an ciste náisiúnta um cheannach cóireála
the national treatment purchase fund

Ag Cóireáil Othair Níos Tapa
Treating Patients Faster

Tuarascáil Bhliantúil
Annual Report
2009

an ciste náisiúnta um cheannach cóireála
the national treatment purchase fund

Ag Cóireáil Othair Níos Tapa
Treating Patients Faster

Eagraíocht neamhspleách reachtúil is ea an Ciste Náisiúnta um Cheannach Cóireála (CNCC) a bhunaigh an Rialtas agus é de phríomhaidhm aige cóireáil níos tapa a sholáthar d'othair phoiblí. Is é misean an CNCC ná an méid ama a chaitheann othair phoiblí ar liostaí feithimh ospidéal i gcomhair máinliachta a laghdú trí rogha a thabhairt dóibh maidir le **CÓIREÁIL A FHÁIL** go tapa, go slán agus ardchaighdeán sástachta a bheith acu mar othair.

The National Treatment Purchase Fund (NTPF) is an independent statutory agency established by Government with the primary aim of providing faster treatment for public patients. The mission of the NTPF is to reduce the amount of time public patients are on hospital waiting lists for surgery by offering choice in obtaining **ACCESS TO TREATMENT** promptly, safely and to a high standard of patient satisfaction.

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John O'Dwyer
Cathaoirleach
Chairman

Réamhrá

Rinne an Ciste Náisiúnta um Cheannach Cóireála (CNCC) dul chun cinn arís in 2009. I gcaitheamh na bliana rinneadh tuilleadh dul chun cinn maidir leis na hothair ab fhaide a bhí ag fanacht le gnáthaimh mháinliachta, rinneamar cóireáil ar an 150,000ú othar le linn 2009 agus chonaiceamar go ndearnadh níos mó dul chun cinn maidir le luach níos fearr ar airgead a bhaint amach.

2009

Tá áthas orm a thuairisciú gur chabhraigh an CNCC le beagnach 29,000 othar poiblí anuraidh trí chóireáil níos tapa a sholáthar dóibh. Bhíothas in ann an raon iomlán de mháinliacht a sholáthar gan é a bheith riachtanach aon othar a chur lasmuigh d'Éirinn. Ina theannta sin tugadh sainordú don CNCC caibidlí a dhéanamh maidir leis na praghsanna a íocfaidh an Stát as cúram fadtéarmach do dhaoine scothaosta faoin Scéim um Thacaíocht Tithe Banaltrais. Trí scéim a thugtar "Cothrom na Féinne" uirthi, rinneadh caibidlí le 440 teach altranais príobháideacha ionas go bhféadfaí an scéim a thosú ar 27ú Deireadh Fómhair, 2009.

Daoine ag Fanacht le Fada

I rith 2009 thug Bord agus bainistíocht an CNCC fúthu cóireáil a dhéanamh ar na daoine ab fhaide a bhí ag fanacht ar liostaí feithimh máinliachta. Ag deireadh 2007, bhí 4,637 othar ag fanacht le máinliacht le breis is dhá mhí déag agus ag deireadh 2008 ní raibh ach 1,576 acu ann. Ag deireadh 2009 ba é 719 an figiúr, agus léirigh sé sin méadú ón bhfigiúr ab ísle riamh mar a bhí 477 othar ag deireadh Mhí na Samhna, 2009.
Léiríonn gnáth-iniúchadh ar shonraí faoi liostaí feithimh gurb amhlaidh maidir le 60% den chohórt reatha a thuairiscítear gurb iad siúd is faide atá ag fanacht nach bhfuil siad ag fanacht go gníomhach le cóireáil. Tugann sé sin le tuiscint nach mór go mbeadh an riarachán/bainistíocht bhunúsach ar liostaí níos láidre i roinnt ospidéal. Dóibh siúd atá ag fanacht go gníomhach ardaítear an cheist cén fáth nach féidir cabhrú le líon beag othar, nach ionann ach 0.1% dóibh siúd a cóireáladh.

Luach ar Airgead

Tuigeann an Bord na dualgais atá air maidir le luach ar airgead a fháil. Maidir leis an CNCC ciallaíonn sé dá ísle an praghas gur mó othar ar féidir iad a chóireáil. Agus cúram ospidéil á sholáthar tá dualgas breise ar an CNCC luach ar airgead a sholáthar gan cáilíocht ná caighdeáin a laghdú. Le teacht chun cinn na n-ospidéal príobháideach nua le blianta beaga anuas osclaíodh an margadh do cheannaitheoirí agus

Introduction

2009 was another year of progress for the National Treatment Purchase Fund (NTPF). It was a year that produced further results in relation to those patients waiting longest for surgical procedures, it was during 2009 that we treated our 150,000th patient and it was the year that witnessed more inroads being made in achieving greater value for money.

2009

I am pleased to report that the NTPF facilitated almost 29,000 public patients last year by providing them with faster treatment. It was possible to provide the full range of surgery without the need to send any of these patients outside Ireland. In addition, the NTPF was mandated to negotiate prices which the State will pay for long term elderly care under the Nursing Homes Support Scheme. Known as the "Fair Deal" scheme, negotiations were completed with 440 private nursing homes so that a start-up date of 27th October, 2009 was achieved.

Long Waiters

The Board and management of the NTPF set out to treat the longest waiters on surgical waiting lists during 2009. At end 2007, there were 4,637 patients waiting for surgery for over twelve months while at the end of 2008 the comparable figure was 1,576. At end 2009 this figure was 719, which was up from an all time low of 477 patients at end November, 2009. Routine audit of waiting list data shows that at least 60% of the current cohort reported as waiting longest are actually not actively waiting for treatment. This suggests that basic administration/housekeeping of lists needs to be more robust in some hospitals. For those who are actively waiting it begs the question why a small number of patients, representing less than 0.1% of those treated cannot be accommodated.

Value for Money

The Board is conscious of its obligations in securing value for money. For the NTPF it also means that the lower the price the more patients that can be treated. In the provision of hospital care there is an added onus on the NTPF to provide value for money without compromising on quality and standards. The advent of new private hospitals in recent years has opened the market for purchasers and has enabled more

cumasaíodh níos mó iomaíochta chomh maith le timpeallacht níos éasca chun praghsanna gnáthaimh a chaibidliú. Is léir freisin, de réir mar a thagann méadú ar an maoiniú a leithdháiltear don CNCC, go bhfuil níos mó cumhachta aige chun coigiltis níos fearr a lorg ó ospidéil trí cheannach nuair a thugtar lascaine as líon níos mó agus trí dheiseanna breise ioncaim don earnáil phríobháideach. Caitear 95% de mhaoiniú an CNCC go díreach ar chúram othar agus is mian linn an cóimheas sin a choimeád agus a fheabhsú más féidir. Leanfaimid orainn ag scrúdú bealaí chun an leas is fearr a bhaint as cistí na gcáiníocóirí a chuirtear ar fáil dúinn. Tá luach ar airgead mar chuspóir lárnach againn freisin inár gcuid caibidlí le tithe altranais príobháideacha faoin scéim um thacaíocht tithe banaltrais. Ní gá a rá freisin gurb amhlaidh dá mhó luach ar airgead a bhaintear amach in earnáil na dtithe altranais, is é is mó áiteanna ar féidir iad a mhaoiniú faoi Cothrom na Féinne agus is é is tapa a mbeifear in ann daoine nach dteastaíonn géarchúram uathu a thuilleadh a scaoileadh ón ospidéal chuig áit níos oiriúnaí.

Rochtain na nOthar Seachtrach

Is ceann de na baic reatha inár gcóras ospidéal é rochtain ar chomhairleoirí d'othair phoiblí a fhreastalaíonn ar chlinicí othar seachtrach dá gcomhairliúchán tosaigh agus ar go leor bealaí cuireann sé i gcuimhne na fadhbanna a bhí ann maidir le máinliacht roghnach d'othair chónaitheacha nuair a bunaíodh an CNCC ar dtús. Cé nach raibh mórán rannpháirteachais againn sa réimse sin, le linn na tréimhse ó 2005 go 2009, rinneadh teagmháil le breis is 82,000 othar tríd an CNCC agus táirgeadh coinní dó i gclinicí othar seachtrach. Is mian liom go mbeadh rochtain níos fearr ag othair phoiblí ar chlinicí othar seachtrach agus táim cinnte gur féidir i bhfad níos mó dul chun cinn a bhaint amach sa réimse seo.

Conclúid

Cé go raibh go leor dúshlán ag baint leis an mbliain 2009, is féidir dul chun cinn an-mhaith a thuairisciú. Mar fhocal scoir ba mhaith liom buíochas a ghabháil leis an Aire as a tacaíocht i gcónaí. Ba mhaith liom buíochas a ghabháil leis an Roinn Sláinte & Leanaí as a cúnamh. Sa deireadh ba mhaith liom a rá le Bord an CNCC gur thaitin sé go mór liom oibriú libh agus gabhaim buíochas le foireann an CNCC.

competition to operate together with a calmer environment in which to negotiate procedure prices. It is also no secret that as the funding allocated to the NTPF has grown, so too has its ability to seek greater savings from hospitals through greater volume discount purchasing and further income opportunities for the private sector. Ninety-five percent of NTPF funding is expended on direct patient care and we are anxious that this ratio is maintained and improved upon if possible. We will continue to look at ways of getting the most from the taxpayer funds made available to us. Value for money is also one of our core objectives in our negotiations with private nursing homes under the nursing homes support scheme. It goes without saying that the more value obtained in the nursing homes sector, the more places can be funded under the Fair Deal and the quicker persons who no longer require acute care can be discharged from our hospitals into a more appropriate setting.

Out-Patient Access

Access for public patients to consultants at out-patient clinics for their initial consultation is one of the current bottlenecks in our hospital system and in many ways mirrors the issues in elective in-patient surgery when the NTPF was first established. While our involvement in this area has been limited, over the years 2005 to 2009, more than 82,000 patients have been contacted via the NTPF and offered appointments at out-patient clinics. I would like to see improved access for public patients to out-patient clinics and I am sure much more can be achieved in this area.

Conclusion

While 2009 was a challenging year in many ways, much progress can be reported. In concluding I would like to thank the Minister for her continued support. I would like to acknowledge the assistance provided by the Department of Health & Children. Finally to the Board of the NTPF, it has been a pleasure to work with you and to the staff of the NTPF, thank you.

Pat O'Byrne
Príomhfheidhmeannach
Chief Executive

Othair

I rith 2009, mar a bhí amhlaidh gach bliain, díríodh obair an CNCC ar rochtain ar chóireáil a fheabhsú do na hothair phoiblí is faide atá ag fanacht. Tá sé mar aidhm againn rochtain a sholáthar ar chúram ardchaighdeáin a bhíonn inghlactha d'othair agus a léiríonn luach maith ar airgead. D'inis na hothair dúinn arís eile in 2009 go raibh siad an-sásta leis an gcóireáil a táirgeadh dóibh faoin tionscnamh seo.

Tréimhse Feithimh

Áitíonn an CNCC i gcónaí nach é an líon daoine atá ag fanacht ach an tréimhse ama a bhíonn siad ag fanacht atá ríthábhachtach. Is é an fáth ar bunaíodh an CNCC ná chun an tréimhse feithimh a ghiorrú d'othair phoiblí agus rochtain níos tapa ar mháinliacht a fháil dóibh. Tá áthas orm a rá go raibh an mheántréimhse feithimh d'othair mhíochaine agus mháinliachta in Éirinn laghdaithe go dtí dhá mhí go leith faoi dheireadh 2009.

Gníomhaíocht

Baineadh amach na spriocanna gníomhaíochta do 2009 a aontaíodh maidir le gnáthaimh othar cónaitheach, comhairliúcháin othar seachtrach agus tástálacha raideolaíochta agus tá siad leagtha amach sa rannóg staitisticí den tuarascáil seo. Cuireadh an oiread sin éileamh breise ar an CNCC i rith na bliana nach rabhthas in ann freastal orthu go léir. Is léir go bhféadfaí déileáil le níos mó cásanna dá mbeadh an maoiniú ar fáil. Ní rabhthas in ann é sin a dhéanamh, áfach, agus mar chomhartha de na cúinsí atá i réim i láthair na huaire, níorbh mhór gníomhaíocht a ghiorrú níos mó mar gheall ar laghdú 10% ar an mbuiséad a fuarthas.

Cothrom na Féinne

In 2009 tugadh freagrachtaí nua don CNCC faoi Alt 40 den Acht fán Scéim um Thacaíocht Tithe Banaltrais, 2009, ar a dtugtar "Cothrom na Féinne" freisin. Tugtar sainordú don CNCC chun caibidlí a dhéanamh maidir leis na praghsanna a íocfaidh an Stát as tithe altranais príobháideacha maidir le cúram fadtéarmach do dhaoine scothaosta. Ag druidim leis an lá tosach feidhme, bhain an CNCC comhaontuithe aonair amach le tuairim is 400 teach altranais príobháideacha. Bhí sé riachtanach freisin dúshlán i gcoinne amlínte beartaithe an CNCC a chosaint san Ard-Chúirt. Tá caibidliú praghsanna leis na tithe altranais príobháideacha mar chuid leanúnach de shainchúram an CNCC anois.

Patients

Throughout 2009 as with every other year, the focus of the work of the NTPF has been improving access to treatment for public patients who have been waiting longest. We aim to provide access to high quality care that patients find acceptable and that represents good value for money. Patients have told us again in 2009 that they are very satisfied with the treatment offered to them under this initiative.

Waiting Time

The NTPF has always maintained that it is not the number of people waiting but the length of time they have to wait, that is the critical factor. The reason the NTPF was established was to shorten the waiting time for public patients and to secure for them quicker access to surgery. I am pleased to say that at end 2009 the median waiting time in Ireland for medical and surgical patients was down to two and a half months.

Activity

2009 activity targets agreed for in-patient procedures, out-patient consultations and radiology tests were achieved and are set out in the statistics section of this report. Extra demands placed on the NTPF during the year were such that it was not possible to meet all of them. It is no secret that more cases could have been facilitated if funding permitted. However, this was not possible and as a sign of the times we live in, activity had to be trimmed back further to the 10% reduction in the budget received.

Fair Deal

In 2009 the NTPF received new responsibilities under Section 40 of the Nursing Homes Support Scheme Act, 2009, otherwise known as "Fair Deal". The NTPF is mandated to negotiate prices which the State will pay private nursing homes in respect of long term elderly care. In the lead up to the commencement day, the NTPF concluded individual agreements with approximately 440 private nursing homes. It was also necessary to defend a challenge to proposed NTPF timelines in the High Court. The negotiation of prices with the private nursing homes is now an ongoing part of the NTPF remit.

