

2nd July, 2024.

Mr. Thomas Gould, T.D.,  
Dáil Éireann,  
Dublin 2

**PQ ref: 26768/24**

**"To ask the Minister for Health the number of doctors in each of the SouthDoc centres in 2019 and in 2024, in tabular form."**

Dear Deputy Gould,

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.

South West Doctors-on-Call Limited is an Out-of-Hours Family Doctor service for urgent medical care in Counties Cork and Kerry, with its administrative headquarters and call centre in Killarney, Co Kerry. SouthDoc is accredited by the NSAI to ISO 9001:2015 QMS standard. It has a membership of over 500 GPs and a network of 26 Treatment Centres, of which seven are regional overnight centres. This network is supported by a fleet of vehicles, which are fully equipped for Home Visit situations.

SouthDoc provides a medical service to a population of approximately 736,000 in addition to the 3.3M visitors to the area and dealt with over 212,000 patient contacts in 2023.

The maximum amount of Doctors working in each Treatment Centre at any given time is summarised below, and is broken down further into the Brighteye **B/E** (daytime) and Redeye **R/E**(overnight) shifts:

	<b>No. of GPs 2019</b>	<b>No. of GPs 2024</b>
Bandon	Macrooom B/E: <b>1</b> Mon-Sun Bandon B/E: <b>1</b> Mon-Fri, <b>2</b> Sat-Sun	B/E: <b>1</b> Mon-Fri <b>2</b> Sat-Sun
	No Macrooom R/E Bandon R/E: <b>1</b> Mon-Sun	R/E: <b>1</b> Mon-Sun
Caherciveen	B/E: <b>1</b> Mon-Sun	B/E: <b>1</b> Mon-Sun
	R/E: <b>1</b> Mon-Sun	R/E: <b>1</b> Mon-Sun
Castletownbere	B/E: <b>1</b> Mon-Sun	B/E: <b>1</b> Mon-Sun
	R/E: <b>1</b> Mon-Sun	R/E: <b>1</b> Mon-Sun
Clonakilty	B/E: <b>1</b> Mon-Sun	B/E: <b>1</b> Mon-Sun
Cork Blackpool	B/E: <b>2</b> Mon-Sun	B/E: <b>1</b> Mon-Sun
Cork Southside	B/E: <b>2</b> Mon-Fri, <b>4</b> Sat-Sun	B/E: <b>3</b> Mon-Fri, <b>5</b> Sat-Sun
	R/E: <b>2</b> Mon-Sun	R/E: <b>2</b> Mon-Sun
Dingle	B/E: <b>1</b> Mon-Sun	B/E: <b>1</b> Mon-Sun
	R/E: <b>1</b> Mon-Sun	R/E: <b>1</b> Mon-Sun

<b>East Cork</b>	B/E: <b>2</b> Mon-Fri, <b>3</b> Sat-Sun	B/E: <b>2</b> Mon-Sun
	R/E: <b>1</b> Mon-Sun	R/E: <b>1</b> Mon-Sun
<b>Fermoy</b>	B/E: <b>1</b> Mon-Sun	B/E: <b>1</b> Mon-Sun
	R/E: <b>1</b> Mon-Sun	
<b>Kenmare</b>	B/E: <b>1</b> Mon-Sun	B/E: <b>1</b> Mon-Sun
	R/E: <b>1</b> Mon-Sun	R/E: <b>1</b> Mon-Sun
<b>North Cork</b>	Kanturk B/E: <b>1</b> Mon-Sun Mallow B/E: <b>1</b> Mon-Sun	B/E: <b>2</b> Mon-Fri, <b>3</b> Sat-Sun
	No Kanturk R/E Mallow R/E: <b>1</b> Mon-Sun	R/E: <b>1</b> Mon-Sun
<b>North Kerry</b>	Listowel B/E: <b>1</b> Mon-Sun Tralee B/E: <b>2</b> Mon-Sun	B/E: <b>2</b> Mon-Fri, <b>3</b> Sat-Sun
	No Listowel R/E Tralee R/E: <b>1</b> Mon-Sun	R/E: <b>1</b> Mon-Sun
<b>South Kerry</b>	B/E: <b>2</b> Mon-Sun	B/E: <b>2</b> Mon-Fri, <b>3</b> Sat-Sun
	R/E: <b>1</b> Mon-Sun	R/E: <b>1</b> Mon-Sun
<b>West Cork</b>	Skibbereen B/E: <b>1</b> Mon-Sun Bantry B/E: <b>1</b> Mon-Sun	B/E: <b>1</b> Mon-Fri, <b>3</b> Sat-Sun
	No Skibbereen R/E Bantry R/E: <b>1</b> Mon-Sun	R/E: <b>1</b> Mon-Sun

As a dynamic, community-based Out-of-Hours Family Doctor service, which is provided across the two counties of Cork and Kerry, SouthDoc constantly reviews the service provision to ensure its continued viability. There are many factors involved in the delivery of the service including local doctors, Locum Doctors, local staff, and infrastructure. All these elements are supported by a bespoke IT system, Patient Management System, as well as a Call Centre where patient calls are acknowledged, documented, and triaged.

A series of significant service innovations have been introduced since 2019, such as the regionalisation of services, the expansion of Saturday morning service, the adoption of telemedicine, and the establishment of a dedicated home visit doctor division.

SouthDoc continues to deliver the service in response to the patient needs in a manner, which assures safety, ease and equity of access. All patients are dealt with in accordance with their clinical needs.

If I can be of any further assistance, please do not hesitate to contact me.

Yours sincerely,




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**Priscilla Lynch**  
**Head of Service - Primary Care,**  
**Cork Kerry Community Health**