



National Director, Community Operations
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Stiúrthóir Náisiúnta, Oibríochtaí Pobail
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3rd December 2020

**Deputy Niamh Smyth,
Dáil Éireann,
Leinster House,
Kildare Street,
Dublin 2.**

PQ 37456/20 - To ask the Minister for Health the operation times of a service (details supplied) in counties Cavan Monaghan and Meath; the status of the service; and if he will make a statement on the matter.

Details Supplied: Doctor on call service in Cavan Monaghan and Meath

-Niamh Smyth

Dear Deputy Smyth,

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 North East Doctor On-Call Service (NEDOC) is a partnership between the HSE and participating GPs in the North-East Region. The service has been in operation since 2000 and provides urgent GP out-of-hours services to patients of participating practices from 6pm to 8am weekdays and 24 hours weekends and public holidays. To break that down further:

- Monday 6pm – Tuesday 8am
- Tuesday 6pm – Wednesday 8am
- Wednesday 6pm – 8am
- Thursday 6pm – 8am
- Friday 6pm – Monday 8am

NEDOC covers counties Cavan, Monaghan, Meath and Louth (excluding Dundalk). Patients can access the service by contacting 1850 777 911 where calls are handled by a trained Telephonist. A triage nurse contacts the patient and carries out a clinical assessment.

Following triage assessment, an appropriate level of care is reached, i.e.

- Advice provided over the telephone
- Request to attend a treatment centre for appointment with a GP
- House Call
- Refer to A&E

I trust this information is of assistance to you.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Yvonne O'Neill', written over a horizontal line.

Yvonne O'Neill,
Interim National Director,
Community Operations