An Beartas um Bainistiú Liostaí Feithimh

I Nollaig 2009 seoladh beartas náisiúnta nua chun bainistíocht a dhéanamh ar liostaí feithimh d'othair chónaitheacha agus othair lae in ospidéil phoiblí, ag tacú leis an an gClár do Chóireáil Othar. Forbraíodh an beartas sin chun go mbeifí in ann bainistíocht chomhsheasmhach a dhéanamh ar shonraí na liostaí feithimh d'othair chónaitheacha, chásanna lae máinliachta agus míochaine i gcóras na n-ospidéal poiblí. Forbraíodh an beartas i gcomhpháirt le Feidhmeannacht na Seirbhíse Sláinte agus leis an Roinn Sláinte & Leanaí. Is é an t-ospidéal aonair atá freagrach as an mbeartas a chur i bhfeidhm agus as a chuid liostaí feithimh a bhainistiú dá réir.

An Athbhliain 2010

I measc na bpríomhspriocanna atá againn le haghaidh 2010 tá leibhéal ard sástachta othar a bhaint amach, leanúint orainn ag fáil cóireála níos tapa d'othair agus caighdeáin ardcháilíochta cúraim a choimeád d'othair an CNCC. In 2009 dhírigh muid den chuid is mó ar na daoine ab fhaide a bhí ag fanacht, i.e. na hothair siúd a bhí ag fanacht le máinliacht ar liostaí feithimh na n-othar cónaitheach le breis is dhá mhí déag. Baineadh amach dul chun cinn an-mhaith sa réimse sin i gcomhpháirt leis na hospidéil phoiblí. Tá sé in am dúinn bogadh ar aghaidh agus an bhacainn maidir leis na daoine is faide atá ag fanacht a ísliú níos mó. Le staid reatha an gheilleagair tá sé níos tábhachtaí fós leanúint orainn ag iarraidh luach níos fearr ar airgead a bhaint amach. Mar sin ní mór dúinn níos mó gníomhaíochta a fháil leis an maoiniú a chuirtear ar fáil agus caighdeán an chúraim a choimeád ag an am céanna. Tá sé beartaithe againn cabhrú le 30,000 othar in 2010. Arís ba mhaith liom buíochas a ghabháil le pearsanra idirchaidrimh an CNCC sna hospidéil éagsúla ar fud na tíre agus aitheantas a thabhairt don tsárobair a dhéanann siad ar mhaithe le cúram othar. Ba mhaith liom mo bhuíochas a chur in iúl do Bhord an CNCC as a gcúnamh agus a dtreoir le linn 2009. Freisin is mian liom obair fhoireann an CNCC a aithint.

Waiting List Management Policy

In December 2009 a new national policy for the management of in-patient and day case waiting lists in public hospitals, supporting the Patient Treatment Register was launched. This policy was developed to enable consistent management of in-patient, day case surgical and medical waiting list data in the public hospital system. The policy was developed in conjunction with the Health Service Executive and the Department of Health & Children. It is the responsibility of each individual hospital to implement this policy and to manage its waiting lists accordingly.

New Year 2010

Among our primary targets for 2010 are to continue to achieve a high level of patient satisfaction, to continue to get patients treated more quickly and to maintain high quality standards of care for NTPF patients. In 2009 a lot of our time was focused on the longest waiters, i.e. those patients waiting more than twelve months on in-patient waiting lists for surgery. In co-operation with public hospitals much was achieved in this area. It is time to move on and to lower the barrier further in relation to the longest waiters. In the current economic climate it is even more important to continue to strive for greater value for money. We therefore need to obtain more activity for the funding provided while at the same time not compromising on the quality of care. In 2010 we propose to facilitate 30,000 patients. Once again I would like to thank all the NTPF liaison personnel in the various hospitals around the country and acknowledge the good work they do in the interests of patient care. I would like to say thank you to the Board of the NTPF for their assistance and guidance during 2009. I also wish to acknowledge the work of the staff of the NTPF.

Comhaltaí an Bhoird / Members of the Board

John O'Dwyer
Cathaoirleach
Chairman

Rita Hayes

Dermot Mullane

John Horan

Victor Boyhan

Mary Brazil

Tony O' Sullivan

Sean McCarthy

John Stephens

Ról an Bhoird Stiúrthóirí

Is é an Bord a cheapainn treo straitéiseach agus an beartas iomlán don eagraíocht agus tá sé freagrach as rialú ginearálta na heagraíochta agus oibríonn siad chun cinntiú go bhfuil dea-struchtúir agus deachleachtais bhainistíochta i bhfeidhm. Tarmligeann an Bord an fhreagracht as beartas a chur i bhfeidhm dá fhochoistí agus don Bhainistíocht. Cloíonn an Bord le caighdeáin dea-chleachtais an Rialachais Chorparáidigh agus é i mbun a chuid oibre.

Board of Directors' Role

The Board sets the strategic direction and overall policy for the organisation and is responsible for the general control of the organisation and works to ensure that good management structures and practices are in place. The Board delegates to it's sub-committees and to Management the implementation of policy. In its work the Board operates toward best practice standards of Corporate Governance.

An Fochoiste um Chúram Othar

Comhaltaí: An tUas. Mary Brazil, (Cathaoirleach) An Dr Sean McCarthy, An Dr Tony O'Sullivan, An tUas. John Stephens.

Tá an Fochoiste um Chúram Othar freagrach as maoirsiú a dhéanamh ar an bhfeidhm cúraim othar. Is iad seo a leanas a théarmaí tagartha:

(1) Maoirseacht a dhéanamh ar rannán cúraim other an CNCC.

(2) Oibriú mar chuid den Bhord chun athbhreithniú leanúnach agus forbairt a dhéanamh ar fheidhm cúraim othar an CNCC.

(3) Comhairle a thabhairt faoi rudaí a bhaineann le cúram agus le seirbhís custaiméirí, faoi dhearbhú agus chórais cáilíochta agus faoi na próisis sin ar a bhfuil an fheidhm Cúraim Othar bunaithe.

(4) Dul i mbun idirchaidrimh leis an mBord, leis an bPríomhfheidhmeannach, leis an Stiúrthóir Cúraim Othar agus leis an bPríomhchomhairleoir Míochaine maidir le cur i bhfeidhm na téarmaí. tagartha seo.

Patient Care Sub-Committee

Members: Ms. Mary Brazil (Chairperson), Dr. Sean McCarthy, Dr. Tony O'Sullivan, Mr. John Stephens.

The Patient Care Sub-Committee has responsibility for overseeing the patient care function. Its terms of reference are:

(1) To provide oversight for the patient care division of the NTPF.

(2) To work, as part of the Board, to continuously review and develop the patient care function of the NTPF.

(3) To advise on matters relating to customer care and service, quality assurance and systems and processes underlying the Patient Care Function.

(4) To liaise with the Board, Chief Executive, Director of Patient Care and Chief Medical Advisor in the execution of these terms of reference.

An Fochoiste Airgeadais & Iniúchta

Comhaltaí: An tUas. John Horan (Cathaoirleach), An tUas. Rita Hayes, An tUas. Victor Boyhan, An tUas. Dermot Mullane.

Cabhraíonn an Fochoiste Airgeadais agus Iniúchta leis an mBord a chuid freagrachtaí dlíthiúla, airgeadais agus cuntasaíochta a chomhlíonadh agus is iad seo a leanas a théarmaí tagartha:

Finance & Audit Sub-Committee

Members: Mr. John Horan (Chairman), Ms. Rita Hayes, Mr. Victor Boyhan, Mr. Dermot Mullane.

The Finance and Audit Sub-Committee assists the Board in discharging its legal, financial and accounting responsibilities and its terms of reference are the following:

(1) Athbhreithniú a dhéanamh ar na rialacháin inmheánacha agus ar a n-éifeacht.

(2) Athbhreithniú a dhéanamh ar an iniúchadh inmheánach agus a thuarascálacha a mheas.

(3) Tuarascálacha an Ard-Reachtaire Cuntas agus Ciste a athbhreithniú agus a chinntiú go gcuirtear moltaí i bhfeidhm.

(4) Athruithe sna beartais cuntasaíochta, agus athruithe maidir le géilliúlacht don reachtaíocht, agus gach rud eile a bhaineann le rialú airgeadais agus le rialú inmheánach an CNCC a fhaomhadh.

(1) To review internal controls and their effectiveness.

(2) To review internal audit and evaluate its reports.

(3) To review the Comptroller and Auditor General reports and ensure recommendations are implemented.

(4) To approve changes in accounting policies, compliance with legislation and all other matters that relate to the financial and internal control of the NTPF.

Cruinnithe Boird & Freastal

Reáchtálann an Bord cruinnithe rialta chun gnó an Chiste a chur chun cinn. In 2009 reáchtáil an Bord naoi gcruinniú agus seo a leanas mar a rinneadh freastal orthu:

Board Meetings & Attendance

The Board holds regular meetings in order to progress the Fund's business. In 2009 the Board held nine meetings and attendance was as follows:

Comhaltaí an Bhoird Board Members	Cruinnithe an Bhoird 9 Board Meetings 9	Cruinnithe Airgeadais & Iniúchta 4 Finance & Audit Meetings 4	Cruinnithe Cúraim Othar 4 Patient Care Meetings 4
John O'Dwyer	7	N/A	N/A
Mary Brazil	8	N/A	4
Victor Boyhan	7	3	N/A
John Stephens	9	N/A	4
John Horan	8	4	N/A
Dr. Sean McCarthy	6	N/A	2
Dermot Mullane	9	4	N/A
Dr. Tony O'Sullivan	7	N/A	3
Rita Hayes	8	3	N/A

Tabhair faoi deara: Ciallaíonn N/A nach bhfuil an comhalta sin den Bhord ar an gcoiste sin

Note: N/A means that the Board member is not on that committee

Foireann Bainistíochta an CNCC
The NTPF Management Team

Ó Chlé/Left to Right;
Anna Lloyd, Stiúrthóir Cúraim Othar/Director of Patient Care,
Pat O'Byrne, Príomhfheidhmeannach/Chief Executive,
Liz Lottering, Bainisteoir an Chláír Náisiúnta Cóireála Othar/ National Treatment Register Manager,
David Allen, Stiúrthóir Airgeadais/ Director of Finance,
Maria Tyrrell, Bainisteoir TF/IT Manager

Anna Lloyd
Stiúrthóir Cúraim Othar
Director of Patient Care

Réamhrá

Maidir le 2009 féadann an Fhoireann Cúraim thar tuairisc a thabhairt ar bhliain dhúshlánach agus tháirgiúil. Bhí feidhmeanna lárnacha na foirne mar an gcéanna – ba iad sin ná gach próiseas an CNCC a bhaineann le hothair a oibriú, a bhainistiú agus a fhorbairt agus muid ag cleachtadh ár sainchúraim chun rochtain níos tapa ar chóireáil shábháilte a sholáthair do na hothair phoiblí is faide atá ag fanacht le máinliacht. Cé nár tháinig athrú ar ár gcuid feidhmeanna lárnacha, leanadh ar aghaidh ag déanamh athbhreithniú agus coigeartú ar an straitéis, ar na struchtúir agus na bpróisis ar a bhfuil ár gcuid gníomhaíochtaí bunaithe de réir ár dtosaíochtaí corparáideacha agus chun fanacht "oiriúnach don fheidhm".

Feidhmeanna Lárnacha

- Comhordú a dhéanamh ar gach atreorú othar agus gach sruth de ghníomhaíocht chliniciúil
- Dul i mbun idirchaidrimh le hothair, le dochtúirí ginearálta, lianna comhairleacha agus le hospidéil idir phríobháideach agus phoiblí.
- Clár Cáilíochta an CNCC a sheachadadh
- Líne Íosghlao an CNCC don phobal a bhainistiú agus a oibriú
- An próiseas um údarú cásanna a bhainistiú agus a oibriú
- Acmhainn ardchaighdeáin cóireála a fhorbairt agus a choimeád
- Caidrimh a thacaíonn le cúram sábháilte a fhorbairt agus a neartú
- Soláthar d'fhorbairt ghairmiúil na mball foirne

Staitisticí Gníomhaíochta Foirne 2009

Othair Chónaitheacha a Cóireáladh	19,857
ÍAM a Soláthraíodh	2,513
Othair Sheachtracha a Atreoraíodh	6,388
Iomlán na n-Othar Atreoraithe a Próiseáladh	27,936*
Laghdú % ar Dhaoine ag Fanacht níos mó ná 12 mhí i rith 2009	54%
Íosghlaonna Incháilithe	4,420
Glaonna Idirchaidrimh Othar Isteach & Amach	24,487
Suirbhéanna maidir le Sástacht Othar Seolta/Faighte ar ais	19,690 / 9,005

Introduction

The Patient Care Team can report a challenging and productive year for 2009. The core functions for the team remained constant – to operate, manage and develop all NTPF patient related processes in pursuit of our remit to provide faster access to safe treatment for those public patients waiting longest for surgery. While our core functions remained unchanged the strategy, structures and processes underlying our activities continued to be reviewed and refined in line with our corporate priorities and in order to remain "fit for purpose".

Core Functions

- Co-ordination of all patient referrals and streams of clinical activity
- Liaison with patients, GPs, consultants and the public and private hospitals
- Deliver NTPF Quality Programme
- Manage and operate NTPF Lo-Call line for the public
- Manage and operate the case authorization process
- Develop and maintain high quality treatment capacity
- Develop and strengthen relationships that underpin safe care
- Provide for the professional development of team members

2009 Team Activity Statistics

In - Patients Treated	19,857
MRIs Provided	2,513
Out - Patients Referred	6,388
Total Referrals Processed	27,936*
% Drop in Waiters Over 12 months during 2009	54%
Eligible Lo-Calls	4,420
In-coming & Outgoing Patient Liaison Calls	24,487
Patient Satisfaction Surveys Sent/Returned	19,690 / 9,005

- % díobh siúd a d'fhreagair a mheas go raibh cúram an CNCC Go Maith, An-mhaith nó Ar Fheabhas **99%**
- Líon na n-Achoimrí um Scaoileadh Abhaile a Fuarthas **35,651***
- Líon na Lianna Comhairleacha nua a Cláraíodh **289**
- Líon na Soláthraithe Reatha a ndearnadh Athchigireacht orthu **4**
- Líon na mBeartas a athbhreithníodh / a Tugadh Isteach **16**
- Líon na Seisiún Forbartha Foirne **5**

** Ní ga go mbeadh líon na n-othar a atreoraíodh nó a scaoileadh abhaile comhionann leis an líon othar a cóireáladh*

Cé gur comhlíonadh na spriocanna maidir le cúram othar i rith 2009 tá roinnt míreanna ar cheart iad a lua go speisialta:

- I Lúnasa 2009 chabhraigh an CNCC lena 150,000ú othar a chóireáil, an tUas. John Keegan, ó Lár na Tíre a bhí ag feitheamh ar feadh 6 mhí le gnáthamh úireolaíochta. Ba dheas ag an tUas. Keegan labhairt leis na meáin chumarsáide chun aird an phobail a tharraingt ar an CNCC. Faoi dheireadh 2009 bhí rochtain níos tapa tugtha do 165,000 othar tríd an CNCC.
- Rinne na foirne Cúraim Othar agus Airgeadais tuilleadh forbartha ar phróisis chun leanúint orthu ag fáil luach ar airgead agus ardchaighdeán cúraim á chinntiú.
- Rinneadh atheagrú inmheánach ar fhoirne chun leibhéal comhsheasmhach seirbhíse a choimeád agus a sheachadadh laistigh den líon reatha ball foirne. Aithnítear meon dearfach na mball foirne maidir leis an obair sin.

