

2nd October 2019

Deputy Catherine Murphy,
 Dáil Eireann,
 Leinster House,
 Kildare Street,
 Dublin 2.

PQ 37987/19

"To ask the Minister for Health if his attention has been drawn to complaints regarding patient care and or patient conditions at Our Lady's Children's Hospital Crumlin to date in 2019; the nature of the issues brought to his attention regarding the hospital and patient care and or conditions; and if he will make a statement on the matter".

Dear Deputy Murphy,

I refer to your parliamentary question above to which I have been asked to provide a response. Please see below table detailing the number of formal complaints received by CHI at Crumlin from January to August 2019 categorised by HSE Reporting Pillar.

I can confirm that no issues have been brought to the attention of the Minister regarding hospital and patient care and or conditions by CHI at Crumlin.

Formal Complaints logged for January - August 2019 by HSE National Reporting Pillar

Month	Access	Dignity and Respect	Safe and Effective Care	Communication and Information	Participation	Privacy	Improving Health	Accountability
January	16	3	24	19	0	1	1	5
February	16	3	22	16	1	0	1	3
March	14	0	24	20	1	0	0	1
April	14	4	16	11	0	0	0	5
May	12	2	18	20	1	0	1	0
June	14	4	40	19	1	3	0	3
July	18	2	25	22	0	0	1	0
August	12	0	22	18	0	2	0	2
Total	116	18	191	145	4	6	4	19

I trust this is of assistance.

Yours sincerely,



Joe Gannon
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