



Feidhmeannacht na Seirbhíse Sláinte  
Health Service Executive

Office of the Head of Primary Care  
South East Community Healthcare  
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2<sup>nd</sup> February 2023

Mr. David Cullinane TD  
Dáil Éireann  
Leinster House  
Dublin 2

**PQ 3184/23**

**To ask the Minister for Health the current repair times in place for wheelchair users when repairs are required to their wheelchairs in the Waterford city area; the recommended and average timeframe for repairs to take place at present; if an alternative is available should there be a backlog; and if he will make a statement on the matter.**

Dear Deputy Cullinane,

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

*I have examined the matter and the following response outlines the current position.*

The Occupational Therapy Manager in Waterford has confirmed that, on average, urgent repairs to wheelchairs are carried out within 24 hours. If parts are required for the repair to be carried out the average time for completion would then be approximately 16 days. Routine repairs are usually seen within 3-5 days but if parts are required this repair can then take up to 120 days. Delays in repairs being carried out are due to parts being sourced internationally.

Aside from the average repair times, there are repairs that, at times are carried out on a constant basis for particular clients and there is open access for HC21 (the repair company) for these repairs. Urgent repairs for these clients range between 1-82 days depending on parts required and routine repairs range between 5-94 days.

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

Yours sincerely,

Anna Marie Lanigan

Head of Service-Primary Care/Assistant National Director  
South East Community Healthcare