



**Oifig an Stiúirthóra Náisiúnta
Géaroibríochtaí**

Aonad 4A, Áras Dargan, An Ceantar Theas,
An Bóthar Míleata, Cill Mhaighneann, Baile
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29th July 2022

Deputy David Cullinane

Dáil Éireann

Leinster House

Dublin 2.

PQ 37410/22 - To ask the Minister for Health the number of complaints or queries received by the HSE as a result of patients being removed from a health waiting list due to validation in 2021 and to the end of May 2022; the number that were reinstated; and if he will make a statement on the matter.

Dear Deputy Cullinane,

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.

The validation of waiting lists is a process whereby the accuracy of waiting lists is checked by asking patients whether they still require their procedure.

The National Centralised Validation Unit (NCVU) was established in the National Treatment Purchase Fund in September 2018. The purpose of the unit is to work in conjunction with hospitals to validate waiting lists using a streamlined and standardised process.

Using the Complaints Management System (CMS) database there were 9 complaints referring to a patient being removed from a waiting list between Jan 2021 - May 2022. Below is the breakdown of Formal Complaints per area. The information we have is based only on what information is recorded on CMS.

Of the nine complaints stated, it cannot be said for certain that these patients were removed from the waiting list as a result of Validation.

Hospital Areas Jan 2021 - May 2022	Total
Group 1 - HSE - RCSI Hospitals Group	5
Group 2 - HSE - Dublin Midlands Hospital Group	1
Group 3 - Voluntary - Ireland East Hospital Group	1
Group 4 - HSE - South/South West Hospital Group	1
Group 6 - HSE - University of Limerick Hospital Group	1
Grand Total	9



I trust this is of assistance to you.

Yours sincerely,

A rectangular area containing a handwritten signature in black ink. The signature appears to read 'Kevin Finnan'.

Kevin Finnan
General Manager
Acute Operations