- % of responders who rated NTPF care as Good, Very Good or Excellent **99%**
- Discharge Summaries Received **35,651***
- New Consultant Registrations **289**
- Current Provider Re–inspections **4**
- Policies reviewed / Introduced **16**
- Team Development Sessions **5**

** Number of referrals / discharges is not necessarily the same as number of patients treated*

While the targets set throughout 2009 in terms of patient care were met there are a number of items that merit specific mention:

- In August 2009 the NTPF facilitated the treatment of it's 150,000th patient, Mr John Keegan, from the Midlands who had been waiting 6 months for a urology procedure. Mr Keegan kindly agreed to speak with the media in order to highlight the NTPF option to the public. By the end of 2009 almost 165,000 patients have had access to faster treatment via the NTPF.
- The Patient Care and Finance teams further developed processes to continually achieve value for money while ensuring quality of care.
- Internal team re-organisation was undertaken in order to maintain and deliver a consistent level of service within the current staff complement. The positivity of team members in this is acknowledged.

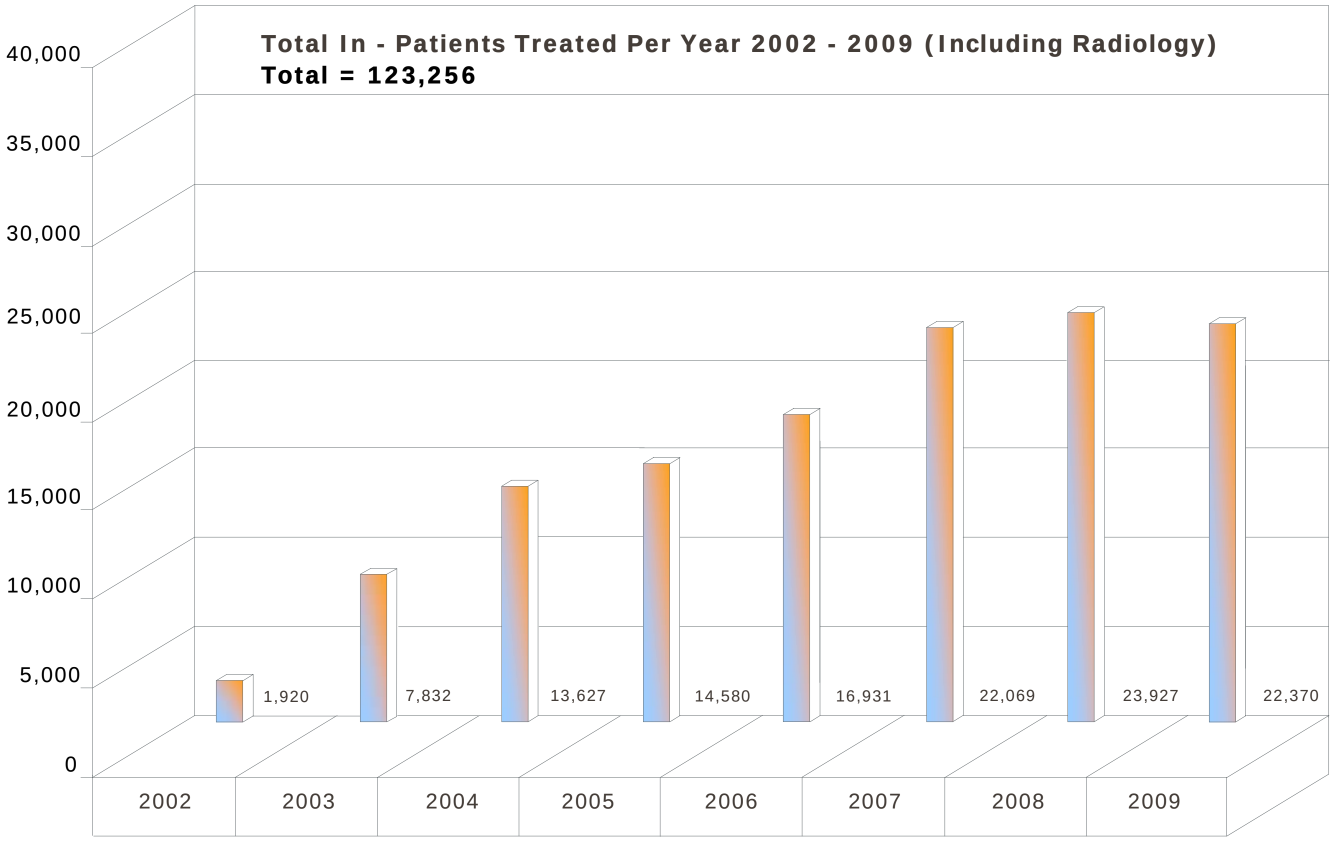
An Fhoireann Cúraim Othar / **Patient Care Team**

Ó Chlé / Left/Right
Ar cúl / Back - S. Foskin, S. Hehir, S. Anderson, V. Farrington, O. Power, A. Bennett, S. Moran, K. Breeze,
Chun tosaigh / Front - H. Lenehan, F. O'Connor, A. Egan, J. Newman, A. O'Hagan & G. Smith

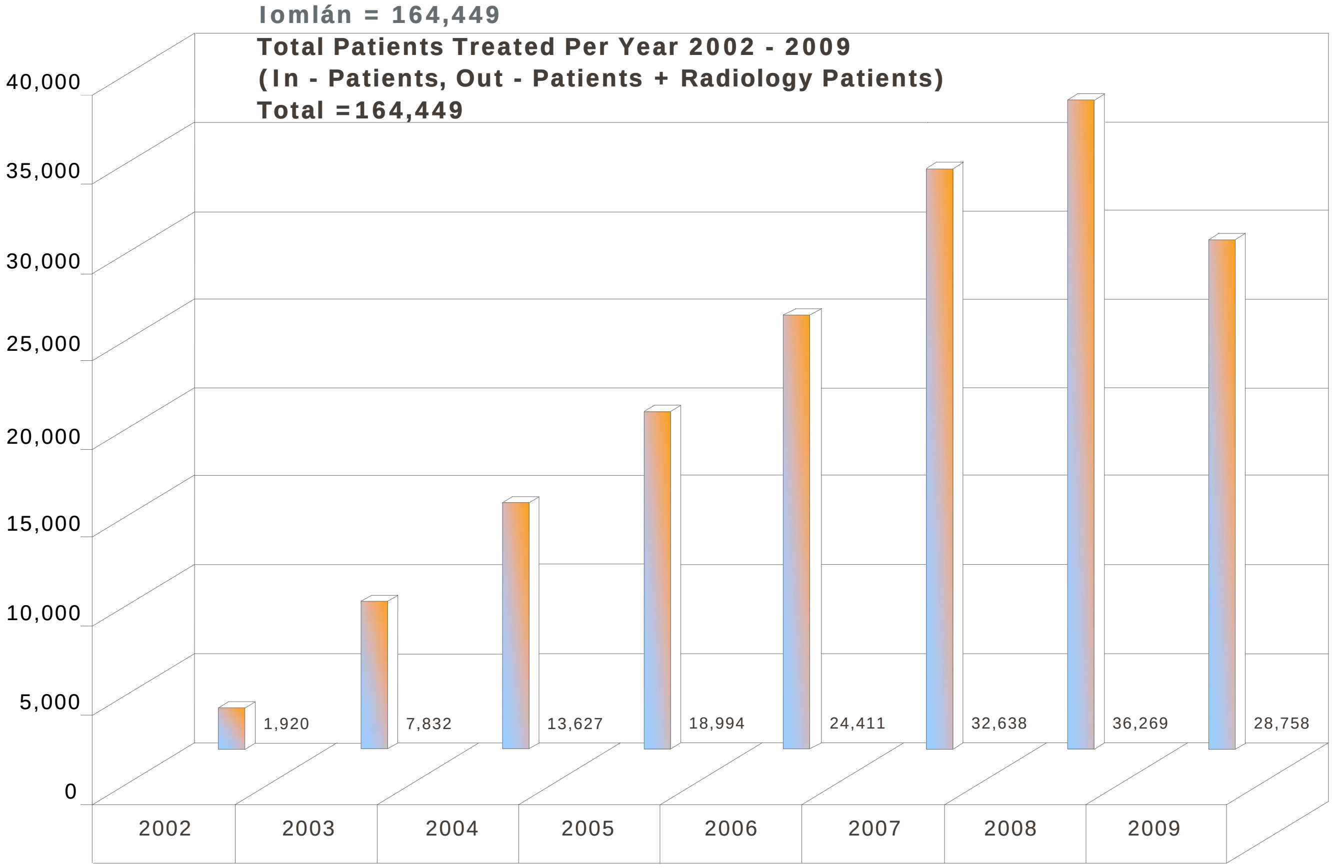
Achoimre ar Staitisticí Gníomhaíochta Go Dtí Seo

Summary Activity Statistics To Date

Líon na nOthar Cónaithe a Cóireáladh de réir na Bliana 2002 - 2009
(Raideolaíocht san áireamh)
Iomlán = 123, 256

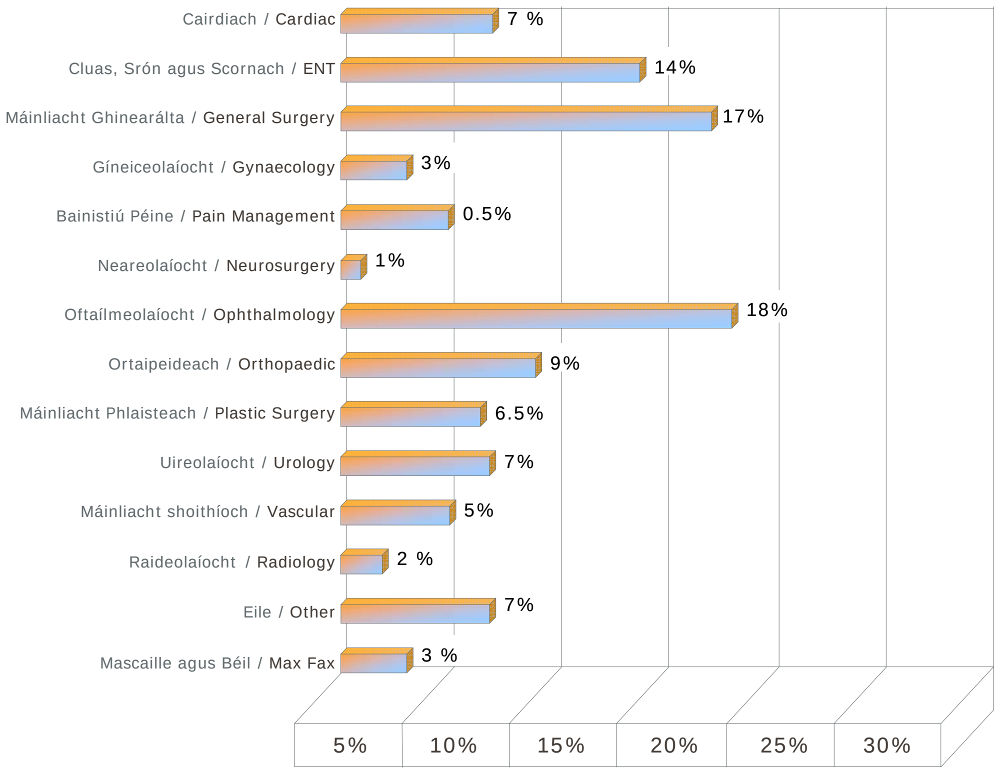


Líon na nOthar a Cóireáladh in aghaidh na bliana 2002 - 2009
(Othair Chónaitheacha, Othair Sheachtracha + Othair Raideolaíochta)
Iomlán = 164,449



Líon na nOthar Conaitheach a Cóireáladh de réir Speisialtachta (Raideolaíocht san áireamh) - Iomlán = 123, 256

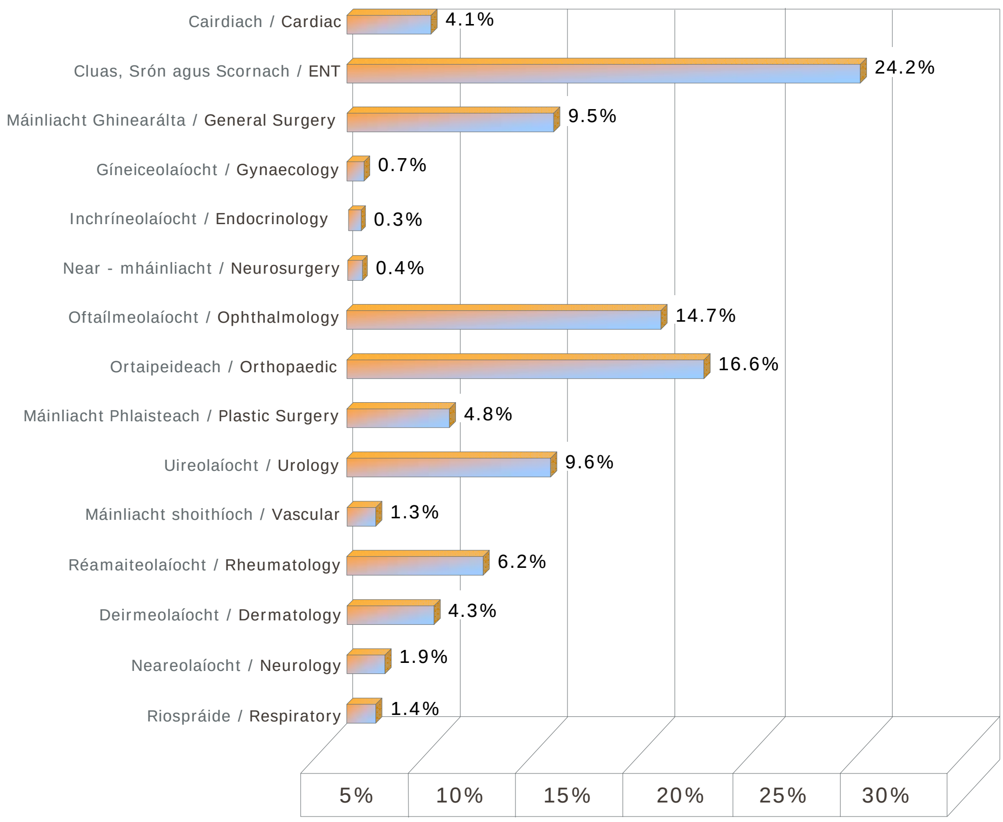
Volume of In - Patients Treated Per Specialty (Including Radiology) 2002 - 2009 - Total = 123,256



*Áiríodh Raideolaíocht faoi "eile" roimh 2009
*Before 2009 Radiology was included under "other"

