



Feidhmeannacht na Seirbhíse Sláinte  
Health Service Executive

Rannan na nOspideil Ghearmhíochaine  
Aonad 4A – Áras Dargan  
An Ceantar Theas  
An Bothar Mileata  
Cill Mhaighneann  
BÁC 8

Acute Operations  
Health Service Executive  
Unit 4A - The Dargan Building  
Heuston South Quarter  
Military Road  
Kilmainham  
Dublin 8.

11<sup>th</sup> March 2021

Deputy Patricia Ryan  
Dáil Éireann  
Leinster House  
Dublin 2

**PQ 11896/21 \*To ask the Minister for Health if he will provide a single point of contact to families of patients in each hospital to alleviate problems that families are having in finding out information while staff are busy assisting patients; and if he will make a statement on the matter\*. -Patricia Ryan**

Dear Deputy Ryan,

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 wish to advise you that each hospital has either a Patient Services Manager or a Patient Advice and Liaison Officer who act as the main contact between patients, their families and carers and the hospital. They ensure that the patient voice is heard either through the patient directly or through a nominated representative. Contact details of these departments/persons are available on individual hospital websites or at their reception areas.

Patients and family members or carers are encouraged families to use these resources in their interaction with the hospital.

I trust this is of assistance.

Yours sincerely,

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Carol Ivory  
General Manager  
Acute Operations