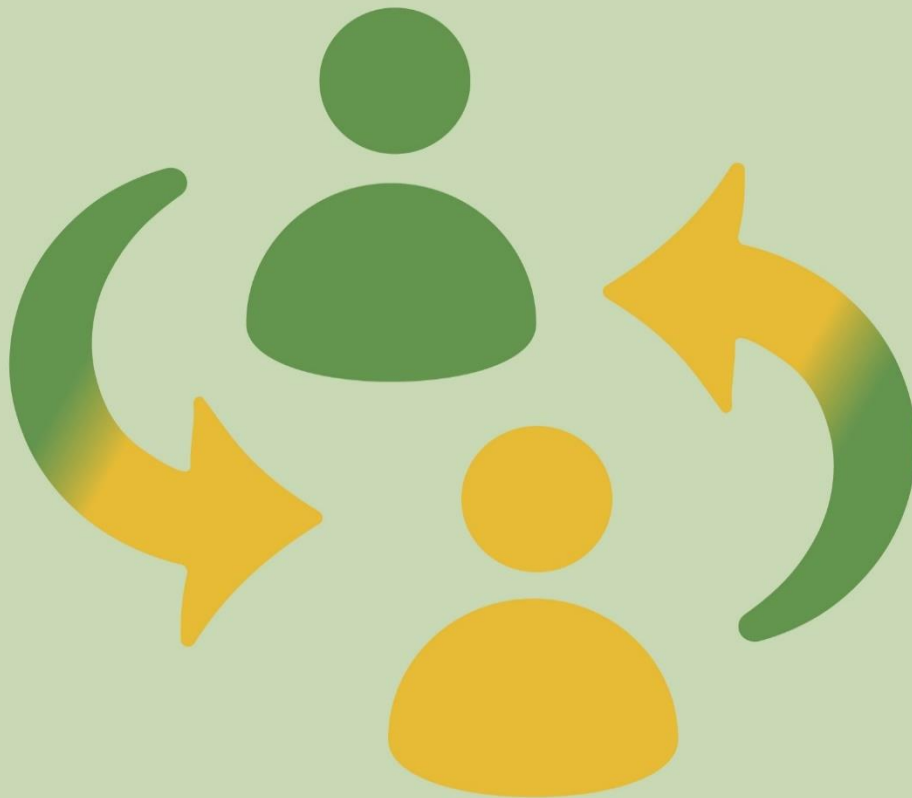




NATIONAL  
OPEN DISCLOSURE  
PROGRAMME

## List of Support Services and Resources for Patients and Service Users following an Incident



An Stiúirthóireacht um Ardchaighdeán  
agus Sábháilteacht Othar  
Oifig an Phríomhóifigigh Cliniciúil

National Quality and  
Patient Safety Directorate  
Office of the Chief Clinical Officer

## Overview

When a patient or service user has been involved in a patient safety incident it is important that they are provided with immediate and ongoing care and support which may include being made aware of the support services and resources that are available to them.

The support services and resources listed in this document are those provided by or endorsed by the HSE which will most likely be of assistance to patients, service users and their relevant person(s) following a patient safety incident. These services and resources will provide additional guidance and support during the incident management and open disclosure process.

This list of resources may be of particular interest to staff who are appointed to the role of Designated Person (key contact person) in guiding patients, service users and/ or their relevant persons to the additional support services that are available to them, as appropriate.

This is not an exhaustive list and some patients/ service users may require the support of other specific support services which can be discussed with staff at local level.

This document has been developed by the HSE National Open Disclosure Office within the Quality and Patient Safety Incident Management Team in the HSE National Quality and Patient Safety Directorate.

