



Oifig an Stiúrthoir Cúnta,  
Cúram Priomhúil Rochtain agus Comhthathú,

Seomra 243, Ospidéal Dr Steevens,  
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D08 W2A8.

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1<sup>st</sup> July 2025

Deputy McGreehan,  
Dáil Éireann,  
Leinster House,  
Kildare Street,  
Dublin 2.

**PQ 26804/25 To ask the Minister for Health the policies in place to ensure timely access to orthopaedic shoes for individuals who require them for medical reasons; and whether there are plans to streamline the referral process to reduce waiting times for assessments and fittings.**

**- Erin McGreehan**

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Dear Deputy McGreehan,

The Health Service Executive (HSE) has been requested to reply directly to you in the context of the above Parliamentary Question (PQ 26804/25) which you submitted to the Minister for Health for response.

Any referral into the Orthotic Service is triaged and prioritized. Regarding referrals for orthopaedic footwear, past medical history, risk of ulceration, falls risk, existing footwear and service history are considered. Therefore, a referral is considered on the individuals' requirements, rather than a single prioritisation policy for those service users who have been referred for footwear.

The process for providing orthopaedic footwear involves, but is not limited to; assessment and measuring, 1st fitting, possibly 2<sup>nd</sup> fitting, delivery and review. It is a multi-stage process that takes on average 8 to 12 weeks to complete. However, the variation in service user requirements can range from routine to complex and this can impact the lead time.

HSE services continue to review referral processes to ensure that they are streamlined.

I trust this is of assistance.

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**Seán McArt**

General Manager  
Primary Care Access & Integration