



Feidhmeannacht na Seirbhíse Sláinte  
Health Service Executive



Chief Operations Officer,  
Saolta University Health Care Group,  
Old Nurses Home,  
University Hospital,  
Newcastle Road.  
Galway.  
Tel: 091 893800

Alan Dillon T.D.  
Dáil Éireann,  
Leinster House,  
Kildare Street,  
Dublin 2.

21<sup>st</sup> April 2021

**PQ19721/21: To ask the Minister for Health the measures in place in CHO2 to ensure operational management and customer experience are improved (details supplied); and if he will make a statement on the matter. (To date there is no direct way for patients scheduled for their vaccine to cancel an appointment at Breaffy Arena vaccine centre)**

Dear Deputy Dillon,

The Health Service Executive has been requested to reply directly to you in the context of the above Parliamentary Question/Public Representation which you submitted to the Minister for Health for response. I have examined the matter and the following outlines the position.

For those who are scheduled locally, service users have the option of replying to the text system to cancel their appointment. If they wish to be rescheduled this is recorded and contact is made directly to facilitate this.

For those registering online via the national HSE registration system, service users will need to contact HSE Live to cancel their appointment.

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

Yours sincerely,

Ann Cosgrove,  
Chief Operations Officer,  
Saolta University Health Care Group