



Oifig um Cheannasaí Seirbhíse do Chúram Príomhúil
Cúram Sláinte Phobail FSS an Mheán Iarthair
Ascaill Bhaile Choimín,
Páirc Gnó an Ráithín,
Ráithín, Luimneach V94 D1W9
Teil: 061 483226

Office of the Head of Service for Primary Care
HSE Mid West Community Healthcare
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12th June 2024

Deputy Michael Lowry
Constituency Office
Abbey Road, Thurles
Co. Tipperary

Re: PQ 25240/24 - “To ask the Minister for Health regarding the status of the Civil Registration Office for the registration of births, deaths and marriages located at the Roscrea Primary Care Centre; if he is aware that a position within this office has recently become vacant due to retirement; if he could provide information on when this position will be filled, as the timely appointment of a new staff member is essential to ensure that the Civil Registration Office can continue to operate efficiently and meet the needs of the public; and if he will make a statement on the matter.”

Dear Deputy Lowry,

The Health Service Executive has been requested to reply directly to you in regard to your parliamentary question which you submitted to the Minister for Health for response. I have examined the matter and the following outlines the position.

Ms. McCarthy, Supt. Registrar, has confirmed that the Civil Registration Service at Roscrea Primary Care Centre has been closed since June 2023. Prior to the closure of the service, an in depth analysis was undertaken in relation to the activity levels of the Civil Registration Service the Nth. Tipperary catchment area. It was found that the activity levels at Roscrea were much lower than those of the other Civil Registration Offices in the catchment area (i.e. Nenagh and Thurles).

The Supt. Registrar advised that the Civil Registration Service in the HSE Mid West area (Limerick, Clare & Nth. Tipperary) is a Regional Service and in line with the limited staffing resources available, the optimum level of service is provided from various locations. Therefore, a decision was taken to re-open a full time service at Thurles Primary Care Centre.

Since the closure of the Roscrea office, service users from the Roscrea area have been attending the Civil Registration Offices located in Nenagh and Thurles. However, they have the option of attending any Civil Registration Office in the country if they wish.

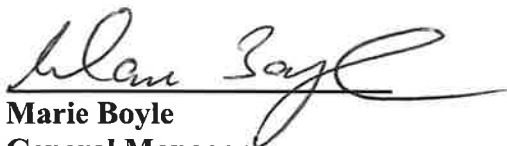
The Supt. Registrar also advised that the implementation of new methods of service delivery has and will reduce the necessity for service users to attend a Civil Registration Office in person. These changes are outlined hereunder:

- Since the pandemic, the Civil Registration Service has introduced new methods of service of delivery which have reduced the necessity for a service user to attend a Civil Registration Office. If a service user needs to purchase a certificate (birth, death and/or marriage), the certificate(s) can be ordered and paid for over the telephone from any Civil Registration Office and posted to the applicant. If certificates are required urgently, they can be collected from an office by prior arrangement.
- Furthermore, an online appointment system for the Registration of Births and Deaths has been implemented in the Civil Registration Service. This has enhanced the service for the service user as they can book an appointment online for a day and time that is convenient for them.
- Once implemented, the Civil Registration (Electronic Registration) Bill 2024 will provide service users with the option of registering a birth or death online without the requirement to attend a Civil Registration Office.

The Supt. Registrar regrets that it was deemed necessary to withdraw the Civil Registration service at Roscrea. However, the decision was only taken having monitored and analysed the activity/demand for the service in the catchment area and taking into account the service enhancements which have/will reduce the need for service users to present at a Civil Registration Office in person.

I trust this information addresses the issues raised in your representation.

Yours sincerely,



Marie Boyle
General Manager
Primary Care