



Deputy Cian O' Callaghan.
Dail Eireann,
Leinster House,
Kildare Street,
Dublin 2.

05th February 2025

PQ Number: 1914/25

PQ Question: To ask the Minister for Health the number of people on waiting lists for Jigsaw, by CHO and length of wait, at the end of each quarter of each year 2019-2024, in tabular form; and if he will make a statement on the matter. -Cian O'Callaghan

Dear Deputy O' Callaghan,

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

Jigsaw is funded by the HSE to provide youth mental health services for those with mild to moderate mental health difficulties. They provide face-to-face, online and phone based services to young people aged between 12 to 25 years old while working with communities to resource and support parents and other adults who work with young people.

*Please be advised that the information requested by the Deputy has been provided by Jigsaw directly.

*Please note that this data is subject to change due to ongoing review and validation by Jigsaw.

*These figures give a breakdown by quarter of the wait times per service (noting some disruption to data in the very early stages of the Covid 19 pandemic in 2020).

The tables below give detail on the number of people on waiting lists for Jigsaw, by service area and length of wait, at the end of each quarter of each year for the years 2019-2024.

2019 Wait List Data

Service	March 2019 Wait Time	June 2019 Wait Time	September 2019 Wait Time	December 2019 Wait Time
Cork	14 weeks	8 weeks	6 weeks	**
Donegal	n/a	2 weeks	3 weeks	1 week
Dublin 15	8 weeks	2 weeks	6 weeks	10 weeks
Dublin City	6 weeks	2 weeks	5 weeks	13 weeks
Dublin South West	11 weeks	10 weeks	7 weeks	14.5 weeks
Galway	3 weeks	2 weeks	1 week	4.5 weeks
Kerry	5 weeks	3 weeks	3 weeks	6 weeks



Limerick	12 weeks	10 weeks	16 weeks	14.5 weeks
Meath	5 weeks	0 weeks	2 weeks	16 weeks
North Fingal	6 weeks	4 weeks	3 weeks	**
Offaly-Laois	1 week	3 weeks	2 weeks	6 weeks
Roscommon	11 weeks	6 weeks	3 weeks	4.5 weeks
Tipperary	n/a	n/a	n/a	n/a
Wicklow	n/a	n/a	n/a	n/a
Jigsaw Online	n/a	n/a	n/a	n/a

Please note:

** Cork and North Fingal did not offer any appointments in December – referrals were all either offer pending or not offered

2020 Wait List Data

Service	March 2020 Wait Time	June 2020 Wait Time	September 2020 Wait Time	December 2020 Wait Time
Cork	27 weeks	***	14 weeks	18 weeks
Donegal	1 week		5 weeks	2 weeks
Dublin 15	13 weeks		8.5 weeks	14 weeks
Dublin City	11 weeks		13.5 weeks	26 weeks
Dublin South West	2 weeks		18 weeks	****
Galway	3 weeks		5 weeks	12 weeks
Kerry	7 weeks		7 weeks	10 weeks
Limerick	14 weeks		16 weeks	24 weeks
Meath	16 weeks		14 weeks	23 weeks
North Fingal	**		1 week	4 weeks
Offaly-Laois	**		3 weeks	3 weeks
Roscommon	5 weeks		3.5 weeks	11 weeks
Tipperary	n/a	n/a	n/a	n/a
Wicklow	n/a	n/a	n/a	n/a
Jigsaw Online	n/a	n/a	n/a	n/a

Please note the following:

In response to the COVID 19 outbreak, in-person Jigsaw services were temporarily suspended at close of business on 12th March. As such figures do not reflect normal service delivery for the full quarter.

**Laois/Offaly & North Fingal did not offer any appointments to YP in March 2020, appointments were either not offered or offer pending.

***Wait Time Information for June 2020 not available due to Service Disruption from Covid-19.

**** Appointment dates were not entered in December for **Dublin South West service.**



2021 Wait List Data

Service	March 2021 Wait Time	June 2021 Wait Time	September 2021 Wait Time	December 2021 Wait Time
Cork	7 weeks	10 weeks	11 weeks	11 weeks
Donegal	1 week	5 weeks	8 weeks	10 weeks
Dublin 15	3 weeks	5 weeks	6 weeks	10 weeks
Dublin City	9 weeks	11 weeks	16 weeks	20 weeks
Dublin South West	7 weeks	11 weeks	18 weeks	20 weeks
Galway	3 weeks	14 weeks	20 weeks	18 weeks
Kerry	3 weeks	6 weeks	6 weeks	8 weeks
Limerick	9 weeks	12 weeks	16 weeks	19 weeks
Meath	4 weeks	13 weeks	9 weeks	16 weeks
North Fingal	12 weeks	11 weeks	8 weeks	12 weeks
Offaly-Laois	2 weeks	5 weeks	5 weeks	9 weeks
Roscommon	6 weeks	8 weeks	7 weeks	13 weeks
Tipperary	n/a	n/a	3 weeks	12 weeks
Wicklow	9 weeks	13 weeks	11 weeks	16 weeks
Jigsaw Online	n/a	n/a	n/a	n/a

