



Ceannasaí Seirbhíse, Cúram Príomhúil
FSS Meán Iarthair

Ballycummin Avenue,
Páirc Gnó an Ráithín,
An Ráithín,
Luimneach,
V94 D1W9

Head of Service, Primary Care
HSE Mid West

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13th June 2025

Deputy Michael Lowry
Abbey Road, Thurles
Co. Tipperary

Re: PQ 29928/25 - "To ask the Minister for Health the hours in which ShannonDoc operates in Roscrea, Co. Tipperary; if she will provide a breakdown of each day that the ShannonDoc service did not open during its advertised opening hours between 1st January 2024 and 31st May 2025; the reasons no service was provided on each of those days; what efforts are being made to ensure that a full service is being provided; and if she will make a statement on the matter."

Dear Deputy Lowry,

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.

Please see below the operating times for the ShannonDoc Treatment Centres (including Roscrea) in Nth. Tipperary as per the ShannonDoc website:

Nenagh	Roscrea	Thurles
Operating Hours Monday - Thursday : 18:00pm - 08:00am Weekends : 18:00pm Friday - 08:00am Monday Bank Holidays : 18:00pm - 08:00am	Operating Hours Monday - Friday : 18:00pm - 23:00pm Saturday & Sunday : 9:00am - 22:00pm Bank Holidays : 9:00am - 22:00pm	Operating Hours Monday - Friday : 18:00pm - 23:00pm Saturday & Sunday : 9:00am - 22:00pm Bank Holidays : 9:00am - 22:00pm
Address Wilton Medical Centre Gortlandroe, Nenagh, County Tipperary.	Address Cre House, Roscrea Primary Care Centre Templemore Rd (N62), Roscrea, County Tipperary.	Address Thurles Primary Care Centre, Mitchel Street, Monacocka, Thurles, County Tipperary.
GPS Coordinates 52.871461, -8.215537	GPS Coordinates 52.940182, -7.78832	GPS Coordinates 52.681998, -7.804577
Eircode E45 KR91	Eircode E53 X461	Eircode E41 R1X3

Strictly by appointment only. Please call 0818 123500

Please note: The Treatment Centres at Roscrea and Thurles are Regional Treatment Centres and while there is a doctor assigned to these areas, they may not be onsite at all times, as they could be carrying out a home visit or attending a patient in a nursing home. Following clinical triage, the patient will be offered an appointment at their local Regional Treatment Centre or at the Core Treatment Centre (Nenagh), where there is a doctor on duty at all times available to see patients if and when required.



ShannonDoc confirmed that every patient who contacts the Out of Hours Service will receive a full clinical assessment by the Nurse, free of charge. Following clinical triage by the nurse the patient will be offered an appointment at their local Regional Treatment Centre or the Core Treatment Centre. Alternatively, ShannonDoc will arrange a home visit or virtual consultation if it is deemed more appropriate for the patient.

In addition, where there are increased demands in certain areas or at certain times, support teams can be deployed from other locations providing an overall borderless service and ensuring services are provided where most needed. The delivery of quality clinical care remains the priority for ShannonDoc Out of Hours Service.

ShannonDoc have confirmed that the Treatment Centre in Roscrea was not closed on any day during the period queried above, 1st January 2024 to 31st May 2025, when it was scheduled to be in operation.

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

Yours sincerely,

Margaret Costello
Head of Service
Primary Care