



Oifig um Cheannasaí Seirbhíse do Chúram Príomhúil
Cúram Sláinte Phobail FSS an Mheán Iarthair
Ascaill Bhaile Choimín,
Páirc Gnó an Ráithín,
Ráithín, Luimneach V94 D1W9
Tel: 061 483226

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HSE Mid West Community Healthcare
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13th August 2024

Deputy Violet-Anne Wynne
Dáil Éireann
Leinster House, Kildare St.
Dublin 2

Re: PQ 33070/24 - "To ask the Minister for Health if he is aware of the unpredictable nature of satellite ShannonDoc service hours in West Clare; and if he make a statement on the matter."

Dear Deputy Wynne,

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.

ShannonDoc introduced an enhanced model of care, whereby, Mobile Doctors, Remote Doctors and Core Treatment Centre Doctors are all centrally co-ordinated by Dispatchers and Nurses. The model of care incorporates a team based approach which utilises the Doctors, Triage Nurses and support staff effectively, ensuring efficient use of the resources available and that all areas are covered.

If a Doctor is not present in the Treatment Centre; a Mobile Doctor will be available to patients as required. This means that following triage, the Doctor will come and see patients in the relevant Centre, carry out a home visit or arrange a virtual consultation as deemed clinically appropriate. In addition, where there are increased demands in certain areas, support teams can be deployed from other locations providing an overall borderless service and ensuring services are provided where most needed.

Patients can access ShannonDoc's Out of Hours Service by calling the Lo-call number 0818 123 500 or 061 459 500. Every patient will receive a full clinical assessment by a Nurse free of charge. A team of Doctors and Patient Assistants are on duty Midweek (Monday to Thursday) from 6 p.m. to 8 a.m. and 24 hour cover at Weekends and Public Holidays from 6 p.m. Friday to 8 a.m. Monday.

If deemed clinically appropriate by the Triage Nurse the patient will be referred for a Doctors consultation. Depending on the clinical circumstances, the patient will be given a face to face appointment at one of the ShannonDoc Treatment Centres, a virtual consultation or the doctor will see the patient in their own home. In essence every patient that needs to be seen is seen and the delivery of a quality clinical care remains the priority.

ShannonDoc provides urgent GP care only. It is not the emergency services and such patients that require emergency services should continue to contact 999 or 112. ShannonDoc has a Service Arrangement with the HSE whereby urgent cases should have an appointment within 2 hours of clinical assessment and less urgent cases should have an appointment within 6 hours. ShannonDoc continues to operate strictly by appointment only and is not a walk-in service.

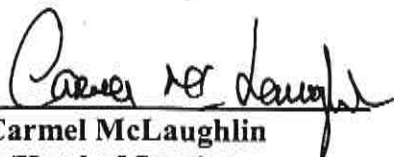
I can advise that the HSE has regular engagement with Shannondoc and holds quarterly meetings to monitor the key performance indicators (KPI's) in line with the service arrangement. The HSE can confirm that Shannondoc are fully compliant with KPI's and the agreed out of hours arrangements.

I am outlining in the table below, the operating times for the five ShannonDoc Treatment Centres in Co. Clare:

Co. Clare Treatment Centre Locations & Operating Times		
	Midweek (Monday - Thursday)	Weekends & Bank Holidays
<u>Ennis</u> <i>(Core Centre)</i> HSE Primary Care Centre Station Road Ennis	6 p.m. to 8 a.m.	6 p.m. Friday to 8 a.m. Monday (9 a.m. BHs) Public Holidays (including Good Fridays and Christmas Eve) 9 a.m. to 8 a.m.
<u>Shannon</u> <i>(Regional Centre)**</i> Shannon Health Centre Shannon Town Centre Shannon	6 p.m. to 11 p.m.	9 a.m. to 10 p.m.
<u>Miltown Malbay</u> <i>(Regional Centre)**</i> Medical Centre Spanish Point Rd Miltown Malbay	6 p.m. to 8 a.m. (Mon to Thur) 6 p.m. to 9 a.m. (Fri)	Sat 7 p.m. to 9 a.m. Sun Sun 7 p.m. to 8 a.m. Mon (9 a.m. PHs) Public Holidays 7 p.m. to 8 a.m.
<u>Kilrush</u> <i>(Regional Centre)**</i> Primary Care Centre Fahy's Road Drimna Kilrush		9 a.m. to 7 p.m. Weekends and Public Holidays
<u>Ennistymon</u> <i>(Regional Centre)**</i> Ennistymon Community Hospital Lahinch Road Ennistymon		9 a.m. to 7 p.m. Weekends and Public Holidays

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

Yours sincerely,



Carmel McLaughlin
A/Head of Service
Primary Care