

Dear Members and Friends,

As we approach the summer holidays and yet another year of “*staycations*”, we hope that you will take a well-deserved break from your practice and spend some quality time with family and friends. Given that Irish tourists will most likely be exploring destinations closer to home, you may find our previous guide to treating tourists/visitors helpful, which is available [here](#).

In recent weeks, the HSE cybersecurity attack added an additional challenge to GPs and practice staff and has highlighted the importance of robust IT security systems within your practice. As the HSE continues to work on restoring its systems, we remind you to keep abreast of developments as they arise.

At Medisec, we are constantly reviewing our controls and procedures to ensure that your data is at all times protected. If you have any concerns whatsoever, please do not hesitate to contact a member of the team on 01 661 0504 and we set out some important reminders below:-

- If you receive a request via email purporting to be from Medisec to make a change to any of your bank account details and/or to transfer any funds, you must not respond to the email. Please contact Medisec immediately to report this.
- If you need to make a payment on your account, please contact us. We will not initiate contact with you to collect payments that are due. We may contact you to remind you that there is a balance outstanding but we will then ask you to call us back at a time that suits you if making a card payment to ensure maximum security of your account information.

Rollover to Medpro; our new underwriters

We are now well underway with the transition of our members to an occurrence policy with Medpro as their underwriter; this changeover occurs once your policy is due for renewal and we look forward to renewing your policy with us. Further information on the switch to occurrence cover is available [here](#) and we have also prepared a short **video clip** to highlight the difference between claims made and occurrence professional indemnity insurance.

We would like to remind our members that it is particularly important that you notify us, as soon as possible, of any changes to your personal details, as well as any material facts or matters that you are aware of that may lead to a complaint or claim against you. It is a condition of your policy of insurance that you immediately:-

- *Notify Medisec of any circumstances which might reasonably be expected to result in a claim, irrespective of the validity or otherwise of the claim. Such circumstances could range from an adverse patient incident or outcome to a threat of litigation and of course service of proceedings.*
- *Medisec’s Complaints and Disciplinary Assistance is conditional upon prompt notification to Medisec. Early notification to Medisec will trigger the benefits of your Membership by allowing us to provide timely assistance and protect your interests.*

Protecting patient information

We would also like to remind members that when contacting Medisec seeking advice relating to a medico-legal query, it is important not to disclose any patient identifiable information to us over the phone or via email. When forwarding any documents to our team, we would appreciate if all patient identifiers are redacted from the correspondence in advance. When patient records have to be shared with us in the context of a claim or a complaint, we will discuss with you how best to send that documentation securely.

Medzine content

In this edition, we include a social media checklist aimed at keeping you safe when using social media sites and we provide some practical advice on the importance of good communication within the practice team. We have also included some tips on managing emergencies within general practice and some key advice on managing patients who faint after phlebotomy and vaccination.

Medisec was again delighted to sponsor the ICGP Quality and Safety in Practice GP Trainee Award 2021; presented to Dr Adedayo Olawuni, and we have included below a summary of Dr Olawuni's quality improvement initiative on managing test results in general practice.

We again thank all our members and your practice teams for the invaluable roles, flexibility and great leadership displayed throughout the pandemic and we include below a poem kindly sent to us from our long standing member and supporter, Dr Philip Brady, which we feel is a very fitting tribute to you all.

We wish you a most enjoyable summer season.

Best Wishes,

Ruth Shipsey & the Medisec team



Managing social media risks in Healthcare

Social media has become a widespread influence in nearly all areas of industry, including healthcare. Because of social media's rapid expansion and increasing popularity, healthcare providers can understandably embrace these technologies for marketing, advertising, and patient education and engagement. Leveraging social media for these purposes can be beneficial, but it also presents various challenges and risks.

Read more for a useful checklist highlighting important risk management considerations.

[Read More](#)

Good communication with colleagues and members of the practice team

(This article is one of a two-part series, in this edition, we focus on the importance of good communication with colleagues and team members within the practice. Click [here](#) to see our recent guidance on communication with patients)



Communication is often considered a “soft skill” in the workplace, but its value — particularly when providing patient care — should not be underestimated. Communication breakdowns between members of healthcare teams are not uncommon, and they can result in anything from minor confusion to serious patient harm.

