



Comhairle na nDochtúirí Leighis
Medical Council



**Report on the Inspection of Arlington
House Medical Centre, Dublin Road,
Oranmore, Co Galway**

20th November 2023



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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 in the Republic of Ireland. The Register lists 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 Ireland. The Council sets the standards for medical education and training. 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 – ARLINGTON HOUSE MEDICAL CENTRE

Date of Inspection: 20th November 2023
Location: Oranmore, Co Galway

Inspection Team Details

Assessor Team: Professor John Jenkins (Chair)
Mr Graham Knowles

Executive support: Ms Sarah Jane Bowen - Inspections Manager
Mr Sam Kendlin Hobbs - Professional Development Programme Manager

Inspection considerations and decision-making process:

The assessor team considered all documentation submitted by Arlington House Medical Centre, the self-evaluation form and supporting documentation received prior to the visit. Additionally, information and explanations provided by the supervisors and trainers and interns at the site when assessing the clinical training site's compliance with Medical Council Standards for Training and Experience Required for the Granting of a Certificate of Experience to an Intern.

A level of compliance will be applied to each standard based on documentation reviewed as mentioned above, information gathered from interviews and the facilities walk. The varying levels of compliance that can be allocated to each standard are 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	☐	Paediatrics	☐
Anaesthesia	☐	Radiology	☐	Psychiatry	☐

Duration of Rotation: 3 months

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 Arlington House Medical Centre was found to be fully compliant in all areas relating to Standard 1 – Rotations. 1. The visiting assessor team noted that the current intern's GP rotation was for 3 months at Arlington House Medical Centre. The intern to follow will also complete a 3-month placement at the Centre. 2. The intern rotation falls within the General Practice speciality.	
Recommendations Based on full compliance, there are no recommendations for Arlington House Medical Centre, on Standard 1.	
Commendations There are no commendations for this standard.	



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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 Arlington House Medical Centre was found to be fully compliant in all areas relating to Standard 2 – Accreditation. The Centre is associated with University of Galway and West/Northwest Intern Network. Recommendations - Based on full compliance, there are no recommendations for Arlington House Medical Centre, on Standard 2. 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 intern’s 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.	FC
7. Does this site provide training delivered in an integrated manner to include theoretical learning and practical training during service delivery?	FC
Assessor Comments: Arlington House Medical Centre was found to be fully compliant in all areas relating to Standard 3 – Content of Training.	



1. Based on conversations with both the intern and the supervisor, it was clear that personal participation was at the appropriate level, in terms of service and responsibilities for patient-care activity. The intern felt well supported from the start of their rotation to the present time. They were welcomed into the practice and given support throughout.
2. The intern at this site advised that they act at a grade appropriate to their growing competence.
3. The intern advised the assessor team that they feel they are progressing well. At the commencement of this rotation, the intern was spending time with the practice manager to learn about the IT system, and shadowing doctors at the practice. They have progressed and now see patients independently, triaging the patients they are allocated for the GP, taking bloods, vitals, and will develop a diagnosis and management plan which is always discussed with the doctor. The intern can prescribe medication. The prescription on a patient file will issue a notification to the supervisor on their computer. The supervisor then reviews the prescription and after discussion with the intern will approve the prescription if appropriate and the prescription is then sent to the pharmacy for the patient.
4. The intern on-site advised that they work closely with the supervising doctor and GPs at the practice and can shadow them, but also have frequent interactions with the practice nurses to work on Chronic Disease Management at the practice. The intern informed the team that there is an opportunity to spend some time shadowing the pharmacist who is located in the same building. The intern has visited the rehabilitation hospital nearby with a doctor in the practice as well as a local nursing home.
5. The intern stated that there are regular education and training sessions with protected teaching time provided by University of Galway via Zoom. These take place Monday to Wednesday at 2pm. The intern is afforded extra time to attend these sessions. There is daily informal learning also occurring due to the nature of the supervisory relationship in place for the intern.
6. The intern referenced the content of training being in line with the Eight Domains of Good Professional Practice.
7. Theoretical learning and practical training during service delivery happens on an on-going basis. The doctors on-site have case-based discussions with the intern, bringing them in to discuss interesting cases they come across at the centre in order to widen the intern's clinical experience and exposure.

