

## **Engagement for the Independent Review to inform the Decision-Making around the Design and Delivery of Urgent and Emergency Healthcare Services in the Mid-West region of Ireland.**

In 2024, the Minister for Health requested that the Health Information and Quality Authority (HIQA) conduct a review of urgent and emergency care in Ireland's mid-west region with the primary objective of ensuring safe quality acute care in the region. HIQA is engaging with the public as part of the independent review to inform the decision-making around the design and delivery of urgent and emergency healthcare services in the mid-west region of Ireland. The focus of this engagement is to gain a broad understanding of the views of key stakeholders and interested parties in the mid-west region and nationally.

**The closing date for responses is 5pm on 15 January 2025**

### **How to provide a response to HIQA**

- If you are commenting on behalf of an organisation, please combine all feedback from your organisation into one submission form.
- Please do not include any personal, sensitive or confidential information in your submission.
- When completing this form online, please ensure you scroll down through the webpage and complete the form in full.
- Please type directly into the box, and the box will expand.
- Please spell out any abbreviations that you use.

**You can email or post a completed form to us. You can also complete and submit your feedback on [www.hiqa.ie](http://www.hiqa.ie)**

## Data protection and Freedom of Information

This engagement is being conducted in accordance with data protection law, including the GDPR and Data Protection Act 2018.

Any response you provide will be held securely and anonymised, that means information that you provide will be stored without reference to your name or any other information that could identify you. Information provided in your response, for example an anecdote or statement about an experience, may be included in the stakeholder engagement document that will be published by HIQA at the end of this review. However, information will be provided in a summative manner which protects the privacy of respondents.

Please do not include any sensitive or confidential information in your response.

For further information on how HIQA uses personal information, please see our Privacy Notice available [here](#). If you have any concerns regarding your personal information, please contact HIQA's Data Protection Officer on [dpo@hiqa.ie](mailto:dpo@hiqa.ie)

Please note that HIQA is subject to the Freedom of Information (FOI) Act and the statutory Code of Practice in relation to FOI.

**I agree to take part in this engagement**

## 1. About you

### 1.1 Are you providing a response:

as an individual

on behalf of an organisation

### 1.2 If answer is “on behalf of an organisation”, please combine all feedback from your organisation into one submission form.

Please give the name of the organisation:

Please state your role in the organisation:

### 1.3 If answer is “an individual”

Which of the following best represents you?

a person who has used or is currently using urgent and emergency healthcare services in the mid-west region

a family member or friend of a person who has used or is currently using urgent and emergency healthcare services in the mid-west region

a member of the public, other than a person who has used urgent and emergency healthcare services in the mid-west region

a healthcare professional involved in healthcare services in the mid-west region (please specify profession/discipline below)

a healthcare professional involved in another healthcare service region (please specify profession/discipline below)

other (please specify below)

If selected “**other**” or “**healthcare professional**” above, please give details here:

## 2. Responses

In May 2024, the Minister for Health requested that HIQA conduct a review of urgent and emergency care in Ireland's mid-west region with the primary objective of ensuring safe quality acute care in the region. To inform this review, we would like to hear your opinions and considerations about the design and delivery of urgent and emergency healthcare services in the region.

- 2.1 What do you think is currently working well in the design and delivery of urgent and emergency healthcare services in the mid-west region?

- 2.2 What do you think are the current challenges in the design and delivery of urgent and emergency healthcare services in the mid-west region?

- 2.3 Please provide any opinions, views or additional information that you think might be helpful to inform HIQA's review into the design and delivery of urgent and emergency healthcare services in the mid-west region.

**Thank you for taking the time to submit your opinions on the design and delivery of urgent and emergency healthcare services in the mid-west region.**

Please return your form to us by email or post.

You can **download** the engagement form at [www.hiqa.ie](http://www.hiqa.ie)

Then **email** the completed form to [midwestreview@hiqa.ie](mailto:midwestreview@hiqa.ie)

**OR**

Print the engagement form and **post** the completed form to:

Mid-west review

Health Information and Quality Authority

Unit 1301

City Gate

Mahon

Cork

T12 Y2XT

**Please ensure that you return your engagement form either by email or  
post by**

**15 January 2025**