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Sexual Health & Crisis Pregnancy Programme,
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Deputy Michael Collins
Dáil Éireann
Leinster House
Kildare Street
Dublin 2

3rd July 2023

PQ ref: 31099/23

To ask the Minister for Health the number of queries logged with HSE My Options (including phone calls and chat queries) in 2019, 2020, 2021, 2022, and to date in 2023, categorised in tabular form; and if he will make a statement on the matter.

Dear Deputy Collins,

Thank you for your question to the Minister for Health, which was forwarded to my office to respond to you directly.

The HSE My Options service is free of charge to everyone. Professional, experienced counsellors are available to talk to you about all your options including continuing pregnancy supports and information about abortion services. The My Options counselling and information service is available at Freephone 1800 828 010 from 9am to 8pm Monday to Friday and Saturday 10am to 2pm. If you are calling from outside the Republic of Ireland the number is +353 59 913 8175.

Medical advice is available 24 hours a day, seven days a week. The service can provide information and support in over 240 languages. The phone line counselling service can also refer people to face-to-face counselling.

The My Options data requested is as follows:

Number of calls and web chat queries with HSE My Options 2019 to 2023

	Number of calls	Web chat queries
2019	12,536	*570
2020	10,266	1,053
2021	9,652	1,032
2022	11,552	1,189
2023	5,051	541

*Note webchat commenced in May 2019

Breakdown of calls to the HSE My Options helpline by service type from 1st January 2019 to 31st May 2023

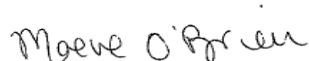
	Nursing Line referral	Information	Listening support	Counselling
2019	1,082	10,699	2,590	115
2020	1,104	9,023	1,703	127
2021	860	8,840	1,391	196
2022	814	10,259	2,191	105
2023	170	4,699	1,049	63

Breakdown of webchats to the HSE My Options helpline by service type from 1st May 2019 to 31st May 2023

	Nursing Line referral	Information	Listening support	Counselling
2019	6	463	26	0
2020	38	958	111	0
2021	47	972	114	0
2022	19	1,121	100	0
2023	19	512	34	0

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

Yours Sincerely,



Maeve O'Brien

Programme Lead

Sexual Health & Crisis Pregnancy Programme, Health and Wellbeing Strategy and Research, HSE Healthcare Strategy