Recommendations

- Based on full compliance, there are no recommendations for Arlington House Medical Centre on Standard 3.

Commendations

- The team would like to commend Arlington House Medical Centre on the opportunity provided for the intern to experience the wider aspects of primary care, including through the Chronic Disease management provision, and visiting the rehabilitation hospital with a doctor in the practice. The team would encourage this to also be extended to other opportunities such as the Pharmacist who is located in the same building.



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
Arlington House Medical Centre was found to be fully compliant in all areas relating to Standard 4 – Supervision.	
1. It was felt that the intern at Arlington House Medical Centre is adequately supervised, with overarching supervision from the supervisor on-site, as well as day-to-day supervision from other staff members at the practice, such as the practice nurses and doctors.	
Recommendations Based on full compliance, there are no recommendations for Arlington House Medical Centre 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.	FC
Arlington House Medical Centre was found to be fully compliant in all areas relating to Standard 5 – Assessment.	
1. It was felt that the intern at Arlington House Medical Centre is adequately assessed, with regular and constructive feedback and assessment from the supervisor.	
2. The supervisor is aware that there is a formal sign-off process but had yet to have sight of this form.	
Recommendations Based on full compliance, there are no recommendations for Arlington House Medical Centre on Standard 5.	
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
Arlington House Medical Centre was found to be fully compliant in all areas relating to Standard 6 – Professionalism. 1. The supervisor on-site at Arlington House Medical Centre advised that tutorials around Professionalism happen organically, and this is not formalised. 2. 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 Arlington House Medical Centre 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



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Arlington House Medical Centre was found to be fully compliant in all areas relating to Standard 7 – Resources for Interns.

1. The intern advised they have a sufficient case-mix and they see patients from the list each day.
2. The intern has appropriate space and opportunity for private study. The intern has access to a consulting room each day.
3. There was one intern on-site at the time of the inspection, and the remaining rotation will also see one intern per rotation. There is an appropriate level of resources for the site to provide safe patient care.
4. The intern was aware of whom to reach out to for any cause for concern, in the first instance it would be their supervisor, or another member of staff at the practice. The intern also advised the team that the Intern Co-ordinator is very accessible to them.

Recommendations

- Based on full compliance, there are no recommendations for Arlington House Medical Centre on Standard 7.

Commendations

- There are no commendations for this standard.

SUMMARY OF FINDINGS FOLLOWING DOCUMENTATION AND THE INSPECTION VISIT.

General observations:

Arlington House Medical Centre is an urban/ rural mix practice, comprising of 5 doctors; with 4 being employed fulltime and a GP trainee on site also. There are 6 front of house staff. The practice facility is in a medical centre, with a room for each doctor and a large reception area. The practice manager has a room behind the reception. To note, this practice will only have interns for 2 out of the 4 potential rotations.

Recommendations

- Based on full compliance with all standards, there are no recommendations.

Commendations

Standard 3: Content of Training:

The team would like to commend Arlington House Medical Centre on the opportunity provided for the intern to experience the wider aspects of primary care, including through the Chronic Disease management provision, and visiting the rehabilitation hospital with a doctor in the practice. The team would encourage this to also be extended to other opportunities such as the Pharmacist who is located in the same building.



DECLARATION

I have inspected this Clinical Site at **Arlington Medical Centre, Dublin Road, Oranmore, Co Galway** on **20th November 2023** for the purposes of:

- **Satisfying the Council that Arlington House Medical Centre 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**

My recommendation is that Arlington House Medical Centre

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
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