



Oifig Ceannasaí Oibríochtaí,
Oibríochtaí Pobail, Cúram Priomhúil

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

Office of the Head of Operations,
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28th September 2022

Deputy Colm Burke,
Dáil Éireann,
Leinster House,
Kildare Street,
Dublin 2.

PQ 43868/22 – To ask the Minister for Health the action that is being taken to expedite the processing of applications for medical card holders who require care under the HSE community ophthalmologic services scheme for persons who require eye examination and optical appliances, in view of the fact that the processing of these applications is taking anything up to four months and persons are being denied access to ophthalmologic services; if a detailed examination will be carried out in respect of each of the HSE areas to remove the obstacles that are causing the delay in the process; and if he will make a statement on the matter.

- Colm Burke

Dear Deputy Burke,

The Health Service Executive (HSE) has been requested to reply directly to you in the context of the above Parliamentary Question (PQ 43868/22) which you submitted to the Minister for Health for response.

We have been in contact with local management in each of our CHO areas regarding your query and presently the processing of routine applications for eye examinations and optical appliances ranges from 2 days to 8 weeks with the majority of applications being processed in 5 to 10 working days.

CHO 3 (Midwest) have reported a notable increase in applications received but have put in place additional administrative supports and anticipate the wait time will reduce from 8 to 4 weeks by the end of October 2022. CHO 9 (Dublin North), in their response, referred to delays earlier this year due to staff shortages caused by redeployment during the Covid-19 pandemic but have advised that this has since been resolved and applications are currently being processed in 5 days.

I trust this information is of assistance to you.

Yours sincerely,

Seán McArt

General Manager Primary Care
National Community Operations