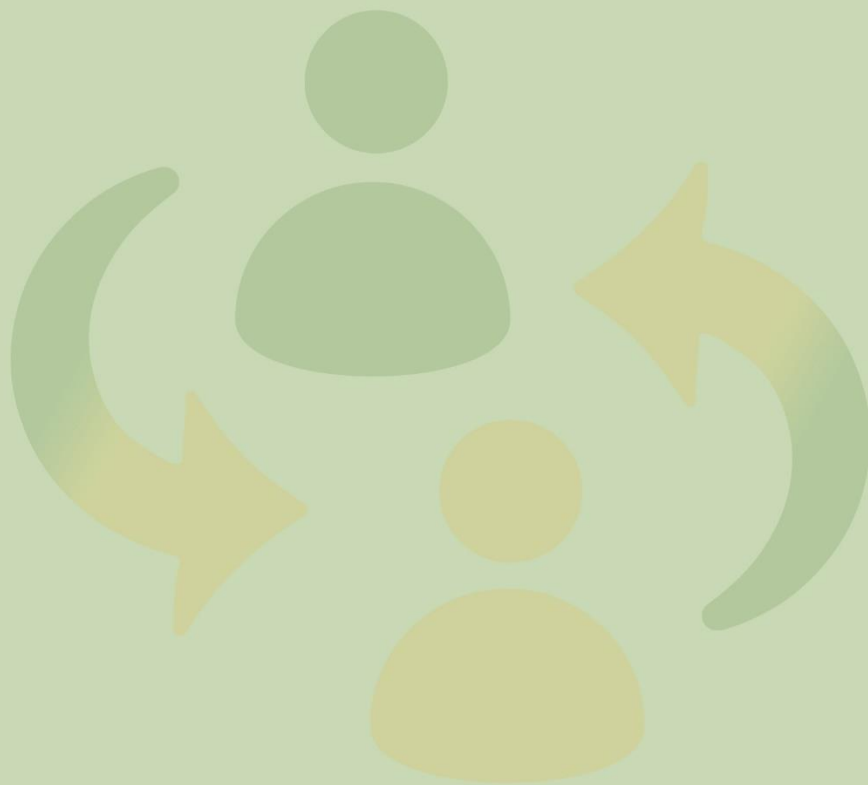
| <b>Document Control</b> |  |                |                  |
|-------------------------|--|----------------|------------------|
| Document Reference No:  | NATOD-PD-003-01                                | Date approved: | 01 November 2022 |
| Name of document        | List of Patient Support Services and Resources | Revision Date: | 01 November 2023 |

## List of Patient Support Services and Resources (October 2022)

| Name of Resource   | Link  |
|--|---|
| <p><b>National Advocacy Services</b></p> <p>Providing free and independent representative advocacy service to adults with disabilities across Ireland</p>  | <p><b>National Phone Line : 0818 07 3000</b></p> <p><b>Contact:</b> <a href="mailto:info@advocacy.ie">info@advocacy.ie</a></p> <p><b>Information and resources:</b><br/><a href="https://advocacy.ie/help/resources/">https://advocacy.ie/help/resources/</a></p>   |
| <p><b>Patient Advocacy Services</b></p> <p>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 Public Acute Hospital or HSE operated nursing home.</p> | <p><b>National phone line: 0818 293 003</b></p> <p><b>Email:</b> <a href="mailto:info@patientadvocacy.ie">info@patientadvocacy.ie</a></p> <p><b>Landing page to Patient Advocacy support services and resources</b><br/><a href="https://www.patientadvocacy.ie/resources/links-to-other-sites/">https://www.patientadvocacy.ie/resources/links-to-other-sites/</a></p> |
| <p><b>SAGE Advocacy</b></p> <p>This is a national organisation that provides free independent advocacy and support services to older people, adults who may be vulnerable and healthcare patients</p>  | <p><b>Rapid Response Service: 0818 717 400-</b> (available nationwide within 24 hours)</p> <p><b>Email:</b> <a href="mailto:info@sageadvocacy.ie">info@sageadvocacy.ie</a></p> <p><b>Landing page to resources:</b> <a href="https://www.sageadvocacy.ie/">https://www.sageadvocacy.ie/</a></p>   |
| <p><b>Patients For Patient Safety Ireland</b></p> <p>This is a World Health Organisation initiative aimed at improving patient safety in health care.</p>  | <p><b>Email:</b> <a href="mailto:info@patientforpatientsafety.ie">info@patientforpatientsafety.ie</a></p> <p><b>Website address:</b> <a href="https://patientsforpatientsafety.ie/">https://patientsforpatientsafety.ie/</a></p>  |
| <p><b>Irish Hospice Foundation Bereavement Support</b></p> <p>A national charity that addresses dying, death and bereavement in Ireland with a vision of providing people facing end of life or bereavement, and those who care for them, with the care and support that they need.</p>              | <p><b>Link to Bereavement support hub:</b><br/><a href="https://hospicefoundation.ie/our-supports-services/bereavement-loss-hub/">https://hospicefoundation.ie/our-supports-services/bereavement-loss-hub/</a></p> <p><b>Freephone : 1800 807 077</b> 10am to 1pm, Monday to Friday<br/><b>Email:</b> hospicefoundation.ie</p>  |
| <p><b>Citizens Information</b></p> <p>Provide support and information regarding entitlements, health, Social Welfare, Employment, Money &amp; Tax, Death and Bereavement</p>   | <p>Citizens Information Phone Service , available Monday to Friday 9am to 8pm<br/><b>Telephone: 0818074000</b></p>  |

