



Oifig Ceannasaí Oibríochtaí,  
Oibríochtaí Pobail, Cúram Príomhúil

Seomra 243, Ospidéal Dr Steevens,  
Lána Steevens, Baile Átha Cliath 8.  
D08 W2A8.

Office of the Head of Operations,  
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25<sup>th</sup> August 2022

Deputy Bríd Smith,  
Dáil Éireann,  
Leinster House,  
Kildare Street,  
Dublin 2.

**PQ 42008/22 – To ask the Minister for Health if he will clarify the procedures that are available to the parents of children who are unable to access services in a timely fashion to make complaints or to seek that the HSE ensures that the development of children is not adversely affected by delays in accessing services in relation to waiting times for access to speech therapy, occupational therapy and physiotherapy; and if he will make a statement on the matter.**

- Bríd Smith

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Dear Deputy Smith,

The Health Service Executive (HSE) has been requested to reply directly to you in the context of the above Parliamentary Question (PQ 42008/22) which you submitted to the Minister for Health for response.

It is worth noting that COVID-19 continues to pose significant challenges for many service areas, including all Therapy Services. In light of these unprecedented challenges, together with the Government's guidance on social distancing, the HSE has had to reassess its operation of Community Therapy Services nationally. This has unfortunately had unavoidable negative impacts on waiting lists. The HSE continues to work hard to address these issues and find solutions to the difficulties resulting from on-going Covid-19 crisis.

The HSE is committed to delivering efficient high quality Speech and Language Therapy, Occupational Therapy and Physiotherapy services to all eligible service users, with clients continuing to be prioritised based on clinical needs.

Where service users had a poor experience, including waiting time, they can make a written complaint, which will be responded to within two working days of receipt of same in line with the Your Service Your Say policy. They may be called or asked to meet a member of staff in order to provide further information. The complaint will be thoroughly investigated and the service user will receive a response within 30 working days, or the service user contacted to ask for more time, if necessary. If that is required, the service user will be updated every 20 working days after that to keep them up to date.

Please see further information on Your Service, Your Say, in the leaflet here: <https://www.hse.ie/eng/about/who/complaints/ysysguidance/appendices/ysysleaflet/ysys-feedback-leaflet-english.pdf>.



I trust this information is of assistance to you.

Yours sincerely,

A handwritten signature in black ink that reads 'Seán McArt'. The signature is written in a cursive style with a large initial 'S' and 'M'.

**Seán McArt**  
General Manager Primary Care  
National Community Operations