



Comhairle na nDochtúirí Leighis
Medical Council



Report on the Inspection on Red House Family Practice.

September 2023.



Comhairle na nDochtúirí Leighis
Medical Council



About the Medical Council

The Medical Council's remit is patient safety, and the Medical Council is the regulatory body for doctors in Ireland. The Council is comprised of 25 members (13 non-medical and 12 medical members). The Council maintains the Register of Medical Practitioners - the Register of all doctors who are legally permitted to carry out medical work in Ireland.

The Medical Council has a statutory role in protecting the public by promoting the highest professional standards amongst doctors practising in the Republic of Ireland. The Council sets the standards for medical education and training in Ireland. It oversees lifelong learning and skills development throughout doctors' professional careers through its professional competence requirements. It is charged with promoting good medical practice. The Medical Council is also where the public may make a complaint against a doctor.

Context for Intern Inspections

As part of the Medical Council's regulatory and quality assurance role, the Council sets and monitors adherence to standards for education and training as set out in Medical Practitioners Act 2007.

For Intern clinic training sites, the standards for education and training are set out in the [Standards for Training and Experience Required for the Granting of a Certificate of Experience to an Intern](#). These standards have been drawn up in fulfilment of the Medical Council's responsibilities under Part 10 of the Medical Practitioners Act 2007 to specify and publish in the prescribed manner the standards for training and experience for interns which is required for the granting of a certificate of experience (section 88 (3) (d)).

The Council monitors compliance and adherence to these standards via site inspections and monitoring processes.





INSPECTION REPORT – RED HOUSE FAMILY PRACTICE

Date of Inspection: 21st of August 2023.

Location: Red House Family Practice, Mallow Primary Healthcare Centre, Gouldshill, Co.Cork.

Assessment Team Details

Assessor team: Mr Graham Knowles and Dr Andrew Gilliland.

Executive team: Ms Denise Carroll (Head of Quality Assurance)

Ms Sarah Jane Bowen (Quality Assurance Manager – Inspections)

Ms Aoise O'Reilly (Quality Assurance Manager – Undergraduate)

Inspection Considerations and Decision-Making Process

The inspection findings and report directly align to the Standards for Training and Experience required for granting a Certificate of Experience to an Intern. The Team took into account documentation (the self-evaluation form and supporting documentation) submitted by Red House Family Practice prior to the visit; insight provided by the supervisors/trainers and the Intern who were interviewed on site; and facilities walk through.

A level of compliance will be applied to each standard based on documentation reviewed as mentioned above, information gathered from interviews and facilities walk. The varying levels of compliance that can be allocated to each standard is highlighted below.

Recommendation and Commendations can be offered based on the compliance rating and any general observations by the Team following the inspection visit.

Level of Compliance for each Standard can be rated as:

Non- compliance (NC)



Partial compliance (PC)



Full compliance (FC)



Standard 1: Rotations

Which category of interns did you meet?

Surgery in general

☐

Medicine in general

☐

Emergency
Medicine

☐

General Practice

☒

Obstetrics &
Gynaecology
Radiology

☐

Paediatrics

☐

Anaesthesia

☐

Psychiatry

☐



Criteria	FC/ PC /NC
1. Training and experience must comply with the Medical Council's policy on length of internship and approved rotations; that is, a minimum of a total of twelve months, which should normally be consecutive, of which at least three months must be spent in Medicine in general and at least three months in Surgery in general	FC
2. As part of this twelve-month period, an intern may also be employed for not less than two months and not more than four months in the following specialties: Emergency Medicine; General Practice; Obstetrics and Gynaecology; Paediatrics; Psychiatry; Anaesthesia (to include perioperative medicine) and Radiology.	FC
Assessor Comments Red House Family Practice was found to be fully compliant in all areas relating to Standard 1 – Rotations. 1. The visiting assessor team noted that the current Interns GP rotation was for 3 months at Red House Family Practice. The remaining Interns to have placements at this practice were also for a 3-month period. 2. The Intern rotation falls within the General Practice speciality. Recommendations ▪ There are no recommendations for this standard. Commendations ▪ There are no commendations for this standard.	

Standard 2: Accreditation

Criteria	FC/ PC /NC
1. The training site must be affiliated with a Medical School and/or a PGTB/network and/ or health system which is accredited by the relevant regulator. The responsible body for organising, coordinating, managing, and assessing the training setting and the training process on the site must be clearly identified.	FC
Assessor Comments Red House Family Practice was found to be fully compliant in all areas relating to Standard 2 – Accreditation. The Medical School associated with Red House Family Practice is University College Cork. The Intern Network associated with Red House Family Practice is the South Intern Network. Recommendations ▪ There are no recommendations for this standard. Commendations ▪ There are no commendations for this standard.	



