



Steven Condra [REDACTED]

**here ya go**

3 messages

**Steven Condra** [REDACTED]

To: "David Tang (OMB)" &lt;david.tang@ombudsman.ie&gt;

11 December 2024 at 16:01

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----- Forwarded message -----

From: Steven Condra [REDACTED]  
To: Paul Brangan <PaulJ.Brangan@hse.ie>  
Cc:  
Bcc:  
Date: Fri, 15 Nov 2024 02:18:54 +0000  
Subject: Re: Update

Hi Paul, I don't remember any phone calls apologizing to me. What day and time do they say they rang? I'll check against the phone logs.

Feel free to contact Joe in Maguire house.

Talk soon  
Steve

On Thu 14 Nov 2024, 17:07 Paul Brangan, <[PaulJ.Brangan@hse.ie](mailto:PaulJ.Brangan@hse.ie)> wrote:

Dear Mr Condra,

Just to provide you with an update as promised.

1. I'm aware a staff member from Tramore has called you. This is following me contacting them asking for information.
2. With regards to the complaint re Yvonne, she is absent at present and I have her line manager following up on a response to the complaint regarding phone calls being terminated.
3. I believe I have identified the staff member 'Gerry' I am awaiting a call back from the person who I think is her line manager. She will be asked to respond on the her interaction with you regarding the "gold service" comments that she allegedly made during the meeting with you and a staff member of Maguire House.

With your permission can I please reach out to Joe / Josephine in Maguire House to get a quick statement from her as she was a witness to "Gerry" interacting with you on this occasion?

Kind regards,

Paul

***Paul Brangan***

**Oifigeach um Gheárain | Complaints Officer**

**FSS Phort Láirge agus Loch Garman Meabhairshláinte | HSE Waterford & Wexford Mental Health**

**HSE Offices, Ross Road, Enniscorthy, Co. Wexford, Y21 KA40**

**Fón | Phone: 053 9243 251**

[R-phóst |Email: PaulJ.Brangan@hse.ie](#)

[Please note my working week is Tuesday to Friday 9am-5pm]

[Is iad na huaireanta oibre atá agam ná Dé Máirt go hAoine 9am - 5pm]

If you, or someone you know is in crisis and needs support, call the Samaritans, the 24 hours listening service on 116 123 or contact the emergency department of your nearest general hospital or the emergency services by dialling 999 or 112. Or see - <https://www2.hse.ie/get-urgent-help/>

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"Tá an fhaisnéis sa ríomhphost seo (ceangaltáin san áireamh) faoi rún. Baineann sé leis an té ar seoladh chuige amháin agus tá sé ar intinn go bhfaighfidh siadsan amháin é agus gurb iadsan amháin a dhéanfaidh breithniú air. Más rud é nach tusa an duine ar leis é, tá cosc ionlán ar aon fhaisnéis atá ann, a úsáid, a chraobhscaoileadh, a scaipeadh, a noctadh, a fhoilsiú, ná a chóipeáil . Seains gurb iad tuairimí pearsanta an údar atá san ríomhphost agus nach tuairimí FSS iad.

Má fuair tú an ríomhphost seo trí dhearmad, bheadh muid buioch dá gcuirfeá in iúil don Deasc Seirbhísí ECT ar an nguthán ag [+353 818 300300](tel:+353818300300) nó ar an ríomhphost chuitg [service.desk@hse.ie](mailto:service.desk@hse.ie) agus ansin glan an ríomhphost seo ded' chóras."

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----- Forwarded message -----

From: Steven Condra [REDACTED]  
To: UHW Patient Services <[uhw.patientservices@hse.ie](mailto:uhw.patientservices@hse.ie)>  
Cc:  
Bcc:  
Date: Thu, 14 Nov 2024 11:35:44 +0000  
Subject: Re: Patient Services Office

Hi Paul, tried to phone you. I have still to date received no explanation.

Kind regards  
Steven Condra

On Thu 19 Sept 2024, 16:06 Steven Condra, [REDACTED] wrote:

He doesn't reply

On Thu 19 Sept 2024, 15:13 UHW Patient Services, <[uhw.patientservices@hse.ie](mailto:uhw.patientservices@hse.ie)> wrote:

Hi Steven,

The other contact is [Emma.cloney1@hse.ie](mailto:Emma.cloney1@hse.ie) and 053 9243279

Kind regards

Charlotte

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**From:** Steven Condra [REDACTED]  
**Sent:** Thursday 19 September 2024 14:51  
**To:** UHW Patient Services <[uhw.patientservices@hse.ie](mailto:uhw.patientservices@hse.ie)>  
**Subject:** Re: Patient Services Office

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I spoke to him once on Monday, nothing since, no answer anymore and no reply to email

On Mon 16 Sept 2024, 16:37 UHW Patient Services, <[uhw.patientservices@hse.ie](mailto:uhw.patientservices@hse.ie)> wrote:

Hi Steven,

Following on from our telephone conversation today I will outline below the contact details for Waterford/Wexford Mental Health Services complaints officer.