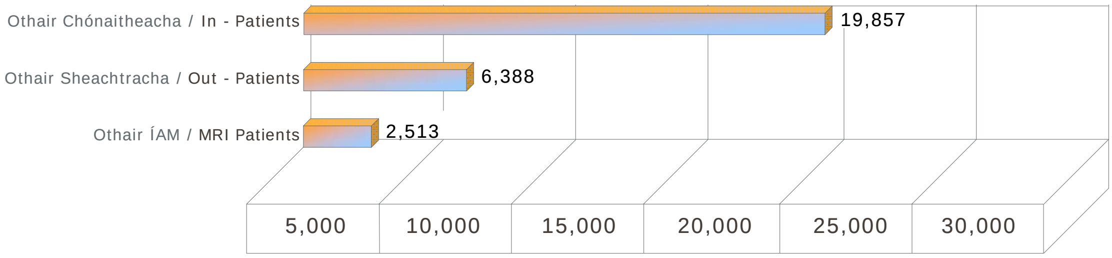
Líon na nOthar Seachtrach a Cóireáladh in 2002 - 2009 de réir Speisialtachta - Iomlán = 41,193

Volume of Out - Patients Treated Per Specialty 2005 - 2009 - Total = 41,193



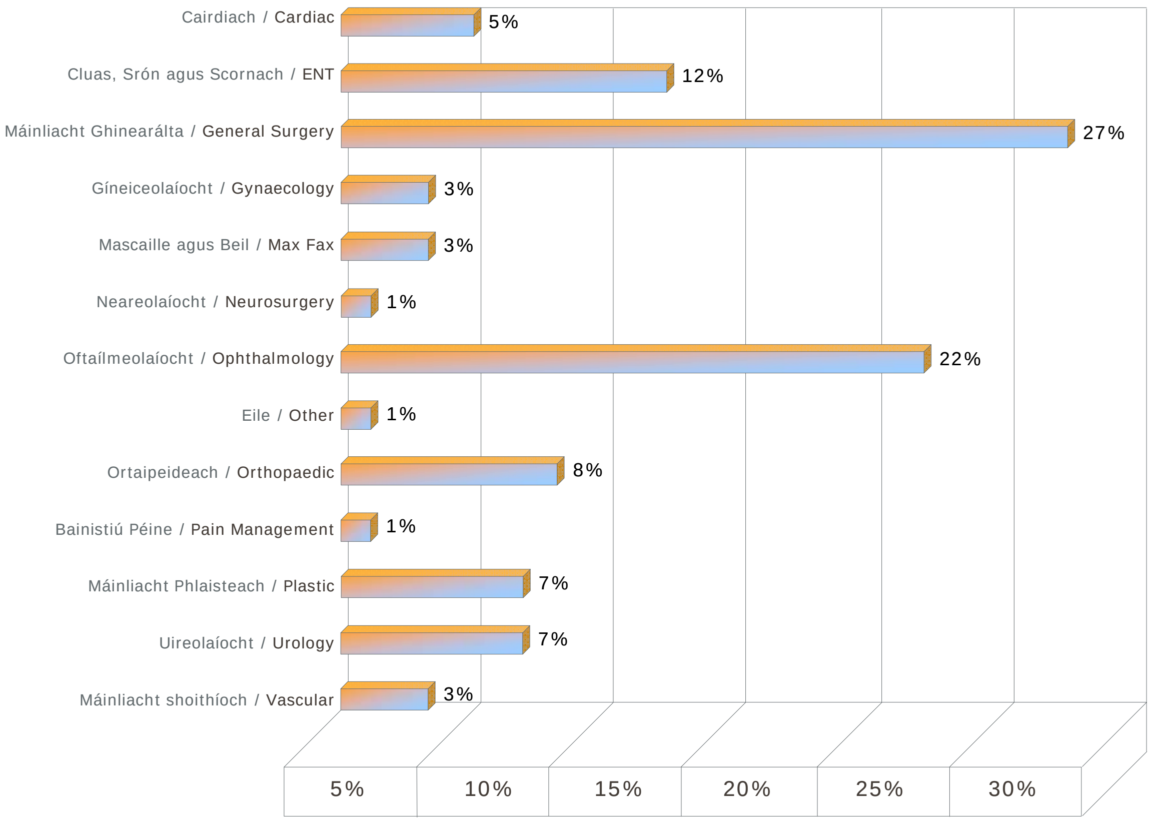
Líon Iomlán na n-Othar a Cóireáladh in 2009
Iomlán = 28,758

Total Patients Treated in 2009
Total = 28,758



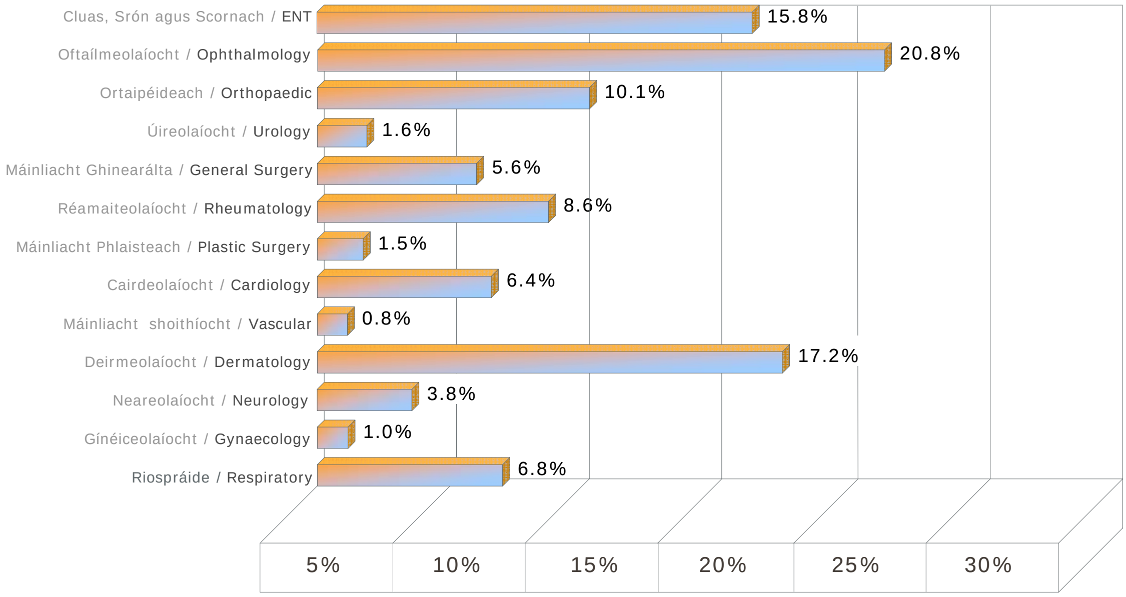
Líon na nOthar Cónaitheach de réir Speisialtachta a Cóireáladh in 2009
Iomlán = 19,857

Volume of In - Patients Treated Per Specialty 2009
Total = 19,857



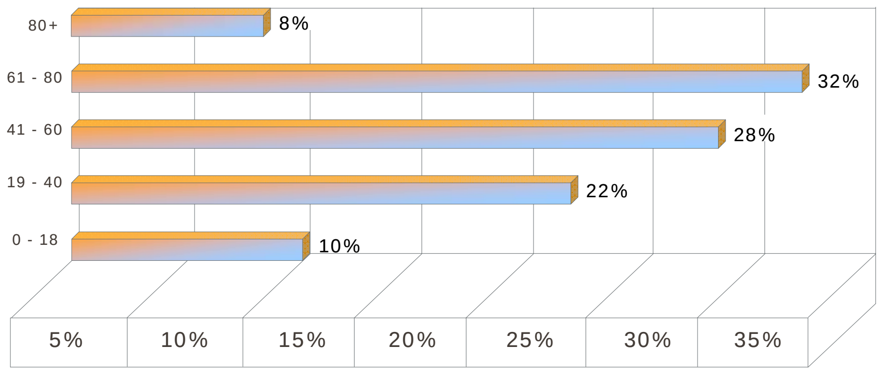
Líon na nOthar Seachtrach a Cóireáladh de réir Speisialtachta in 2009
Iomlán = 6,388

Volume of Out - Patients Treated Per Specialty 2009
Total = 6,388



Próifíl Aoise na nOthar Cónaitheach a Cóireáladh in 2009
Iomlán = 19,857

Age Profile of In - Patients Treated in 2009
Total = 19,857



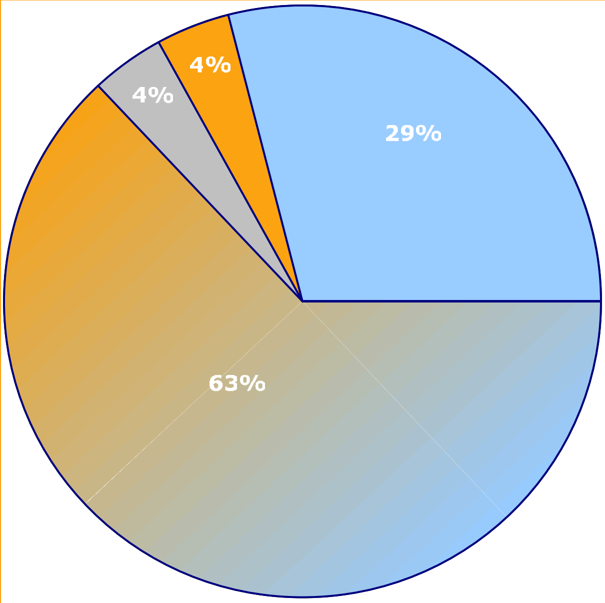
Réamhrá

Is é cuspóir chlár na n-othar cónaitheach (COC) ná na tréimhsí feithimh a laghdú do chomhairliúcháin i Rannóg na nOthar Seachtrach le haghaidh líon aontaithe d'othair phoiblí ar liostaí feithimh ospidéal poiblí agus an clár sin a oibriú thar raon de speisialtachtaí máinliachta agus míochaine.

Introduction

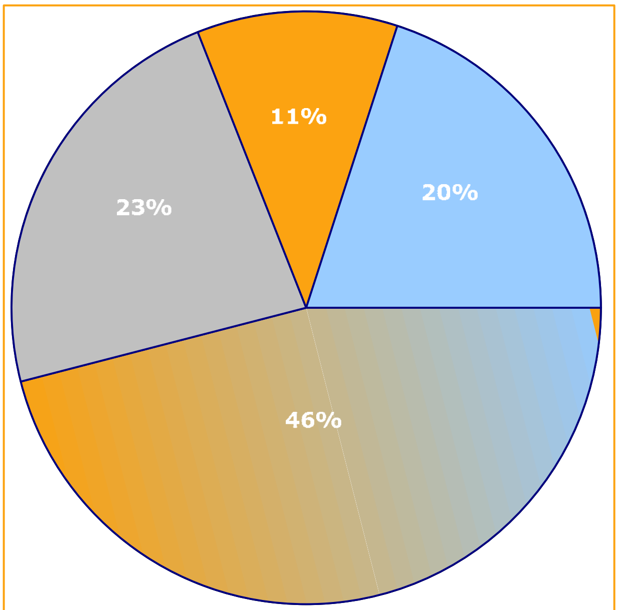
The goal of the out-patient programme (OPD) is to reduce the waiting times for out-patient consultations for an agreed volume of public patients on public hospital waiting lists and to operate this programme over a number of surgical and medical specialties.

Rinneadh Teagmháil le 10,166 Othar
10,166 Patients Contacted



A Ghlac le Tairiscint Coinne Accepted Offer of Appointment	63 %
A Baineadh de Liosta Feithimh Removed from Waiting List	29 %
A Dhiúltaigh do Thairiscint Coinne Declined Offer	4 %
Gan Freagra / Ateagmháil Déanta No Response / Recontacted	4 %

Eagraíodh 6,388 Comhairliúchán
6,388 Consultations Arranged



Seoladh ar ais chuig Dochtúir Ginearálta / Discharged to GP	46 %
Obráid Riachtanach Required Surgery	20 %
Inúchadh Breise ag Teastáil Required Further Investigation	23 %
Níor Fhreastal ar Dhá Ócáid-Baineadh den Liosta Did Not Attend on Two Occasions, Removed from Waiting List	11 %

Suirbhé maidir le Sástacht Othar
Patient Satisfaction Survey

Réamhra

Tá an Suirbhé maidir le Sástacht Othar mar chuid thábhachtach de chlár an CNCC um dhearbhú cáilíochta. Tá ár gclár um dhearbhú cáilíochta ceaptha le cinntiú go bhfaigheann othair cúram agus cóireáil ardchaighdeáin faoin tionscnamh. Tugtar suirbhé le comhlánú do gach othar a fuair cóireáil. Cuireann an CNCC fáilte roimh aiseolas ó othair agus leagann sé luach air. Léiríonn an chairt thíos tuairimí na n-othar maidir lena dtaithí iomlán ar chúram in 2009. Foilsítear torthaí na suirbhéanna ráithiúla maidir le sástacht othar ar láithreán gréasáin an CNCC www.ntpf.ie.

Introduction

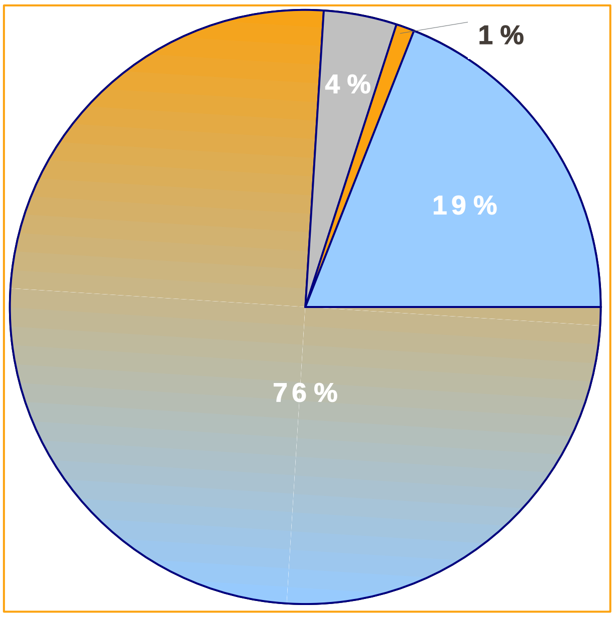
The Patient Satisfaction Survey is an important part of the NTPF quality assurance programme. Our quality assurance programme is designed to ensure that the care and treatment patients receive under this initiative is of a high standard. Each patient who has been treated receives a survey to complete. The NTPF welcomes and values feedback from patients. The chart below shows how patients rated their overall experience of care in 2009. Quarterly patient satisfaction survey results are published on the NTPF website, www.ntpf.ie

Leibhéil Sástachta Othar
Bunaithe ar 9,005 Suirbhé

Tugadh amach 19,690 ceistneoir
- Tugadh 46% díobh ar ais

Patient Satisfaction Levels
Based on 9,005 Surveys

19,690 Surveys Issued
- Return Rate 46%



Ar Fheabhas	Excellent	76%
An-mhaith	Very Good	19%
Go Maith	Good	4%
Go Dona	Poor	1%

Cad a deir Othair faoin CNCC
What patients say about the NTPF

Scéal Othair
Charlotte Cullen

Bhí Charlotte ar liosta feithimh Ospidéal Ginearálta Shligigh le haghaidh gnáthamh glúine ar feadh 14 mhí nuair a rinne sí teagmháil le líne Íosghlao an CNCC. Rinneadh Charlotte a atreorú chuig Ospidéal Iósaf, Cnoc an Gharraí agus tugadh cóireáil di tar éis cúpla seachtaine. Anois níl pian dá laghad ar Charlotte agus trí mheán fisiteiripe, tiocfaidh soghluaisteacht iomlán ar ais chuici.

