**Service Level Agreement for Medical Undergraduate Teaching**

**Provided by General Medical Practitioners  
(for which SUMDE is paid by Department of Health)**

**This AGREEMENT is a rolling contract from 1 August 2020**

**BETWEEN:**

**THE GENERAL MEDICAL PRACTICE OF**

|  |  |
| --- | --- |
| Practice Code: |  |
| Practice Name: |  |
| Address: |  |
| Postcode: |  |
| Telephone Number: |  |
| Practice Email: |  |

**RESPONSIBLE TUTOR (\*on behalf of GPs named below)**

|  |  |  |  |
| --- | --- | --- | --- |
| Signature: |  | Date: |  |
| Print Name: |  | GP Cypher Code: |  |

**\*OTHER GPs IN THE PRACTICE (DO NOT INCLUDE LOCUMS)**

|  |  |  |  |
| --- | --- | --- | --- |
| GP Name | Cypher Code | GP Name | Cypher Code |
|  |  |  |  |
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**AND**

**QUEEN’S UNIVERSITY BELFAST**

**CENTRE FOR MEDICAL EDUCATION**

|  |  |  |  |
| --- | --- | --- | --- |
| Signature: |  | Date: | 16 September 2020 |
| Print Name: | Neil Kennedy |  | |

1. **Group Served**
   1. Medical undergraduates (the students) placed for training by the Centre for Medical Education.
2. **Practice Obligations**

The Practice staff agree to:

* 1. Teach students according to the appropriate Study Guide (Appendix 1) and within the spirit of the Good Teaching Practice Guidelines (Appendix 2) in consideration of payments made (Appendix 4).
  2. Provide adequate, maintained teaching space; access to suitable ICT; basic equipment required for clinical work; safe storage for students' belongings; a typical case mix of patients.
  3. Nominate a suitably qualified and experienced doctor with overall responsibility for teaching students (The Responsible Tutor). This individual should complete any training for teaching and assessment required by the Centre for Medical Education.
  4. Ensure that all staff welcome students and, in principle, support the training of students by the Practice.
  5. Cooperate with quality management measures and monitoring arrangements as defined by the Centre for Medical Education. Typically these include the use of student evaluation questionnaires, attendance at meetings organised by the Centre for Medical Education and possibly visits to Practices by Centre for Medical Education staff.
  6. Have in place insurance arrangements deemed suitable by the Practice insurer (in accordance with the recommendations in Appendix 3).
  7. Make patients aware that students receive training at the Practice. Patients must be assured that they will only see students with their consent, and will not be disadvantaged by refusing to have medical students involved in their care.
  8. Continually seek to improve their knowledge base by reading current literature, and, where appropriate, being involved in research, thus facilitating high quality teaching.
  9. Contribute to future developments of the teaching programme for undergraduate students.
  10. Use the Supplement for Undergraduate Medical and Dental Education (SUMDE) for the purpose for which it was intended i.e. in support of teaching medical undergraduates.
  11. Notify the Centre for Medical Education of absent or problem students as soon as possible. The Practice may request a student to leave the Practice without notice, where that student's behaviour is considered unacceptable. The Practice must notify the relevant Module Coordinator in the Centre for Medical Education immediately with details of the problem(s).
  12. Participate in preparatory, introductory and examination sessions organised by the Centre for Medical Education.
  13. Maintain well-organised and up-to-date patient records.
  14. Ensure that the students are made aware of the principle of respect for the dignity of patients and the confidentiality of medical and personal information.
  15. Ensure that routine Practice health and safety assessments include the impact of having students present.
  16. Advise all students of the Practice’s health and safety policies and procedures.
  17. Comply with all appropriate communicated policies and procedures issued by the Centre for Medical Education and SUMDE Office.
  18. Inform the Centre for Medical Education if a member of the Practice is subject to a complaint to the GMC or other regulatory body.
  19. Complete any documentation as required by the Centre for Medical Education and SUMDE Office.
  20. Inform the SUMDE Office of any reduction in sessions delivered (compared to those stated in Appendix 4).

