



Ceannasaí Náisiúnta Oibríochtaí Meabhairshláinte
Ospidéal Naomh Lómáin,
Baile Phámar Baile Átha Cliath 20.
R: PQReps.NatMHOPS@hse.ie

Head of Operations, Mental Health Service
St Loman's Hospital,
Palmerstown, Dublin 20.
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Deputy Mark Ward,
Dail Eireann,
Leinster House,
Kildare Street,
Dublin 2.

2nd August 2023.

PQ Number: 35312/23

PQ Question: To ask the Minister for Health for an update on waiting times for Jigsaw services, by area; what additional supports have been provided by Jigsaw to reduce these waiting times; the plans to extend Jigsaw teams nationally; and if he will make a statement on the matter. -Mark Ward

Dear Deputy Ward,

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.

Jigsaw is funded by the HSE to provide youth mental health services for those with mild to moderate mental health difficulties. They provide face-to-face, online and phone based services to young people aged between 12 to 25 years old while working with communities to resource and support parents and other adults who work with young people.

****Please be advised that the information requested by the Deputy has been provided by Jigsaw directly. ****Please note that this data is subject to change due to ongoing review and validation by Jigsaw.

The most recently available wait time data per Jigsaw service is provided in the table below:

Service	Wait Time as of 19.07.23
Cork	15 weeks
Donegal	13 weeks
Dublin 15	10 weeks
Dublin City	8 weeks
Dublin South West	11 weeks
Galway	6 weeks



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Kerry	7 weeks
Limerick	9 weeks
Meath	15 weeks
North Fingal	8 weeks
Offaly-Laois	10 weeks
Roscommon	10 weeks
Tipperary	7 weeks
Wicklow	4 weeks

Recent months have seen some decreases in wait times due to the acute attention that is paid to actively managing capacity across the Jigsaw network, employing a flexible response to young people's needs via extended opening hours/options of care (video sessions and flexibility to use capacity in teams/services with shorter wait times to assist in with cases from those where wait times may be longer).

All young people awaiting a first appointment with a Jigsaw service are made aware of the availability to them of Jigsaw's Live Chat service (a text based session with a qualified clinician). This service is available 5 days a week and there is little or no wait time to engage in a session.

In terms of further expansion, Jigsaw is ambitious to extend its reach and availability to young people across Ireland. This will take two key forms:

1. The development of a broader range of clinical services and supports for young people, many of them technology-enabled. Jigsaw's experience over 17 years has shown us that demand for mental health services is growing among young people, and that a more customised approach for each young person will help us meet their needs in a more timely fashion, be that through single or multi-session, online, video, chat or in-person, group or peer support. Work on this expanded range of offerings is already underway in 2023, in the form of development of an integrated new case management system (electronic health record) and the piloting of some new service offerings from August onwards.
2. The development of further community based services in counties where Jigsaw does not yet have a physical presence

I trust this information is of assistance to you.



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Yours sincerely,

A handwritten signature in black ink, appearing to read 'Tony Mc Cusker', written in a cursive style.

Tony Mc Cusker
General Manager
National Mental Health Services