



Office of Head of Service Health & Wellbeing

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24/03/2022

Deputy Cormac Devlin T.D.
Dail Eireann,
Leinster House,
Kildare Street,
Dublin 2.

PQ 13805/22

"To ask the Minister for Health if an update will be provided on plans to deal with backlogs and improve services at the HSE Civil Registration Service, given pressures on the telephone booking service; if an online booking service has been considered; and if he will make a statement on the matter." - Cormac Devlin

Dear Deputy Devlin,

The Health Service Executive (HSE) has been requested to reply directly to you in the context of the above Parliamentary Question (PQ 13805/22), which you submitted to the Minister for Health for response.

In October 2021 the existing emergency Covid-19 legislation was discontinued resulting in a move to an appointments based system. This required staff to be diverted to work in each of the offices to provide a telephone booking system.

The delivery of an appointments system has been prioritised for the service nationally, with the service in the Eastern and Western Registration Areas being the initial pilot areas for the rollout of this online system. This system is currently moving into its testing phase, with the rollout subject to that testing process, being delivered thereafter.

Appointments were offered based on existing staff. Additional staff have been recruited and trained resulting in additional appointments for the registration of life events.

I trust this information is of assistance to you.

Yours sincerely,

Mary P. FitzPatrick

General Manager, Health & Wellbeing