitoring and measurement which influences the HSE in taking both operational and strategic decisions.

The Acute BIU advised it does not report maximum Patient Experience Times (PET) in Emergency Departments; yet reports on ED patient experience times in excess of 24 hours. i.e. (6hours, 9 hours, 24 hours and over 24 hours).

I trust this is of assistance to you.

Yours sincerely,

**Nessa Lynch**  
**General Manager**  
**Acute Operations**