

Quality Improvement Division
Health Service Executive
Oak House
Millennium Park
Naas
Co Kildare

29th January 2019

Deputy Fergus O'Dowd
Dáil Eireann,
Leinster House,
Kildare Street,
Dublin 2

Our Ref: PQ 1195/19

"To ask the Minister for Health the extent of the funding provided either directly or indirectly through agencies controlled by his Department for the provision of advocacy services during 2018; the proposed expenditure figures for 2019; the number of advocacy cases dealt with in 2018 by each of the advocacy organisations so funded; and the number of staff and volunteers in each advocacy organisation in December 2018."

Dear Deputy O'Dowd,

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. Please see response to your question set out below.

Sage Advocacy Clg has been providing advocacy services for vulnerable adults since 2013. In 2018 HSE Quality Improvement Division provided funding of €1,224,786 to Sage Advocacy.

As of 1st July 2018, Patient Focus has merged with Sage Advocacy Clg to provide advocacy services to all people availing of healthcare who wish to have the services of an advocate. €108,000, the funding due to Patient Focus for Q3 and Q4, was transferred to Sage.

Total funding to Sage Advocacy for 2019 is €1,440,786, which includes €216,000, funding which transferred to Sage following the merger with Patient Focus.

Service Related Activities for Sage Advocacy for 2018

New Referrals for Advocacy - 1252

Patient Advocacy Cases – 336 (Formerly Patient Focus Cases)

Calls to National Office - 6282

Helpline & Rapid Response Service - 1116

All advocacy cases are rated based on the R.A.G. rating approach: Red, Amber, Green. 67% of advocacy cases for 2018 were rated as either Amber or Red.

Sage Advocacy is currently developing 'outcome indicators' for cases which will be implemented in 2019. A pilot on almost 500 cases in 2018 showed case outcomes rated as follows: Excellent 25%. Good 40%. Fair 24% Poor 11%

Sage Advocacy staff travelled 178,424 kms. in the course of their work in 2018 which was supplemented by 17,917 kms. travelled by volunteers.

Staff sent 44,537 emails in the course of their work and volunteers sent 6,457

Sage advocacy currently employs 20.6 staff (22 people) whose work is supported by 104 volunteers.

I trust the above provides the information sought by you. Should you require further clarification please do not hesitate to contact me on greg.price@hse.ie.

Yours sincerely,

A handwritten signature in black ink that reads "Greg Price". The signature is written in a cursive style with a large, looped 'G' and a distinct 'P'.

Greg Price
Assistant National Director
Quality Improvement Division