



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive

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Deputy Mark Ward
Dail Eireann,
Dublin 2.

14th October 2021

PQ 46368/21

To ask the Minister for Health the average waiting time for an appointment in each Jigsaw for video and phone support appointments and face-to-face appointments in tabular form. -Mark Ward

PQ 46369/21

To ask the Minister for Health the average waiting time for an appointment in Jigsaw Dublin southwest for video and phone support appointments and face-to-face appointments. -Mark Ward

Dear Deputy Ward,

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.

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 response and details have been provided from Jigsaw directly. The information below represents the current wait time, as distinct from an average. The Dublin South West wait time (18 weeks) is contained within the table of all services.

The wait time for each of our services as at 30 Sept is follows:

Service	Wait Time as of 30.09.2021
Galway	20 weeks
Roscommon	7 weeks
Donegal	8 weeks
Offaly-Laois	5 weeks
Dublin City	16 weeks
Dublin 15	6 weeks
North Fingal	8 weeks
Dublin South West	18 weeks



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Cork	11 weeks
Kerry	6 weeks
Limerick	16 weeks
Meath	9 weeks
Wicklow	11 weeks
Tipperary	3 weeks

For information, the year on year pattern is one where wait times are longer (reflecting higher demand / referral numbers) in September and October. Referral numbers across the Jigsaw network in September were 48% higher than in August.

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 Services