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Sexual Health Programme,
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Deputy Carol Nolan
Dáil Éireann
Leinster House
Kildare Street

18th February 2025

PQ ref: 2831/25

To ask the Minister for Health the number of communications received by HSE MyOptions from women in unplanned pregnancies in 2020-2024 inclusive, by category, by month, in tabular form; and if she will make a statement on the matter.

Dear Deputy Nolan,

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

We have attached herewith a spreadsheet of the number of calls to My Options broken down by telephone calls and webchats and categorised by caller type and by service type for the years 2020-2024, by month and in tabular form.

Please note that the figures for 2020 are inclusive of telephone calls and webchats.

Yours Sincerely,

Orla McGowan
Programme Lead
Sexual Health Programme, HSE Health and Wellbeing

2020 Stats - My Options calls

By caller type

Month	Number of Calls	Personal Callers	Professional Callers	Other/Unknown
January	1173	1098	62	13
February	833	790	39	4
March	964	896	58	10
April	925	869	44	12
May	784	750	24	10
June	722	686	34	2
July	873	829	40	4
August	835	794	40	1
September	830	803	27	0
October	768	737	30	1
November	813	796	17	0
December	744	723	20	1
Total	10264	9771	435	58

Number of calls by service type

Month	Nursing Line referral	Information	Listening support	Counselling
January	92	1020	204	12
February	98	697	148	4
March	158	832	190	6
April	95	873	173	1
May	83	647	123	11
June	84	673	148	7
July	122	753	151	10
August	87	765	106	15
September	78	720	139	15
October	59	710	108	13
November	87	732	112	18
December	68	669	112	14
Total	1111	9091	1714	126

2020 Stats - My Options webchats

Webchats to My Options by caller type

Month	Number of Calls	Personal Callers	Professional Callers	Other/Unknown
January	117	115	0	2
February	68	66	1	1
March	119	119	0	0
April	115	115	0	0
May	71	71	0	0
June	92	4	0	88
July	83	3	0	80
August	103	1	0	102
September	63	0	0	63
October	74	0	0	74
November	74	0	0	74
December	74	74	0	0
Total	1053	568	1	484

Number of webchats by service type

Month	Nursing Line referral	Information	Listening support	Counselling
January	2	101	8	0
February	1	60	4	0
March	3	107	8	0
April	3	109	107	0
May	1	69	8	0
June	9	75	14	0
July	2	71	14	0
August	7	99	70	0
September	0	58	10	0
October	2	69	15	0
November	3	72	5	0
December	4	68	10	0
Total	37	958	273	0

2021 Stats - My Options calls

By caller type

Month	Number of Calls	Personal Callers	Professional Callers	Other/Unknown
January	853	820	29	4
February	617	596	15	6
March	749	726	19	4
April	721	682	38	1
May	783	738	37	8
June	795	754	39	2
July	878	829	48	1
August	869	838	31	0
September	832	805	27	0
October	798	758	40	0
November	956	936	19	1
December	800	779	21	0
Total	9651	9261	363	27

Number of calls by service type

Month	Nursing Line referral	Information	Listening support	Counselling
January	75	746	138	22
February	55	545	86	17
March	67	690	126	8
April	61	642	110	24
May	64	703	97	22
June	68	711	116	14
July	79	800	119	21
August	96	811	129	16
September	65	781	126	18
October	77	761	96	7
November	87	894	152	10
December	66	748	99	17
Total	860	8832	1394	196

2021 Stats - My Options webchats

Webchats to My Options by caller type

Month	Number of Calls	Personal Callers	Professional Callers	Other/Unknown
January	126	2	0	124
February	58	0	0	58
March	100	29	0	71
April	78	78	0	0
May	54	51	2	1
June	85	85	0	0
July	69	69	0	0
August	95	94	1	0
September	101	95	6	0
October	81	81	0	0
November	104	104	0	0
December	81	81	0	0
Total	1032	769	9	254

Number of webchats by service type

Month	Nursing Line referral	Information	Listening support	Counselling
January	7	121	9	0
February	1	56	5	0
March	7	92	11	0
April	2	70	12	0
May	3	51	4	0
June	4	76	11	0
July	2	66	8	0
August	4	87	16	0
September	4	95	17	0
October	4	76	6	0
November	3	101	9	0
December	5	79	6	0
Total	46	970	114	0

2022 Stats - My Options calls

Calls to My Options by caller type

Month	Number of Calls	Personal Callers	Professional Callers	Other/Unknown
January	961	917	29	15
February	850	805	21	24
March	998	963	33	2
April	908	857	38	13
May	983	928	43	12
June	1018	951	31	36
July	1008	948	40	20
August	989	946	35	8
September	918	877	34	7
October	904	873	31	0
November	1161	1117	39	5
December	867	830	36	1
Total	11565	11012	410	143