| Name of Resource  | Link  |
|---|---|
| <p><b>Barnardos Support</b></p> <p>Bereavement support for families and children</p>  | <p><b>Telephone 01 473 2110</b><br/>10am to 12pm, Monday to Thursday</p>  |
| <p><b>Childline (ISPCC)</b></p> <p>Ireland's 24-hour national listening service for young people up to age of 18. Calls and messages are answered by staff and volunteers who are trained to listen to children and young people.</p>   | <p><b>Freephone 1800 666 666</b> any time</p> <p><b>Text: 50101</b> 10am to 4pm every day</p> <p><b>Chat online</b> anytime at <a href="http://childline.ie">childline.ie</a></p>   |
| <p><b>Pieta</b></p> <p>Free individual counselling therapy and support for people who have been bereaved by suicide and for people who are thinking about suicide.</p>  | <p><b>Freephone 1800 247 247</b> any time</p> <p><b>Text HELP</b> to: <b>51444</b> - standard message rates apply</p> <p><b>Website Visit</b> <a href="http://pieta.ie">pieta.ie</a></p>  |
| <p><b>Samaritans</b></p> <p>Emotional support for anyone who is struggling to cope or needs someone to listen without judgement or pressure.</p> <p>Text service provides everything from a calming chat to immediate support for people going through a mental health or emotional crisis.</p> | <p><b>Email contact</b> : <a href="mailto:jo@samaritans.ie">jo@samaritans.ie</a></p> <p><b>Freephone 116 123</b> any time</p> <p><b>Visit</b> <a href="http://samaritans.org">samaritans.org</a></p> <p><b>Free text</b> service available Text <b>50808</b></p> <p><b>Text HELLO</b> to <b>50808</b> any time</p> <p><b>Visit</b> <a href="http://text50808.ie">text50808.ie</a></p> |
| <p><b>Irish Cancer Society</b></p> <p>The national cancer charity in Ireland, providing information about cancer prevention, detection, treatment and support.</p>  | <p><b>Website</b> : <a href="https://www.cancer.ie/">https://www.cancer.ie/</a></p> <p><b>Free Phone</b> line on <b>1800 200 700</b> Monday to Friday 9am to 5pm</p> <p><b>General enquiries: 01 2310500</b></p> <p><b>For support email</b> : <a href="mailto:supportline@irishcancer.ie">supportline@irishcancer.ie</a></p>   |
| <p><b>Marie Keating Foundation</b></p> <p>One of the leading voices in Ireland for cancer prevention, awareness and support and committed to being there for people diagnosed with cancer, and their families at every step of this cancer journey.</p>   | <p><b>Website:</b> <a href="https://www.mariekeating.ie/">https://www.mariekeating.ie/</a></p>  |

