



Office of the Head of Primary Care
HSE Dublin & South East
HSE Offices, Lacken,
Dublin Road,
Kilkenny.

Telephone: +353 56 7784100

8th October 2025

Peter Chap Cleere TD
Dail Eireann
Leinster House
Dublin

PQ 51971/25

To ask the Minister for Health the current average phone answering times for Caredoc Services in Carlow and Kilkenny; the number of calls currently waiting at peak times; the steps being taken to address delays; and the future plans to ensure timely access to out-of-hours.

Dear Deputy Cleere,

The Health Service Executive (HSE) has been requested to reply directly to you in the context of the above Parliamentary Question, which was submitted to the Minister for Health for response.

I have reviewed the matter and the following is the current position.

Caredoc is a GP out-of-hours (OOH) service that operates when patients' own General Practitioner surgeries are closed. The service receives calls from across the South East region, which are managed by an experienced team of call handlers based at Caredoc Headquarters, St. Dymphna's Hospital, Carlow.

Incoming calls to the Caredoc service are not segregated by county at the initial point of contact. Instead, they are managed through a centralised queuing system and answered in rotation. Callers are advised to remain in the queue until their call is answered.

The service experiences predictable peaks and troughs in activity, with call volumes and waiting times varying by time of day, day of the week, and time of year. The busiest hours of operation are:

- **Weekdays:** 6:00 p.m. to 10:00 p.m.
- **Weekends:** 10:00 a.m. to 4:00 p.m.

The **average call waiting time** is:

- **Evenings:** 10 minutes 58 seconds
- **Weekend daytimes:** 5 minutes 2 seconds

Caredoc manages between 3,000 and 4,500 calls per week on average.

As a Section 39 organisation, Caredoc anticipates the need for additional funding for Winter 2025 and 2026 to enhance both call-handling capacity and clinical resources to ensure the continued delivery of timely and safe patient care during peak demand periods.

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

Yours sincerely,

Paul Goff
A/Head of Service-Primary Care
IHA Carlow Kilkenny & Tipperary South
IHA Waterford & Wexford