



23-24 Mulvoy Business Park, Sean Mulvoy Rd., Galway.
Telephone: +353-91-778030/1 Fax: +353-91-778026
E-mail: impactgalway@impact.ie Web: www.impact.ie

Western Region

PM/jk

29th May, 2015.

Mr. John Shaughnessy,
Group Director of Human Resources,
Saolta Hospital Group,
Human Resources Department,
University Hospital,
Galway.

Re: Central Appointments

Dear John,

I refer to our conversation yesterday in relation to the management crises in the Central Appointments Section of UHG and in doing so wish to put on record the very difficult and worrying position our members have tried to endure since the beginning of the year. We also wish you to bring our concerns to the attention of the senior management team.

As you know Management have completely failed to maintain basic management support to this Department by not filling the Grade IV and V posts. These posts were vital in this Department before the increased workloads of addressing the major patient back logs came on stream, not to mention the current crisis in this Department. This has resulted in our members feeling used and abused.

The most shocking element of this current crises is the absolute failure of senior management and clinicians in particular to support our members in addressing the cancelling of appointments. Having cancelled these appointments at short notice our members are being put in the position of deciding on who gets the next available appointment and when. This is absolutely unacceptable to put any Clerical Officer in. How can Clerical Officers be put in a position of having to make clinical

decisions in a Centre of Excellence? Why, when they seek support to address this issue are they or their manager not listened to? The clinics I am concerned about include the review and progress of some of these patients' chemotherapy treatments, in a so-called Centre of Excellence.

Three Clerical Officers are left to answer fourteen phones in response to the cancelling of these clinics. They have been put in the position of informing some of these cancer patients that the service has no plan to recall them for appointments.

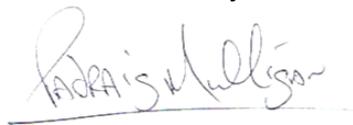
In light of the aforementioned failures we are calling for a Risk Assessment to be carried out immediately. The number of staff in this Department moved from 22 to 43 without any planning, training or support. This has resulted in 4,900 cancelled appointments.

What is required here is a restructuring of this Department immediately. The management support structure is simply not in place to support this Department and the unrelenting pressure and demands placed upon it. I am no longer going to accept the fact that the Head of HR and Head of Finance in Corporate HSE are making clinical decisions and by doing so are blocking the filling of these posts.

Finally, in the event of no progress being made on this issue **within 5 working days** IMPACT will refer this dispute to the LRC.

We trust this clarifies our position on this matter.

Yours sincerely,

A handwritten signature in blue ink that reads "Pádraig Mulligan". The signature is written in a cursive style and is positioned above a horizontal line.

Padraig Mulligan,
Assistant General Secretary.