



Children's Health Ireland  
at Temple Street

## STATEMENT OF PURPOSE CHI (CHILDREN'S HEALTH IRELAND) AT TEMPLE STREET

VERSION	4	REVIEW DATE	November 2019
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### SERVICE PROVIDER

<b>Name</b>	CHI at Temple Street
<b>Address</b>	Temple Street, Dublin 1
<b>City</b>	Dublin
<b>County</b>	Dublin
<b>Website Address</b>	<a href="http://www.cuh.ie">www.cuh.ie</a>
<b>Email</b>	<a href="mailto:info@cuh.ie">info@cuh.ie</a>
<b>Telephone</b>	+ 353 1 878 4200

### LEGAL STATUS

<b>Status</b>	CHI CRA Registered Charity Number (RCN): 20202295 Revenue Charitable Status CHY: 22235
<b>Governance &amp; Management</b>	Please see <a href="https://www.cuh.ie/who-we-are/board-directors/chi-board/">https://www.cuh.ie/who-we-are/board-directors/chi-board/</a>

### QUALITY AND SAFETY OF SERVICE

<b>Individual with overall responsibility and accountability</b>	Ms Mona Baker
<b>Title</b>	Site CEO, CHI at Temple Street
<b>Telephone</b>	01 878 4230/ 01 878 4232

## AIMS AND OBJECTIVES

1. We aim to ensure high quality, safe and effective care and environment within a continuous improvement framework
2. We aim to provide child centred services that are holistic, accessible, appropriate and safe for children within catchment area and available resources and in collaboration with parents, carers and service users
3. We aim to proactively manage scheduled and unscheduled activity levels in line with resource allocation and agreed activity levels to meet national targets

## SERVICE USER POPULATION

CHI at Temple Street (formerly known as Temple Street Children's University Hospital), founded in 1872 is an acute paediatric hospital serving some of Ireland's sickest children. It provides a full range of inpatient and outpatient referral and care services, including paediatric critical and intensive care, on a regional and national basis. Please see [www.cuh.ie](http://www.cuh.ie)

National specialities include;

- Cleft Lip and Palate
- Cochlear Implant – Shared Care with Beaumont Hospital
- Irish Paediatric Acute Transport Service (IPATS)
- National Airway Management Centre
- National Centre for Inherited Metabolic Disorders (NCIMD)
- National Centre for Paediatric Ophthalmology
- National Meningococcal Reference Laboratory (NMRL)
- National Newborn Bloodspot Screening Laboratory (NNBSL)
- National Paediatric Craniofacial Centre (NPCC)
- National Paediatric Haemodialysis and Transplantation Programme
- Neonatal Surgery
- Neurosurgery (for under six year olds)
- Paediatric Intensive Care Unit (PICU)

Other major specialties include;

- Dermatology
- Diabetes
- Endocrinology
- Orthopaedics

## SERVICE DELIVERY MODEL

Services are provided in accordance with a HSE Service Level Agreement (Section 38 Health Act - Acute Hospitals Service Schedule) and CHI and an annual budget is allocated to Temple Street by CHI

Services are provided in line with national, regional and CHG strategies including clinical care programmes.

Relevant clinical care programmes include;

- Asthma
- Audiology (BAHA - Bone Anchored Hearing Aids)

- Blood Transfusion
- Cystic Fibrosis
- Diabetes
- Emergency Medicine
- Epilepsy
- Neurology
- Outpatient Antimicrobial Therapy (OPAT)
- Paediatrics and Neonatology
- Transport Medicine

## MISSION STATEMENT



**In Living our VALUES, we will be:**  
Child-centred, Compassionate, Progressive and we will act with Respect, Excellence and Integrity



**Our VISION is:**  
Healthier children and young people throughout Ireland



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

\*CHI Values, Vision and Mission were developed and agreed as part of a Cultural Analysis process with the Boards and staff at the three children's hospitals in 2015

**Crumlin | Temple Street | Tallaght | Connolly**

## STAFF

We endeavour to provide a work environment that is characterised by open and honest communication, respect, fairness, pride and camaraderie, professional ethics and integrity, and ample opportunities for professional development. We are dedicated to providing a work environment with state-of-the-art facilities, advanced technology, outstanding professional support and an atmosphere that advances high quality patient care, medical education and research.

In this regard we have made a number of commitments to our staff in our Code of Conduct (*Q-Pulse ref. PP-ORG-GEN-043*) which include a commitment to our employment practices, to dignity at work, to equality, to protected disclosure, to training and development, to performance and development planning, to occupational health and to the health and safety of our employees.