Number of calls by service type

Month	Nursing Line referral	Information	Listening support	Counselling
January	75	885	123	15
February	55	744	168	16
March	65	833	212	10
April	58	806	148	6
May	77	884	176	11
June	73	915	187	9
July	79	900	238	7
August	66	887	186	6
September	69	796	212	4
October	70	803	182	8
November	77	1045	202	9
December	51	773	157	4
Total	815	10271	2191	105

2022 Stats - My Options webchats

Webchats to My Options by caller type

Month	Number of Calls	Personal Callers	Professional Callers	Other/Unknown
January	112	108	2	2
February	100	92	1	7
March	115	112	1	2
April	94	91	1	2
May	100	96	0	0
June	111	109	1	1
July	109	103	1	5
August	107	105	0	2
September	72	71	0	1
October	80	79	0	1
November	108	107	1	0
December	68	68	0	0
Total	1176	1141	8	23

Number of webchats by service type

Month	Nursing Line referral	Information	Listening support	Counselling
January	3	109	11	0
February	3	95	6	0
March	0	111	6	0
April	0	90	6	0
May	3	94	8	0
June	3	108	8	0
July	0	102	14	0
August	2	101	13	0
September	1	68	5	0
October	0	79	7	0
November	2	103	7	0
December	1	60	9	0
Total	18	1120	100	0

2023 Stats - My Options calls

Calls to My Options by caller type

Month	Number of Calls	Personal Callers	Professional Callers	Other/Unknown
January	1078	1034	42	2
February	858	834	24	0
March	1039	1010	29	0
April	892	870	22	0
May	1184	1136	48	0
June	1132	1090	42	0
July	1128	1075	43	10
August	1129	1100	29	0
September	1066	1028	38	0
October	905	865	37	3
November	1016	978	38	0
December	941	908	28	5
Total	12368	11928	420	20

Number of calls by service type

Month	Nursing Line referral	Information	Listening support	Counselling
January	23	1017	208	7
February	28	800	175	10
March	25	967	224	11
April	25	843	198	13
May	69	1072	244	22
June	110	987	292	13
July	105	1007	258	17
August	91	1000	261	13
September	102	932	214	5
October	71	798	232	8
November	106	882	231	8
December	78	834	230	9
Total	833	11139	2767	136

2023 Stats - My Options webchats

Webchats to My Options by caller type

Month	Number of Calls	Personal Callers	Professional Callers	Other/Unknown
January	103	103	0	0
February	83	82	1	0
March	120	119	1	0
April	98	98	0	0
May	137	137	0	0
June	117	117	0	0
July	112	111	1	0
August	98	0	0	0
September	80	78	1	1
October	86	86	0	0
November	97	97	0	0
December	97	96	1	0
Total	1228	1124	5	1

Number of webchats by service type

Month	Nursing Line referral	Information	Listening support	Counselling
January	3	97	7	0
February	4	76	7	0
March	5	113	5	0
April	3	94	5	0
May	4	132	10	0
June	1	114	9	0
July	7	106	8	0
August	3	96	3	0
September	1	76	8	0
October	3	85	1	0
November	4	91	13	0
December	4	90	15	0
Total	42	1170	91	0

2024 Stats - My Options calls

By caller type

Month	Number of Calls	Personal Callers	Professional Callers	Other/Unknown
January	1153	1118	34	1
February	934	908	24	2
March	957	925	30	2
April	979	956	23	0
May	1036	1013	23	0
June	969	949	17	3
July	1108	1083	25	0
August	923	895	28	0
September	931	916	15	0
October	949	918	30	1
November	924	896	27	1
December	904	876	27	1
Total	11767	11453	303	11

Number of calls by service type

Month	Nursing Line referral	Information	Listening support	Counselling
January	97	1027	255	8
February	65	837	197	8
March	108	818	157	8
April	80	883	137	6
May	92	913	143	5
June	95	842	106	5
July	88	1004	130	0
August	91	803	124	5
September	87	818	113	7
October	112	802	92	15
November	79	817	109	9
December	73	800	108	4
Total	1067	10364	1671	80

2024 Stats - My Options webchats

Webchats to My Options by caller type

Month	Number of Calls	Personal Callers	Professional Callers	Other/Unknown
January	128	128	0	0
February	88	88	0	0
March	76	75	0	1
April	81	80	0	1
May	82	82	0	0
June	84	84	0	0
July	86	84	2	0
August	79	78	1	0
September	76	74	1	1
October	77	76	0	1
November	73	72	0	1
December	61	59	0	2
Total	991	980	4	7

Number of webchats by service type

Month	Nursing Line referral	Information	Listening support	Counselling
January	11	109	16	0
February	4	85	9	0
March	5	69	4	0
April	3	78	5	0
May	2	76	6	0
June	3	73	10	0
July	2	77	13	0
August	3	74	10	0
September	4	73	3	0
October	7	73	4	0
November	3	65	8	0
December	1	55	7	0
Total	48	907	95	0