



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive

Oifig um Cheannasaí Seirbhíse do Chúram Príomhúil
Cúram Sláinte Phobail FSS an Mheán Iarthair
Ascaill Bhaile Choimín,
Páirc Gnó an Ráithín, Ráithín
Luimneach
Teil: 061 483722

Office of the Head of Service for Primary Care
HSE Mid West Community Healthcare
Ballycummin Ave, Raheen Business Park, Raheen,
Limerick
Tel: 061 483722

9th December, 2021

Deputy Cathal Crowe
4 Francis St.
Ennis
Co. Clare

Re: PO 59199/21 “To ask the Minister for Health & Children if his Department will support and fund a more expansive ShannonDoc service in Co. Clare”.

Dear Deputy Crowe,

I refer to your recent Parliamentary Question regarding the above.

Please see below an outline of the current Out of Hours service provided by ShannonDoc in Co. Clare:

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

The following outlines the treatment centres that were operational in Co. Clare from 2017 to date in 2021:

Clare	2017	2018	2019	2020	2021
Ennis	√	√	√	√	√
Shannon	√	√	√	√	√
Killaloe	√	√	√		
Kilrush	√	√	√	√ (up to March 2020)	
Miltown Malbay	√	√	√	√	√
Ennistymon	√	√	√	√ (up to March 2020)	

Pre-Covid 19, ShannonDoc operated a service at weekends in Kilrush & Ennistymon when Miltown Malbay was not operational. Since March 2020, services are provided from the treatment centre in Miltown Malbay.

ShannonDoc previously provided a service in a HSE Elderly Residential facility in Kilrush County Clare. This is no longer a viable location due to changes required as a result of the Covid 19 pandemic. Alternative accommodation arrangements are being put in place and will be operational in Q1 2022.

It is not planned to resume the weekend service in Killaloe (2pm to 8pm) as there was very low demand and patients can be seen in treatment centres in Limerick and Nenagh both of which are within 30 minutes.

Proactive changes in the model of service in Newcastle West, Hospital, Thurles, Roscrea, Shannon and Miltown Malbay have been made to ensure safeguards are in place to protect patients 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. that the Doctor may not always be present in all treatment centres but will be available to patients as required. This means that following triage, the Doctor will come and see patients in the relevant centre or 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.

At this time, there is no plan to fund a more expansive ShannonDoc service. The service is demand led and ShannonDoc continue to meet the targets as set out in the service arrangement for urgent and routine calls.

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

Yours sincerely,



Margaret Costello
Head of Service
Primary Care