



Féidhmeannacht 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

11th May, 2022

Deputy Jackie Cahill
8-9 Parnell St.,
Thurles,
Co. Tipperary.

Re: PQ 19509/22 “To ask the Minister for Health when ShannonDoc will revert to pre-Covid 19 hours; and if he will make a statement on the matter”.

Dear Deputy Cahill,

The Health Service Executive has been requested to reply directly to you in regard to your parliamentary question which you submitted to the Minister for Health for response. I have examined the matter and the following outlines the position.

I can advise that the provision of General Practitioner (GP) Out of Hours Services by ShannonDoc remains the same as was provided pre-Covid 19. However, the model of service delivery is slightly different in that the GP may not always be present in the Treatment Centre but will be available to patients as required.

ShannonDoc have confirmed that a team of triage nurses, patient care administrators and central dispatchers are available midweek from 6 p.m. to 8 a.m. Monday to Thursday and 24 hour cover at weekends and Public Holidays from 6 p.m. Friday to 8 a.m. Monday. Patients can access the service by calling the new Lo-call number **0818 123 500 or 061 459 500**. Every patient will receive a full clinical assessment by a nurse free of charge.

A team of doctors and patient assistants are on duty midweek from 6 p.m. to 8 a.m. Monday to Thursday and 24 hour cover at weekends and Public Holidays from 6 p.m. Friday to 8 a.m. Monday. If deemed clinically appropriate by the triage nurse the patient will be referred for a Doctors' consultation. Depending on the clinical circumstances, the patient will be given either a face to face appointment at one of the ShannonDoc Treatment Centres, a virtual consultation or the doctor will see the patient in their own home. In essence, every patient that needs to be seen is seen and the delivery of quality clinical care remains the priority.

Please see overleaf an outline of the ShannonDoc Treatment Centres and the operating hours of each Treatment Centre within CHO3:

ShannonDoc Treatment Centres and Operating Hours in CHO3

Limerick City & County:

Treatment Centre	Operating Hours: Midweek (Monday – Thursday)	Operating Hours – Weekends & Public Holidays
Dooradoyle Limerick City	6 p.m. – 8 a.m.	6 p.m. Friday – 8 a.m. Monday (9 a.m. on Bank Holidays) Public Holidays (incl. Good Friday & Christmas Eve) 9 a.m. – 8 a.m.
Newcastle West* Co. Limerick	6 p.m. – 8 a.m.	6 p.m. Friday – 8 a.m. Monday (9 a.m. on Bank Holidays) Public Holidays (incl. Good Friday & Christmas Eve) 9 a.m. – 8 a.m.
Hospital* Co. Limerick	6 p.m. – 8 a.m.	6 p.m. Friday – 8 a.m. Monday (9 a.m. on Bank Holidays) Public Holidays (incl. Good Friday & Christmas Eve) 9 a.m. – 8 a.m.

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

North Tipperary

Treatment Centre	Operating Hours: Midweek (Monday – Thursday)	Operating Hours – Weekends & Public Holidays
Nenagh Co. Tipperary	6 p.m. – 8 a.m.	6 p.m. Friday – 8 a.m. Monday (9 a.m. on Bank Holidays) Public Holidays (incl. Good Friday & Christmas Eve) 9 a.m. – 8 a.m.
Roscrea* Co. Tipperary	6 p.m. – 11 p.m.	9 a.m. – 10 p.m.
Thurles* Co. Tipperary	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.*

Co. Clare

Treatment Centre	Operating Hours: Midweek (Monday – Thursday)	Operating Hours – Weekends & Public Holidays
Ennis	6 p.m. – 8 a.m.	6 p.m. Friday – 8 a.m. Monday (9 a.m. on Bank Holidays) Public Holidays (incl. Good Friday & Christmas Eve) 9 a.m. – 8 a.m.
Shannon*	6 p.m. – 11 p.m.	9 a.m. – 10 p.m.
Miltown Malbay*	6 p.m. – 8 a.m. (Monday – Thursday) 6 p.m. – 9 a.m. (Friday)	Saturday 7 p.m. – 9 a.m. Sunday Sunday 7 p.m. – 8 a.m. Monday (9 a.m. Public Holidays) Public Holidays 7 p.m. to 8 a.m.
Kilrush*		9 a.m. – 7 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.*

I trust this information addresses the issues raised in your parliamentary question.

Yours sincerely,


 p.p. Margaret Costello
 Head of Service
 Primary Care