

**While you look after
your patients, we look
after you.**



Greetings from our CEO



Dear Members and Friends of Medisec

The theme for this month's MedZine is "Complaints". You will be aware that on foot of requirements brought about by the new GP agreement, GP Practices are obliged to have a formal complaints policy in place. We have included a template, along with our accompanying complaints poster, below.

MedZine will be taking a break for the months of July and August and we will return with our next issue in September 2019. We wish all our members a relaxing Summer season.

Ruth Shingay

Managing Complaints and Difficult Patients

MedTalk

In this month's MedTalk, our in-house legal counsel, Claire Cregan, discusses Medical Council complaints and provides guidance on how they can be best managed.

At Medisec, we appreciate how stressful and difficult a time dealing with a complaint can be and we want to assure members that our support and guidance goes beyond the purely medico-legal element. If you need somebody to talk to please do not hesitate to pick up the phone to us at any stage and we can give advice on how to manage the stress and anxiety of dealing with a complaint.



[Read More](#)

Case Study

Removal of a difficult patient

We received a query from a member who was faced with a very challenging patient.

The patient was abusive to the doctor and practice staff and was refusing to comply with medical advice and the treatment plan offered by the doctor.

The member wanted advice on how to best approach the situation....



MEDISEC

[Read More](#)

Complaints Policy



Medisec advocates a culture of open disclosure and communication with patients. We believe that it is important to apologise when something goes wrong and to try and resolve issues in-house before they have a chance to escalate.

We recommend that members have a robust complaints policy and that they advise their patients of the existence of same. In this article we provide a template complaints policy, and form. Please do not hesitate to contact us if you would like to discuss or to receive a copy of our accompanying complaints poster...

[Read More](#)

Medisec's Clinical Corner

Near Miss Incidents

We invite members who have had any type of adverse incident in their practice; big or small, whether to do with administration, record keeping, diagnostics, prescribing, data protection or clinical near misses to share their experiences with us using the link below.

We particularly welcome suggestions regarding measures that could be taken to avoid a similar event happening in the future....

[Read More](#)



Near Miss Reporting

Have you experienced a near miss incident in your practice?

- Yes
- No

* mandatory question(s)

[Next](#)

News for Members



Case Note on Medical Reports

We at Medisec receive a number of queries from members regarding requests from patients and/or their solicitors to amend, exclude and/or remove information from a medico-legal report prepared by them.....

[Read More](#)

Save the date

- Medisec's annual **Best Practice Conference** will be held in the Conrad Hotel on **9 November 2019**. Please save the date and mark your calendars. It promises to be a very interesting day!



Important Notice

- Please note that going forward all email correspondence between Medisec and our members, containing attachments, will be **password protected**.



Get in touch

Please do not hesitate to reach out to us with any ideas or suggestions for work that you would like to see us do. We love to hear from our Members!

Call us on:
1800 460 400 or +353 1 6610504

Email us:
General info@medisec.ie
Ruth Shipsey, CEO ruthshipsey@medisec.ie

Write to:
Medisec Ireland,
7 Hatch Street Lower,
Dublin 2,
Ireland.

Opening hours:
Office opening hours 8am -5.30pm
Monday – Friday for all your advisory,
membership, ethical or medico legal
queries.



@Medisecireland
Medisecireland

Talk to us on 01 6610504 / info@medisec.ie about our new GP entity policy covering nurses, phlebotomists, healthcar... <https://t.co/wUsaAtcP6S>

[7 hours ago](#) · [reply](#).

RT [@med_indonews](#): The standard expected of doctors is no different on social media than when communicating face-to-face or through traditio...

[9 hours ago](#) · [reply](#).