1. **Centre for Medical Education Obligations**

The Centre for Medical Education staff agree to:

* 1. Provide the Learning Outcomes of each teaching programme and provide supplementary teaching packs where necessary.
  2. Provide details to SUMDE Office to facilitate payment claims on behalf of Practices via Business Services Organisation (BSO) (Appendix 4).
  3. Provide regular feedback, highlighting areas of excellence or deficiency.
  4. Provide training for relevant staff of the Practice in relation to teaching and examining students.
  5. Ensure that students are aware of appropriate Codes of Conduct, dress and attitude for attendance at the Practice.
  6. Renew the Agreement following a positive review outcome of the Practice's teaching. This is subject to availability of SUMDE funding.
  7. Notify the Practice of the names of students to attend and the dates on which they will attend.
  8. Notify the Practice of known health or personal problems of attached students, with the student’s permission, if they might affect the student's performance whilst at the Practice.
  9. Sign off the CP2A form only for the Responsible Tutor in relation to his/her teaching undergraduate students within the Practice.

1. **The Centre for Medical Education & Practice Staff agree that:**
   1. Breaches to the Agreement should be resolved as soon as possible. This will include discussion and preparation of a plan for remedial action. Continued breach of contract will result in withdrawal of students from the Practice.
   2. Student places will normally be assured for a period of five years for Practices that have specifically invested in facilities for undergraduate teaching. These will be the typical student group normally received by the Practice. The intention is to recognise long-term investment with attendance of students. There are many factors influencing this, so flexibility is requested in enforcing this element of the Agreement.
   3. No variation to this Agreement shall be valid unless in writing and signed by both parties.
2. **SUMDE Office Obligations**
   1. SUMDE Office, on behalf of Department of Health, shall process and approve payments for Practices as advised by Queen’s.
   2. Payment shall be made only for those students taught to the acceptable standard as defined by the Centre for Medical Education.
   3. Payment shall be made only for sessions delivered by Practices unless otherwise unavoidable (for example, student or GP illness).
   4. No payment shall be given for cancellation more than 2 weeks prior to the intended placement date.
   5. In the event of the University cancelling the placement within 2 weeks of the start date, half the remuneration shall be awarded.
   6. In the event of the Practice cancelling the placement within 2 weeks of the start date, no remuneration shall be awarded.
3. **Data Protection**
   1. Queen’s/the Practice/SUMDE(DoH) will ensure satisfactory arrangements are established to facilitate sharing of personal data between the parties, and where appropriate, shall execute agreements for the sharing of personal data, which comply with the General Data Protection Regulation (GDPR) 2018.

**Appendix 1**

**Study Guides and Teaching Information**

For details of Study Guides, Teaching Information or any Teaching related queries please find relevant contact details below.

|  |  |  |
| --- | --- | --- |
| **Type of Teaching** | **Module Coordinator** | **Clerical Support** |
| Year 1 Family Attachment &  Year 2 General Practice Experience | Dr Grainne Kearney 9097 5840  [g.kearney@qub.ac.uk](mailto:g.kearney@qub.ac.uk) | Miss Cathleen Agnew  9097 2208  [c.agnew@qub.ac.uk](mailto:c.agnew@qub.ac.uk) |
| Year 1 & 2 Medical Clinical Skills | Dr Diane Wilson  9097 2739  [csec-secretary@qub.ac.uk](mailto:csec-secretary@qub.ac.uk) | Mrs Christina McQuillan 9097 2435 [c.mcquillan@qub.ac.uk](mailto:c.mcquillan@qub.ac.uk) |
| Year 2 & 3 Student Selected Components (SSCs) | Dr Vivienne Crawford  9097 2160  [v.crawford@qub.ac.uk](mailto:v.crawford@qub.ac.uk) | Mrs Frances Price  9097 5770  [f.price@qub.ac.uk](mailto:f.price@qub.ac.uk) |
| Year 4 General Practice Attachment | Dr Helen Reid  [Helen.reid@qub.ac.uk](mailto:Helen.reid@qub.ac.uk) | Ms Cathleen Agnew 9097 2208 [c.agnew@qub.ac.uk](mailto:c.agnew@qub.ac.uk) |
| Year 4 Video Surgery Teaching in Primary Healthcare (CCTV) | Dr Carla Devlin  [Carla.devlin@qub.ac.uk](mailto:Carla.devlin@qub.ac.uk) | Ms Cathleen Agnew 9097 2208 [c.agnew@qub.ac.uk](mailto:c.agnew@qub.ac.uk) |
| Year 5 General Practice Attachment | Dr Finbar McGrady  9020 2100  [f.mcgrady@qub.ac.uk](mailto:f.mcgrady@qub.ac.uk) | Mrs Eveline Burns  9097 6404  [e.burns@qub.ac.uk](mailto:e.burns@qub.ac.uk) |
| Year 5 General Practice Assistantship Attachment | Dr Nigel Hart  028 9097 6057  [n.hart@qub.ac.uk](mailto:n.hart@qub.ac.uk) | Mrs Eveline Burns  9097 6404  [e.burns@qub.ac.uk](mailto:e.burns@qub.ac.uk) |