"Bhíodh pian mhillteanach orm, go háirithe nuair a bhínn ag tiomáint. Ní raibh ann ach caitheamh agus cuimilt ar alt na glúine ach bhí sé ag dul chun donais gach lá. Nuair a bhí mé ar an liosta feithimh ar feadh breis is bliain, bhí mé ag ceapadh nach bhfaighinn coinne choíche. Tar éis dom fanacht chomh fada, níor chreid mé cé chomh tapa agus a glaodh chuig Cnoc an Gharraí mé nuair a rinne mé teagmháil leis an CNCC. Agus caitheadh ar nós banríona mé. Ní bheadh leisce orm a rá le haon duine atá ar liosta feithimh fada gur cheart dóibh teagmháil a dhéanamh leis an CNCC. Féadann sé an-athrú a dhéanamh."

Trácht a Othar Eile

"Bhí an-áthas orm lena thapa agus a fuarthas an coinne ospidéil agus an oibríocht ina dhiaidh tar éis dom gan ach glao amháin a chur ar an CNCC".

"Bhí an-áthas orm leis an gcóireáil iontach a fuair mé féin agus mo mhac ó fhoireann an CNCC agus ó na baill foirne go léir san ospidéal. Chuir siad mo mhac ar a shuaimhneas agus mhothaigh sé sábháilte faoina gcúram. Go raibh míle maith agaibh".

"Mholfainn an CNCC do gach duine. Murach an CNCC chuile sheans go mbeadh mo leanbh fós ag fanacht lena céislíneachtóime agus go mbeadh sí ag tógáil antaibheathach gach cúpla seachtain, mar sin táim fíorbhuíoch daoibh. Go raibh maith agaibh".

Bhí an-áthas orainn lena thapa agus a socraíodh gach rud. Bhí na haltraí san ospidéal go hiontach agus an-chairdiúil. Chaitheamar tréimhse dheas chompordach san ospidéal."

"Bhí an próiseas iontach éifeachtúil, thóg sé go leor brú uaim i rith tréimhse an-imníoch nuair a bhíonn a fhios agat go bhfaighidh tú máinliacht, mholfainn do gach duine é".

"Ceapaim gur sárscéim í an CNCC mar go bhfuair mé cóireáil iontach agus an-tapa. Murach sin d'fhéadfadh go mbeinn ag fanacht an-fhada. Anois táim i mbarr mo shláinte arís".

"Sársheirbhís ó thús deireadh".

A Patient's Story
Charlotte Cullen

Charlotte had been on the waiting list at Sligo General Hospital for a knee procedure for 14 months when she contacted the NTPF Lo-call line. Charlotte was referred to St Joseph's Hospital, Garden Hill and was treated within a short number of weeks. Charlotte is now pain free and through physiotherapy treatment, will return to full mobility.

"I was in terrible pain, particularly when driving. It was just wear and tear of the knee joint but it was getting worse by the day. When I was on the waiting list for more than a year, I began to wonder whether I'd ever be seen. After waiting so long, I couldn't believe how quickly I was called to Garden Hill once I contacted the NTPF. And I was treated like royalty. I would have no hesitation in saying to anybody on a long waiting list they should contact the NTPF. It can make a real difference."

Other Patients' Comments

"I was very pleased with how quick the hospital appointment and subsequent operation was carried out after just one phone call to the NTPF".

"I was delighted at how well me and my son were treated by the people in the NTPF and all the staff at the hospital. They made my son feel so relaxed and safe in their hands. Thank you all so much".

"I would recommend the NTPF to everyone I know. If it wasn't for the NTPF my child would probably still be waiting for her tonsillectomy and be on antibiotics every few weeks, so I am sincerely grateful. Thank you".

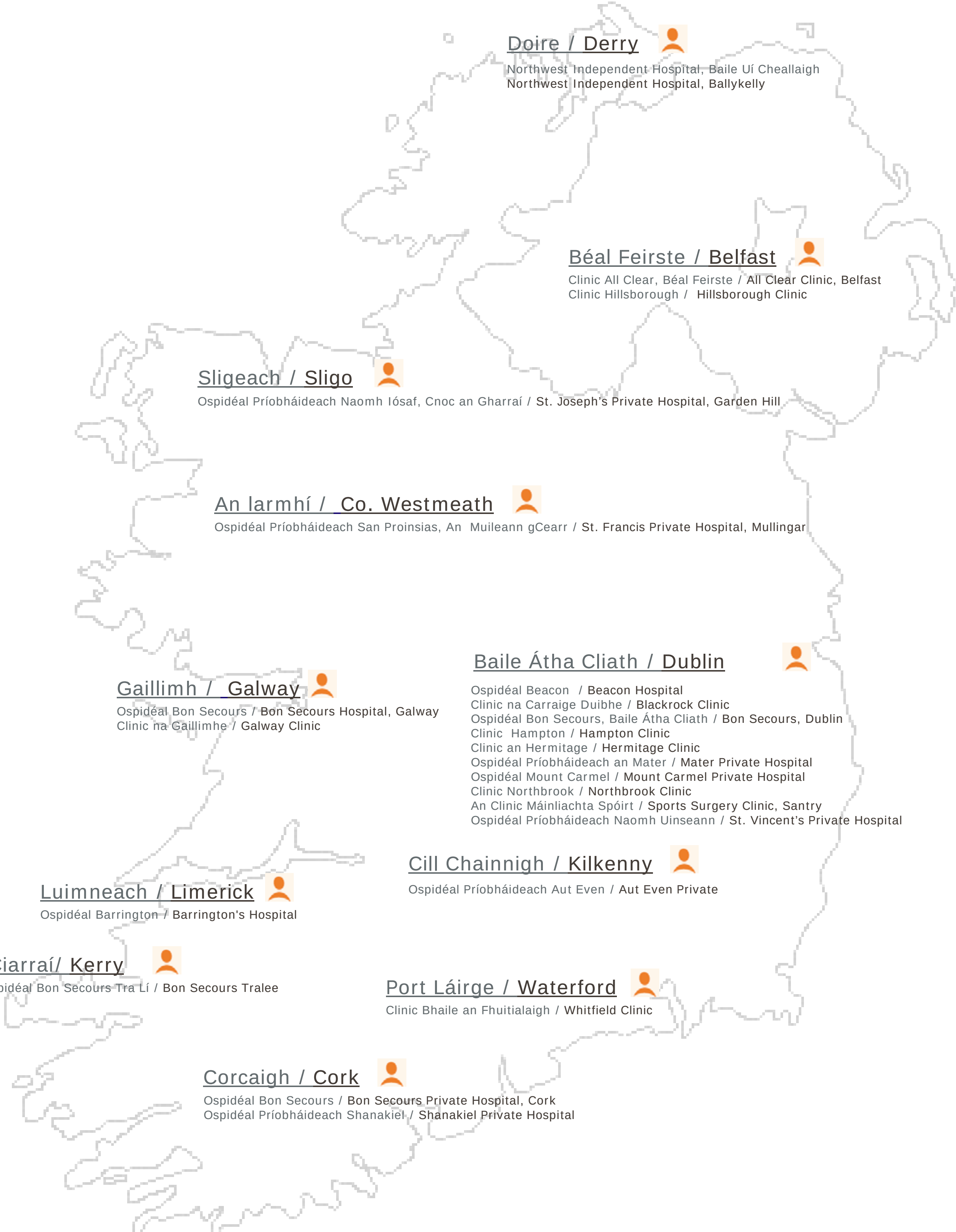
"We were very happy with the speed at which everything was arranged. The nursing staff at the hospital were excellent and very friendly. Our stay at the hospital was pleasant and comfortable".

"The process was excellent and efficient, it took a lot of stress out of a very worrying time when you know you are getting surgery, I will recommend it to everyone I know".

"I think the NTPF is an excellent scheme as I was treated very well and also extremely quickly. I could have been waiting for a very long time if it wasn't for this. Now I am back to being a very healthy woman again".

"Excellent service from start to finish".

Ospidéil Fhaofa Chóireála
Approved Treating Hospitals



Doire / Derry
Northwest Independent Hospital, Baile Uí Cheallaigh
Northwest Independent Hospital, Ballykelly

Béal Feirste / Belfast
Clinic All Clear, Béal Feirste / All Clear Clinic, Belfast
Clinic Hillsborough / Hillsborough Clinic

Sligeach / Sligo
Ospidéal Príobháideach Naomh Iósaf, Cnoc an Gharraí / St. Joseph's Private Hospital, Garden Hill

An Iarmhí / Co. Westmeath
Ospidéal Príobháideach San Proinsias, An Muileann gCearr / St. Francis Private Hospital, Mullingar

Gaillimh / Galway
Ospidéal Bon Secours / Bon Secours Hospital, Galway
Clinic na Gaillimhe / Galway Clinic

Baile Átha Cliath / Dublin
Ospidéal Beacon / Beacon Hospital
Clinic na Carraige Duibhe / Blackrock Clinic
Ospidéal Bon Secours, Baile Átha Cliath / Bon Secours, Dublin
Clinic Hampton / Hampton Clinic
Clinic an Hermitage / Hermitage Clinic
Ospidéal Príobháideach an Mater / Mater Private Hospital
Ospidéal Mount Carmel / Mount Carmel Private Hospital
Clinic Northbrook / Northbrook Clinic
An Clinic Máinliachta Spóirt / Sports Surgery Clinic, Santry
Ospidéal Príobháideach Naomh Uinseann / St. Vincent's Private Hospital

Cill Chainnigh / Kilkenny
Ospidéal Príobháideach Aut Even / Aut Even Private

Luimneach / Limerick
Ospidéal Barrington / Barrington's Hospital

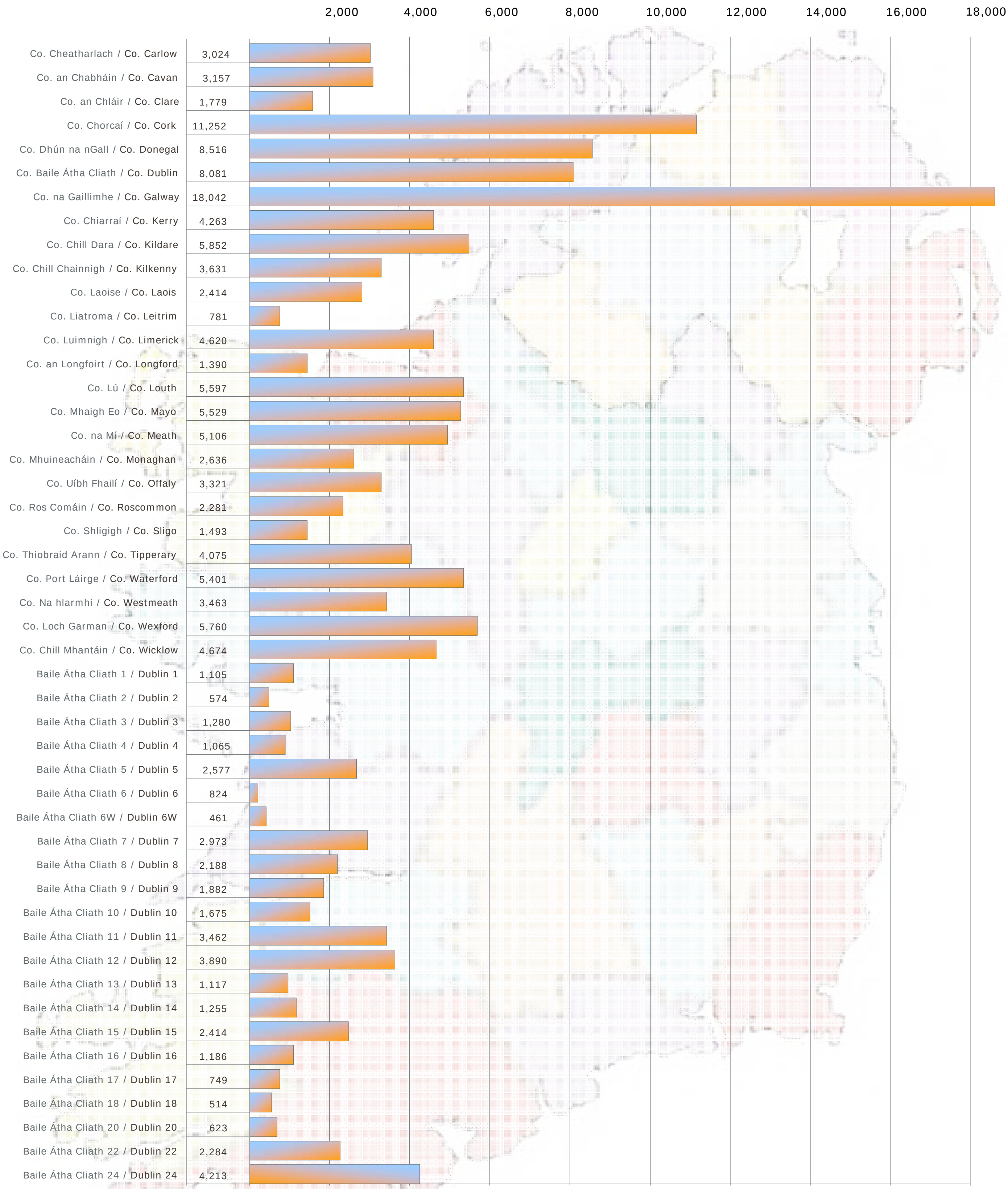
Ciarraí/ Kerry
Ospidéal Bon Secours Tra Lí / Bon Secours Tralee

Port Láirge / Waterford
Clinic Bhaile an Fhuitialaigh / Whitfield Clinic

Corcaigh / Cork
Ospidéal Bon Secours / Bon Secours Private Hospital, Cork
Ospidéal Príobháideach Shanakiel / Shanakiel Private Hospital

Anailís de réir Contae ar 164,449 Othar a Coireáladh 2002-2009

Breakdown by County of 164,449 Patients Treated 2002—2009



IOMLÁN:164,449
TOTAL:164,449

Liz Lottering
Bainisteoir An Chláir Náisiúnta Cóireála Othar
National Patient Treatment Register Manager

Sracfhéachaint ar Liostaí Feithimh Nollaig 2009

- Déantar faisnéis faoi thréimhsí feithimh le haghaidh na 44 ospidéal a nuashonrú gach mí ar láithreán gréasáin an CCO www.ptr.ie
- Ba é an mheántréimhse feithimh náisiúnta d'othair ag deireadh 2009 ná 2.5 Mí
- Tá meántréimhse feithimh de idir 2-5 mhí i gceist do na 20 gnáthamh is coitianta do dhaoine fásta
- Tá meántréimhse feithimh de idir 2-5 mhí ag baint le 8 gcinn de na 10 ngnáthamh is coitianta do leanaí
- Tá laghdú 54% i gcomparáid le 2008 tagtha ar an líon daoine is faide a bhíonn ag fanacht le máinliacht.
- Tá 4 ospidéal ar fud na tíre freagrach as leath de na hothair siúd a bhíonn ag fanacht ar feadh breis is 12 mhí le haghaidh máinliachta*

* Sráid Teampaill (117), Tamhlacht (117), Cromghlinn (71), Tulach Mhór (57)

Réamhrá

Is éard atá sa Clár Náisiúnta do Chóireáil Othar (CCO) go bunúsach ná clár de na hothair atá ar liostaí feithimh máinliachta agus míochaine mar othair chónaitheacha nó mar othair lae. Déanann an clár faisnéis a fuarthas díreach ó ospidéil ar bhealach leictreonach a bhailiú, a thiomsú agus a chur i láthair. Foilsítear tréimhsí feithimh gach mí ar láithreán gréasáin an CCO ar féidir rochtain a fháil air ag www.ptr.ie. Freisin foilsíonn an CNCC anailís shonrach ar liostaí feithimh dhá uair sa bhliain trína Thuarascáil Náisiúnta ar an gClár do Chóireáil Othar.

