



Office of the Head of Primary Care  
South East Community Healthcare  
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12<sup>th</sup> July 2023

Ms. Kathleen Funchion TD  
Dáil Éireann  
Leinster House  
Dublin 2

**PQ 34531/23**

**To ask the Minister for Health is he aware that there has been no processing of medical card authorisations by the optical department in HSE, James' Green, Kilkenny for approximately four weeks; which is leading to a huge leap in the waiting lists in the area; and if he will make a statement on the matter.**

Dear Deputy Funchion,

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.*

It is acknowledged that there was a delay in the processing of the LOA1 forms under the Community Ophthalmic Services Scheme (for routine eye exams and dispensing of glasses) in the Kilkenny area. This was due to recent staffing changes in this administrative process area. Resources are currently being managed and with the required sanction to backfill now in place, we anticipate a return to the heretofore timely delivery of LOA1s shortly.

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

Yours sincerely,

A handwritten signature in black ink that reads "Anna-Marie Lanigan".

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