



11/03/2019

Deputy Jackie Cahill,
Dáil Eireann,
Leinster House,
Kildare Street,
Dublin 2.

PQ 7723/19: To ask the Minister for Health the hours of service each day for caredoc in south County Tipperary and Shannondoc in north County Tipperary; the location of the service in each area; and if he will make a statement on the matter.

PQ 7724/19: To ask the Minister for Health the number of calls caredoc in south County Tipperary and shannondoc in north County Tipperary received in each of the years 2016 to 2018; the number called to by the general practitioner on duty; the number instructed to attend accident and emergency departments; the number that had an ambulance called out to attend; the number that received a phone call or number of phone calls only for the same period in tabular form; and if he will make a statement on the matter.

PQ 7835/19: To ask the Minister for Health the number of general practitioners on duty in CareDoc, south County Tipperary and Shannondoc in north County Tipperary, respectively between 10pm and 8am; the number of calls each service received in 2018 between these times; the number referred to accident and emergency departments; the number that received a call out from the general practitioner; the number that had an ambulance called out to attend; the number that received a phone call only between these times; and if he will make a statement on the matter.

-Jackie Cahill

Dear Deputy Cahill,

The Health Service Executive (HSE) has been requested to reply directly to you in the context of the above Parliamentary Question, which you submitted to the Minister for response.

The Caredoc GP Out of Hours treatment centres in South Tipperary are based at the Community Care Centre, Western Road, Clonmel, Our Lady's Hospital Cashel and St Vincent's Hospital, Tipperary town. In North Tipperary Shannondoc Treatment centres are located in Nenagh, Roscrea and Thurles. Opening hours are as follows:

Hours of operation of South Tipperary Caredoc:
-Monday to Fridays: 6pm to 8am
-Weekends and Public Holidays: 24-hour cover

Hours of Operation of North Tipperary Shannondoc
Nenagh- Monday to Friday 18:00- 08:00
-Weekends 24 hours
Roscrea: -Monday to Friday 18:00- 23:00
-Weekends 09:00- 22:00
Thurles: -Monday to Friday 18:00- 23:00
-Weekends 09:00- 22:00

The total number of calls received by these services is outline in table 1.

Table 1: Total Number of Calls Received

	2016	2017	2018
Caredoc (South Tipperary)	28,266	26,313	28,071
Shannon Doc (North Tipperary)	20,402	19,964	21,022

A breakdown of the episodes of care resulting from these calls is outlined in table 2 and table 3 below.

Table 2: Caredoc South Tipperary- Episodes of Care

	2016	2017	2018
Face-to-Face GP Consultations at Caredoc Treatment Centres	17,936	16,706	17,262
Face-to-Face GP consultations, Domiciliary Visits	2,869	2,625	3,124
Self-care advice to patients	7,461	6,982	7,685
Ambulance Arranged	1,036	1,022	1,231
Patient Referred to ED	3,009	3,175	3,325

Table 3: Shannon Doc North Tipperary- Episodes of Care

	2016	2017	2018
Face-to-Face GP Consultations at Caredoc Treatment Centres	16,771	16,586	17,567
Face-to-Face GP consultations, Domiciliary Visits	1,964	2,023	2,017
Self-care advice to patients	1,667	1,355	1,438
Ambulance Arranged	182	201	204
Patient Referred to ED	725	875	966

The Number of GPs on duty during weekdays and weekends is outlined below in tables 4 and 5.

Table 4: Caredoc South Tipperary GP on Duty

<u>Week Days</u>	
10pm- 11pm	3 GPs on duty
11pm- 8am	1 GP on duty
<u>Weekends</u>	
10pm- 12am	3 GPs on duty
12am- 8am	2 GPs on duty

Table 5: Shannondoc North Tipperary GP on Duty

<u>Week Days</u>	
Nenagh	
18:00- 08:00	1 GP on duty
Roscrea	
18:00-23:00	1 GP on duty
Thurles	
18:00- 23:00	1 GP on duty

Weekends	
Nenagh	
09:00-21:00	1 GP on duty
21:00- 8:00	1 GP on duty
Roscrea	
09:00-22:00	1 GP on duty
Thurles	
09:00-22:00	1 GP on duty

Episodes of Care in 2018 from 10pm to 8am are outlined below in table 6 and 7.

Table 6: Caredoc South Tipperary- Episodes of Care 10pm-8am

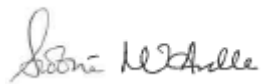
10pm - 8am Year -2018	
Face-to-Face GP Consultations at Caredoc Treatment Centres	1,764
Face-to-Face GP Consultations, Domiciliary Visits	853
Self-care advice to patients	2,776
Ambulance Arranged	474

Table 7: Shannondoc North Tipperary- Episodes of Care 10pm-8am

10pm - 8am Year -2018	
Face-to-Face GP Consultations at Caredoc Treatment Centres	3,300
Face-to-Face GP Consultations, Domiciliary Visits	843
Self-care advice to patients	659
Ambulance Arranged	85

I trust this information is of assistance to you.

Yours sincerely,



Siobhán McArdle,
Head of Operations Primary Care,
Community Operations