An Beartas Náisiúnta um Bainistíocht ar Shonraí faoi Liostaí Feithimh Othar Cónaitheach agus Othar Lae

Is é atá sa Bheartas Náisiúnta um Bainistíocht ar Shonraí faoi Liostaí Feithimh Othar Cónaitheach agus Othar Lae a sheol an tAire Sláinte agus Leanaí an 4ú Nollaig 2009 ná lámhleabhar de shainmhínithe agus caighdeáin chomhaontaithe chun bainistíocht a dhéanamh ar shonraí faoi liostaí feithimh othar cónaitheach. Tá an beartas nua sin comhaontaithe ag Oifig na nOspidéal Náisiúnta, FSS agus tacaíonn an Roinn Sláinte agus Leanaí leis. Téann sé in ionad na dtreoirlínte ó Iúil 2007. Reáchtálann foireann an CCO clár oiliúna agus forbartha faoin mbeartas nua agus cuirtear é sin ar fáil do gach ospidéal.

Tuairisciú Cruinn agus Comhsheasmhach

Déanann an Clár Athbhreithnithe agus Anailíse athbhreithniú ar chruinneas na sonraí a chuirtear i láthair don Chlár do Chóireáil Othar agus ar chloí na n-ospidéal leis an mbeartas náisiúnta i leith bainistíochta ar shonraí faoi liostaí feithimh.

Waiting Lists at a Glance December 2009

- Waiting time information for 44 hospitals is updated monthly on the PTR Website www.ptr.ie
- National median waiting time for patients at end 2009 was 2.5 Months
- The top 20 adult procedures have a median waiting time of between 2-5 months
- 8 of the top 10 child procedures have a median waiting time between 2-5 months
- Longest surgical waiters are down by 54% when compared with 2008.
- 4 hospitals nationally account for half of those patients waiting over 12 months for surgery*

**Temple Street (117), Tallaght (117), Crumlin (71), Tullamore (57)*

Introduction

The National Patient Treatment Register (PTR) is a register of all patients on in-patient and day case waiting lists in Ireland. The register collects, collates and presents information received directly from hospitals electronically. Waiting times are published monthly on the PTR website which can be accessed on www.ptr.ie. The NTPF also publishes detailed analysis on waiting lists twice yearly through its National Patient Treatment Register Report.

National Policy for the Management of In-Patient and Day-Case Waiting List Data

Launched by the Minister for Health and Children on 4th December 2009, the National Policy for Management of In-patient and Day Case Waiting List Data is a manual of agreed definitions and standards for the management of in-patient waiting list data. This new policy has been agreed by hospitals, the National Hospitals' Office, the HSE and is endorsed by the Department of Health and Children. It replaces the July 2007 Guidelines. The PTR team run a training and development programme on the new policy and this is available to all hospitals.

Accurate and Consistent Reporting

The Review and Analysis program reviews the accuracy of data presented to the Patient Treatment Register and the adherence of hospitals to the national policy on the management of waiting list data.

In 2009 scrúdaíodh sampla de bhreis is 6,000 de na daoine ab fhaide a bhí ag fanacht. Seo a leanas na torthaí:-

- Bhí 38% ag feitheamh le hobair leantach riaracháin i.e. níor thug an t-othar freagra ar chomhfhreagras ón ospidéal nó níor fhreastail sé/sí ar choinne sceidealaithe.
- Bhí 33% ag fanacht le cóireáil lena n-áirítear othair a tuairiscíodh, mar thoradh ar chastacht chliniciúil, nach raibh siad oiriúnach d'atreorú agus iad siúd a dhiúltaigh do thairiscint maidir le cóireáil an CNCC.
- Ní raibh 29% ag fanacht le cóireáil agus bhí siad curtha i gcatagóir nua i.e. na hothair siúd nár cheart a bheith ar liosta feithimh mar go raibh cóireáil faighte acu cheana féin nó go raibh siad mí-oiriúnach do chóireáil.

In 2009 a sample of over 6,000 of the longest waiters was examined. The results were as follows :-

- 38% - were awaiting administrative follow up i.e. the patient had not responded to correspondence from the hospital or had not attended a scheduled appointment.
- 33% - were awaiting treatment including patients who were reported, because of clinical complexity, as being unsuitable for referral and those who had declined an offer of NTPF treatment.
- 29% - were not awaiting treatment and were re-categorized i.e. these patients should not have been listed as waiting as they had either had treatment or were currently unsuitable for treatment.

Liosta Feithimh Roinnte de réir an Líon Leanaí/Daoine Fásta Nollaig, 2009
Waiting Lists Divided by Child/Adult Volumes December, 2009

DEIGHILT IDIR LEANAI/DAOINE FÁSTA/ CHILD / ADULT SPLIT	3 - 6 MHÍ/MTHS	6 - 12 MHÍ/MTHS	12 - 24 MHÍ/MTHS	IOMLÁIN/TOTALS
DAOINE FÁSTA / ADULT				
LIOSTA FEITHIMH MÁINLIACHTA / SURGICAL	6,733	4,485	489	11,707
LIOSTA FEITHIMH MÍOCHAINE / MEDICAL	2,088	1,261	361	3,710
IOMLÁN / TOTAL	**8,821**	**5,746**	**850**	**15,417**
LEANAÍ / CHILD				
LIOSTA FEITHIMH MÁINLIACHTA / SURGICAL	1,340	1,174	230	2,744
LIOSTA FEITHIMH MÍOCHAINE / MEDICAL	152	176	28	356
IOMLÁN / TOTAL	**1,492**	**1,350**	**258**	**3,100**
MÓRIOMLÁN / GRAND TOTAL	**10,313**	**7,096**	**1,108**	**18,517**

Foireann an Chláir Chóireála Othar
National Patient Treatment Register Team

Ó Chlé - Left/Right
L.Maher, J.Sibley,
L. Lottering, E. Powell and K-A. Galvin

Líon Náisiúnta na nOthar Máinliachta ar liostaí feithimh de réir Réigiún Nollaig 2009

National Surgical Waiting List Volumes by Region December 2009

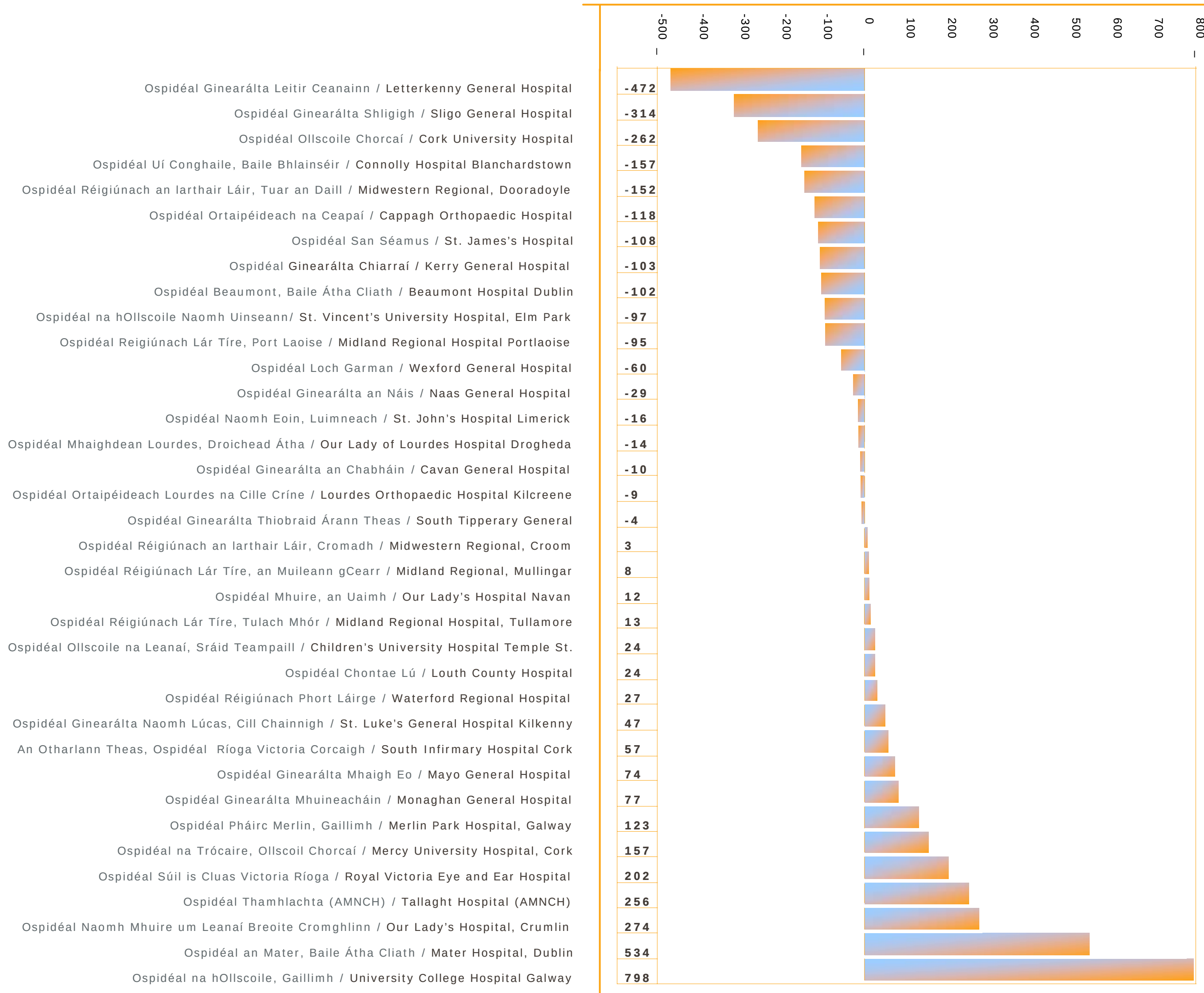
An tIarthar/An tIarthuaisceart/An tIarthar Láir West/North West/Mid-West	3-6 mhí 3-6 mths	6-12mhí 6-12 mths	os cionn 12 mhí 12 mths +	Iomlán Total
Ospidéal Ginearálta Leitir Ceanainn / Letterkenny General Hospital	388	92	16	496
Ospidéal Ginearálta Mhaigh Eo / Mayo General Hospital	165	150	0	315
Ospidéal Pháirc Merlin, Gaillimh / Merlin Park Hospital, Galway	209	159	0	368
Ospidéal Réigiúnach an Iarthair Láir, Tuar an Daill / Mid-West Regional Hospital, Doordadoyle	291	272	50	613
Ospidéal Réigiúnach an Iarthair Láir, Cromadh / Mid-West Regional Hospital Croom	14	9	1	24
Ospidéal Réigiúnach an Iarthair Láir, Inis / Mid-West Regional Hospital, Ennis	0	0	0	0
Ospidéal Réigiúnach an Iarthair Láir, An tAonach / Mid-West Regional Hospital, Nenagh	0	0	0	0
Ospidéal Ginearálta Portiuncula / Portiuncula General Hospital	0	0	0	0
Ospidéal Chontae Ros Comáin / Roscommon County Hospital	0	0	0	0
Ospidéal Ginearálta Shligigh / Sligo General Hospital	234	93	0	427
Ospidéal Naomh Eoin, Luimneach / St. John's Hospital, Limerick	5	3	9	17
Ospidéal na hOllscoile, Gaillimh / University College Hospital Galway	1,188	1,086	9	2,283
IOMLÁN / TOTAL	**2,494**	**1,964**	**85**	**4,543**

An tOirthuaisceart/Limistéar Thuaisceart Bhaile Átha Cliath North East Area/Dublin North	3-6 mhí 3-6 mths	6-12mhí 6-12 mths	os cionn 12 mhí 12 mths +	Iomlán Total
Ospidéal Beaumont / Beaumont Hospital	271	128	36	435
Ospidéal Náisiúnta Ortaipéideach na Ceapaí / Cappagh National Orthopaedic Hospital	234	138	8	380
Ospidéal Ginearálta an Chabháin / Cavan General Hospital	15	8	7	30
Ospidéal Uí Conghaile (Bhaile Bhlainséir) / Connolly Hospital (Blanchardstown)	74	7	0	81
Ospidéal Chontae Lú, Dún Dealgan / Louth County Hospital, Dundalk	82	33	4	119
Ospidéal Mater Misericordiae / Mater Misericordiae Hospital	906	770	9	1,685
Ospidéal Ginearálta Mhuineacháin / Monaghan General Hospital	124	33	4	161
Ospidéal Mhaighdean Lourdes, Droichead Átha / Our Lady of Lourdes Hospital, Drogheda	212	97	44	353
Ospidéal Mhuire, An Uaimh / Our Lady's Hospital Navan	91	52	21	164
Ospidéal Ollscoile na Leanaí, Sráid Teampaill / Children's University Hospital Temple Street	172	250	117	539
IOMLÁN / TOTAL	**2,181**	**1,516**	**250**	**3,947**

