



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  
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1<sup>st</sup> February, 2023

Mr. Johnny Guirke T.D.,  
Dáil Éireann,  
Leinster House,  
Kildare Street,  
Dublin 2

**Re: Parliamentary Question – 63845/22**

**To ask the Minister for Health the average wait time for NEDOC to see a patient in the various NEDOC hubs of counties Meath and Westmeath in tabular form; 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 I outline 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 have experienced unprecedented levels of patient activity as a result of persistent levels of raised respiratory infections in the community over the past 8 weeks.

There is no information available on the average wait times, as this can vary. To get a call back for triage varies based on the priority of the call. The wait for an appointment can vary centre to centre and time of day and time of year. To get a home visit can vary according to the nature of the complaint and capability of the patient to visit a treatment centre. NEDOC has been extremely busy and all efforts are being made to manage calls efficiently, however we advise patients to expect to wait in a queue to have their 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 should they decide not to wait.



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](http://www.undertheweather.ie) website for helpful self-care advice or attend their pharmacy for over the counter medication or local GP the next day 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 be 'Des O'Flynn', written over a horizontal line.

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