## FACILITIES/LAYOUT

CHI at Temple Street (formerly known as Temple Street Children's University Hospital) founded in 1872 is an acute paediatric hospital serving some of Ireland's sickest children. It provides a full range of inpatient and outpatient referral and care services, including paediatric critical and intensive care, on a regional and national basis.  
Please see [www.cuh.ie](http://www.cuh.ie)

The buildings on site range in age, from 1795 to the present and comprise a variety of buildings ranging from Georgian Houses, purpose built 1930's and 1940's accommodation to recently erected modular buildings. The hospital has undertaken an extensive refurbishment programme over past few years to upgrade in-patient / ward facilities, enhance isolation facilities and extend OPD facilities to accommodate new service developments.

## SERVICES

The services provided or facilitated by CHI at Temple Street to meet care and support needs include;

- 24/7 Emergency Department (ED)
- In-patient medical and surgical wards (scheduled and unscheduled care)
- Critical care
- Day Ward (scheduled and unscheduled care)
- OPD (Outpatients Department) including a full range of OPD Consultant led, nurse led and HSCP services including audiology, social work, psychology, physiotherapy, SLT (Speech and Language Therapy), OT (Occupational Therapy), dietetics, chaplaincy and play specialists (Please see Table 1 below)
- Full range of Laboratory services
- Radiology services including routine x-rays, CT scans, Ultrasound and MRI.

**Table 1:**

Services provided	Service description
Audiology	<p>The Audiology Department based in St Frances Clinic, CHI at Temple Street offers a service to inpatients and outpatients who present with a wide range of communication and hearing disorders.</p> <p>The Audiology Department provides diagnostic assessments and a Bone Anchored Hearing Aid (BAHA) service.</p> <p>The aim of the diagnostic service is to carry out assessments that will:</p> <ol style="list-style-type: none"> <li>1) detect hearing impairment that could significantly impact on a child's ability to communicate</li> <li>2) out-rule hearing impairment as the primary reason for significant communication difficulties</li> </ol> <p>The aim of the BAHA service is to provide an intervention that will improve access to speech sounds, for children that have problems with the function of the outer or middle ear, but good inner ear and nerve function.</p> <p>Please see <a href="http://www.cuh.ie/audiology-children-families/">www.cuh.ie/audiology-children-families/</a></p>
Critical Care	<p>CHI at Temple Street provides paediatric critical care in partnership with CHI at Crumlin as part of the Paediatric Critical Care Network (PCCN)</p> <p>A critical paediatric retrieval service known as the Irish Paediatric Acute Transport Service (IPATS) which is part of</p>

	the National Transport Medicine Programme (NTMP) is in place with shared resources across CHI at Temple Street and Crumlin.
Cardiology	CHI at Temple Street provides a cardiology service on an out-patient basis. This service operates as a spoke to the Cardiology hub in CHI at Crumlin.
Chaplaincy	Members of the Chaplaincy Service work as part of a multidisciplinary team providing pastoral, emotional and spiritual care to children, their families and the staff in CHI at Temple Street. The service is offered to those of any and all faith traditions and those of none, respecting the beliefs, traditions and dignity of all who attend our hospital, irrespective of creed, race or ethnicity Please see <a href="http://www.cuh.ie/chaplaincy/">http://www.cuh.ie/chaplaincy/</a>
Child and Adolescent Mental Health Services	CHI at Temple Street provides Child and Adolescent Mental Health (CAMH) out-patient services. While CHI at Temple Street is not a designated mental health facility, in addition to providing OPD services the hospital admits patients presenting with self-harm, eating disorders, and other mental illnesses during the acute phase and until an alternative appropriate mental health placement is sourced. <a href="https://www.cuh.ie/st-frances-clinic-children-and-families/">https://www.cuh.ie/st-frances-clinic-children-and-families/</a>
Clinical Nutrition and Dietetics	The Department of Clinical Nutrition and Dietetics in CHI at Temple Street offers a service to in-patients and outpatients who present with a wide range of disorders. Dieticians work in the following clinical areas in CHI at Temple Street: <ul style="list-style-type: none"> <li>• Cystic Fibrosis</li> <li>• Critical Care</li> <li>• Diabetes &amp; Endocrinology</li> <li>• Eating disorders</li> <li>• General Paediatrics</li> <li>• National Centre for Inherited Metabolic Disorders</li> <li>• Neonatology</li> <li>• Nephrology and Renal Transplantation</li> <li>• Orthopaedics</li> <li>• Neurology, including Ketogenic Diet Therapy and Narcolepsy</li> </ul> Please see <a href="http://www.cuh.ie/healthcare-professionals/departments/clinical-nutrition-dietetics/">http://www.cuh.ie/healthcare-professionals/departments/clinical-nutrition-dietetics/</a>
Dental	A limited Outpatient and surgical dental service is provided to specific complex patient cohorts in CHI at Temple Street.
Dermatology	The Dermatology Department in CHI at Temple Street offers a broad range of services, both in-patient and outpatient for children aged 0- 16 years with a variety of skin diseases. Please see <a href="http://www.cuh.ie/dermatology-">www.cuh.ie/dermatology-</a>

