



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive

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Deputy Joan Collins TD,
Dáil Eireann,
Leinster House,
Kildare Street,
Dublin 2.

06th November 2019

PQ41161/19* *“To ask the Minister for Health the steps he will take to respond to the long delays for public patients applying for the cross-border directive and the long delays for public patients on the remuneration of payments for their operations from the HSE; the number of persons that were working in the application section and remuneration section in May 2019; the number working in the section now; the number of patients waiting for clearance for their operations in May 2019; the number waiting now; the length of time it took to remunerate the costs to patients in May 2019; and the length of time it is taking now”*

Dear Deputy Joan Collins TD,

Thank you for your PQ above, which has been forwarded to me for direct reply.

I can confirm that number of staff members working in the Cross Border Directive office (the National Contact Point) is 11, this has not changed between May and October as although two additional staff were appointed this was offset by two existing staff members leaving.

The current timeframe for the processing of reimbursements is approximately three and a half months. This period of three and a half months compares to three months waiting timeframe in May. The numbers of applications awaiting processing in May was circa 3,000 that figure is now closer to 3,500.


However, the HSE Management and the Dept. of Health have been working closely to ensure that resources are provided to the CBD department to address the current workload and backlog in relation to claims and applications. I can confirm that authorisation has been provided for 13 additional staff members and the HSE Recruitment services are in the process of appointing these additional personnel. We have requested an immediate start date for applicable candidates.

We have also been working closely with the HSE Estates Dept in the South East to secure alternative accommodation facilities for the department. We have been given an estimate date

for access to same of November/December. I genuinely and sincerely regret this delay but can assure you the resources of the office are being utilised to the maximum to address the backlog.

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.

Yours sincerely,



Catherine Donohoe
A/Assistant National Director