



02/05/2019

**Deputy Pearse Doherty,
Dáil Eireann,
Leinster House,
Kildare Street,
Dublin 2.**

PQ 15695/19

To ask the Minister for Health the number of occasions since the commencement of the new 2018 contract awarded by the HSE for the home delivery of incontinence wear to a private courier partner on which deliveries were either delayed, cancelled or orders were only partially delivered; the dates on which same occurred; the reason for the service disruption on each such occasion by CHO in tabular form; and if he will make a statement on the matter.

-Pearse Doherty

Dear Deputy Doherty,

The Health Service Executive (HSE) has been requested to reply directly to you in the context of the above Parliamentary Question, which you submitted to the Minister for response.

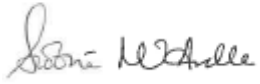
We are aware that in recent months, the provision of the home delivery of incontinence wear products has not achieved the high standard we as an organisation aim to provide. We are working closely with our contracted delivery partners to ensure that the problems experienced by some service users in Community Healthcare Organisations are addressed as a matter of priority. A governance structure has been put in place to oversee the national contract for the supply and delivery of incontinence products to ensure the timely delivery of these products to eligible persons in their homes across all Community Healthcare Organisations. All contractual matters are being worked through.

The contractor for storage and distribution provides the HSE with a delivery report, however as this report is not generated by the HSE I am unable to provide the data requested. Clients who experience difficulties with deliveries should contact their local office, who in turn contacts the contractor to resolve the issue.

The HSE recognises the importance of an integrated electronic management system to support the ordering, supply, distribution and payment of incontinence wear products across all healthcare settings, including the home delivery service. These information technology needs are being considered in the context of the wider eHealth strategy.

I trust this information is of assistance to you.

Yours sincerely,



Siobhán McArdle,
Head of Operations Primary Care,
Community Operations