



Oifig Ceannasaí Oibríochtaí,
Oibríochtaí Pobail, Cúram Príomhúil

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8th February 2022

Deputy Alan Farrell,
Dáil Éireann,
Leinster House,
Kildare Street,
Dublin 2.

PQ 3483/22 - To ask the Minister for Health if his attention has been drawn to significant backlogs in registering a birth in Dublin; and if he will make a statement on the matter.

- Alan Farrell

Dear Deputy Farrell,

The Health Service Executive (HSE) has been requested to reply directly to you in the context of the above Parliamentary Question (PQ 3483/22) which you submitted to the Minister for Health for response.

Unfortunately, the Civil Registration Service (CRS) in the Eastern Region was severely impacted by the cyber-attack and transitioning to an appointments based model in October 2021. There is significant work now underway to reduce access issues and to improve the overall quality of the service. Some of the key work streams are summarised below.

There is a national rollout of an online appointments booking system (SwiftQueue) underway with the initial pilot sites being in the Eastern Region and Galway areas. This online system will allow the public to book an appointment that is convenient for them, it will free up staff in the CRS from answering the phones and managing a manual process and it should reduce DNA rates.

There are numerous recruitment processes in motion to fill vacant posts. Existing staff are currently working overtime to address backlogs and to increase the availability of appointments.

The availability of appointments at each site (Dublin, Wicklow & Kildare) is being reviewed and increased. For e.g. following a recent engagement with the team in Wicklow, there are an additional 20 appointments available at that site per week.

The setup and management of the phone lines in the Dublin, Wicklow and Kildare offices has been reviewed and is now being reconfigured to ensure that all calls from the public are directed to the appropriate team and are answered in a timely manner.

I trust this information is of assistance to you.



Yours sincerely,

Maeve Raeside

Maeve Raeside
General Manager Primary Care
National Community Operations