



Ceannasaí Seirbhíse, Cúram Príomhúil  
FSS Meán Iarthair

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24<sup>th</sup> March 2025

**Deputy Alan Kelly**  
**1 Summerhill**  
**Nenagh**  
**Co. Tipperary**

**Re: PQ 13128/25 - "To ask the Minister for Health if ShannonDoc Treatment Centres based in Roscrea will extend their opening hours on Mondays to Fridays between 11 p.m. and 8 a.m. the following morning and on Fridays and on the weekends from 10 p.m. to 8 a.m. on the next working day; and the estimated current cost required to extend to those opening hours."**

Dear Deputy Kelly,

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.

I can advise that the Primary Care Unit contacted ShannonDoc for their assistance in responding to the issues raised in your representation. ShannonDoc confirmed that there is currently no red eye shift in operation at Roscrea Treatment Centre.

ShannonDoc advised that the GP Out of Hours Service is a demand led service and the current level of patient demand at Roscrea Treatment Centre would not support the extension in operating times suggested in your representation.

ShannonDoc advised that extending the operating hours at Roscrea as suggested above, would be cost prohibitive based on current patient demand. They further advised that based on current costs (i.e. doctor hours, support staff and vehicle costs), they estimate that the cost associated with extending the operating times as suggested would be approx. €450,000 per annum.

Please find hereunder, the operating times for the ShannonDoc Treatment Centres in Nth. Tipperary are advised on the ShannonDoc website:



Nenagh	Roscrea	Thurles
<b>Operating Hours</b> Monday - Thursday : 18:00pm - 08:00am Weekends : 18:00pm Friday - 08:00am Monday Bank Holidays : 18:00pm - 08:00am	<b>Operating Hours</b> Monday - Friday : 18:00pm - 23:00pm Saturday & Sunday : 9:00am - 22:00pm Bank Holidays : 9:00am - 22:00pm	<b>Operating Hours</b> Monday - Friday : 18:00pm - 23:00pm Saturday & Sunday : 9:00am - 22:00pm Bank Holidays : 9:00am - 22:00pm
<b>Address</b> Wilton Medical Centre Gortlandroe, Nenagh, County Tipperary.	<b>Address</b> Cre House, Roscrea Primary Care Centre Templemore Rd (N62), Roscrea, County Tipperary.	<b>Address</b> Thurles Primary Care Centre, Mitchel Street, Monacocka, Thurles, County Tipperary.
<b>GPS Coordinates</b> 52.871461, -8.215537 <b>Eircode</b> E45 KR91	<b>GPS Coordinates</b> 52.940182, -7.78832 <b>Eircode</b> E53 X461	<b>GPS Coordinates</b> 52.681998, -7.804577 <b>Eircode</b> 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. The doctor may be offsite carrying out a home visit or attending a patient in a nursing home. However, there is doctor on duty at all times in the Core Treatment Centre (e.g. Nenagh) available to see patients when and if 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 wishes to assure you that they continuously review patient demand and activity levels across all of the treatment centres located across the Mid West area.

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

Yours sincerely,

  
**Margaret Costello**  
**Head of Service**  
**Primary Care**