



General Manager's Office
University Hospital Waterford,
Kilcreene Regional Orthopaedic Hospital, Kilkenny
South/South West Hospital Group
Email: uhwpg@hse.ie

15th November 2021

Mr Matt Shanahan TD
Dail Eireann,
Leinster House,
Kildare Street,
Dublin 2.

PQ 55575- To ask the Minister for Health when, regarding diabetes services at UHW the existing diabetic nurse specialist presently on call is expected back to work; the procedures in place to ensure that when a nursing specialist on holiday leave or is on extended leave the support protocol the hospital employs to cover patient queries and issues regarding ongoing treatment regime; if the hospital has a replacement policy in place to ensure key medical nurse specialists who may be the only point of contact for patient concerns have adequate trained cover provisioned within a cover plan; if that plan cover response to medical telephone query and if such a cover plan exists if the hospital can outline the reason it has not been implemented with the absence of the only clinical nurse specialist diabetic nurse on site who is now presently on extended leave; if the hospital sought to recruit any temporary replacement either internally or externally; if adequate budget allocation exists for such recruitment; and if he will make a statement on the matter. -Matt Shanahan

Dear Deputy Shanahan

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.

I can advise that a staff member from our Diabetes Clinic is currently on unexpected leave, pending return to work. A voicemail service has been established for the purpose of providing an additional source of information for access to care via GP/Emergency Department for patients. As an interim plan, a CNM1 was redeployed to support this service from 25th October 2021, and remains in place. Interviews for this post were held on Friday 12th November 2021, from which a panel of successful candidates was established. This recruitment process is ongoing.

Yours sincerely,

Grace Rothwell
General Manager
University Hospital Waterford
Kilcreene Regional Orthopaedic Hospital