

Advancing Medical Regulatory Improvement in Ireland through Stakeholder Research

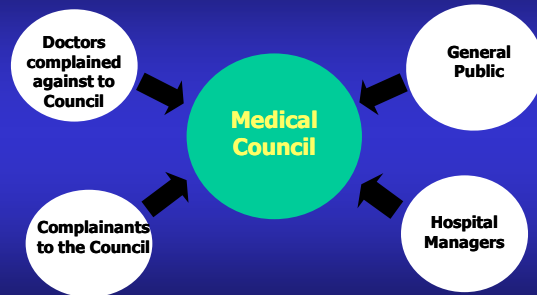
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Overall Aim: Identify stakeholder awareness of and satisfaction with role & function of Council



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Study Methods

1. **National Telephone Survey of General Public**
 - 250 of 394 participated (63%)
2. **National Hospitals Survey**
 - 35 of 51 general hospitals responded (69%)
3. **Survey of Complainants to the MC**
 - 74 of 147 participated (54%)
4. **Survey of Doctors complained against to the MC**
 - 117 of 195 participated (60%)



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Areas of Consensus

- High public satisfaction with doctors. Of hospital complaints, few (15%) were about doctors
- **Increased transparency**
 - More explanation about the decision not to proceed to a fitness to practise inquiry
- **Improved communication:**
 - Option to resolve complaints informally
- **Increased accountability**
 - Graded responses to complaints
- **Need to modernise medical regulation**
 - Increased public involvement
 - Caution regarding holding fitness to practise inquiries in public



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Conclusion

- Identifying consensus on how to improve medical regulation can be facilitated through multi-stakeholder research
- This type of research forms a valuable method of receiving feedback on the effectiveness of complaints procedures



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