



Ken O'Flynn
Dáil Éireann
Leinster House
Kildare Street
Dublin 2

14th October 2025

PQ REF: 51239/25

Dear O'Flynn,

I was asked to comment on a Parliamentary Question directed to the Minister for Health on waiting times at the National Gender Service.

Clinical complexity on initial assessment is greater than it has ever been before, with people presenting with multiple unaddressed clinical needs, including, but not limited to, unsupported autism and social vulnerability. Given the complexity of care at present, and chronic understaffing, waiting times at the National Gender Service continue to increase. There are now over 2400 people awaiting assessment, and people are currently waiting up to four and a half years for their first appointment. Our website www.nationalgenderserviceireland.com has updates on current waiting times, and information on clinical resources that might be useful while people wait to be seen.

Our website also has information on the referral processes at the NGS. Referrals can be accepted from the age of 17, but we can only see people for clinical assessment from the age of 18. The NGS has existed at St Columcille's Hospital in some form for over 20 years. As we do not, and have never had, an electronic healthcare records, it is not possible to calculate the number of attendees over time without manual review of all medical records over that time period.

Further investment and service development is needed to shorten waiting times. At present the HSE is working on an updated Model of Care for Gender Healthcare which is expected to address the capacity deficit in services at present. Details on the work of the HSE on this matter can be found at www.hse.ie/eng/about/who/cspd/ncps

I trust the above is useful in answering this query.



Yours sincerely,

Lorraine O'Toole
General Manager
St Columcille's Hospital Loughlinstown