



Oifig an Príomhoifigeach  
Eagraíocht Cúram Sláinte Pobail Lár Tire,  
An Lú, An Mhí

Feidhmeannacht na Seirbhíse Sláinte,  
Oifig Cheantair, Bóthar Ardáin,  
An Tulach Mhór, Co. Uíbh Fhailí.

Office of the Chief Officer  
Community Health Organisation  
Midlands Louth Meath

HSE,  
Area Office, Arden Road,  
Tullamore, Co Offaly

[www.hse.ie](http://www.hse.ie)  
[@hselive](https://twitter.com/hselive)  
[@MLMCommHealth](https://twitter.com/MLMCommHealth)

t 057 9359787  
e CHO8@hse.ie

9<sup>th</sup> March, 2023

Mr. Fergus O'Dowd T.D.,  
Dáil Éireann,  
Leinster House,  
Kildare Street,  
Dublin 2

**Re: Parliamentary Question – 7500/23**

**To ask the Minister for Health if a review can be undertaken to examine the viability of the out of hours GP north east contract (details supplied); and if he will make a statement on the matter. -Fergus O'Dowd**

**(Details) - with consideration of the extreme pressures it has faced over recent months which has left many constituents including families with young children and babies unable to get appropriate out of hours GP services, and in many cases forcing persons with non-emergency illnesses attending A&E causing more pressure on the acute hospitals**

Dear Deputy O'Dowd,

In respect of Parliamentary Question ref: 7500/23, the HSE will be reviewing the contract with NEDOC Limited and it is hoped that this would be concluded in a timely manner.

Over the Christmas and New Year period, we acknowledge that there was increased demand on the service as is usual over this period every year. This would have resulted in some patients having to attend A&E Services which is regrettable.

In a bid to address these pressure points within the GP Out of Hours Service, the HSE continues to meet with all key stakeholders to maximise the use of the GP Out of Hours Service within the available resources.

Additional steps are being introduced at present to respond to the pressures on the service. They include increasing the number of telephonists during peak hours of 6pm - 8pm in conjunction with NEDOC limited, the installation of a messaging system to inform patients of current waiting times during periods of high demand and restructuring the management support of the Out of Hours service.



I trust the above is in order and please do not hesitate to contact me should you have any further queries in this regard.

Yours sincerely,

A handwritten signature in black ink, appearing to be 'Des O'Flynn', written in a cursive style.

---

Des O'Flynn  
Chief Officer  
Midlands Louth Meath Community Health Organisation