



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

25<sup>th</sup> March, 2021

**Deputy Violet-Anne Wynne**  
**Leinster House**  
**Dublin 2**

**Re: PQ 12547/21 – Roadmap for Shannondoc to resume to a full service**

Dear Deputy Wynne,

I refer to your recent Parliamentary Question in relation to the above: *“To ask the Minister for Health if there is a roadmap to resume to a full service once level 5 restrictions are eased; if an updated schedule will be provided of opening and closing times of each clinic; if this information is represented correctly on the relevant HSE website; if there are plans to permanently close any of the clinic locations; and if he will make a statement on the matter”*.

The level of service provision for patients remains the same as was provided pre COVID-19. The model of service delivery is slightly different, i.e. the Doctor may not always be present in the treatment centre 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 teams can be deployed from other locations to provide a dynamic and responsive service to members' patients.

In response to COVID-19, proactive changes have been made to ensure patients in the region have had 24/7 access to GP care. Nurse advice and Doctor advice have increased significantly in meeting the challenges associated with COVID-19 with a corresponding reduction in treatment centre attendances. This is in line with GP Practices across the region. A new E-prescribing service has been implemented, allowing for prescriptions be sent electronically to the patient's pharmacy of choice, again limiting the amount of face-to-face engagements, which is in line with public health advice.

Shannondoc operates out of nine treatment centres across the Midwest. There is no plan to close any of the treatment centre locations. Shannondoc currently delivers service from the below locations during the following times (see overleaf):

Location	Operating Hours Midweek	Operating Hours Weekends & Public Holidays
<b>Co. Clare</b>		
Ennis	6 p.m. – 8 a.m.	<ul style="list-style-type: none"> <li>6 p.m. Friday – 8 a.m. Monday (9 a.m. on Bank Holidays)</li> <li>9 a.m. – 8 a.m. Bank Holidays (incl. Good Friday &amp; Christmas Eve)</li> </ul>
Miltown Malbay	6 p.m. – 8 a.m.	<ul style="list-style-type: none"> <li>6 p.m. Friday – 8 a.m. Monday (9 a.m. on Bank Holidays)</li> <li>9 a.m. – 8 a.m. Bank Holidays (incl. Good Friday &amp; Christmas Eve)</li> </ul>
Shannon **	6 p.m. – 11 p.m.	9 a.m. – 10 p.m.
<b>Limerick City &amp; County</b>		
Limerick City (Dooradoyle)	6 p.m. – 8 a.m.	<ul style="list-style-type: none"> <li>6 p.m. Friday – 8 a.m. Monday (9 a.m. on Bank Holidays)</li> <li>9 a.m. – 8 a.m. Bank Holidays (incl. Good Friday &amp; Christmas Eve)</li> </ul>
Newcastle West **	6 p.m. – 8 a.m.	<ul style="list-style-type: none"> <li>6 p.m. Friday – 8 a.m. Monday (9 a.m. on Bank Holidays)</li> <li>9 a.m. – 8 a.m. Bank Holidays (incl. Good Friday &amp; Christmas Eve)</li> </ul>
Hospital **	6 p.m. – 8 a.m.	<ul style="list-style-type: none"> <li>6 p.m. Friday – 8 a.m. Monday (9 a.m. on Bank Holidays)</li> <li>9 a.m. – 8 a.m. Bank Holidays (incl. Good Friday &amp; Christmas Eve)</li> </ul>
<b>Nth. Tipperary</b>		
Nenagh	6 p.m. – 8 a.m.	<ul style="list-style-type: none"> <li>6 p.m. Friday – 8 a.m. Monday (9 a.m. on Bank Holidays)</li> <li>9 a.m. – 8 a.m. Bank Holidays (incl. Good Friday &amp; Christmas Eve)</li> </ul>
Roscrea**	6 p.m. – 11 p.m.	9 a.m. – 10 p.m.
Thurles **	6 p.m. – 11 p.m.	9 a.m. – 10 p.m.

*\*\* Doctor may not be onsite at all times, but there is a doctor on duty available to see patients when and if required.*

Shannondoc contact details are on the HSE website. The first engagement for service users is to telephone the Shannondoc 1850 212 999 telephone number. The details for the Shannondoc website is also on the HSE website.

I trust this addresses the issues raised in your representation.

**Yours sincerely,**



**Margaret Costello**  
Head of Service Primary Care