| **Addresses** |  |
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| **Centre for Medical Education**  Queen’s University Belfast  Whitla Medical Building 97 Lisburn Road BELFAST, BT9 7BL  Tel No: 028 9097 2450 Email: [medicaled@qub.ac.uk](mailto:medicaled@qub.ac.uk) | **Clinical Skills Education Centre (CSEC)**  Queen’s University Belfast  2nd Floor, Medical Biology Centre  97 Lisburn Road  BELFAST, BT9 7BL  Tel No: 028 9097 2736  Email: [csec-secretary@qub.ac.uk](mailto:CSEC-Secretary@qub.ac.uk) |
| **SUMDE Office**  Queen’s University Belfast  Room G052 Whitla Medical Building  97 Lisburn Road  BELFAST, BT9 7BL  Tel No: 028 9097 2318  Email: [sumde@qub.ac.uk](mailto:sumde@qub.ac.uk) |  |

**Appendix 2**

**Good Teaching Practice Guidelines**

The Practice agrees to adhere to the Guidelines for Good Teaching Practice:

**A2.1 Organisation**

A2.1.1 Attend designated teaching sessions on time. If this is not possible, arrange for a suitable replacement.

A2.1.2 Ensure that adequate time is allocated for teaching.

A2.1.3 Ensure that all Practice staff are aware of and support teaching commitments.

A2.1.4 Return all paperwork to the Centre for Medical Education promptly.

A2.1.5 Issue a prepared timetable of activities to the student at the beginning of the attachment.

**A2.2 Content and Teaching Process**

A2.2.1 Be familiar with the relevant teaching materia~~l~~.

A2.2.2 Encourage active student participation.

A2.2.3 Review the Learning Outcomes with the student(s) at appropriate intervals during their period of attendance.

A2.2.4 Respect the student-teacher interaction as a professional relationship.

A2.2.5 Value the assessment and feedback as a two-way process.

A2.2.6 Undertake necessary changes to ensure that Learning Outcomes are met.

A2.2.7 Have an awareness of the students’ need for balanced and objective assessment on current issues.

**A2.3 Tutor Support and Development**

A2.3.1 Aim to make the learning experience enjoyable.

A2.3.2 Attend and participate in training events and other contact meetings to facilitate teaching.

A2.3.3 Notify the Centre for Medical Education of inability to meet teaching commitments.

A2.3.4 Discuss any training needs with the Centre for Medical Education to ensure teaching commitments are met.

**Appendix 3**

**Insurance**

**A3.1** GPs and Practice Staff (e.g. Practice nurses) are not Health Service employees and are therefore not covered by NHS Indemnity.

**A3.2** All GPs should hold current membership of a medical protection organisation.

**A3.3** GPs should notify their medical protection organisation of their involvement in student placements and, in the event of a claim, GPs should seek advice and assistance from their medical protection organisation.

