



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: 35313/23

PQ Question: To ask the Minister for Health for an update on the roll-out of Jigsaw online services; what funding has been provided for this; the annual cost of running this service; 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.

In 2019 Jigsaw secured €734k in Slaintecare funding for an innovative online service – an anonymous, text based therapeutic service delivered by a team of qualified clinicians (called Jigsaw Live Chat). This service is available to young people aged 12-25 years across the whole of the Republic of Ireland. Based on the success of that service, in discussion with the HSE, funding for this service was rolled into Jigsaw's annual core funding.

In addition to the Live Chat service, Jigsaw also delivers a range of other supports and services to young people online:

- Each local Jigsaw service delivers its appointments through a combination of in person and online modalities
- Jigsaw has one service team that operates exclusively online; this team delivers a combination of Live Chat (available to 26 counties) and online brief interventions (to young people referred into our community based services who are interested in availing of an online offering, involving a shorter wait time)
- Group Chats, focussing on particular themes/topics, take place online every week



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- Support via email is also available to young people from any location in Ireland
- Jigsaw's website and social media channels are regularly updated with relevant material (including videos, etc.) and resources to support young people with their mental health

Jigsaw have advised that in terms of funding, each local service delivers some of its work/appointments online and the online way of working is now embedded into their overall therapeutic work . Therefore Jigsaw have advised that it is difficult to separate this in terms of providing the annual cost of running this service.

Further information on services provided by Jigsaw can be found at the following links:

<https://jigsaw.ie/>
<https://jigsaw.ie/services-in-your-area/>

I trust this information is of assistance to you.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Tony Mc Cusker'.

Tony Mc Cusker
General Manager
National Mental Health Services