



20th Jan. 2022

Deputy Ivana Bacik,
Dáil Éireann,
Kildare Street,
Dublin 2

Issued via email to: ivana.bacik@oireachtas.ie

PQ Number: 2167/22

Question: To ask the Minister for Health if his Department is collecting feedback from healthcare workers and service users as to the functioning of services relating to the Covid-19 pandemic such as availability of PCR and antigen testing and the vaccination roll-out; if so, the way such data is being used to improve the public health response; and if not, if he will consider introducing such a measure.

Dear Deputy Bacik,

I refer to the above Parliamentary Question which has been referred by the Minister for Health to the Health Service Executive for direct response.

Feedback received onsite from those attending for vaccination and testing and similarly through the HSE's Your Service Your Say is captured on an ongoing basis and service improvements implemented based on the service user's experience. The vaccination and testing services also work closely with the HSE Live team and the HSE Digital team responding to issues that the public bring to our attention and where possible addressing those.

[Healthservice.ie](https://healthservice.ie) is a dedicated website for health service staff. There is a variety of information on the website including information on COVID-19 testing and vaccination for healthcare workers. In 2021 there were over 3.3million sessions on this website with almost 1.7million visitors. We capture feedback on the website from healthcare workers through a piece of software. All comments are reviewed weekly and ongoing enhancements are made to the information.

I trust this information is of assistance.

Yours sincerely,

Damien McCallion
National Director
National Lead Test & Trace and Vaccination Programme