



Oifig um Cheannasaí Seirbhíse do Chúram Príomhúil  
Cúram Sláinte Phobail FSS an Mheán Iarthair  
Ascaill Bhaile Choimín,  
Páirc Gnó an Ráithín,  
Ráithín, Luimneach V94 D1W9  
Teil: 061 483226

Office of the Head of Service for Primary Care  
HSE Mid West Community Healthcare  
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Raheen Business Park,  
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Tel: 061 483226

13<sup>th</sup> February 2024

**Deputy Jackie Cahill**  
8-9 Parnell St.  
Thurles  
Co. Tipperary

**Re: PQ 43455/23 - “To ask the Minister for Health if his Department plans to re-open the Civil Registration Office in Roscrea, Co. Tipperary, following its closure earlier in 2023, given that its closure has been a huge loss to the community; if not, if his Department will examine the feasibility of same; and if he will make a statement on the matter.”**

Dear Deputy Cahill,

The Health Service Executive has been requested to reply directly to you in regard to your parliamentary question which you submitted to the Minister for Health for response. I have examined the matter and the following outlines the position.

Ms. McCarthy, Supt. Registrar, has confirmed that the Civil Registration Service at Roscrea Primary Care Centre closed with effect from 1st June 2023. She has provided the following background which informed the decision to close the Civil Registration Office at Roscrea, Co. Tipperary:

The Civil Registration Service in the HSE Mid West area (Limerick, Clare & Nth. Tipperary) is a Regional Service. Prior to the closure of the service in Roscrea, an in depth analysis was undertaken in relation to activity levels for the service across the Nth. Tipperary area. It was found that the activity levels in Roscrea were much lower than those of the other Civil Registration Offices in the Nth. Tipperary area (i.e. Nenagh and Thurles).

With limited staffing resources, it is imperative that the optimum service level is provided from various locations. In reviewing the Civil Registration Service in Nth. Tipperary, a decision was taken to re-open a full time service at Thurles Primary Care Centre

Since the pandemic, the Civil Registration Service in the HSE Mid West area (Limerick, Clare and Nth. Tipperary) has become more structured. Certificates of Life Events can be ordered by phone and payment made using a Debit/Credit Card and posted to the applicant. If Certificates are required urgently, they can be collected from an office by prior arrangement. There is no longer a need for an applicant to attend a Civil Registration Office to purchase a Birth, Death or Marriage Certificate.

Furthermore, an online appointment system for the Registration of Births and Deaths has been implemented in the Civil Registration Service. This has enhanced the service and service users no longer have to experience long waiting times when accessing the service. Appointments can be booked online by service users, for a day and time that is convenient for them.

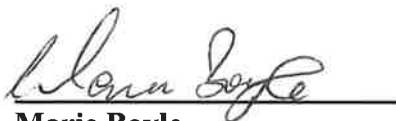
Legislation is currently being drafted (Civil Registration Bill 2023) which will provide service users with the option of registering a birth or death online without the requirement to attend a Civil Registration Office.

As the requirement to attend the Civil Registration Service in person has and will be reduced, this has also been taken into consideration when deciding to withdraw the service from Roscrea. Service users from Roscrea are being accommodated by the Civil Registration Office in Nenagh, Co. Tipperary. Due to the nature of the service, service users have the option of attending any Civil Registration Office in the country to avail of the service.

The Supt. Registrar regrets that it was deemed necessary to withdraw the service at Roscrea. However, the decision was only taken when an in-depth analysis of activity levels and demand was carried out in the catchment area.

I trust this information addresses the issues raised in your representation.

**Yours sincerely,**

A handwritten signature in cursive script, appearing to read 'Marie Boyle', is written over a horizontal line.

**Marie Boyle**  
**General Manager**  
**Primary Care**