



Report on the Inspection of Hollyhill Medical Centre, St Mary's Primary Care Centre.

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 – HOLLYHILL MEDICAL CENTRE

Date of Inspection: 22nd of August 2023.

Location: Hollyhill Medical Centre, St Mary's Primary Care Centre, Gurranabraher, Co Cork.

Assessment Team

Assessor team: Mr Graham Knowles

Dr Andrew Gilliland

Executive support: 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 Hollyhill Medical Centre 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

☐

General Practice

☒

Obstetrics &
Gynaecology

☐

Paediatrics

☐

Anaesthesia

☐

Radiology

☐

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 Hollyhill 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 Interns GP rotation was for 3 months at Hollyhill Medical Centre. The remaining Interns to have placements at Hollyhill Medical Centre 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 Hollyhill Medical Centre was found to be fully compliant in all areas relating to Standard 2 – Accreditations. 1. Hollyhill Medical Centre is associated with University College Cork. The Intern Network associated with the 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:

Hollyhill Medical Centre was found to be fully compliant in most areas relating to Standard 3 – Content of Training.

1. The Intern began at this practice by shadowing the doctors and is now in a place where they can see patients alone and discuss the management plan with their supervisor. It was also clear from discussion with the Intern and their supervisor that practice – based training involving the Intern’s personal participation, at an appropriate level, in the service and responsibilities of patient care was taking place.
2. The Intern did not feel they were working above their ‘grade’ but were working at a level appropriate to their growing competency. The supervisor corroborated this and felt the Intern had settled incredibly well into their rotation and as part of the wider team at the practice.
3. This was demonstrated via conversation with both the Intern and their Supervisor. Increased responsibility and clinical decision-making have been given as the Intern has progressed through their rotation as levels of competency, skills, knowledge, and experience have grown.
4. The Intern showed the team the timetable outlining their working week with the supervisor, other doctors at the practice and the practice nurse. The Intern attends at the step-down nurse-led unit, where they have an opportunity to work within a multi-disciplinary team. The Intern has access to various outpatient clinics and health promotion clinics such as smoking cessation.
5. The Intern has scheduled a weekly half day study leave and attends scheduled tutorials at Cork University Hospital in person or via Zoom on a Thursday. This is in addition to daily informal learnings via seeing patients and supervision meetings afterwards.
6. Upon speaking with both the Intern and the supervisor on-site, it is evident there has been no standardised curriculum provided to them by the intern network and the supervisor would welcome this.
7. In discussion about tutorials, it became clear that these are given on a regular consistent basis, providing situational and case-based opportunities and ensuring theoretical learning and practical training is given.



8. We would like to acknowledge that the Registrar is currently also taking part in the teaching of the Intern, and this is welcomed.

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 South 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.

Commendations

- It was positively noted that the educational opportunities available to the Intern whilst taking part in the care at the stepdown centre were felt to be beneficial. This provides the Intern with the opportunity to experience some hospital-based care, which in turn gives the Intern confidence commencing into their next, hospital-based, rotation.

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: Hollyhill Medical Centre was found to be fully compliant in relation to Standard 4 – Supervision. 1. It was felt that the Intern at Hollyhill Medical Centre 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 are no recommendations for Hollyhill 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	PC
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: Hollyhill Medical Centre was found to be partially compliant in all areas relating to Standard 5– Assessment. 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 - It was noted that no official final sign-off process was given to the supervisor. It is recommended that Hollyhill Medical Centre 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. Commendation: - There are no commendations for this standard.	

Standard 6: Professionalism

Criteria	FC/PC/NC
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
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: Hollyhill Medical Centre was found to be fully compliant to Standard 6 – Professionalism. - The training environment emphasises professionalism and ethical issues are dealt with on a case-by-case basis. - 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 Hollyhill Medical Centre on Standard 6. Commendations: - There are no commendations for this standard.	



Standard 7: Resources for Interns

Criteria	FC/PC/NC
1. The training site must have 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: Hollyhill Medical Centre was found to be fully compliant in all areas relating to Standard 7 – Resources for Interns. 1. The Intern has been exposed to a wide variety of cases and has visited the nursing homes and the step-down unit. 2. There is an Intern consulting room, where they can see patients and self-study. It is a good size with access to a computer, internet access and all relevant resources. 3. There was only 1 Intern on site at the time of inspection, and the remaining rotations will also see only 1 Intern per remaining rotations. There is an appropriate level of resources for the site to provide good patient care and comfort. 4. If the Intern had any 'cause for concern' or needed additional support, they would contact the supervisor in the first instance. The Intern was made aware of Centric World where they have free access to counselling, should they need it. The Intern has completed Children's First Training and has gained a certificate of completion. Recommendations ▪ Based on full compliance, there are no recommendations for Hollyhill Medical Centre on Standard 7. Commendation: ▪ The team would like to make the following commendations for Hollyhill Medical Centre: Hollyhill Medical Centre is an integrated primary care centre, where the Intern has access to working within multidisciplinary teams. This is commendable as it gives the Intern a breadth of experience within just one rotation in their Intern year, which the Intern themselves noted as being very valuable.	



Summary of findings following documentation and the Inspection visit.

General observations:

There are eight doctors at Hollyhill Medical Centre, with one GP trainee and Intern on site. Hollyhill Medical Centre is part of a local Primary Care Centre. The staff deal with a varied and complex caseload. There is a separate space for dealing with patient check in, opening mail etc, and a separate room specifically for calls.

There is a smoking cessation room onsite, and storage facilities for medical resources and medication. Toilet facilities were available, and there is access to the library on another level.

It was evident there was a lack of formal infrastructure and support for trainers 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 supervisors 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 Hollyhill Medical Centre there was an experienced supervisor, 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 Hollyhill Medical Centre 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

- It was noted that the educational opportunities available to the Intern whilst taking part in the care at the stepdown centre were positive. This provides the Intern with the opportunity to experience some hospital-based care, which in turn gives the Intern confidence when facing into their next, hospital-based, rotation.

Standard 7: Resources for interns

- Hollyhill Medical Centre is an integrated primary care centre, wherein the Intern has access to multidisciplinary teams and discussions. This is commendable as it gives the Intern a broad experience within one rotation in their Intern year, which the Intern themselves noted as being very valuable.



Declaration

The Clinical Site at Hollyhill Medical Centre, St Mary's Primary Care Centre, Gurrabraher, Co Cork was inspected on 21st August 2023 for the purposes of:

- Satisfying the Council that Hollyhill Medical Centre 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 Hollyhill Medical Centre, St Mary's Primary Care Centre, Gurrabraher, Co Cork

Be approved by the Council as the site:

- Is 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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