



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive

An Oifig Náisiúnta don Chuimsiú
Sóisialta
Rannóg Cúram Príomhúil
Feidhmeannacht na Seirbhíse
Sláinte
Lána an Mhuilinn
Baile Phámar
Baile Átha Cliath 20

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National Social Inclusion Office
Primary Care Division
Health Service Executive
Mill Lane
Palmerstown
Dublin 20

9th August, 2016

Deputy Billy Kelleher
Dáil Eireann
Kildare Street
Dublin 2

PQ 24099/16

* To ask the Minister for Health the outcome of work by the HSE Primary Care Division with CHOs to map existing models of interpreting provision, including details in respect of uptake, costs and outcomes.

Dear Deputy Kelleher,

The Health Service Executive has been requested to reply directly to your above Parliamentary Question which you submitted to the Minister for Health for response. I have examined the matter and the following outlines the position:

The National Social Inclusion Office in the HSE Primary Care Division holds a remit for a range of intercultural health issues. Provision of appropriate interpreting and translation services to service users who are not proficient in English is a key area of attention and is expected to present as a significant theme in a proposed second HSE National Intercultural Health Strategy.

Work to map existing models of service provision, will be carried out under the auspices of the HSE National Intercultural Health Governance Group. While efforts to update mapping of a range of services provided in the area of intercultural health have commenced, differing mechanisms across CHOs for providing interpreting services, and measuring and monitoring elements in respect of such service provision have made efforts to form a consistent picture in this area more challenging than expected, with the result that the planned mapping exercise has not yet been fully completed. It should be noted that while costs and uptake of interpreting services can be monitored, outcomes will be more difficult to measure, given that interpreting is merely a means to assist each individual to access and understand the service they need.

It is anticipated that this mapping will be completed and findings analysed before the end of Quarter 4 2016.

I hope this information is useful, and if you require further detail, please contact me.

Yours sincerely,

A handwritten signature in black ink, appearing to read "D Nurse". The signature is fluid and cursive, with a long horizontal stroke at the end.

Diane Nurse
National Lead: Social Inclusion