



Feidhmeannacht na Seirbhíse Sláinte  
Health Service Executive

Ceannasaí Náisiúnta Oibríochtaí Meabhairshláinte  
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15<sup>th</sup> April 2021,  
Deputy Holly Cairns  
Dail Eireann,  
Dublin 2.

**To ask the Minister for Health the way in which clinical and ethical concerns involving service-users that have been raised by HSE mental health service staff members are dealt with and recorded by HSE management; the protections in place for staff members raising such concerns; and if he will make a statement on the matter. -Holly Cairns**

Dear Deputy Cairns,

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 Health Service Executive is committed to ensuring that feedback; comments, compliments and complaints from those using its services is acknowledged, reviewed, acted upon and responded to and that the learning derived from this feedback informs our quality improvement programmes. Effective handling of service user feedback is fundamental to the provision of a quality service.

### **Your Service, Your Say**

In this regard, the HSE 'Your Service, Your Say' service creates a system where anyone can inform tell the people caring for them about their experience in both informal and formal ways. Individuals can email [yoursay@hse.ie](mailto:yoursay@hse.ie) to inform HSE about an issue. People might also like to call 1890 424 555 from 9am – 5pm Monday to Friday or contact HSELive on 1850 241 850. Your Service Your Say can also be used to report a concern about a vulnerable adult in a HSE funded care service to the confidential recipient.

### **Trust in Care**

In addition, the HSE operates a Trust in Care policy that promotes the well-being of patients/clients. The policy aims to

- (i) Outline the importance of the proper operation of human resource policies in communicating and maintaining high standards of care amongst health service staff;
- (ii) Ensures proper procedures for reporting suspicions or complaints of abuse and for managing allegations of abuse against health service staff in accordance with natural justice.

### **Protected Disclosures**

The HSE responds to concerns raised by employees and workers by providing the above policies and procedures to support individuals make complaints in a formal way. The purpose of this procedure is to facilitate employees to make protected disclosures in good faith where they have reasonable grounds for believing that the health or



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welfare of patients/clients or the public may be put at risk, or where there is a waste of public funds or legal obligations are not being met so that the matter can be investigated.

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 'T. O'Brien'.

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Thomas O'Brien  
General Manager Mental Health Services