

25th July 2023

Claire Kerrane, T.D.
Leinster House
Kildare Street
Dublin 2

PQ ref 32779/23

**To ask the Minister for Health the number of complaints made in relation to a service (Psychiatry Department, Roscommon University Hospital) in 2019, 2020, 2021, 2022 and to date in 2023 **

Dear Deputy Kerrane,

The Health Service Executive has been requested to reply directly to you in the context of the above Parliamentary Question which you submitted to the Minister for Health for response. I have examined the matter and the following outlines the position;

2019 – 4*
2020 - 14
2021 - 13
2022 - 10
2023 - 3 (YTD)

* There was no official complains log in operation pre 2020 in the Dept of Psychiatry, complaints were dealt with as they presented.

This data reflects all the different types of complaints received directly into the Dept of Psychiatry Roscommon from patients, relatives and other professional, through the Your Service Your Say Complaints process and through the Clinical Complaints Department.

I trust this information is of assistance to you, but should you have any further queries, please contact me.

Yours sincerely,



Charlie Meehan
Head of Mental Health Services
Community Healthcare West