



Feidhmeannacht na Seirbhíse Sláinte  
Health Service Executive

Oifig um Cheannasáí Seirbhíse do Chúram Príomhúil  
Cúram Sláinte Phobail FSS an Mheán Iarthair  
Ascaill Bhaile Choimín,  
Páirc Gnó an Ráithín, Ráithín  
Luimneach  
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11<sup>th</sup> December, 2020

**Deputy Richard O'Donoghue**  
**Charleville Road**  
**Kilmallock**  
**Co. Limerick**  
**V35 HK18**

**Re: PQ 40929/20 – Shannondoc, Co. Limerick**

Dear Deputy O'Donoghue,

I refer to your Parliamentary Question in relation to the above: *“To ask the Minister for Health the position regarding reduced hours for Shannondoc services in Co. Limerick; and if he will make a statement on the matter”*.

In response to Covid 19, Shannondoc implemented a number of contingency measures to ensure continuity of service and to protect patients, General Practitioners and staff. A consolidated model of service was implemented in March 2020, to operate from five overnight treatment centres: Limerick City and Newcastlewest in Co. Limerick, Miltown Malbay and Ennis in Co. Clare and Nenagh in North Tipperary.

During this Covid 19 pandemic, Shannondoc has adapted to ensure patients in the region have had 24/7 access to urgent G.P. care. Nurse advice and G.P. advice has increased significantly in meeting the challenges associated with Covid 19 with a corresponding reduction in treatment centre attendances. This is in line with G.P. Practice across the region.

Services in Hospital, Co. Limerick resumed on the 14<sup>th</sup> September 2020.

Proactive changes in the model of service have been made to ensure safeguards are in place to protect patients, G.P.s and staff. The level of service provision for patients will remain the same as was provided pre-Covid 19. However, the model of service delivery is slightly different i.e. the G.P. may not always be present in all treatment centres but will be available to patients as required. This means that following triage, the G.P. will come and see patients in the relevant centre, carry out a home visit or arrange a virtual consultation as deemed clinically appropriate. In addition, where there are increased demands in certain areas, support can be provided from other treatment centres, providing an overall borderless service and ensuring services are provided where most needed.

I trust that this information addresses the issues raised in your representation.

Yours sincerely,

**Margaret Costello**  
**Head of Service, Primary Care**

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