	<a href="#">children-families/</a>
Diagnostic Imaging (Radiology)	The Radiology Department in CHI at Temple Street offers a wide range of diagnostic imagery and interventional radiology services for children 0 – 16 years including : General x-rays, fluoroscopy, ultrasound, nuclear medicine (NM), computed tomography (CT), magnetic resonance imaging (MRI) and interventional radiology. Please see <a href="#">www.cuh.ie/radiology-children-and-families/</a>
Emergency Department (ED)	Children aged from 0-16 years are treated in CHI at Temple Street's ED which operates as a band Level Two Trauma Centre with greater than 52,000 attendees per annum. There is a RATU (Rapid Access Treatment Unit) within the ED for minor injuries. Please see <a href="#">www.cuh.ie/children-families/emergency-children-and-families/</a>
Endocrinology	The National Centre for Paediatric Diabetic Pump Service is in CHI at Temple Street. The endocrinology team accepts referrals from all over Ireland and also cares for children who have rarer forms of diabetes including, cystic fibrosis related diabetes (CFRD) and neonatal diabetes.
Endoscopy	CHI at Temple Street provides a limited GI (gastrointestinal) endoscopy service. It also has a comprehensive Airway Endoscopy Service and an SLT-led Nasendoscopy Service for cleft palate patients.
ENT	CHI at Temple Street provides a Tertiary Airway Service, a surgical centre for patients under six years of age as part of the National Cochlear Implant Programme in Beaumont Hospital, Dublin 9 and participates in the national BAHA programme. Please see <a href="#">www.cuh.ie/ear-nose-and-throat/</a>
General medicine	Complex secondary and tertiary paediatric care is provided in CHI at Temple Street in partnership with external agencies such as the Central Remedial Clinic (CRC), St Vincent's, Navan Road, and St Michael's House services.
General Surgery	CHI at Temple Street provides a secondary and tertiary neonatal and paediatric surgery service.
Genetics	CHI at Temple Street provides a secondary and tertiary genetics service as a spoke service to the hub in CHI at Crumlin. On this site the service is delivered by two Consultant Geneticists and a Genetic Counsellor. <a href="#">www.cuh.ie/healthcare-professionals/departments/genetics/</a>
Gynaecology	CHI at Temple Street provides a non-complex gynaecological service. <a href="#">www.cuh.ie/healthcare-professionals/departments/gynaecology-paediatric/</a>
Haematology	CHI at Temple Street provides a routine, non-complex haematology service.
Infectious Diseases	CHI at Temple Street provides a cross-hospital Infectious diseases service with CHI at Crumlin.

