



Deputy Alan Farrell

Dáil Éireann

Kildare Street

Dublin 2

E: Alan.Farrell@oireachtas.ie

Re: PQ 34341/22

Question: To ask the Minister for Health the measures that his Department is undertaking to ensure members of the LGBT+ community are encouraged and supported to make complaints regarding discrimination they experience when accessing healthcare; and if he will make a statement on the matter.

Dear Deputy Farrell,

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

The HSE has a very open, transparent and accessible feedback policy and procedure which is designed to encourage and support all service users, including members of the LGBT + community, to share their experience of service with us. The HSE proactively welcomes, encourages and embraces feedback from all service users and their families through its Your Service Your Say Policy.

Listening to all our service users, patients and their families and providing the opportunity for them to share their experience is at the core of our commitment to improving care and their experience of our health services.

In accordance with Section 46, Part 9 of the Health Act 2004, anyone who is being or was provided with a health or social service by the HSE or service provider or anyone seeking provision of such services is entitled to make a complaint.

The Your Service Your Say, the Management of Service User Feedback for Comments, Compliments and Complaints Policy 2017 is designed to be flexible, accessible and responsive to the needs of all service users and ensures that all feedback is acknowledged, reviewed and responded to within the agreed policy and legislative timeframes. The mechanisms of feedback available are:

- Tell the people caring for you today.
- Fill in [the online feedback form](#).
- Email yoursay@hse.ie.
- Fill out the paper feedback form and put it in the feedback box or give it to a member of staff.
- Send a letter to the service - a staff member can give you the contact details.
- Call us on [1890 424 555](tel:1890424555) from 9am to 5pm Monday to Friday. Call [045 880 429](tel:045880429) from a mobile.
- Call HSELive on 1800 700 700 from 8am to 8pm Monday to Friday and 10am to 5pm on Saturday. Call [+353 1 240 8787](tel:+35312408787) from outside of Ireland.

All HSE staff are encouraged and trained to deal with feedback and to provide the necessary supports and assistance to any person wishing to provide feedback, including signposting to advocacy services. Many hospitals now have patient liaison and Patient Advocacy Services



(PAS) in place to support patients throughout their stay. It is a free and confidential service, independent of the HSE. The service is an additional commitment by the HSE that all people receive a compassionate and comprehensive response to any complaint made. The contact details for this are:

Website: www.patientadvocacyservice.ie

Phone: [0818 293 003](tel:0818293003)

Email: info@patientadvocacyservice.ie

The HSE is committed to ensuring the patient voice is at the heart of improving service user and patient experience and efforts to support all those who use health services to share their experience with us continues to be a priority and key focus.

If you require any further information or clarification please do contact us.

Yours sincerely,

A handwritten signature in cursive script that reads "Christopher Rudland".

Christopher Rudland,
Assistant National Director,
Patient & Service User Experience Integrated Operations
National Complaints Governance & Learning Team,
31/33 Catherine Street, Limerick.