



Sarah McAleer,
Acting Head of Service,
Cúram Príomhúil
FSS an Iardheiscirt

Áras na Ceachan,
Páirc Ghnó agus Teicneolaíochta,
Bóthar na Modh Feirme,
Corcaigh. T12 XHT4

Sarah McAleer,
Acting Head of Service,
Primary Care
HSE South West

Caha House,
Business and Technology Park,
Model Farm Road,
Cork. T12 XHT4

southwest.hse.ie
E: Sarah.McAleer@hse.ie

9th July, 2025

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

PQ ref 36934/25

"To ask the Minister for Health the number of patients who requested to be seen in Southdoc Blackpool in 2025; and the number seen to date in 2025."

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 medical issues that cannot wait for daytime practice 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 treatment 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 202,500 patient contacts in 2024.

Please note below summary of consultations for Blackpool which include all consultations carried out by doctors at the centre, including:

- Tele consults
- In-person appointments at the centre
- Home visits
- Engagement with the emergency services (in rare cases)

SouthDoc Blackpool Jan – Jun 2025	
January	481
February	384
March	567
April	466
May	484
June	402
Total	2,784

Routine appointments are scheduled at the primary Treatment Centre at Kinsale Road. SouthDoc does not retain information on the requested location but rather the location where the appointment is scheduled.

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.

Seirbhís sláinte a thógáil a bhfuil ár bpobal bródúil aisti
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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,

Sarah McAleer
Acting Head of Service - Primary Care,
HSE South West