

Advocacy Services

Patient Advocacy Service

The Patient Advocacy Service is an independent, free and confidential service that provides information and support to people who want to make a complaint about an experience they have had in a HSE-funded public acute hospital through the HSE's Your Service Your Say process or through the HSE's Incident Management Framework, where a person has been involved in a patient safety incident.



The Patient Advocacy Service was commissioned by the Department of Health, and has been developed by an organisation called the National Advocacy Service. The Government included the establishment of an independent patient advocacy and complaints service in the Programme for a Partnership Government 2016, and the Department of Health commissioned the new service in late 2018.

The HSE has developed a [Memorandum of Understanding \(MoU\)](#) with the Patient Advocacy Service that sets out their commitment to ensure that people receive a timely, compassionate and comprehensive response to their complaints. The MoU recognises that every person has the right to make a complaint about the service they have received from HSE public Acute hospitals, while the HSE also recognises the important role that independent patient advocacy can play in the HSE's complaints processes, ['Your Service Your Say'](#) and the [Incident Management Framework](#).

Further details on the Patient Advocacy Service can be found on www.patientadvocacyservice.ie

The Patient Advocacy Service can be contacted by phone on 0818 293 003 or via email at info@patientadvocacyservice.ie

The Patient Advocacy Service is located on Level 3 Marshalsea Court, 22/23 Merchants Quay, Dublin D08 N8VC.

Other Advocacy Services

Advocacy Group	Phone / Email	About	Address
National Advocacy Service for People with Disabilities	Website: https://advocacy.ie/ Phone: 0761 07 3000 Email: info@advocacy.ie	The National Advocacy Service for People with Disabilities provides an independent, confidential and free, representative advocacy service for the person using the service. The service is funded and supported	Level 3 Marshalsea Court, 22/23 Merchants Quay, Dublin D08 N8VC

Advocacy Group	Phone / Email	About	Address
		by the Citizens Information Board. Further details on www.advocacy.ie	
Citizens Information	Website: https://www.citizensinformation.ie/en/# Phone: 0761 07 4000 (Monday to Friday, 9am to 8pm) Email: info@ciboard.ie or eolas@ciboard.ie	Nationwide locations as per website. (https://centres.citizensinformation.ie/)	Citizens Information Board Georges Quay House, 43 Townsend St Dublin 2, D02 VK65
Inclusion Ireland	Website: https://inclusionireland.ie Phone: 01 855 9891 Email: info@inclusionireland.ie	Inclusion Ireland is a national organisation advocating for the rights of people with an intellectual disability and their families.	Unit C2, The Steelworks, Foley St, Dublin 1
Irish Patients' Association	Website: https://www.irishpatients.ie/ Email: info@irishpatients.ie	Providing independent patient advocacy since 1995. The Irish Patients' Association's mission is to keep the patient at the centre of the healthcare system. It does this by advocating for the needs of patients to be paramount while working in partnership with health providers.	
Diabetes Ireland (Diabetes Federation of Ireland) Charity Reg: CHY 6906	Website: https://www.diabetes.ie/ Phone: 01 8428118 (Mon to Fri 9am-5pm) Email: info@diabetes.ie	Diabetes Ireland is dedicated to helping people with diabetes.	19 Northwood House, Northwood Business Campus, Santry, Dublin 9, D09DH30
International Human Rights and Equality Commission	Website: https://www.ihrec.ie/ LoCall: 1 890 245545 Phone: +353 1 8589601 Email: info@ihrec.ie	The Irish Human Rights and Equality Commission is Ireland's national human rights and equality institution. The IHREC is an independent public body that promotes and protects human rights and equality in Ireland.	IHREC 16 – 22 Green Street Dublin 7, D07 CR20
Irish Advocacy Network	Website:	The Irish Advocacy Network is a peer	Irish Advocacy Network Ltd, 1st

Advocacy Group	Phone / Email	About	Address
	https://irishadvocacynetwork.com/wp/ Phone: 01 547 0510 (Monday to Friday 9am – 5pm) Email: admin@irishadvocacynetwork.com	advocacy service for people with mental health challenges.	Floor The Tannery Building, 53 – 56 Cork Street, Dublin 8, D08 X31R.
Irish Cancer Society	Website: https://www.cancer.ie/ Cancer Support Line 1800 200 700 Freephone 1800 200 700 Email: supportline@irishcancer.ie	The Irish Cancer Society operates Daffodil Centres, providing cancer information, support and advice, in 13 locations nationwide. (https://www.cancer.ie/cancer-information-and-support/cancer-support/find-support/daffodil-centres)	Irish Cancer Society 43/45 Northumberland Road Dublin, D04 VX65
Irish Heart Foundation	Website: https://irishheart.ie/ Phone: 01 668 5001 (Dublin) Phone: 021 4505822 (Cork) Email: info@irishheart.ie	The Irish Heart Foundation is working to effect positive change in the lifestyles of Irish people, to achieve better outcomes for those affected by heart disease and stroke and to challenge when the health of the nation is put at risk.	Irish Heart Foundation 17-19 Rathmines Road Lower Dublin 6 D06C780
Croí	Website: https://croi.ie/ Phone: 091-544310 Email: info@croi.ie for general enquiries Email: healthteam@croi.ie for health-related questions	At Croí, our aim is to lead the fight against heart disease and stroke, with a particular focus on the West of Ireland. Our mission is to prevent disease, save lives and promote recovery & wellbeing.	Croí House, Moyola Lane, Newcastle, Galway, H91 FF68
Mental Health Ireland	Website: https://www.mentalhealthireland.ie/ Phone: 01 284 1166 Email: info@mentalhealthireland.ie	Mental Health Ireland plays a central role in reshaping how the public understand mental health issues and promoting positive mental health, supporting people with lived experience of mental health challenges in their recovery and bringing practical expression to national policy objectives.	Second Floor Marina House, 11-13 Clarence Street, Dun Laoghaire, Co. Dublin, A96 E289

