



Children's Health Ireland

8th February 2021

Sláinte Leanaí Éireann (SLÉ), Herberton, Siúlán San Séamas, Rialto, D08 HP97, Éire
Children's Health Ireland (CHI), Herberton, St James's Walk, Rialto, D08 HP97, Ireland

Deputy Neale Richmond,
Dáil Éireann,
Kildare Street,
Dublin 2.

PQ 4273/21

"To ask the Minister for Health the reason psychologists in the psychology department at Children's Health Ireland at Crumlin cannot take phone appointments or consultations from home resulting in appointments being cancelled; and if he will make a statement on the matter".

Dear Deputy Richmond,

I refer to your parliamentary question above to which I have been asked to provide a response.

During the initial phases of COVID-19 in 2020, all face to face Hospital outpatient reviews were originally deferred in response to the pandemic. Children's Health Ireland at Crumlin has recommenced the vast majority of outpatient services albeit at reduced numbers due to guidelines on social distancing. During this current Level 5 restrictions, the Psychology Team are seeing a number of patients to include urgent patients and those who were deferred during the early phases of COVID-19. There is a significant waiting list at present due to the volume of referrals received by the department on a year to year basis and for reasons detailed above relating to COVID-19.

The nature of the work that is done by the Psychology team requires them to work closely with their colleagues in the Hospital setting. It is acknowledged that video or virtual consultations are not suitable in all cases.

With respect to the question pertaining to why Psychology staff cannot take phone or virtual appointments at home, this has been discussed with the Psychology manager who has identified that the need for access to hospital records, clinical supervision of staff and the sensitivity of some of the consultations do not lend themselves well to working from a home environment.

CHI at Crumlin would like to apologise for any delays that patients and their families are experiencing at this time and the Psychology staff are trying to continue with face to face appointments and telephone sessions where appropriate.

Yours sincerely,

Joe Gannon
Chief Operations Officer
Children's Health Ireland
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Mission – To promote and provide child-centered, research-led and learning informed healthcare, to the highest standards of safety and excellence. We do this in partnership with each other, with children, young people and their families through a network of children's services in Ireland.

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