



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
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17th October 2022

Deputy Michael McNamara
Leinster House,
Kildare St.,
Dublin 2

Re: PO 48726/22 – “To ask the Minister for Health the number of nights that there has been no doctor available in ShannonDoc in 2021 and 2022; and if he will make a statement on the matter”.

Dear Deputy McNamara,

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 ShannonDoc have confirmed that a Doctor has been available every night in 2021 and to date in 2022 during their operating times. The operating times for ShannonDoc are as follows:

Treatment Centre	Operating Hours (Midweek)	Operating Hours (Weekends and Public Holidays)
Ennis (Core Centre*)	6 p.m. – 8 a.m.	6 p.m. Friday – 8 a.m. Monday (9 a.m. on Bank Holidays) 9 a.m. – 8 a.m. Public Holidays (incl. Good Friday & Christmas Eve)
Shannon (Regional Centre**)	6 p.m. – 11 p.m.	9 a.m. – 10 p.m.
Miltown Malbay (Regional Centre **)	6 p.m. – 8 a.m. (Monday-Thursday) 6 p.m. – 9 a.m. (Friday)	7 p.m. Saturday – 9 a.m. Sunday 7 p.m. Sunday – 8 a.m. Monday (9 a.m. on Bank Holidays) 7 p.m. – 8 a.m. – Public Holidays
Kilrush (Regional Centre**)		9 a.m. – 7 p.m. Weekends & Public Holidays
Ennistymon (Regional Centre**)		9 a.m. – 7 p.m. Weekends & Public Holidays
<i>*Staff are present at the Core Centre during the times outlined above and are available to attend Regional Centres if and when required.</i>		
<i>**Doctor may not be on site at all times, but there is a doctor on duty available to see patients when and if required.</i>		

If a Doctor is not present in the Regional Treatment Centre a Mobile Doctor will be available to patients as required. Following triage by the triage nurse which will identify the immediate need of the patient (i.e. home visit, visit to a treatment centre, phone or virtual consultation with a doctor or the necessity to attend Accident & Emergency) the Mobile Doctor will attend the patient’s preferred treatment centre if possible or the patient will be offered an appointment at their nearest treatment centre.

ShannonDoc have advised that it operates a network of healthcare professionals including Doctors (Core, Mobile and Remote), Triage Nurses and Patient Support Staff, working as a team throughout the Mid West region.

In addition, ShannonDoc have confirmed that where there are increased demands in certain areas, support teams can be deployed from other locations providing an overall borderless service and ensuring services are provided where most needed. Every patient that needs to be seen is seen and the delivery of a quality clinical care remains the priority.

ShannonDoc have advised that in 2021 it dealt with approx. 99,054 calls from patients – varying from routine, urgent and emergency calls across the Mid West region. ShannonDoc have also advised that at the end of September 2022, it had dealt with approx. 71,697 calls from patients, varying from routine, urgent and emergency calls.

I trust this information addresses the issues raised in your representation.

Yours sincerely,



Margaret Costello
Head of Service
Primary Care