	Please see <a href="http://www.cuh.ie/healthcare-professionals/departments/infectious-diseases/">www.cuh.ie/healthcare-professionals/departments/infectious-diseases/</a>
Inherited Metabolic Disorders	The National Centre for Inherited Metabolic Disorders (NCIMD) in CHI at Temple Street is the tertiary referral centre investigating and managing children suspected of having an inherited metabolic disease. Please see <a href="http://www.metabolic.ie">www.metabolic.ie</a> .
Laboratory Medicine	The INAB (Irish National Accreditation Board) is the accredited laboratory service in CHI at Temple Street. This service includes the National Meningococcal and Meningitis Reference Laboratory (NMRL) and the National Newborn Bloodspot Screening Laboratory (NNBSL). Please see <a href="http://www.cuh.ie/healthcare-professionals/departments/laboratory/">www.cuh.ie/healthcare-professionals/departments/laboratory/</a>
Medical Social Work (MSW)	The Medical Social Work Service in CHI at Temple Street provides psychosocial support to children and their families around the demands placed on families when illness occurs. The services particularly focuses on serious acute, and life limiting illnesses or where a family's social circumstances cause complexities in dealing with a child's illness. The Medical Social Work team leads child protection work in the hospital as well as providing an extensive bereavement service to bereaved families. Please see <a href="http://www.cuh.ie/medical-social-work-children-and-families/">www.cuh.ie/medical-social-work-children-and-families/</a>
Mental Health Social Work (MHSW)	In CHI at Temple Street, the Mental Health Social Work team works as part of the <i>Emergency Department Mental Health Team (EDMHT)</i> : A multidisciplinary team comprising of Psychiatry, Mental Health Social Work and Nursing. This team responds to referrals from the Emergency Department in providing a psychiatric and psycho-social assessment of children and young people up to 16 years who present to the hospital with deliberate self-harm, suicidal ideation or acute mental health crises. The Mental Health Social Work team also form part of the <i>Paediatric Liaison Service (PLS)</i> : A multidisciplinary team of mental health professionals who work with children and families attending CHI at Temple Street, presenting with psychological, behavioural and/or psychiatric symptoms which are associated with their medical or surgical condition. The aim of the PLS is to reduce child and family stress, promote optimal development and improve psychological wellbeing and health outcomes for children and families.
Neonatology	CHI at Temple Street provides a tertiary referral centre for all neonatal conditions.
Nephrology (Renal Medicine)	The National Paediatric Haemodialysis Centre and the National Paediatric Renal Transplantation Programme is in CHI at Temple Street Please see <a href="http://www.cuh.ie/nephrology-children-and-families/">www.cuh.ie/nephrology-children-and-families/</a>

Neurology	The Neurology service in CHI at Temple Street provides a tertiary referral centre for complex neurology conditions, a full range of telemetry and neurophysiology diagnostics and multi-disciplinary narcolepsy and neuromuscular teams.
Neurosurgery	CHI at Temple Street is the National Paediatric Neurosurgical Centre for all children under six years of age including children with Acquired Brain Injury (ABI) and Traumatic Brain Injury (TBI) <a href="http://www.cuh.ie/neurosurgery-children-and-families/">www.cuh.ie/neurosurgery-children-and-families/</a>
Occupational Therapy (OT)	The Occupational Therapy Service provides secondary and tertiary occupational therapy to children attending specific CHI at Temple Street Medical and Surgical specialities. <a href="http://www.cuh.ie/occupational-therapy-children-and-families/">www.cuh.ie/occupational-therapy-children-and-families/</a>
Ophthalmology	The National Paediatric Eye Centre providing inpatient and ambulatory Ophthalmology, Orthoptic and Optometry tertiary care is based in CHI at Temple Street. <a href="http://www.cuh.ie/ophthalmology-children-and-families/">www.cuh.ie/ophthalmology-children-and-families/</a>
Orthopaedics	CHI at Temple Street provides secondary and tertiary orthopaedic services including: Spinal, Developmental Dysplastic Hip (DDH) and Congenital Talipes Equino Varus (CTEV) surgery. <a href="http://www.cuh.ie/orthopaedics-children-and-families/">www.cuh.ie/orthopaedics-children-and-families/</a>
Palliative Care	CHI at Temple Street provides multi-disciplinary End-of-Life care for children with life limiting conditions attending our services.
Pharmacy	CHI at Temple Street provides a pharmacy service to all in-patients, with clinical pharmacists working on certain multidisciplinary teams and involved in clinical research projects <a href="http://www.cuh.ie/healthcare-professionals/departments/pharmacy/">www.cuh.ie/healthcare-professionals/departments/pharmacy/</a>
Physiotherapy	CHI at Temple Street provides secondary and tertiary hospital-wide in patient, day care and outpatient physiotherapy service including a 24/7 out of hours service. Placing the child & family at the centre of all care, the Physiotherapy Department provides holistic, evidence based, quality assured, and effective services in a compassionate, friendly & fun environment. <a href="http://www.cuh.ie/physiotherapy-children-and-families/">www.cuh.ie/physiotherapy-children-and-families/</a>
Phlebotomy Department	The phlebotomy department in CHI at Temple Street operates an OPD online booked service for parents and guardians who have been asked by their GP or Consultant to bring children for blood tests. <a href="http://www.cuh.ie/phlebotomy-children-and-families/">www.cuh.ie/phlebotomy-children-and-families/</a>
Plastics and Reconstructive Surgery	The following plastics and reconstructive surgery is provided in CHI at Temple Street; cleft lip and palate surgery, hand surgery and craniofacial surgery. <a href="http://www.cuh.ie/cleft-lip-palate-children-families/">www.cuh.ie/cleft-lip-palate-children-families/</a> and <a href="http://www.craniofacialireland.ie">www.craniofacialireland.ie</a>

