



Office of the National Director – Operational Performance and Integration
HSE | Room 2.43, Dr. Steevens Hospital | Dublin D08 W2A8
Telephone: 01 635 2000 | E-Mail: national.directoropi@hse.ie

Oifig an Stiúrthóra Náisiúnta – Feidhmíochta Oibriúcháin agus Comhtháthaithe
FSS | Seomra 2.43, Oispidéal Dr. Steevens | Baile Átha Cliath D08 W2A8

21/07/2023

Deputy Paul Murphy
Dáil Éireann
Leinster House

Sent Via email to: paul.murphy@oireachtas.ie & PQuestions@hse.ie

**PQ 33486/23 To ask the Minister for Health for a breakdown of concerns to Your Service Your Say HSE for the years 2020-2023, a breakdown of themes of concerns and of these concerns; and how many were forwarded to Gardaí or safeguarding and protection teams.
- Paul Murphy**

Dear Deputy Murphy,

I refer to the above Parliamentary Question which was referred by the Minister for Health to the Health Service Executive for direct response.

The information to respond to this query has been drawn from the Complaints Management System (CMS) which is a standardised database management system for logging all complaints across the HSE. However, please note, the utilisation of CMS across each service area varies, therefore, this information extracted off CMS in relation to this PQ may not be reflective of the full breath of information potentially available.

Please see below the response to your queries:

- a) A breakdown of concerns to Your Service, Your Say, HSE for the years 2020 – to 2023
Data extracted from CMS on 17/07/23 details the breakdown of issues related to Stage 2 formal written complaints from 01/01/2020 – 17/07/2023.

Total no of issues = 20,457

Total no of Complaints = 17,153

Please note there are more Issues than Complaints as each Complaint can have more than one Issue.

- b) A breakdown of themes of concerns to Your Service, Your Say, HSE for the years 2020 – to 2023
Data extracted from CMS on 17/07/23 on the top 8 themes of concerns on Stage 2 formal written complaints from 01/01/2020 – 17/07/2023.



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Category	2020	2021	2022	2023 YTD	Total
Access	1113	1321	1557	673	4664
Accountability	277	199	359	168	1003
Communication & Information	1007	1244	1583	722	4556
Dignity and Respect	603	593	569	258	2023
Improving Health	58	60	56	13	187
Participation	23	28	31	14	96
Privacy	47	54	65	21	187
Safe & Effective Care	1887	2127	2551	1176	7741
Grand Total	5015	5626	6771	3045	20457

- c) Of these concerns, how many were forwarded to the Gardai or Safeguarding and protection teams

Please note that the CMS does not capture data on the number of complaints that were forwarded to Gardaí or safeguarding and protection teams.

Should you need anything further please let me know.

Ann Sheehan
General Manager
Operational Performance and Integration