[Read More](#)

Clinical Corner



Fainting after vaccination and phlebotomy – more common than you think!

It is no surprise when a patient feels faint during or after having blood taken, the GP or practice nurse usually manages the situation flawlessly.

This situation can also arise after vaccination, and in the context of large COVID-19 vaccination clinics, it might be time to consider one's preparedness for this eventuality.

[Read More](#)



Is your practice ready to deal with an emergency?

Management of emergencies is an integral part of life in general practice. GPs and practice nurses may encounter a wide variety of emergencies in the course of their daily work given that they can be the first point of contact for patients.

Managing life-threatening conditions such as myocardial infarction, acute exacerbation of asthma, anaphylactic shock, head injuries, convulsions, and trauma can be part and parcel of GP life.

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ICGP Quality and Safety in Practice GP Trainee Award 2021

Winner: Dr Adedayo Olawuni

Quality improvement is part of what you do in General Practice as you strive to improve your patients' experience and quality of care. MediseC has been proud to support the annual ICGP 'Quality and Safety in Practice' award in recent years. Dr Adedayo Olawuni, was the 2021 winner, with his innovative entry entitled:

'Improving the management and follow-up of laboratory results in primary care – A quality improvement project.' This study introduced a logical 'SMART AIM' platform innovation aimed at improving results management performance in general practice. The changes introduced led to a 30% improvement in accuracy and timeliness of results review in his practice. Accurate and timely results review is

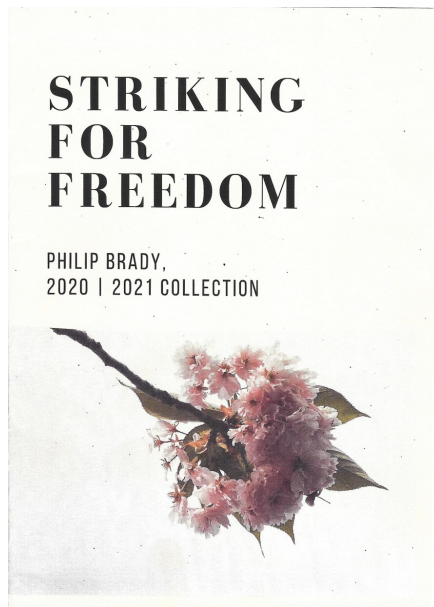
a major factor leading to enhanced safety for our patients and efficiency in our practices.

Due to Covid restrictions, Dr Olewuni had to wait some time before being officially awarded the trophy, recently presented by our senior clinical risk advisor; Dr Mary Davin Power, outside Medisec's office. Congratulations Adedayo, the future of general practice is in good hands!



Read more to review a summary of Dr Olawuni's winning initiative.

[Read More](#)



Dr Philip Brady

" From where we stand we each salute to say
We wish you well who keep the flames at bay."

Dr Philip Brady, GP, Poet, and longtime Medisec member has kindly shared his recent collection of poetry with us. A reflection of recent times from a philosophical view, '*Striking for Freedom*' is a wonderful collection of thoughtful pieces, a poem for every month. No one can fail to be moved by the music in his words. Here we share the April poem, 'The Carers'.

Take five minutes out of your busy day and enjoy these verses:

[Read More](#)

[Get in touch](#)

Due to Covid 19, our offices are currently closed;
please visit our [website](#) for all our contact details and
do not hesitate to get in touch if you have any queries.

For general queries please telephone **1800 460 400** or
01 6610504

General e-mail: info@medisec.ie

Ruth Shipsey, CEO,
ruthshipsey@medisec.ie

Danielle Gannon, PA to CEO,
daniellegannon@medisec.ie



@MedisecIreland
MedisecIreland

RT @drbosheaGP: It may be a bit of a cliché...but....(yes, you've guessed it...) ...the fate of our
discipline is in great hands ! #BEaGP @rosabl...

yesterday · reply

@EimearCBourke @PracthealthInfo A subject close to our hearts ♥

2 days ago · reply

