



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

2<sup>nd</sup> November 2022

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

**Re: PQ 52119/22 “To ask the Minister for Health if the HSE will reintroduce a 24/7 ShannonDoc service in Thurles, which has not resumed post Covid; 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:

The Primary Care Unit Manager has confirmed that ShannonDoc have fully reinstated all services in line with service provision pre Covid 19 and that service delivery is in line with the Service Level Agreement in place with the HSE. ShannonDoc have confirmed that it never provided an overnight service in Thurles.

I am outlining below the operating times for the ShannonDoc Treatment Centres in Nth. Tipperary. ShannonDoc have confirmed that the ShannonDoc Treatment Centre at Nenagh is a Core Centre and the Treatment Centres at Roscrea & Thurles are Regional Centres.

Treatment Centre Location	Midweek	Weekends & Public Holidays
Nenagh (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. Bank Holidays (including Good Friday & Christmas Eve))
<b><i>*Staff are present at Core Centre during the times outlined above and are available to attend Regional Centres if and when required.</i></b>		

Treatment Centre Location	Midweek	Weekends & Public Holidays
Roscrea & Thurles (Regional Centres**)	6 p.m. – 11 p.m.**	9 a.m. – 10 p.m.
<b><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></b>		

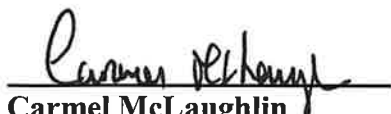
Since March 2020, ShannonDoc have operated an enhanced model of care with the introduction of Mobile Doctors, Remote Doctors and Core Treatment Centre Doctors, all centrally co-ordinated by dispatchers and nurses. If a Doctor is not present in the Regional Treatment Centre, a Mobile Doctor will be available 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 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.

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.

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

Yours sincerely,

  
**Carmel McLaughlin**  
**General Manager**  
**Primary Care**