



Ref: PQ 53197/23

12th April 2024

Deputy Thomas Pringle
Dáil Eireann
Dublin 2

Dear Deputy Pringle

I refer to your below parliamentary question which has been forwarded to me for attention.

PQ 53197/23 – To ask the Minister for Health to outline the reasons why the helpline for the neurology nurses in Crumlin Children's Hospital is no longer operational; and if he will make a statement on the matter.

Children's Health Ireland (CHI) Response:

CHI at Crumlin have a dedicated neurology nurse phone line, which supports parents caring for their child at home. CHI had staffing attrition from this service in Q4 of 2023. We were disappointed that this break in phone support occurred. We are always striving to improve our service and work in partnership with the parents and child.

We have been successful in recruitment and are currently upskilling staff to support with this service with a view to expansion as soon as possible.

Parents who require access to the Neurology service are advised to phone via the secretary lines between 08:30-16:00 Monday-Friday. The telephone numbers for the secretaries are as follows:

Consultant secretary:

Prof. Webb - 01 409 6411

Dr. O'Regan - 01 409 6413

Dr. Byrne – 01 409 6185

In addition to this, the Neurology Nurse phone line voicemail is now open from 09.00am to 11.00am on Tuesday's, Wednesday's and Thursday's.

The contact number for the Neurology nurse phone line 01 409 6581.

Sláinte Leanaí Éireann



Children's Health Ireland

Sláinte Leanaí Éireann (SLÉ), Herberton, Siúlán San Séamas, Rialto, D08 HP97, Éire
Children's Health Ireland (CHI), Herberton, St James's Walk, Rialto, D08 HP97 Ireland

The Neurology Nurse phone line allows parents who require access to the neurology nurse to leave a message and expect a return call/response from the nursing team within 3-5 working days.

Families are also aware that they can make first point of contact to their GP or access emergency care presenting to the Emergency Department.

Yours sincerely

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Directorate Operations Lead CDB
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Our **Mission** is to: Promote and provide child-centred, research-led and learning informed healthcare, to the highest standards of safety and excellence. We will do this in partnership with each other, with children, young people and their families through a network of children's services in Ireland.

CRA Registered Charity Number (RCN): 20202295 Revenue Charitable Status CHY: 22235

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