



Oifig um Cheannasáí Seirbhíse do Chúram Príomhúil
Cúram Sláinte Phobail FSS an Mheán Iarthair
Ascaill Bhaile Choimín,
Páirc Gnó an Ráithín,
Ráithín, Luimneach V94 D1W9
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13th February 2024

Deputy Violet-Anne Wynne
Dáil Éireann
Leinster House
Kildare St., Dublin 2

Re: PQ 46419/23 - "To ask the Minister for Health his views on the success or otherwise of an agreement (Service Level Agreement with ShannonDoc for the provision of Out of Hours GP Services); and if he will make a statement on the matter."

Dear Deputy Wynne,

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 HSE has a Service Level Agreement (SLA) in place with ShannonDoc for the provision of Out of Hours GP services to GMS (medical card) patients across the HSE Mid West area (Limerick, Clare and Nth. Tipperary). Under the terms of the SLA, the HSE provides an agreed level of funding to ShannonDoc for the provision of Out of Hours GP services and ancillary services across the HSE Mid West area.

Key components of the SLA arrangement is the provision of an Out of Hours GP service in line with agreed clinical and operational Key Performance Indicators (KPIs) including response times. Quarterly SLA meetings are arranged and are attended by representatives of the HSE and ShannonDoc. ShannonDoc provide the HSE with regular activity reports (activity levels and response times). I can confirm that based on the data received, ShannonDoc are operating in line with the agreed terms of the SLA.

ShannonDoc provides GP Out of Hours services from 11 treatment centres across the HSE Mid West region. In addition to the treatment centres, ShannonDoc also have mobile units available when and if required. The service is centrally co-ordinated and the phone triage nurse support is operated from the central call centre based in Limerick city.

Under the terms of the SLA, ShannonDoc provides GP Out of Hours services to the following patients/clients across the HSE Mid West area:


- GMS patients whose GP is a member of ShannonDoc Co-operative;
- All GMS patients temporarily visiting the HSE Mid West area;
- Patients visiting the HSE Mid West area who have an entitlement to services under EU Regulations (European Health Insurance Card EHIC);
- Private patients whose GP is a member of ShannonDoc;
- All residents in HSE Elderly Care Units.

The ancillary services provided by ShannonDoc on behalf of the HSE include the following:

- Pathology/Blood specimen service for GPs in the Mid West region to an agreed schedule and delivery to HSE Laboratories as directed;
- ShannonDoc facilitates the organisation of the Forensic Medical Service (FME) by acting as a link between An Garda Siochana, the GP and the HSE. ShannonDoc manages the associated payments to the on-duty GPs;
- ShannonDoc facilitates the provision of sessional GPs to the HSE Mid West Drug & Alcohol Service to assist with the Primary Care Drug Assessment Unit (PCDAU) Methadone Clinic.

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

Yours sincerely,



Margaret Costello
Head of Service
Primary Care