



Feidhmeannacht na Seirbhíse Sláinte  
Health Service Executive

Ceannasaí Náisiúnta Oibríochtaí Meabhairshláinte  
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**25<sup>th</sup> November 2020,  
Deputy Patrick Costello ,  
Dail Eireann,  
Dublin 2.**

**PQ Number: 34957/20**

**PQ Question: To ask the Minister for Health the details of the roll out of additional telemental health services in 2021.**

Dear Deputy Costello,

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. I have examined the matter and the following outlines the position.

The HSE is using digital technology in a number of innovative ways in order to address differing levels of mental health need across the population. In terms of universal supports, the HSE provides validated mental health education and information on supports and services via [www.yourmentalhealth.ie](http://www.yourmentalhealth.ie), including a six-module stress control programme developed by HSE Health & Wellbeing which is now available free to access. Up to the end of October, there have been 1,143,449 user sessions on [www.yourmentalhealth.ie](http://www.yourmentalhealth.ie) in 2020. Alongside this, there have been 3,137 calls to the 24/7 YourMentalHealth Information Telephone Line seeking information on supports and services over the same period.

In June, the new HSE funded national text-based active listening service '50808' was fully launched. There are 771 volunteers involved in this. In the 5 months to the end of October since full launch, the service has handled 19,085 conversations and initiated 57 'active rescue' procedures. It is projected that the service will soon manage 6,000 conversations per month.

A pilot of internet-based CBT services among 200 service users which had been on-going towards the end of 2019 has been completed with the evaluation report on same in development. Further, a pilot of online group mental health support is due to commence in December 2020.

In relation to counselling online including video and voice modes of communication, HSE-funded partners MyMind and Turn2Me reported completing 19,978 (Jan-Oct), and 2,570 (Jan-June) sessions respectively. Turn2Me also completed 262 online support groups with 1,127 participants between January and June 2020.

In response to the pandemic, the HSE rolled out two solutions to allow for the conduct of remote video consultations in mental health services. By the end of October, 18,395 video consultations had taken place across mental health services nationally.



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In 2021 HSE Mental Health plans to progress the development of three CAMHS telehealth hubs to increase the provision of accessible care across multiple community healthcare areas, reducing waiting lists and managing projected new referrals as part of the National Service Plan 2021. Also under Programme for Government 2021, HSE Mental Health will continue to work in partnership with NGO partners to provide digital services and supports as appropriate as part of its ongoing response to the Covid-19 pandemic.

I trust this information is of assistance to you but should you have any further queries please contact me.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Sinead Reynolds'.

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Dr Sinead Reynolds  
General Manager Mental Health Services