2022 Wait List Data

Service	March 2022 Wait Time	June 2022 Wait Time	September 2022 Wait Time	December 2022 Wait Time
Cork	32 weeks	35 weeks	27 weeks	30 weeks
Donegal	9 weeks	12 weeks	9 weeks	12 weeks
Dublin 15	14 weeks	12 weeks	8 weeks	7 weeks
Dublin City	16 weeks	15 weeks	17 weeks	21 weeks
Dublin South West	28 weeks	30 weeks	18 weeks	13 weeks
Galway	17 weeks	18 weeks	21 weeks	18 weeks
Kerry	9 weeks	11 weeks	5 weeks	9 weeks
Limerick	35 weeks	31 weeks	27 weeks	33 weeks
Meath	19 weeks	31 weeks	16 weeks	17 weeks
North Fingal	16 weeks	16 weeks	7 weeks	9 weeks
Offaly-Laois	28 weeks	12 weeks	16 weeks	13 weeks
Roscommon	8 weeks	8 weeks	17 weeks	16 weeks
Tipperary	10 weeks	14 weeks	10 weeks	11 weeks
Wicklow	11 weeks	15 weeks	10 weeks	6 weeks
Jigsaw Online	n/a	n/a	n/a	n/a



2023 Wait List Data

Service	March 2023 Wait Time	June 2023 Wait Time	September 2023 Wait Time	December 2023 Wait Time
Cork	24 weeks	18 weeks	4 weeks	6 weeks
Donegal	16 weeks	13 weeks	10 weeks	9 weeks
Dublin 15	8 weeks	12 weeks	6 weeks	5 weeks
Dublin City	3 weeks	12 weeks	17 weeks	13 weeks
Dublin South West	16 weeks	12 weeks	16 weeks	15 weeks
Galway	10 weeks	8 weeks	7 weeks	10 weeks
Kerry	7 weeks	6 weeks	2 weeks	7 weeks
Limerick	20 weeks	12 weeks	10 weeks	13 weeks
Meath	23 weeks	19 weeks	8 weeks	15 weeks
North Fingal	7 weeks	10 weeks	14 weeks	12 weeks
Offaly-Laois	10 weeks	9 weeks	8 weeks	12 weeks
Roscommon	15 weeks	13 weeks	16 weeks	17 weeks
Tipperary	5 weeks	8 weeks	4 weeks	12 weeks
Wicklow	6 weeks	5 weeks	8 weeks	8 weeks
Jigsaw Online	n/a	2 - 3 weeks	1 - 3 weeks	2 - 4 weeks

2024 Wait List Data

Service	March 2024 Wait Time	June 2024 Wait Time	September 2024 Wait Time	December 2024 Wait Time
Cork	5 weeks	4.5 weeks	6 weeks	13 weeks
Donegal	6 weeks	6 weeks	2 weeks	5 weeks
Dublin 15	10 weeks	13.5 weeks	2.5 weeks	1 week
Dublin City	9 weeks	11 weeks	10 weeks	11 weeks
Dublin South West	11 weeks	20 weeks	14 weeks	11 weeks
Galway	13 weeks	12 weeks	16 weeks	17 weeks
Kerry	8 weeks	8-9 weeks	7 weeks	10 weeks
Limerick	11 weeks	11 weeks	11 weeks	12 weeks
Meath	13 weeks	9 weeks	12 weeks	6 weeks
North Fingal	13 weeks	16 weeks	2 weeks	6 weeks
Offaly-Laois	8 weeks	10 weeks	7 weeks	10 weeks
Roscommon	12 weeks	15 weeks	17 weeks	16 weeks
Tipperary	16 weeks	10 weeks	5 weeks	5 weeks
Wicklow	14 weeks	12 weeks	8 weeks	15 weeks
Jigsaw Online	1-4 weeks	2 weeks	2 weeks	3 weeks

Jigsaw have advised that they are not in a position to draw numbers awaiting appointments retrospectively so they have provided the numbers waiting per service as of 28.01.2025 as per the table below.



Service	Currently Waiting Appointment (as of 28.01.2025)
Cork	214
Donegal	89
Dublin 15	37
Dublin City	235
Dublin South West	214
Galway	312
Kerry	96
Limerick	93
Meath	93
North Fingal	102
Offaly-Laois	85
Roscommon	63
Tipperary	63
Wicklow	140
Jigsaw Online	21
Total	1,857

All young people awaiting a first appointment with a Jigsaw service are made aware of the availability to them of Jigsaw's Live Chat service (a text based session with a qualified clinician). This service is available 5 days a week and there is little or no wait time to engage in a session.

I trust this information is of assistance to you.

Yours Sincerely,

Senior Manager (Area DON)
National Mental Health
HSE Access & Integration