



Ceann Seirbhíse, Cúram Príomhúil
Baile Átha Cliath Theas, Cill Dara & Iarthar Chill Mhantáin
– Cúram Sláinte Pobail

Teach Darach, Páirc na Mílaoise, An Nás, Co. Chill Dara, W91 KDC2

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Deputy Eoin Ó Broin
Dáil Eireann,
Dublin 2.

PQ ref 16764/23

“To ask the Minister for Health the average length of time it takes to process an application under the discretionary hardship scheme to provide an explanation for the current delay in processing applications for the scheme in the Dublin West area; if he is aware both pharmacies and families are experiencing huge difficulty in making contact with the Local Health Office section regarding the scheme; and if he will make a statement on the matter.”

Deputy Eoin Ó Broin

Dear Deputy Ó Broin,

The Health Service Executive has been requested to reply directly to you in regard to your parliamentary question, which you submitted to the Minister for Health for a response. I have examined the matter and the following outlines the position.

The Health Service Executive can confirm applications for the Hardship Scheme are reviewed and processed in a timely fashion, with priority given to urgent/time-sensitive requests such as palliative care, end of life, paediatric hospital discharge. It is not possible to provide an exact turnaround time as each application is unique with different levels of complexity, some of which require escalation to the Chief Pharmacist. The recent delay was due to staff shortages, and recruitment challenges. Recently, the post has been filled by agency staff and recruitment campaigns are underway and every effort is being made to recruit new staff.

If the Pharmacy or families have any queries they can Contact the HSE local office on 01-7958054.

I trust this information is of assistance to you but if you have any queries or require any further information please do not hesitate to contact me.

Yours sincerely,

Gillian Farrelly

**Interim Head of Service, Primary Care
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