



Oifig Ceannasaí Oibríochtaí,  
Oibríochtaí Pobail, Cúram Priomhúil

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8<sup>th</sup> February, 2024

Deputy O'Callaghan,  
Dáil Éireann,  
Leinster House,  
Kildare Street,  
Dublin 2.

**48521/23 To ask the Minister for Health if he is aware of some opticians who have not received payment from the HSE for the last number of months to continue the HSE glasses vouchers for children; if he will rectify this situation in order that parents can continue to use the vouchers; and if he will make a statement on the matter.**

**- Cian O'Callaghan**

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Dear Deputy O'Callaghan,

The Health Service Executive (HSE) has been requested to reply directly to you in the context of the above Parliamentary Question (PQ 48521/23) which you submitted to the Minister for Health for response.

The HSE acknowledges that the transition to a new finance and procurement system (Integrated Financial Management System, IFMS) has caused temporary delays in processing supplier invoices in some parts of the country. Invoices which do not reference an official Purchase Order (PO) or Goods Received Note (GRN) may have to be manually processed which can cause processing delays. Further correspondence has been issued to suppliers informing the documentation requirements under the new system in order to address these delays.

The IFMS change team are currently undertaking a review of key activities across the system in order to improve and enhance the current processes.

I trust this information is of assistance to you.

Yours sincerely,

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**Seán McArt**

General Manager Primary Care  
National Community Operations