**A3.4** Personal indemnity arrangements of Practice Staff are varied. If an incident occurs, it is up to the patient to name individuals involved. GP tutors are advised to clarify the indemnity arrangements of their Practice Staff. It may be the case that the GP may be vicariously liable for students working under the direct supervision of Practice Staff.

**A3.5** Queen’s will ensure that students receive appropriate information with regards to their responsibility to obtain medical indemnity through a recognised medical protection association.

**A3.6** The medical students are advised to become members of at least one medical protection organisation. Current membership details, including level of cover and protection afforded, are available from the medical protection organisation(s).

**A3.7** A student, whose action is outside the supervision of the GP, and which subsequently results in a claim, will need to contact his/her medical protection organisation(s) immediately to seek advice and assistance.

**A3.8** Practical Advice for GPs:

A3.8.1 Supervise students closely at all times but particularly when performing practical or intimate procedures. This may include provision of chaperones where appropriate.

A3.8.2 Specify the content of sessions with Practice Staff. Be aware of the nature of tasks involved.

A3.8.3 When students see patients in their own homes, another responsible person should be in attendance. A responsible person in this case includes another student, a GP or Practice Staff.

A3.8.4 Clarify the insurance arrangements of the Practice and Practice employees. GPs should discuss the nature of all student teaching (including any out of hours sessions, if relevant, and travel arrangements for home visits) with, and be guided by, their insurer.

A3.8.5 Contact the relevant Module Coordinator in the Centre for Medical Education if you have any queries.

**A3.9** Practices are responsible for the insurance of any equipment funded by Department of Health via SUMDE for undergraduate teaching.

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| **Appendix 4** | **Financial Year 2020-2021 GP SUMDE Payments Schedule** | | |
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| **Cohort** | **Course Title** | **Category** | **SUMDE** |
| **Out of Practice Sessional Teaching** |  |  |  |
| All | All | Training/Meeting/Single Session | £250.00 |
| All | All | Feedback/Review Meeting | £250.00 |
| All | All | Examining/Marking | £250.00 |
| **In Practice Sessional Teaching** |  |  |  |
| 1 | Medical Clinical Skills (6 students; pro rata for larger groups) | Practice-based Teaching (9 sessions) | £2,250.00 |
| 1 | Family Attachment Scheme (6 students; pro rata for larger groups) | Practice-based Teaching (3 sessions) | £750.00 |
| 2 | General Practice Experience (6 students; pro rata for larger groups) | Practice-based Teaching (3 sessions) | £750.00 |
| 2 | Medical Clinical Skills Semester 1 (6 students; pro rata for larger groups) | Practice-based Teaching (11 sessions) | £2,750.00 |
| 2 | Medical Clinical Skills Semester 2 (6 students; pro rata for larger groups) | Practice-based Teaching (9 sessions) | £2,250.00 |
| 2 & 3 | SSC | SSC Session | £250.00 |
| 4 | Primary Healthcare | CCTV Teaching | £250.00 |
| **Embedded Teaching (per student)** |  |  |  |
| 4 | Practice Attachment | GP Attachment Teaching (26 sessions) | £1,538.42 |
| 5 | Core Practice Attachment | GP Attachment Teaching (per 20 sessions) | £1,183.40 |
| 4 & 5 | Practice Attachment Remedial | GP Practice Attachment Remedial (per session) | £59.17 |
| 5 | GP Assistantship | Practice-based Teaching Week (8 sessions) | £473.36 |
| 5 | GP Assistantship (6 students; pro rata for larger groups) | Cluster Lead Day (2 sessions) | £710.04 |
|  |  |  |  |
| **Payment Procedure** SUMDE Office prepares SUMDE claims on behalf of GP Practices based upon the information received from CME Module Coordinators. SUMDE Office processes claims for those GP Practices who have signed the annual SUMDE Service Level Agreement (SLA). A summary of SUMDE claims is forwarded to BSO each quarter (March, June, September, December). Any queries regarding SUMDE quarterly payments should be directed to BSO in the first instance. Tel - 028 95 363 742  **SUMDE Office Contact Details** The SUMDE Office can be contacted on 028 9097 2318 or via email at sumde@qub.ac.uk | | | |
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