Play Department	<p>The Play Department provides a high quality play service for children and young people who are in patients in CHI at Temple Street.</p> <p>There is a playroom and multisensory room and play specialists, therapists and assistants also treat patients in ward settings.</p> <p><a href="http://www.cuh.ie/children-families/coming-temple-street/parents-guardians/play-department-2/">www.cuh.ie/children-families/coming-temple-street/parents-guardians/play-department-2/</a></p>
Psychology	<p>A full range of clinical psychology services is provided in CHI at Temple Street, delivering child centred and evidenced based psychology services (involving assessment and therapy) to patients and families attending this hospital.</p> <p><a href="http://www.cuh.ie/psychology-children-and-families/">http://www.cuh.ie/psychology-children-and-families/</a></p>
Respiratory	<p>CHI at Temple Street provides multidisciplinary ambulatory patient care and in-patient care to patients with cystic fibrosis, general respiratory patients and neuromuscular patients.</p> <p><a href="http://www.cuh.ie/healthcare-professionals/departments/respiratory-cystic-fibrosis-unit/">www.cuh.ie/healthcare-professionals/departments/respiratory-cystic-fibrosis-unit/</a></p>
Rheumatology	<p>CHI at Temple Street provides an ambulatory multidisciplinary team service to patients with an array of Rheumatological conditions and provides joint injections to certain groups of patients under General Anaesthesia (GA).</p>
Speech and Language Therapy (SLT)	<p>The Speech and Language Therapy Dept. in CHI at Temple Street provides a full range of SLT services to children presenting with communication and/or eating, drinking and swallowing difficulties, in line with best practice guidelines as well as national and international standards.</p> <p><a href="http://www.cuh.ie/speech-and-language-therapy-children-and-families/">www.cuh.ie/speech-and-language-therapy-children-and-families/</a></p>
Spina Bifida	<p>CHI at Temple Street is the designated National Spina Bifida (SB) centre for all children born after the 01.09.08.</p> <p><a href="http://www.cuh.ie/spina-bifida/">www.cuh.ie/spina-bifida/</a></p>
Urology	<p>Urology Services (medical and surgical) are delivered by a multidisciplinary team in CHI at Temple Street.</p>
W82GO Physical Activity Programme	<p>A multidisciplinary childhood obesity management service is provided in CHI at Temple street to children with clinical obesity / severe obesity (BMI &gt;98<sup>th</sup> Centile for age)</p> <p><a href="http://www.w82go.ie">www.w82go.ie</a></p>

## F THE CENTRE TBC

Bed capacity – Temple Street has a bed base of 171 including in-patient, day case and ICU/HDU.

## HUMAN RESOURCES/STAFFING COMPLEMENT

<b>Census (Nov 2019)</b>	
	<b>W.T.E.</b>
Management/Admin	281.23
Nursing	419.72
Medical & Dental (Consultants)	175.02
H&SC Professionals (Paramedical)	190.16
General Support	55.05
Other Patient/Client Care	60.56
<b>CHI AT TEMPLE STREET TOTAL</b>	<b>1181.74</b>

## ORGANISATIONAL STRUCTURE

The CHI Executive meets weekly to strategically manage cross city services issues, performance management across the group, as well as, to ensure there is a coordinated approach to work undertaken across the entire CHP programme as it moves into implementation phase, and to improve communication across CHI.

