



Office of the Workstream Lead, Vaccination Process & Workforce.  
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Teach Darach, Páirc na Mílaoise, Nás, Cill Dara, W91KDC2

**7<sup>th</sup> December, 2021**

Deputy O'Callaghan,  
Kildare Street,  
Dáil Eireann,  
Dublin 2

**Re: PQ 59966/21**

*– “To ask the Minister for Health if his attention has been drawn to the fact that elderly persons and persons with disabilities were left waiting outdoors for up to three and a half hours while queuing for their Covid-19 booster vaccine at the Citywest walk-in centre; the steps he will take to ensure this does not reoccur; and if he will make a statement on the matter.”*

Dear Deputy O'Callaghan,

The Health Service Executive (HSE) has been requested to reply directly to your above Parliamentary Questions which you submitted to the Minister for Health for response. I have examined the matter and the following outlines the position

The booster campaign is supported by a number of different channels (including central vaccination clinics, pharmacies, GPs, etc), which offer both appointment based and walk-in services. Recent experience shows appointment-based clinics are not as popular with people seeking booster vaccinations as they were with the primary dose vaccines. This has resulted in large numbers of people not attending their Vaccination Appointment. Non-attended appointments are uneconomical and inefficient for the vaccination programme and our plan to vaccinate the eligible population. This has led us to increase the number of walk-in clinics available, allowing people to come at a time that suits them and at their convenience. As a consequence of this convenience, there is a certain amount of volatility which can cause a build-up of queues at clinics.

Our response is to organise our clinics with separate queues for those attending walk-in clinics and those with appointments. Clinics have adjusted their opening times and hours to where the peaks are believed to be. In addition, where appropriate, we share live updates, via social media, of queueing lengths at individual clinics so that individual members of the public can choose a CVC appropriately.

I trust this is of assistance.

Yours sincerely,



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**David Walsh**  
**Workstream Lead Vaccination Process and Workforce**