



Féidhmeannacht na Seirbhíse Sláinte  
Health Service Executive

Oifig um Cheannasáí 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

10<sup>th</sup> June 2022

**Deputy Cathal Crowe**  
4 Francis St.,  
Ennis  
Co. Clare

**Re.: PQ 25414/22 “To ask the Minister for Health if he will liaise with the HSE to provide a more extensive Out of Hours General Practitioner service for Shannon, Co. Clare given the health needs of the population of the town and surrounding catchment area.**

Dear Deputy Crowe,

I can advise that ShannonDoc are providing Out of Hours General Practitioner (GP) Service to the Shannon and surrounding areas and the Treatment Centre is located at Shannon Health Centre. The level of service provision by ShannonDoc is the same as it was prior to the pandemic. However, since March 2020, the model of service has changed in that whilst a GP may not be present at the Treatment Centre, a doctor is available to see a patient at the Treatment Centre if it is deemed clinically appropriate. The operating hours of the ShannonDoc Treatment Centre in Shannon are as follows:

**Monday to Thursday: 6 p.m. – 11 p.m.**  
**Weekends & Public Holidays: 9 a.m. – 10 p.m.**

ShannonDoc is an Out of Hours GP service for patients who can not wait to see their own GP in the evening, overnight, at weekends or public holidays. A team of doctors and patient assistants are on duty midweek from 6 p.m. to 8 a.m. (Monday – Thursday) and 24 hours 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 provided with either a face to face appointment at one of the ShannonDoc Treatment Centres, a virtual consultation or the GP will see the patient in their own home. In addition to the physical treatment centre and home visit appointments provided by Mobile and Core GPs, ShannonDoc provide virtual and phone consultations through their Remote GPs. These services can be provided by a GP based anywhere in the Mid West. In essence, every patient that needs to be seen is seen and the delivery of quality clinical care remains the priority.

I can advise that there are currently no plans to make changes to the level of service provision by ShannonDoc at the Shannon Treatment Centre.

I trust this information addresses the issues raised in your Parliamentary Question.

**Yours sincerely,**

A handwritten signature in black ink, appearing to read 'M Costello', written over a horizontal line.

**Margaret Costello**  
**Head of Service**  
**Primary Care**