Standard 3: Content of Training

Criteria	FC/ PC /NC
1. Practice – based training involving the intern’s personal participation, at an appropriate level, in the service and responsibilities of patient-care activity, in the training institution.	FC
2. Personal participation at a level (not acting “above grade”) appropriate to an interns growing competence (including not being asked to undertake clinical activities above their level of competence)	FC
3. Regular opportunities for the intern to exercise responsibility and clinical decision-making appropriate to their growing competency, skills, knowledge, and experience.	FC
4. Regular opportunities to work as an integral part of a team with a variety of disciplinary backgrounds.	FC
5. Regular, pre-arranged/ scheduled formal education and training sessions .	FC
6. Evidence that the content of training and syllabus / curriculum is consistent with the eight domains of good professional practice as adopted by the Medical Council.	PC
7. Does this site provide training delivered in an integrated manner to include theoretical learning and practical training during service delivery?	FC

Assessor Comments:

Red House Family Practice was found to be fully compliant in most areas relating to Standard 3 – Content of Training.

- The Intern has a has schedule set-out each day and has an allocation of 30 minutes per consultation. The Intern on-site sees no-more than 14 patients a day.
- The Intern advised they are not asked to act above their grade and feel they can ask a lot of questions of the supervisor and is provided with advice and support.
- The Intern said they felt they are gradually becoming more independent and now only need review from the supervisor on complex cases, whereas when they first started in this rotation, the supervisor reviewed everything.
- The Intern has had the opportunity to travel to the nursing home associated with the practice and had the opportunity to work within a multidisciplinary team. The Intern attends at the nursing home Monday, Thursday, and Friday. After some accompanied visits, the Intern now attends the nursing home on their own, with selected cases pre-screened by her supervisor. The IT system in the nursing home is directly linked to the practice, so the supervising GP has overarching supervision of all the Interns activity at the nursing home.
- The Intern has a session with a GP from another practice in the primary care centre every Thursday and can discuss cases with their supervisor and other doctors at the practice when needed.
- Upon speaking with both the Intern and the supervisor on-site, it is evident that there has been no standardised curriculum provided to them by the intern network and the supervisor would welcome this.
- The Intern meets frequently with their supervisor to discuss cases and sits in on particular cases with the doctors on-site.

Recommendations

- It was noted there was no evidence of a formal curriculum nor syllabus provided to the Intern Trainers. This does primarily lie outside the medical practice’s control. It is however recommended that better collaboration between the Intern Network Co-ordinator and the Trainers is facilitated by both parties.



Comhairle na nDochtúirí Leighis Medical Council

- The Assessors will be writing separately to the Medical Council in this regard but encourage ongoing communication on any areas of uncertainty to ensure future full compliance.

Commendations

- The assessors would like to commend Red House Family Practice on the regular opportunities provided to the Intern to work as an integral part of a team with a variety of disciplinary backgrounds. The team would also like to commend Red House Family Practice on case mix exposure for the Intern at this site.

Standard 4: Supervision

Criteria	FC/ PC /NC
1. There must be effective overarching supervision of the intern's training and clinical practice by an identified clinician(s) of appropriately senior level, normally a specialist doctor who is recognised as a specialist by the relevant regulatory authority of the host country.	FC
Assessor Comments: Red House Family Practice was found to be fully compliant with Standard 4 – Supervision It was felt that the Intern at Red House Family Practice is adequately supervised, with overarching supervision from the supervisor on-site, as well as day-to-day supervision from other doctors at the practice. It was also noted that all patient management and treatment plans are signed off by the supervisor. Recommendations ▪ Based on full compliance, there is no recommendations for Red House Family Practice on Standard 4. Commendations ▪ There are no commendations for this standard.	

Standard 5: Assessment

Criteria	FC/ PC /NC
1. There must be evidence of regular and constructive feedback and assessment by the supervisor/trainer who has knowledge of the intern's development and performance and can verify their satisfactory progress.	FC
2. The supervisor/trainer must meet any requirements set by the Medical Council regarding the policy and process of final assessment and sign-off.	PC
Assessor Comments: Red House Family Practice was found to be partially compliant to Standard 5 – Assessment. 2. Upon speaking with the supervisor at this site, it is evident that no final sign-off process has been provided, nor has there been a discussion with the intern network around this. The supervisor on-site would welcome this. Recommendations	



Comhairle na nDochtúirí Leighis Medical Council

- It was noted that no official final sign-off process was given to the supervisor. It is recommended that Red House Family Practice contact the South Intern Network Coordinator for guidance as a matter of urgency. The quality of feedback at regular intervals is noted as a positive and valuable insight for the Interns development and progression throughout their rotation.

Commendations:

- There are no commendations for this standard.

Standard 6: Professionalism

Criteria	FC/PC/NC
1. The training environment must emphasise professionalism and the development and maintenance of the relevant knowledge, skills, attitude, and behaviour, including communication skills, integrity, compassion, honesty, adherence to professional codes, respect for patients and their families, colleagues, and self-care.	FC
2. The intern must be aware of, and comply with, the Medical Council's "Guide to Professional Conduct and Ethics for Registered Medical Practitioners", and the training should support these ethical standards.	FC

Assessor Comments:

Red House Family Practice was found to be fully compliant with Standard 6 – Professionalism.

- The training environment emphasises professionalism and ethical issues are dealt with on a case-by-case basis. The supervisor at the practice made a specific comment regarding maintenance of confidentiality.
- The Intern is aware of the Medical Council's "Guide to Professional Conduct and Ethics for Registered Medical Practitioners" and the training supports these ethical standards.