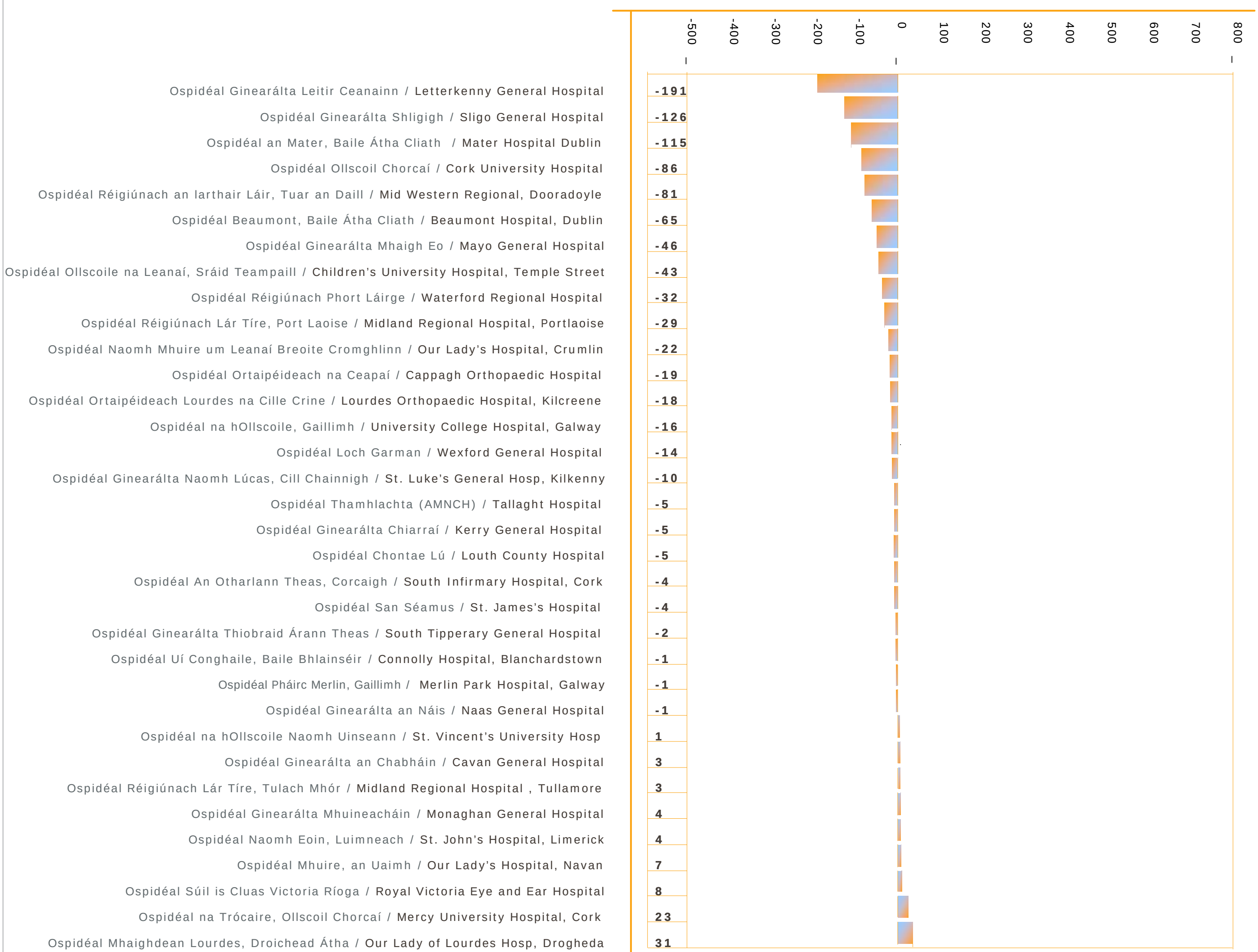
Cósta Thoir Bhaile Átha Cliath/Iar-Dheisceart Bhaile Átha Cliath An Lár Tíre/Dublin East Coast/Dublin South West/Midlands	3-6 mhí 3-6 mths	6-12mhí 6-12 mths	os cionn 12 mhí 12 mths +	Iomlán Total
Ospidéal Réigiúnach Lár Tíre, an Muileann gCearr / Midland Regional Hospital, Mullingar	40	42	0	82
Ospidéal Réigiúnach Lár Tíre, Port Laoise / Midland Regional Hospital, Portlaoise	91	75	11	177
Ospidéal Réigiúnach Lár Tíre Tulach Mhór / Midland Regional Hospital, Tullamore	445	262	57	764
Ospidéal Ginearálta Nás / Naas General Hospital	3	0	0	3
Ospidéal Mhuire, Cromghlinn / Our Lady's Hospital, Crumlin	406	498	71	975
Ospidéal Súil is Cluas Victoria Ríoga / Royal Victoria Eye and Ear Hospital	366	216	20	602
Ospidéal Naomh Colmcille, Baile Uí Lachnáin / St. Colmcille's Hospital, Loughlinstown	0	0	0	0
Ospidéal Naomh Micheál, Dun Laoghaire / St. Michael's Hospital, Dun Laoghaire	0	0	0	0
Ospidéal San Séamas / St. James's Hospital	240	23	0	263
Ospidéal na hOllscoile Naomh Uinseann / St. Vincent's University Hospital	149	62	22	233
AMNCH (Tamhlacht) / AMNCH (Tallaght) Hospital	375	443	117	935
IOMLÁN / TOTAL	**2,115**	**1,621**	**298**	**4,034**

An Oirdheiscirt/Limistear an Deiscirt South East/Southern Area	3-6 mhí 3-6 mths	6-12mhí 6-12 mths	os cionn 12 mhí 12 mths +	Iomlán Total
Ospidéal Ginearálta Bheanntraí / Bantry General Hospital	0	0	0	0
Ospidéal Ollscoil Chorcaí / Cork University Hospital	330	146	32	508
Ospidéal Ginearálta Chiarraí / Kerry General Hospital	42	9	0	51
Ospidéal Ortaipéideach na Cille Críne / Kilcreene Orthopaedic Hospital	43	5	2	50
Ospidéal Ginearálta Mhala / Mallow General Hospital	0	0	0	0
Ospidéal na Trócaire, Ollscoil Chorcaí / Mercy Hospital	201	191	43	435
An Otharlann Theas - Ospidéal Victoria, Corcaigh / South Infirmary—Victoria Hospital	100	50	9	159
Ospidéal Ginearálta Thiobraid Árann Theas / South Tipperary General Hospital	5	0	0	5
Ospidéal Naomh Lúcas, Cill Chainnigh / St. Luke's Hospital, Kilkenny	182	64	0	246
Ospidéal Réigiúnach Phort Láirge / Waterford Regional Hospital	338	85	0	423
Ospidéal Ginearálta Loch Garman / Wexford General Hospital	42	8	0	50
Iomlán / Total	**1,283**	**558**	**86**	**1,927**
IOMLÁN FORIOMLÁN / OVERALL TOTAL	**8,073**	**5,659**	**719**	**14,451**

Analysis of Variation in Surgical Volumes > 3 Months 2008 Vs 2009



Analysis of Variation in Surgical Volumes > 12 Months 2008 Vs 2009



Forbhreathnú Faisneise Airgeadais
Summary Financial Information

David Allen
An Stiúrthóir Airgeadais
Director of Finance

Cóireáil a Cheannach ó Ospidéil

- Tá luach ar airgead a bhaint amach fós mar chuspóir lárnach don CNCC. In 2009 leanamar orainn ag obair le hospidéil phríobháideacha chun an líon othar ar féidir iad a chóireáil a uasmhéadú. Má tá na praghsanna áirithe um chóireáil a tháirgeann ospidéal don CNCC níos airde ná an ráta margaidh aimseoimid soláthraí malartach. Ciallaíonn sé sin go gcuirtear othair an CNCC chuig soláthraithe ardchaighdeáin a thugann luach níos fearr ar airgead sa chás ina luíonn sé le réasún é a dhéanamh.

- Tagann toradh dearfach breise as an bprionsabal simplí *"leanann líon luach"* mar féadann ospidéil phríobháideacha pleanáil a dhéanamh ionas go dtiocfaidh laghdú ar phraghas na cóireála de réir mar a thiocfaidh méadú ar líon na n-atreoruithe údaraithe othar ón CNCC.

- Ciallaíonn sé sin go bhféadann an CNCC margaí lascaine as líon a chaibidliú agus leanúint air ag déanamh giarála ar éifeacht na méaduithe ar áiteanna d'othair mar thoradh ar ospidéil phríobháideacha agus clinicí nua in Éirinn. Chonaiceamar tionchar an chur chuige sin nuair a tháinig laghdú 15% ó 2006 ar an meánchostas iomlán as othair chónaithe agus othair lae. Is ionann é sin agus coigilteas an-mhór nuair a mheastar go raibh boilsciú míochaine ag dul i méid thar an tréimhse chéanna agus nach bhfuil athrú tagtha ar ár bpróifíl cásanna.

- Is gné an-tábhachtach freisin í tagarmharcáil maidir le cinntiú go bhfaighimid luach ar airgead. Cuirtear na praghsanna a tháirgeann ospidéil faoi roinnt tástálacha lena n-áirítear comparáid i gcoinne praghsanna as cóireáil chosúil in ospidéil phríobháideacha eile, agus i gcoinne praghsanna a íocann árachóirí míochaine, nuair a chuirtear ar fáil go poiblí iad. Freisin cuirtear praghsanna i gcomparáid le meánchostais na n-ospidéal poiblí ("sonraí cásmheascáin").

- I rith 2009 rinne Oifig an Ard-Reachtaire Cuntas & Ciste athbhreithniú fairsing trí mhíosa ar an CNCC a chuimsigh seiceáil neamhspleách ar na socruithe chun cóireáil a fháil ar bhealach costéifeachtach. Tháinig a athbhreithniú ar an gconclúid go raibh costas an chuid is mó de ghnáthaimh a cheannaíonn an CNCC ó ospidéil phríobháideacha níos lú ná an costas comparáideacha tagarmharcála poiblí.

Purchasing Treatment from Hospitals

- Achieving value for money remains a key objective for the NTPF. In 2009 we continued to work with private hospitals to maximise the volume of patients that could be treated. If particular treatment prices offered to the NTPF by a hospital are higher than the market rate we will source an alternative supplier. This means that when and where it makes sense to do so NTPF patients are steered to quality providers that represent better value for money.

- This simple principle of *"volume follows value"* has an additional positive consequence because private hospitals can plan in a way that the treatment price lowers as the volume of NTPF authorised patient referrals increase.

- This means the NTPF can both negotiate volume discount deals and continue to leverage the effect of increases in capacity due to newer private hospitals and clinics in Ireland. We have seen the impact of this approach with a 15% reduction in the overall inpatient and day-case average cost since 2006. At a time when medical inflation over the same period was increasing and our case profile remained broadly unchanged, this represents a very real saving.

- Benchmarking is also an important ingredient in making sure we get value for money. Prices offered by hospitals are subjected to a number of tests including comparison against prices for similar treatments in other peer private hospitals and, when publicly available, prices paid by medical insurers. Prices are also compared with public hospital average costs ("casemix data").

- During 2009 the Office of the Comptroller & Auditor General conducted an extensive three month review of NTPF that included an independent check on arrangements for the cost effective procurement of treatments. His review concluded that most procedures purchased by NTPF from private hospitals cost less than the comparable public benchmark cost.

Praghsanna a Aontú le Tithe Altranais Príobháideacha

An 3 Iúil 2009 thug an tAire Sláinte & Leanaí feidhm d'ailt 40 & 41 den Acht fán Scéim um Thacaíocht Tithe Banaltrais 2009. Chuir sé sin ar chumas an CNCC, de réir an dlí, praghsanna a chaibidliú agus a aontú le húinéirí tithe altranais príobháideacha agus deonacha chun críocha na scéime nua um thacaíocht tithe banaltrais ("Cothrom na Féinne")

Tá sainchúram sonrach ag an CNCC laistigh den scéim sin a riarann FSS. Má chreideann an CNCC go dtugann na praghsanna a tháirgeann teach altranais luach ar airgead tagtar ar chomhaontú praghsála leis an teach altranais agus soláthraímid faoi seach na sonraí ábhartha faoi phraghsáil do FSS.

Thángthas ar chomhaontuithe maidir le praghsanna le beagnach gach teach altranais príobháideach sa tír sular tugadh feidhm don scéim an 27 Deireadh Fómhair 2009.

Agus é seo á scríobh, tá 440 (99%) teach altranais príobháideacha agus deonacha tar éis praghsanna a aontú leis an CNCC. Táimid cinnte freisin gur féidir comparáid fhabhrach a dhéanamh idir na rátaí agus na meánmhéideanna a d'íoc cónaitheoirí agus teaghlaigh sular tugadh feidhm don scéim.

Costais Riaracháin a Bhainistiú

Tá costais riaracháin an CNCC fós réasúnta íseal agus iad ag 5% d'ioncam deontais. Coimeádadh na costais iomlána riaracháin le haghaidh 2009 ar leibhéil 2008 cé gur tabhaíodh costais bhreise mar thoradh ar ról nua an CNCC le tithe altranais.

Ag Breathnú ar 2010

Ag cur leis an dul chun cinn a rinneadh go dtí seo, táimid ag tnúth le hoibriú le hospidéil agus tithe altranais agus muid ag leanúint orainn ag baint amach luach níos fearr ar airgead agus cúram ardchaighdeáin.

Agreeing Prices with Private Nursing Homes

On the 3rd July 2009 the Minister for Health & Children commenced sections 40 & 41 of the Nursing Homes Support Scheme Act 2009. This legally enabled the NTPF to negotiate and agree prices with private and voluntary nursing home owners for the purposes of the new nursing homes support scheme ("Fair Deal").

The NTPF has a specific remit within this, HSE - administered scheme. If the NTPF are of the view that prices offered by a nursing home represent value for money a pricing agreement is reached with the nursing home and in turn we provide the HSE with the relevant pricing details.

Agreements were reached on prices with almost all private nursing homes in the country before the commencement of the scheme on 27th October 2009.

At the time of writing 440 (99%) private and voluntary nursing homes have agreed prices with the NTPF. We Are also satisfied that the rates agreed compare favourably with the average amounts paid by residents and families prior to the commencement of the scheme.

Managing Administration Expenses

The NTPF's administration expenses remain relatively low at 5% of grant income. Total administration expenses for 2009 have also been maintained at 2008 levels even though additional costs were incurred as a result of NTPF's new role with nursing homes.

Looking Forward to 2010

Building on progress so far, we are looking forward to working with hospitals and nursing homes in continuing to achieve further value for money and quality care.

Ceannlínte Nuachta 2009 maidir le Cothrom na Féinne

Fair Deal News Headlines 2009

Publication: Irish Examiner
Date: Thursday, August 6, 2009

Opportunities exist for nursing homes despite downturn

by John Hughes

THE current economic climate remains challenging but the care sector is not as adversely affected as other property markets.

The primary issues which concern nursing home owners are downward pressure on fees and occupancy levels, new regulations impacting on public and private facilities together with the lack of availability of bank funding.

With a changing profile to the demographics of the Irish population it is evident that the number of people who will be over 65 years will increase significantly over the next 15 years. Those people in the category of over 65 is expected to be approximately 800,000 by 2025. Since 1997, there [illegible]

with these standards while older homes have six years to comply with the existing regulations. The effect of this will be that older homes in the private and public sector will be unable to comply due to the capital expenditure required. The Government have also published a proposal to restructure the method by which they fund residents' nursing home care. Known as "Fair Deal" the new system will require nursing home residents to pay 80% of their weekly disposable income towards their nursing home care with the state making up the difference. In return the state will be permitted to claim up to 15% of the residents' private residence — [illegible]

ued at 20-25% of the construction cost where as currently this is more likely to be in the region of 10-15%.