| Name of Resource   | Link  |
|--|---|
| <p><b>Alzheimer Society of Ireland</b></p> <p>The leading dementia specific service provider in Ireland providing dementia specific services and supports and advocating for the rights and needs of all people living with dementia and their carers.</p> | <p><b>Website:</b> <a href="https://alzheimer.ie/">https://alzheimer.ie/</a></p> <p><b>Telephone</b> National Helpline Freephone: <b>1800 341341</b></p> <p><b>Email:</b> general enquiries : <a href="mailto:info@alzheimer.ie">info@alzheimer.ie</a></p>  |
| <p><b>World Health Organisation (WHO)</b></p> <p>Mental health and psychosocial considerations during the COVID-19 outbreak</p>  | <p><a href="https://www.who.int/docs/default-source/coronaviruse/mental-health-considerations.pdf">https://www.who.int/docs/default-source/coronaviruse/mental-health-considerations.pdf</a></p>  |
| <p><b>The HSE Open Disclosure Policy and Resources</b></p>   | <p><a href="http://www.hse.ie/opendisclosure">www.hse.ie/opendisclosure</a></p>   |
| <p><b>HSE Open Disclosure Information Leaflet</b></p>  | <p><b>Available here :</b></p> <p><a href="https://www.hse.ie/eng/about/who/nqpsd/qps-incident-management/open-disclosure/patient-and-family-leaflet-011220.pdf">https://www.hse.ie/eng/about/who/nqpsd/qps-incident-management/open-disclosure/patient-and-family-leaflet-011220.pdf</a></p>   |
| <p><b>The HSE Incident Management Framework 2020</b></p>   | <p><a href="https://www.hse.ie/eng/about/who/nqpsd/qps-incident-management/incident-management/hse-2020-incident-management-framework-guidance.pdf">https://www.hse.ie/eng/about/who/nqpsd/qps-incident-management/incident-management/hse-2020-incident-management-framework-guidance.pdf</a></p>  |
| <p><b>Incident Review Service User Information Leaflet</b></p>   | <p><b>Information leaflet available here:</b></p> <p><a href="https://www.hse.ie/eng/about/who/nqpsd/qps-incident-management/incident-management/hse-incident-review-service-user-information-leaflet.pdf">https://www.hse.ie/eng/about/who/nqpsd/qps-incident-management/incident-management/hse-incident-review-service-user-information-leaflet.pdf</a></p>  |
| <p><b>HSE Advocacy Services</b></p> <p>Links to many advocacy supports available</p>   | <p><b>Information:</b></p> <p><a href="https://www.hse.ie/eng/services/yourhealthservice/feedback/services/">https://www.hse.ie/eng/services/yourhealthservice/feedback/services/</a></p>   |
| <p><b>HSE Your Service Your Say</b></p> <p>Use this leaflet to give feedback about your experience of using HSE Services.</p>  | <p><b>Your Service Your Say leaflet available here:</b></p> <p><a href="https://www2.hse.ie/file-library/your-service-your-say/your-service-your-say-feedback-form-english.pdf">https://www2.hse.ie/file-library/your-service-your-say/your-service-your-say-feedback-form-english.pdf</a></p> <p><a href="http://www.hse.ie/safetyandwellbeing">www.hse.ie/safetyandwellbeing</a></p>  |
| <p><b>HSE Bereavement Support and Services</b></p> <p><b>A National Freephone Service</b> available from 10am to 1 pm , Monday to Friday.</p>  | <p><b>Policy:</b> <a href="https://healthservice.hse.ie/filelibrary/staff/rehabilitation-of-employees-back-to-work-after-illness-policy.pdf">https://healthservice.hse.ie/filelibrary/staff/rehabilitation-of-employees-back-to-work-after-illness-policy.pdf</a></p> <p><b>Information:</b> <a href="https://www2.hse.ie/wellbeing/mental-health/bereavement-supports-and-services.html">https://www2.hse.ie/wellbeing/mental-health/bereavement-supports-and-services.html</a></p> <p><b>National Bereavement Support Line: 1800 80 70 77</b></p> |



For further information and additional resources visit  
[www.hse.ie/opensdisclosure](http://www.hse.ie/opensdisclosure)

Email: [opensdisclosure.office@hse.ie](mailto:opensdisclosure.office@hse.ie)



An Stiúrthóireacht um Ardchaighdeán  
agus Sábháilteacht Othar  
Oifig an Phríomholfáigh Clínicíúil

National Quality and  
Patient Safety Directorate  
Office of the Chief Clinical Officer