Recommendations

- Based on full compliance, there are no recommendations for Red House Family Practice on Standard 6.

Commendations:

- There are no commendations for this standard.

Standard 7: Resources for Interns

Criteria	FC/PC/NC
1. Access to a sufficient number of patients and case mix so as to provide exposure to a broad range of clinical cases appropriate to the rotation.	FC
2. Space and opportunity for private study and access to a library with adequate and up to date books and journals, including on-line access to standard library databases for journal access and literature searches.	FC
3. The number of interns on a site should be appropriate to the resources of that site, including its staffing at all levels while at the same time having due regard for patient care and comfort.	FC



4. The training site must emphasise the primacy of patient safety, and interns must be encouraged to raise concerns about ethical issues, should they arise, with their mentor, clinical supervisor and/or the hospital authorities. The intern must have access to appropriate advice and counselling should it be required.

FC

Assessor Comments:

Red House Family Practice was found to be fully compliant to Standard 7 – Resources for Interns.

1. Given the space and number of services within the practice (Physiotherapy; Child and Adult Mental Health Services; Obstetrics and Gynaecology; Paediatrics) there are ample and notable opportunities for multi-disciplinary teamwork. Every Tuesday there is a multi-disciplinary meeting at the practice. It was reported that in September they will resume multi-tier meetings where Interns, Registrar, University of Limerick students, and Fellowship students will meet and have opportunities for peer-to-peer learning.
2. The Intern has their own consulting room and space for self-study and for seeing patients. There is also space on the ground floor for tutorials.
3. There was only 1 Intern on site at the time of inspection, and the remaining rotations will also see only 1 Intern per rotation. There are ample resources for 1 Intern.
4. There is an open-door policy and any cause for concern the Intern has be it patient related or personal they have been made aware to contact their supervisor or any of the other doctors and/or nursing team.

Recommendations

- Based on full compliance, there is no recommendations for Red House Family Practice on Standard 7.

Commendations

- There are no commendations for this standard.

SUMMARY OF FINDINGS FOLLOWING DOCUMENTATION AND THE INSPECTION VISIT.

General observations:

At Red House Family Practice, there are 5 doctors, 1 GP registrar and 1 Intern. Red House Family Practice is located in a Primary Care Centre. The facilities are in a well-lit, very modern, spacious and welcoming environment. All rooms have a similar set up and layout for the ease of any doctor using any room. There is a large reception area and several doctor treatment spaces. There are ample toilet facilities, IT access and canteen space. The practice has an impressive IT system which allows access to all patient information and is accessible to all doctors.

It was evident there was a lack of formal infrastructure and support for supervisors whereby guidance in delivering training and assessment for Interns had not been provided centrally. It was noted there was no evidence of a formal curriculum nor syllabus provided to the Intern supervisors. Better collaboration between the Intern Network Co-ordinators and the supervisor would be welcomed. The Assessors will be writing separately to the Medical Council in this regard, but encourage ongoing communication on any areas of uncertainty to ensure future full compliance.

It was clear that in Red House Family Practice there was an experienced trainer, with vast experience training medical students and GP trainees.

The assessors also noted that the Intern advised that they are nervous about beginning their next rotation, which is hospital-based. The assessors feel it would be of benefit to the Intern to have some time shadowing the Intern who is currently in position in their next rotation.



Recommendations

Standard 3- Content of Training

- It was noted there was no evidence of a formal curriculum nor syllabus provided to the Intern Trainers. This does primarily lie outside the medical practice's control. It is however recommended that better collaboration between the Intern Network Co-ordinator and the Trainers is facilitated by both parties. The Assessors will be writing separately to the Medical Council in this regard, but encourage ongoing communication on any areas of uncertainty to ensure future full compliance.

Standard 5- Assessment

- It was noted that no official final sign-off process was given to the supervisor. It is recommended that Red House Family Practice contact the South Intern Network Coordinator for guidance as a matter of urgency. The quality of feedback at regular intervals is noted as a positive and valuable insight for the Interns development and progression throughout their rotation.

Commendations

Standard 3 - Content of Training.

- The team would like to commend Red House Family Practice on the regular opportunities provided to the Intern to work as an integral part of a team with a variety of disciplinary backgrounds. The team would also like to commend Red House Family Practice on case mix exposure for the Intern at this site.

Declaration

I have inspected this Clinical Site Red House Family Practice, Gouldshill, Mallow, Co Cork on 21st of August 2023 for the purposes of:

- Satisfying the Council that Red House Family Practice setting meets acceptable intern training standards. (49 (3)(b)) MPA 2007
- Monitoring adherence to guidelines on medical education and training for interns and standards for training and experience required for the granting of a certificate of experience. (88(3)e) MPA 2007

It is recommended that Red House Family Practice, Mallow Primary Healthcare Centre, Gouldshill, Mallow, Co Cork be approved by the Council as the site:

- Is compliant with the standards for training and experience required for the granting of a certificate of experience to an Intern.
 - Adheres to the relevant Guidelines on Medical Education and Training for Interns
-