Advocacy Group	Phone / Email	About	Address
SAGE Advocacy	Website: https://www.sageadvocacy.ie/ Rapid Response Service 1850 719400 (8.00 - 22.00 daily) Phone: 01 5367330 (Monday to Friday 9.00 – 18.00) Email: info@sageadvocacy.ie	Sage Advocacy is a support and advocacy service for vulnerable adults, older people and healthcare patients.	24/26 Ormond Quay Upper, Dublin, DO7 DAV9
Dignity4Patients	Website: https://www.dignity4patients.org/ Phone: 041 – 9843730 Text: 086 – 1654111 (Monday – Wednesday 10am – 4pm) Email: support@dignity4patients.org Helpline Contact Numbers: 041-9843730 / 086-1654111 National rape crisis helpline: 1800 778 888. (24-hour Service). You can also talk in confidence with a trained counsellor at Connect on 1800 477 477.(Wednesday– Sunday 6pm-10pm).	Dignity4Patients is a patient support and advocacy organisation who work with people who have suffered sexual abuse or inappropriate sexual behaviour whilst a patient in a medical or therapeutic setting.	N/A
Dentalcomplaints.ie	Website: https://dentalcomplaints.ie/for-patients/ Dental Complaints Resolution Service: Email: Mary Culliton at mary@dentalcomplaints.ie Phone Mary on 087 354 5842	Any patient wishing to make a complaint should, in the first instance, raise the issue with the nominated person in the dental practice. If you are not satisfied with the response you receive, then you may wish to contact the Dental Complaints Resolution Service. (https://dentalcomplaints.ie/for-patients/) The Dental Complaints Resolution Service aims to assist dental patients and participating dentists resolve complaints about dental services. The service is an independent dental complaints service provided by the Irish Dental Association.	Irish Dental Association Unit 2, Leopardstown Office Park, Sandyford, Dublin 18, Ireland

Advocacy Group	Phone / Email	About	Address
Together-Razem	Website: https://together-razem.org/en/ Phone: 021 439 55 88 Email: info@together-razem.org	Polish community services centre for drug and alcohol issues and advice in relation to mental health and counselling. Together-Razem provides: counselling & psychotherapy, English courses, advice and information services, legal advice and promotes education in Polish Schools.	Together-Razem Centre, Unit 2A, Kilnap Business Park, Old Mallow Rd, Cork.
Pavee Point	Website: https://www.paveepoint.ie/ Phone: 01 878 0255 Email: info@pavee.ie	Non-governmental organisation for the promotion and realisation of Travellers Human Rights.	46 North Great Charles St., Dublin 1, D01XC63
Cairde	Website: https://cairde.ie/ Phone: 01 855 2111 Email: info@cairde.ie	Community development organisation, working to tackle inequalities among ethnic minority communities by improving ethnic minority access to health services, and ethnic minority participation in health planning and delivery.	19 Belvedere Place, Dublin 1
Cork Advocacy Service (CAS)	Website: https://www.socialandhealth.com/cork-advocacy-service/ Email: info@socialandhealth.com Cork - (021) 466 6180 Limerick - (085) 862 6844 Kerry - (087) 772 8089	Cork Advocacy Service For Social Health & Education Projects A Community-based Well-being and Development Project	The Social and Health Education Project (SHEP), Village Chambers, The Village Centre, Station Road, Ballincollig, Co.Cork.
Third Age Ireland	Website: https://www.thirdageireland.ie/ Email: nationaloffice@thirdageireland.ie Tel: (046) 9557766	Third Age champion older people in an interconnecting range of initiatives, including the challenge of negative perceptions, and	Third Age, Summerhill, Co. Meath, Ireland, A83 PW94

Advocacy Group	Phone / Email	About	Address
	Seniorline: Freephone 1800 80 45 91	<p>the representation of older people at policy-making fora.</p> <p>Third Age offers choices and provides opportunities for lifelong learning, volunteering, community development, and social inclusion.</p> <p>Seniorline is a confidential listening service for older people provided by trained older volunteers, that is open 365 days a year, from 10am to 10pm.</p> <p>As well as responding to individual callers, Seniorline advocates nationally for older people in Ireland, representing their needs, concerns and wishes to media, the general public, politicians and key stakeholders.</p>	
EPIC – Empowering Young People in Care	Website: https://www.epiconline.ie/ Phone: 01 8727661	EPIC aims to advance the interests and welfare of children and young adults in the care system by advocating on their behalf, providing information and advice, providing opportunities for participation and influencing through regional and national councils and developing policies on and conducting research into issues affecting children and young adults in the care system.	EPIC Dublin: 7 Red Cow Lane, Smithfield, Dublin 7, D07 KX52 Ph: 01 8727661 EPIC Cork: Millerd Hall, Millerd Street, Cork, T12 W8CW Tel: 021 242 8434 EPIC Galway: Westside Resource Centre, Seamus Quirke Road Galway, H91 C1KX Ph: 091 395 605

Advocacy Group	Phone / Email	About	Address
			EPIC Limerick: Northside Youth Space, Ballynanty Road, Ballynanty Beg, Limerick, V94 TPP3 Tel: 061 514518

Also visit: <http://www.healthcomplaints.ie>

Healthcomplaints.ie provides information to Service Users on how to make a complaint or give feedback about health and social care services in Ireland. This website has been developed for people who use health and social care services in Ireland, as well as for their families, care-givers and advocates. Healthcomplaints.ie directs Service Users to find the right place to give their feedback.