



Cork Kerry Community Healthcare
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Thomas Gould, T.D.,
Dáil Éireann,
Dublin 2

PQ Ref 4665/21

"To ask the Minister for Health the number of patients seen by Southdoc in Cork city in 2019 and 2020, respectively".

Dear Deputy Gould,

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

South West Doctors on Call Limited is an Out of Hours Family Doctor service for urgent medical care in Counties Cork and Kerry with its administrative headquarters and call centre in Killarney. It has a membership of over 500 GPs and a network of treatment centres of which eight are overnight and supported by a fleet of vehicles which are fully equipped for home visit situations.

It provides a service to a population of approximately 694,000 plus the 3.3M visitors to the area, and dealt with over 180,000 patient contacts in 2020. Although a number of these patient contacts were deemed to be emergency related, it is important to point out that while SouthDoc works closely with the Emergency Services is not the primary emergency service provider.

When a patient makes contact with SouthDoc, an electronic medical record is created which documents the patient's details, clinical category and progression through the service. The patients' clinical condition will dictate the type of care to be provided, eg, routine, urgent or emergency, and based on this the appropriate medical care is provided.

The Board of Directors of SouthDoc initiated a consolidated service delivery model on March 14, 2020 in response to the challenges posed by the emerging pandemic. The decision was based on clinical criteria to ensure the safety and welfare of patients, staff and doctors. In the interim all calls for Cork City and its environs are being processed with in the normal way with the patient electronic record being sent to a single Treatment Centre based in Kinsale Road.

The number of patients dealt with in Cork City is as follows

Year	Total Patients
2019	68,383
2020	56,250

If I can be of any further assistance please do not hesitate to contact me.

Yours sincerely,

Majella Daly
A/Head of Service - Primary Care,
Cork Kerry Community Healthcare