



Feidhmeannacht na Seirbhíse Sláinte  
Health Service Executive

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Deputy Eamon Scanlon TD,  
Dáil Eireann,  
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26<sup>th</sup> July 2019

**PQ 25316/19\*** *“To ask the Minister for Health his plans to review the efficiency of resources in the cross border directive office in view of the volume of claims it receives from patients accessing healthcare in the United Kingdom; and his plans to increase staff numbers to deal with the backlog; and if he will make a statement on the matter.”*

Dear Deputy Scanlon,


Thank you for your PQ above, which has been forwarded to me for direct reply. Firstly, please accept my apologies for the delay in replying.

Currently the turnaround timeframe for applications and claims under the HSE Cross Border Directive scheme is below our own, and indeed the applicants/claimants, expectation for same. However, I can confirm that we continue to achieve the highest standard, efficient and effective service the department possible with the available resources versus the significant volume of claims and applications being received. The staff members continue to be dedicated to ensure that claims and applications are processed to finality as soon as possible and the department's resources are optimised to achieve this.

We continue to work closely with management and the Dept. of Health to address the resourcing issue with a view to addressing the current backlog and future proofing the office.

If you have any queries, or would like to discuss further, please do not hesitate to contact me on 0872668759 or via [catherinet.donohoe@hse.ie](mailto:catherinet.donohoe@hse.ie).

Yours sincerely,

  
Catherine Donohoe  
A/Assistant National Director