



Office of Head of Service Health & Wellbeing
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15/12/2021

Deputy Mary Lou McDonald T.D.
Dail Eireann,
Leinster House,
Kildare Street,
Dublin 2.

PQ 54995/21

"To ask the Minister for Health if the attention of his Department or the HSE has been drawn to significant difficulties encountered by parents seeking to access civil registration offices by phone; his plans to put additional resources in place to address this issue; and if he will make a statement on the matter." - Mary Lou McDonald

Dear Deputy McDonald,

The Health Service Executive (HSE) has been requested to reply directly to you in the context of the above Parliamentary Question (PQ 54995/21), which you submitted to the Minister for Health for response.

The Civil Registration Service in the Eastern Registration Area is operating an appointment based service for the registration of births. This has been in place since ceasing the emergency Covid-19 legislation on the 30th of September 2021. Appointments are currently made by phone.

Plans have been advanced to deliver an appointment system using an online platform. This will facilitate better access for those needing appointments to register life events.

The Health Service Executive is actively working towards a process to ensure that the existing phone system is able to cater for the current demand.

I trust this information is of assistance to you.

Yours sincerely,

A handwritten signature in black ink, reading 'Aisling Heffernan'.

Aisling Heffernan
Head of Service, Health and Wellbeing