Email : [PaulJ.Brangan@hse.ie](mailto:PaulJ.Brangan@hse.ie)

Telephone: 053 9243251

Kind regards

Charlotte

**Charlotte O'Flynn | Patient Services Officer**

**University Hospital Waterford, Dunmore Road, Waterford, X91 ER8E**

**Tel: 051 842567 | Email: [UHW.PatientServices@hse.ie](mailto:UHW.PatientServices@hse.ie)**

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Má fuair tú an ríomhphost seo trí dhearmad, bheadh muid buioch dá gcuirfeá in iúil don Deasc Seirbhísí ECT ar an nguthán ag +353 818 300300 nó ar an ríomhphost chuig [service.desk@hse.ie](mailto:service.desk@hse.ie) agus ansin glan an ríomhphost seo ded' chóras."

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Má fuair tú an ríomhphost seo trí dhearmad, bheadh muid buioch dá gcuirfeá in iúil don Deasc Seirbhísí ECT ar an nguthán ag +353 818 300300 nó ar an ríomhphost chuig [service.desk@hse.ie](mailto:service.desk@hse.ie) agus ansin glan an ríomhphost seo ded' chóras."

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----- Forwarded message -----

From: Steven Condra [REDACTED]  
To: Paul Brangan <[PaulJ.Brangan@hse.ie](mailto:PaulJ.Brangan@hse.ie)>  
Cc:  
Bcc:  
Date: Tue, 1 Oct 2024 16:43:06 +0100  
Subject: Re: What happened

Tried calling a couple of times. Any updates?

On Thu 19 Sept 2024, 17:08 Steven Condra, [REDACTED] wrote:

Ok Paul thanks, sorry I got jumpy. I'm used to being ignored frankly and I thought.....you understand I hope.

Many thanks  
Steve

On Thu 19 Sept 2024, 17:04 Paul Brangan, <[PaulJ.Brangan@hse.ie](mailto:PaulJ.Brangan@hse.ie)> wrote:

Mr Condra,

I must apologise, I was absent from the office and only returned today. I regrettably did not get a chance to speak to the parties involved in your complaint until earlier today.

I have attached a formal letter confirming your contact with my office and what has been done following same.

With regards to your complaint about the secretary in Tramore I will get an official reply back to you as soon as possible. I have already contacted her manager to discuss the issues you have raised.

Again my apologies for not getting back sooner.

Kind regards,

Paul Brangan,

Complaints Officer,

Waterford/Wexford Mental Health Services,

South East Community Healthcare,

Ross Road,

Enniscorthy,

Co. Wexford.

Y21 KA40

Tel: 053 9243 251

Email: PaulJ.Brangan@HSE.ie

For further information on the HSE's complaint's process please visit <http://www.hse.ie/yoursay>

If you, or someone you know is in crisis and needs support, call the Samaritans, the 24 hours listening service on 116 123 or contact the emergency department of your nearest general hospital or the emergency services by dialling 999 or 112. Or see - <https://www2.hse.ie/get-urgent-help/>

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**From:** Steven Condra [REDACTED]

**Sent:** 18 September 2024 21:51

**To:** Paul Brangan <[PaulJ.Brangan@hse.ie](mailto:PaulJ.Brangan@hse.ie)>

**Subject:** What happened

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Hi Paul, still no sign of anything from you.

Kind regards

Steven Condra

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### 3 attachments

- Update.eml**  
13K
- Patient Services Office.eml**  
19K
- What happened.eml**  
17K

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**David Tang (OMB)** <[david.tang@ombudsman.ie](mailto:david.tang@ombudsman.ie)>  
To: Steven Condra [REDACTED]

11 December 2024 at 16:12

Hi Steven,

Please send on a copy of the "formal" letter referred to by Mr Brangan on the 19<sup>th</sup> September – if you have it to hand.

Kindest regards

David

**From:** Steven Condra [REDACTED]  
**Sent:** Wednesday 11 December 2024 16:01  
**To:** David Tang (OMB) <[david.tang@ombudsman.ie](mailto:david.tang@ombudsman.ie)>  
**Subject:** here ya go

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**Steven Condra** [REDACTED]  
To: "David Tang (OMB)" <david.tang@ombudsman.ie>

11 December 2024 at 16:40

I've looked but I have nothing here. Can you ask him for another copy? Ask him to send it to McGwire house please.

Kind regards

Steve

[Quoted text hidden]