

28th April 2023.

Paul Murphy TD.,
Dáil Éireann,
Leinster House,
Kildare Street,
Dublin 2
E: paul.murphy@oireachtas.ie

Re: Rep 19432/23 - St. Vincent's University Hospital

Dear Deputy Murphy,

I refer to rep 19432/23 which has been referred for direct response:

To ask the Minister for Health how many concerns were raised in regard to standards of care in St. Vincent's University Hospital, Elm Park in 2020, 2021 and 2022.

St Vincent's University Hospital, like other public hospitals has appropriate arrangements in place to manage feedback from patients and the public, including where concerns and complaints are raised in line with the HSE *Your Service, Your Say* Framework. The hospital provides updates relating to patient concerns that have been raised with the hospital to The National Complaints Governance and Learning Team in the HSE on a quarterly basis. The National Complaints Governance and Learning Team is the national office tasked with developing the mechanisms that enable the information and data from the service user feedback process to drive learning and quality improvement through the system.

Information and data in relation to patient concerns and complaints that are reported to the HSE are categorised under a number of different pillars including *Access, Dignity & Respect, Communication and Safe and Effective Care*. There are a number of sub-categories within the *Safe & Effective Care* pillar that we report on including diagnosis, testing, continuity of care, discharge, healthcare records, health & safety, patient property amongst others but not one specifically relating to *standard of care*. As a guide however, I can advise that there were approximately 120 concerns and/or complaints that were attributable to *Safe & Effective Care* recorded by the hospital in 2021 and 2022 (data for 2020 under validation) which would be representative of a number of sub-categories including those above.

I trust that this information is helpful in answering your question.

Yours sincerely,



Michele Tait,
Interim Chief Executive Officer.