Looking to the future, the demand for quality nursing homes will continue. The cessation of capital allowances is unlikely to have a major negative impact on future developments, however, we would be cautious on the level of retirement village developments which, to date, have had limited success. There is currently provision in the tax code for the continuance of hotel capital allowances where the building is converted from a hotel into a qualifying nursing home. However, where this is not possible there could be significant tax ramifications for the hotel owner by closing the premises. Those considering this option would be advised to look closely at the physical layout of the building, work required to comply with the new HIQA standards and also undertake a feasibility study of the future demands in the area.

With the huge reduction in value of residential land, there is more opportunity for nursing home owners to acquire sites in urban areas at prices that reflect value. This coupled with lower tenders for build cost may create more opportunities

Publication: Westmeath Independent
Date: Saturday, August 29, 2009

Cllr O'Rourke says new nursing home scheme is a fair deal

ATHLONE Town Councillor Aengus O'Rourke this week welcomed the passing through the Dáil and Seanad of the new Nursing Home Support Scheme Act 2009.

He added: "People can face very different costs depending on whether they are in public or private nursing homes and also depending on what part of the country they live in and the facilities available to them. However, the Department of Health and Children has taken an innovative approach to dealing with this very problem through the Nursing Home Support Scheme Act 2009, or 'Fair Deal' as it is also known, has been finally passed by both the Dáil and Seanad."

He said with the introduction of the Fair Deal Scheme nobody would ever again be under pressure to sell their home to pay for nursing home care and family members would not have to contribute to the costs of their parents' nursing home care.

Cllr O'Rourke continued: "From now on, a person will contribute to care costs based on their means. The new scheme provides for a care needs assessment of individuals to ascertain whether they need to be provided with longterm residential nursing home care. It also provides for a financial assessment of all individuals to determine the contributions they may have to pay toward the cost of longterm residential nursing home care provided to them. The State will meet the full balance of cost over and above the individual's contribution in public facilities or private facilities approved for the purpose of the scheme."

"The scheme provides for the Government's commitment that no existing resident in longterm residential nursing home care will be made worse off as a result of this new Fair Deal Scheme. If a person is already resident in a public nursing home they will continue to contribute to their care on the same basis as they do at present. If a person is already resident in a private nursing home they may continue with their existing arrangement or they may avail of the new scheme," he added.

Publication: Kildare Times South
Date: Tuesday, October 13, 2009

Minister Brady welcomes A Fair Deal

Áine Brady, Kildare North TD and Minister for Older People and Health Promotion, recently welcomed the announcement of October 27th as the date for the introduction of the new Nursing Homes Support Scheme, A Fair Deal.

Minister Brady told *Kildare Times*, "The Fair Deal scheme aims to make long term nursing home care accessible and affordable whether in a voluntary, public or private care home and will free families from anxiety over financial commitments for the care of their loved ones."

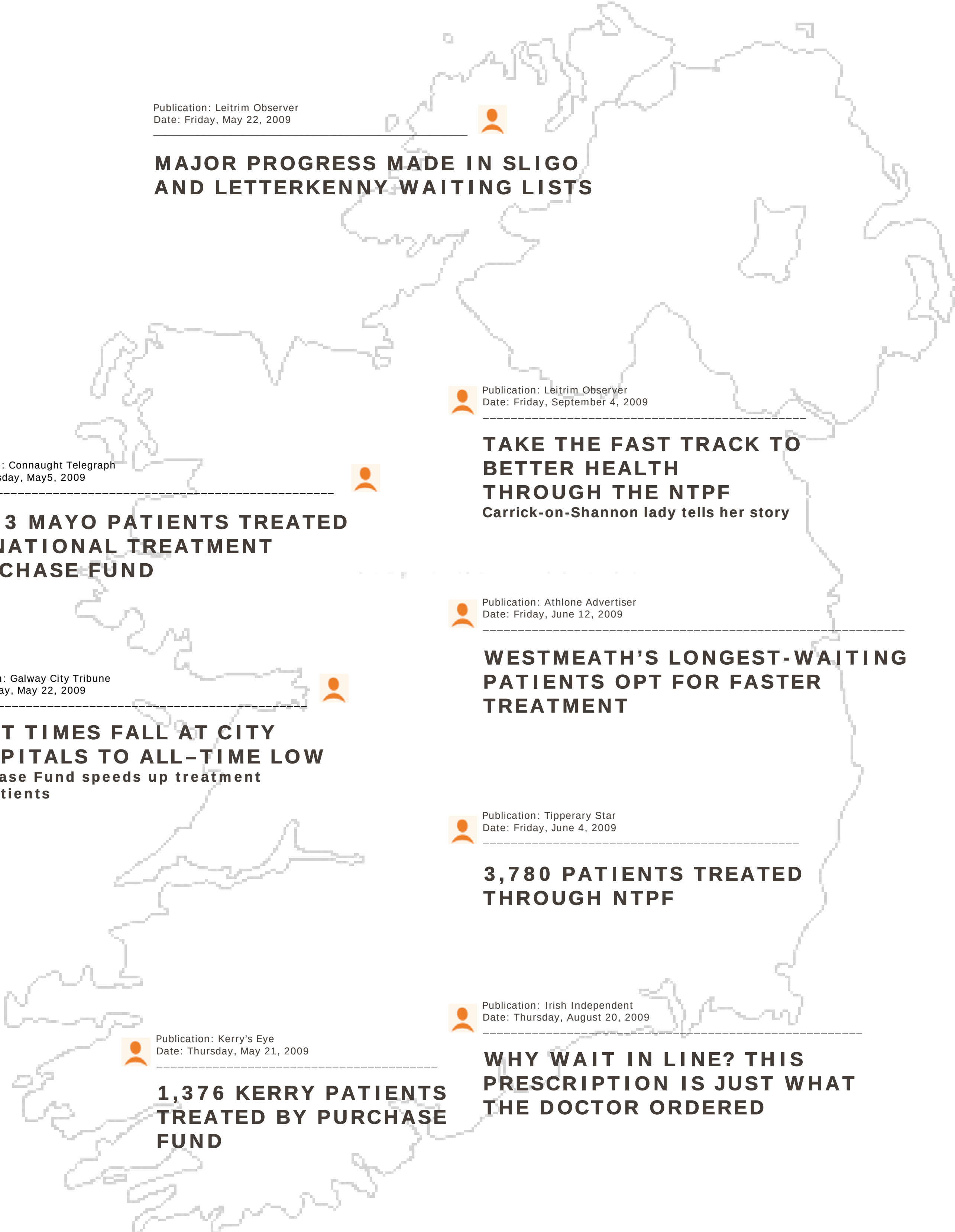
Noting that an initial 12,000 applications are expected, Minister Brady urged those wishing to avail of the financial support towards nursing home costs under A Fair Deal to familiarise themselves

National Treatment Purchase Fund Board Receipts and Payments Account for year ended 31 December 2009

		2009 €	2008 €
Deontas a fuarthas ón Oireachtas: Oireachtas grant received:			
	Ioncam - **Revenue**	90,350,000	104,641,000
	Caipiteal - **Capital**		218,100
		90,350,000	104,859,100
Caiteachas íoctha: Expenditure paid:			
	Ioncam - **Revenue**	90,416,607	104,500,392
	Caipiteal - **Capital**		218,100
		90,416,607	104,718,492
(Laghdú) Méadú in airgead glan don bhliain: (Decrease) Increase in net cash for the year:		(66,607)	140,608

Déanann oifig an tArd-Reachtaire Cuntas agus Ciste iniúchadh ar ráitis airgeadais bhliantúla Bhord an CNCC. Cuirfear ráitis airgeadais ar leithligh ar fáil agus tabharfar ar láimh iad (de réir alt 11 d'Acht an Ard-Reachtaire Cuntas agus Ciste (Leasú), 1993 nuair a chríochnófar an t-iniúchadh sin le haghaidh 2009.

The annual financial statements of the NTPF Board are subject to audit by the office of the Comptroller and Auditor General. Once this audit has been completed for 2009 separate financial statements will be submitted and presented in accordance with section 11 of the Comptroller and Auditor General (Amendment) Act 1993.



Publication: Leitrim Observer
Date: Friday, May 22, 2009

MAJOR PROGRESS MADE IN SLIGO AND LETTERKENNY WAITING LISTS

Publication: Leitrim Observer
Date: Friday, September 4, 2009

TAKE THE FAST TRACK TO BETTER HEALTH THROUGH THE NTPF

Carrick-on-Shannon lady tells her story

Publication: Connaught Telegraph
Date: Tuesday, May5, 2009

5,403 MAYO PATIENTS TREATED BY NATIONAL TREATMENT PURCHASE FUND

Publication: Athlone Advertiser
Date: Friday, June 12, 2009

WESTMEATH'S LONGEST-WAITING PATIENTS OPT FOR FASTER TREATMENT

Publication: Galway City Tribune
Date: Friday, May 22, 2009

WAIT TIMES FALL AT CITY HOSPITALS TO ALL–TIME LOW

Purchase Fund speeds up treatment for patients

Publication: Tipperary Star
Date: Friday, June 4, 2009

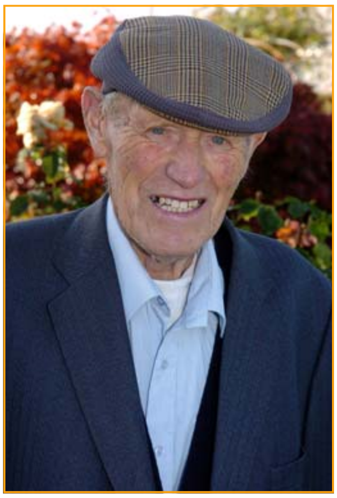
3,780 PATIENTS TREATED THROUGH NTPF

Publication: Irish Independent
Date: Thursday, August 20, 2009

WHY WAIT IN LINE? THIS PRESCRIPTION IS JUST WHAT THE DOCTOR ORDERED

Publication: Kerry's Eye
Date: Thursday, May 21, 2009

1,376 KERRY PATIENTS TREATED BY PURCHASE FUND



JOHN KEEGAN

Ár 150,000ú Othar

Our 150,000th Patient

Bhí an tUas. Keegan ag fanacht le gnáthamh úireolaíochta ar feadh 6 mhí nuair a atreoraíodh chuig ospidéal príobháideach é faoin CNCC. Seo an méid a bhí le rá aige faoin ospidéal ina ndearnadh máinliacht air:-

"Ní fhéadfaidís a bheith níos fearr, bhí sé éasca labhairt leo. Murach iad bheinn fós cráite ag an bpian"

Mr Keegan had been waiting for six months for a urology procedure when he was referred to a private hospital under the NTPF. He commented on the hospital where he had his surgery:-

"They could not have been better, they were very approachable. Only for them I would still be in agony".

MARGARET MURPHY

Abhcóide Othar
um Shábháilteacht Othar

Patient Advocate
for
Patient Safety

Bíonn an CNCC i gcónaí meabhrach ar shábháilteacht an othair, agus dá réir sin ba í an tUasal Murphy an príomhchainteoir ag Siompóisiam bliantúil an CNCC, a reáchtáladh i Mí na Nollag. Tógann an siompóisiam daoine lárnacha ó na hospidéil phríobháideacha agus phoiblí le chéile. Ba é an téama le haghaidh 2009 ná *"Sábháilteacht Othar"*. Tá an tUasal Murphy ina habhcóide othar um shábháilteacht othar agus oibríonn sí le gníomhaireachtaí áitiúla, stáit agus idirnáisiúnta (An Eagraíocht Dhomhanda Sláinte) chun sábháilteacht a chur chun cinn. Díríonn sí ar chúram sláinte ina cuid oibre. Is é an fáth gur spreagadh í chun an obair sin a dhéanamh ná go bhfuair a mhac, Kevin, bás mar thoradh ar bhotún míochaine. Bhí óráid Margaret cumhachtach agus corraitheach. Insíonn sí an scéal faoi bheatha agus bhás a mic chun sábháilteacht daoine eile a chur chun cinn.

"Inis fíric dom
...agus foghlaimeoidh mé
Inis an fhírinne dom
...agus creidfidh mé
Inis scéal dom
...agus fanfaidh sé i mo chroí go deo"

(Indian Proverb)

As always the NTPF is very conscious of patient safety and in keeping with this Mrs. Murphy was the keynote speaker at the Annual NTPF Symposium, held in December. The Symposium brings together key people from the public and private hospitals. The theme for 2009 was *"Patient Safety"*. Mrs. Murphy is a patient advocate for patient safety and works with local, state and international agencies (WHO) to promote safety. The focus of her work is healthcare. The motivation for her work came following the death of her son, Kevin, as the result of a medical error. Margaret's address on the day was both powerful and moving. She tells the story of her son's life and death to promote the safety of others.

Tell me a fact
...and I'll learn
Tell me a truth
...and I'll believe
Tell me a story
...and it will live in my heart forever"

(Indian Proverb)

Socraímid go bhfaighidh
na hothair sin atá incháilithe
cóireáil SAOR IN AISCE agus is
in ospidéil hríobháideacha is mó
a fhaigheann siad í

For those public
patients who are
eligible we arrange
FREE treatment mainly
in private hospitals

Ní gá d'othair ach glaoch a chur ar
ár líne íosghlao ar: 1890 720 820
Patients can simply phone our
Lo-call line on: 1890 720 820

Mar thoradh ar an CNCC tá cóireáil tugtha do bhreis is 164,449 othar (Nollaig 2009) agus mar sin tá siad bainte de liostaí feithimh na n-ospidéal poiblí. I gcás na n-othar siúd atá ag fanacht le hoibríocht agus a bhfuil imní orthu fúithi agus a roghnaíonn cóireáil a fháil leis an CNCC, faigheann siad a n-oibríocht nó gnáthamh SAOR in aisce.
Ní chuirfidh sé isteach ar bhealach ar bith ar a dteidlíochtaí maidir le cártaí leighis agus cabhraíonn an CNCC le hothair a theastaíonn idir mórghnáthaimh agus mionghnáthaimh uathu.

As a result of the NTPF 164,449 patients (December 2009) have been treated and thus removed from public hospital waiting lists. For those patients who are waiting and worrying about an operation and choose to have their treatment with the NTPF, they receive their operation or procedure FREE of charge. Medical card entitlements are not affected in any way and the NTPF helps patients who require major as well as minor procedures.

an ciste náisiúnta um cheannach cóireála
the national treatment purchase fund

Ag Cóireáil Othair Níos Tapa
Treating Patients Faster

Tá an tuarascáil seo á heisiúint ag:
An Ciste Náisiúnta um Cheannach Cóireála, Teach Ashford, Sráid na Teamhrach, Baile Átha Cliath 2

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