



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive

Oifig um Cheannasaí Seirbhíse do Chúram Priomhúil
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

4th February 2022

Deputy Violet-Anne Wynne
Dáil Éireann
Leinster House
Kildare St.
Dublin 2

Re.: PQ 3368/22 “To ask the Minister for Health the level of demand, that is, appointments sought and scheduled by each of the locations in Co. Clare in which ShannonDoc services operate in each of the years 2017 and 2021 in tabular form”.

Dear Deputy Wynne,

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.

Please see below table outlining the level of demand i.e. the number of appointments sought and scheduled by each of the locations in Co. Clare in which ShannonDoc services operated in each of the years 2017 to 2021 incl. as requested.

ShannonDoc patient demand	2021	2020	2019	2018	2017
Total patients presented to the service - Midwest	99,054	98,174	112,553	108,514	108,625
<i>Patients dealt with by case type</i>					
Doctors consultations	64,658	58,071	83,789	79,900	78,588
Nurse advice & call centre support	34,396	40,103	28,764	28,614	30,037
Total	99,054	98,174	112,553	108,514	108,625

ShannonDoc have confirmed that during the Covid 19 pandemic (in 2020 and 2021) the number of patients contacting the ShannonDoc service dropped by approx. 13%. National lockdowns and restrictions in the movement of people within the community meant that the demand for people requiring medical attention from a General Practitioner (GP) dropped significantly.

Since the Covid 19 pandemic, ShannonDoc have increased the number of triage nurses working on shift. This was done to ensure that every patient contacting the service received a full clinical assessment. Additional Covid 19 clinic assessments were also provided to the patient by the nurse and the GP and appointment times for patients were extended accordingly.

Additional services were provided to patients in the Mid West in the context of Covid 19 which included Covid 19 test referrals. The demand for these services were dealt with by the additional call centre resources that were deployed in 2020 and 2021.

I trust the above addresses the issues raised in your Parliamentary Question.

Yours sincerely,



Margaret Costello
Head of Service
Primary Care