



Feidhmeannacht na Seirbhíse Sláinte  
Health Service Executive

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Deputy Martin Browne,  
Dail Eireann,  
Dublin 2.

15th November 2021

**PQ Number: 52660/21**

**PQ Question: To ask the Minister for Health the average waiting time for an appointment in Jigsaw Tipperary for video and phone support appointments and face-to-face appointments - Martin Browne**

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Dear Deputy Browne

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 HSE funds Jigsaw to provide youth mental health services for those with mild to moderate mental health difficulties. Jigsaw provide face-to-face, online and phone based services to young people aged between 12 to 25 years old while working with communities to resource and support parents and other adults who work with young people. Face-to-face services are delivered from 12 nationwide locations in the form of brief intervention sessions with healthcare professionals, usually taking place across 6 to 8 appointments. Other services include live 1 to 1 online chat, phone based support provided by a counsellor and text support. All Jigsaw services are highlighted on [www.jigsaw.ie](http://www.jigsaw.ie)

Jigsaw does not operate a separate wait time for in person and video/phone appointments – each of their services has a single wait time and a choice of modality is offered to young people. The following details have been provided from Jigsaw directly. The wait times as at 31st October 2021 for Jigsaw Tipperary is 7 weeks.

I trust this information is of assistance to you. Please do not hesitate to contact me if you have any further queries.

Yours sincerely,

**Jim Ryan**  
**Assistant National Director - Head of Operations**  
**National Mental Health Service**

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