

10th June, 2024

Deputy Peadar Tóibín
Dáil Éireann
Leinster House
Kildare Street
Dublin 2

PQ ref 25510/24 - NoWDoc in Letterkenny, (private provider Caredoc)

“To ask the Minister for Health to provide an urgent update on the position of a service (details supplied) in County Donegal; what are the current plans for the facility; can he confirm if there are plans for the facility to be sold off to a private provider (Details Supplied), and to address the future employment status of full-time and part-time staff, and those on temporary contracts; and if he will make a statement on the matter.”

Dear Deputy Tóibín

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 the following outlines the position for Community Healthcare Cavan Donegal Leitrim Monaghan Sligo.

The NowDoc GP out of Hours (OOH) Service provides an urgent GP service to patients in Co. Donegal and South Leitrim. The current operating model of GP OOH Service is managed and delivered by the HSE (NowDoc) as part of a hybrid model, with Caredoc providing GPs for the delivery of care.

The examination of the service and discussions with relevant stakeholders surrounding the most effective arrangements needed, to continue to deliver a safe quality-driven service for our community are ongoing at this time.

We remain fully committed to supporting our staff who are working in our NowDoc service. We continue to ensure that we maintain excellent working relationships with all our partners and confirm that we are in the process of engagement with all relevant stakeholders. We are focused on working with staff and their representative bodies to explore all options available for the potential redesign of the operating model for the GP Out of Hours service, in Donegal and South Leitrim to meet any challenges that are being identified.

The HSE offer assurance that we are continuing to work in partnership with NowDoc and CareDoc to ensure that the public using the GP Out of Hours Service, and the staff working in the service, are provided with the necessary supports to deliver the best care to our service users, while ensuring that patient safety and quality of service are at the forefront of service delivery.

The HSE will continue to communicate and engage with all relevant stakeholders to ensure they are fully appraised of, and consulted on, any future developments.

We hope to bring the matter to a conclusion at the earliest.

I trust this information is of assistance to you but should you have any further queries please do not hesitate to contact me.

Yours sincerely



Mandy Doyle
Head Of Service Primary Care CHO1

Ceannasaí Seirbhíse, Seirbhísí Cúram Príomhúil
An Cabhán, Muineachán, Sligeach, Liatroim & Dún na nGall

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Cavan, Monaghan, Sligo, Leitrim & Donegal.