

PQ 12523/23

3rd April 2023

Deputy Paul Murphy, T. D.
(via HSE PQ/REPDR system)

Re.: To ask the Minister for Health the number of concerns that were received regarding the Mercy Hospital Cork in 2020, 2021, 2022, and to date in 2023, broken down into categories.

Dear Deputy Murphy,

I refer to your recent PQ in respect of the above. In order that MUH might most usefully respond to your PQ I requested some clarification regarding the definition of ‘concerns’ received in respect of Mercy University Hospital. I received the following additional information in response:

Subject: PQ 12525/23 raised by Deputy Paul Murphy

Deputy Murphy's Office informed [us] of the following: ‘(This is what I'm looking for in all the questions below as all the involved died when they went in for basic care and healthy) I would like to know what concerns were raised in regards to infection control, substandard care, staffing levels, safeguarding concerns. Medication errors/ mistakes. Concerns around patient transferring to another Without testing’
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In order to respond appropriately I contacted the Quality and Risk Management Department who informed me that an examination of complaints made from 2020 to date would provide the most informative method of ascertaining the number of ‘concerns raised’ however it would not be possible to respond to individual cases of care.

Complaints are broken down into incidents and a single complaint can contain a number of incidents, not all of which are relevant to your query. In terms of what is relevant, the HSE category of **Safe & Effective Care** relates to adequate human resources, diagnosis, test, continuity of care, discharge, H&S issues, healthcare records, hygiene, Infection Control, patient property, medication, treatment & care.

In this regard MUH received the following number of complaints as follows:

Complaint category	2020	2021	2022	2023	Total
Safe & Effective Care	31	34	86	20	171

I hope this clarifies the matter and please do not hesitate to contact me should you require any further information.

Yours sincerely,

p.p. Christina Favier

Maurice Spillane
Interim CEO