

PQ Rep IEHG
Email: pqrep@iehg.ie

21st February 2022

Deputy Darren O'Rourke T.D.,
Dáil Éireann,
Leinster House,
Kildare Street,
Dublin 2
E: darren.orourke@oireachtas.ie

Re: PQ 9592/22– Ward Clerks, Our Lady's Hospital Navan

“To ask the Minister for Health the reason the HSE is not allowing ward clerks on to wards at Our Lady of Lourdes Hospital, Navan, County Meath to assist families who are unable to visit sick and elderly persons to answer their phone or set up a facetime call (details supplied); and if he will make a statement on the matter.”

Dear Deputy O'Rourke,

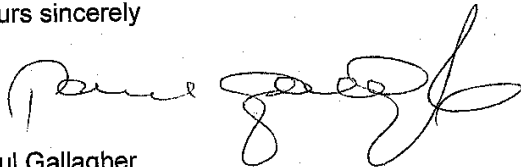
I refer to the above Parliamentary Question seeking an update on allowing ward clerks on to wards at Our Lady's Hospital Navan, which has been referred to the Ireland East Hospital Group for direct response.

I have had this matter examined and am advised that Our Lady's Hospital Navan (OLHN) can confirm that all wards in OLHN have a ward clerk assigned to them to carry out their administrative roles as required.

If any individual feels that their care has not met the high standard that Our Lady's Hospital Navan aim for, then OLHN would recommend that they submit a complaint via the HSE complaints process so that it can be fully investigated in line with fair procedures.

I trust this information is of assistance to you.

Yours sincerely



Paul Gallagher
Chief Director of Nursing and Midwifery



Declan Lyons, Chief Executive /
Elaine Mead, Interim Chair Tel: 01-9602360

One Kilmainham Square,
Inchicore Road,
Dublin 8,
D08 ET1W