It also enables CHI to forward plan, become more proactive and respond to events in a planned and agreed way. The Executive meets weekly with attention paid to four main foci, each assigned to a week per month:

- Business-as-Usual: Services / Operations / Clinical Directorates
- Strategic planning/ Commencement/ Hot topics/ Issues arising
- Performance Management: Access / HR / Finance/ Quality & Patient Safety / Service User
- Programme Implementation / Operational Commissioning / Equipping / ICT

### Core CHI Executive

- Eilish Hardiman- CEO
- Mona Baker – Site CEO, Temple Street
- Sean Walsh- Site CEO, Crumlin
- Dr Ciara Martin -Paediatric Executive Lead, Tallaght and Connolly
- Joe Gannon – Chief Operations Officer (COO), CHI
- Stephen Flanagan – Chief Financial Officer (CFO), CHI
- Grainne Bauer- Chief Director of Nursing (CDoN), CHI
- Deirdre Hegarty- Director of Operational Commissioning, CHI
- Trevor Murphy – Director of HR
- Dr David Vaughan- Director of Patient Safety and Quality, CHI
- Dr Peter Greally- Chief Clinical Director, CHI
- Dr Paul Oslizlok- Clinical Director, Crumlin
- Dr Adrienne Foran -Clinical Director, Temple Street

**Non Core - attend the Programme Implementation meeting and other meetings as requested:**

- Michael Riordan- Chief Clinical Information Officer
- TBC - ICT Programme Director
- Phil Welsh -Director of Strategic HR, Organisational Development and Change Mgmt
- Fran Hegarty -Chief Health Technology Officer
- Dr Emma Curtis- Medical Project Director, NPHDB
- Deirdre Coakley- Nurse Project Director, NPHDB
- Dr Turlough Bolger, Clinical Director, Tallaght

## AGE RANGE AND SEX OF PATIENTS FOR WHOM IT IS INTENDED THAT SERVICES SHOULD BE PROVIDED

CHI at Temple Street provides a service for scheduled, unscheduled and tertiary medical/surgical patients, ranging in age from birth to 15 years inclusive (i.e. up to the eve of their 16<sup>th</sup> birthday) for both public and semi-private patients and prioritised according to clinical need. In exceptional circumstances, services will be provided to children over the age of 16 years at consultant request. Ref: Admission Policy (*PP-ORG-GEN-033*)

## CRITERIA USED FOR ADMISSION TO TEMPLE STREET, INCLUDING POLICY AND PROCEDURES FOR EMERGENCY ADMISSIONS

Care is provided to patients and their families in accordance with the CHI Values, Vision and Mission Statement and in line with best practice. Admission and discharge of patients is managed in line with procedure set out in the Admission and Discharge Policy (*PP-ORG-Gen-033*).

This policy provides a seamless process to the admission and discharge of all patients requiring our service. It provides direction to staff to ensure equity of access and quality of care to all patients and their families during the admission and discharge process.

## ARRANGEMENTS FOR PATIENTS TO ENGAGE IN SOCIAL ACTIVITIES, HOBBIES AND LEISURE INTERESTS

- School
- Playroom
- Multi-Sensory Room
- Artist-in-Residence

## ARRANGEMENTS FOR PATIENTS TO ACCESS EDUCATION

A Department of Education Hospital School and ward based satellite classrooms are provided.

## FIRE PRECAUTIONS AND ASSOCIATED EMERGENCY PROCEDURES

A major Emergency and major Internal Incident plan is in place

## THE ARRANGEMENTS MADE FOR PATIENTS TO ATTEND RELIGIOUS SERVICES OF THEIR CHOICE

CHI at Temple Street has a hospital chapel and multi-faith room. Please see Chaplaincy Services Policy (Ref.: *PP-CLIN-CHAP-001*).

## THE ARRANGEMENTS MADE FOR CONTACT BETWEEN PATIENTS AND THEIR PARENTS/ CARERS , RELATIVES AND FRIENDS

The CHI at Temple Street Visiting Policy (*PP-ORG-GEN-12*) is available on Q-Pulse System to all staff, and to patients/parents/guardians upon request.

## ARRANGEMENTS FOR DEALING WITH COMPLAINTS

The Complaints Management Policy (*PP-ORG-RISK-1*) is available to all staff via Q-Pulse System/public on request. The contact details are;

Ms Paula Day, Risk Manager, Tel.: 01 878 5461/ 01 878 4720/01 878 4504/01 878 1801

Monday to Friday – 8.00am to 5.30pm

Email: paula.day@cuh.ie

Please also see <https://www.cuh.ie/contact/>

Patient Experience feedback – Comments cards for parents/guardians and children/young persons are available throughout public areas in the hospital which are collected and processed by the Quality Department.

HSE Information Leaflet: 'Your Service Your Say' – HSE policy and procedures for the management of consumer feedback to include comments, compliments and complaints. Please see <http://www.hse.ie/eng/services/yourhealthservice/feedback/Complaint/>

You can also contact the Office of the Ombudsman for Children. Please see [www.oco.ie](http://www.oco.ie)