



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
Ballycummin Ave,
Raheen Business Park,
Raheen, Limerick V94 D1W9
Tel: 061 483226

26th March 2024

Deputy Michael Lowry
Constituency Office
Abbey Road, Thurles
Co. Tipperary

Re: PQ 12856/24 - "To ask the Minister for Health if he will examine a matter concerning the lack of administrative support staff working in the oncology department of the HSE Primary Care Centre on Mitchel Street, Thurles; and if he will make a statement on the matter."

Dear Deputy Lowry,

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.

Firstly, I must advise that there is no Oncology Department located in the Primary Care Centre. However, oncology patients do attend the Primary Care Centre to avail of HSE services e.g. nursing services with the Community Intervention Team (CIT).

On receipt of your representation, the Primary Care Services Manager, contacted CIT in relation to the issues raised in your correspondence. CIT confirmed that they had been contacted by the Oncology Dept. in Clonmel Hospital on behalf of a patient who had tried to contact CIT by telephone to arrange an appointment but she had been unable to get through. CIT confirmed that they contacted the patient immediately and the necessary arrangements put in place for the patient.

I can advise that similar to most CIT services across the HSE Mid West area, the CIT service located at Thurles Primary Care Centre does not have dedicated administrative support. The nurses attached to CIT answer the telephone and arrange appointments etc. for their patients. Telephone calls for CIT in Thurles are routed through CIT at Nenagh Health Centre. If, however, there is no CIT nurse present to answer the telephone, phone calls may go unanswered.

To ensure that situations such as those outlined in your representation are avoided going forward, the Primary Care Services Manager has advised CIT to forward their telephone to the Main Reception at Nenagh Health Centre, if there is no CIT nurse available to answer the telephone. Any messages received at Reception can then be referred onto CIT for attention.

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

Yours sincerely,

Carmel McLaughlin
General Manager Primary Care