



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

Oifig na bPríomhoifigeach, An Chéad Urlár,
Coimhleasc Naomh Bríd, Bóthar Cheanannais
Bhaile Átha Fhirdia, Co Lú, A92 DRN0

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31st January 2023

Deputy Johnny Guirke
Dáil Éireann
Leinster House
Dublin 2

Re PQ 63842/22 - To ask the Minister for Health the average wait time for NEDOC in Meath to attend to a patient in view of the fact that parents in south County Meath seeking a doctor on call service for ill children have been referred to as far away as Castleblaney, County Monaghan, 85 kilometres away, due to the lack of capacity in the NEDOC service in Meath; and if he will make a statement on the matter – Johnny Guirke

Dear Deputy Guirke,

The Health Service Executive has been requested to reply directly to you in the context of the above Parliamentary Question, which you submitted to the Minister for Health for response. I have examined the matter and outlined the position as follows.

The HSE wish to advise that NEDOC GP Out of Hours Service has been and currently is very busy and experiencing a high volume of calls since the Christmas and New Year period.

The NEDOC Service provides an urgent GP family Doctor service to patients of Meath, Louth (excluding Dundalk), Cavan and Monaghan.

The service can be contacted by calling 1800 777 911 It is designed to provide urgent GP care to patients and is not a substitute for the Emergency Ambulance Service who are the appropriate service to deal with medical emergencies where they arise. GP out-of-hours (OOH) services across the country are experiencing unprecedented levels of patient activity as a result of persistent levels of raised respiratory infections in the community.

Wait time to get through varies, to get a call back for triage also varies on the priority of the call, to get an appointment can vary from centre to centre and time of day and time of year. To get a home visit will also vary according to the nature and seriousness of the complaint and capability of the patient.

NEDOC has been extremely busy and all efforts are being made to manage calls efficiently, however we would advise patients to expect to wait in a queue to have your call managed during peak times.



There have been some limited circumstances, due to exceptional high volume of calls when there were no available appointments for up to 8 hours in Navan and Drogheda but there were appointments available in Cavan and Castleblayney and a patient would be directed to there during these occasions.

The GP out-of-hours service is for patients needing urgent medical care. Where symptoms are mild, patients should access the HSE www.undertheweather.ie website for helpful self-care advice and attend their pharmacy for over the counter medication or their GP as appropriate.

I trust the above is in order but 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 read 'Des O'Flynn', written over a light blue rectangular background.

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