



# ILLUMINATING

## What lies beneath...?

Medical Conference

09.11.2024 | Ireland

Venue: Online

Time: 09.00 – 12.00

Cost: Free

### Programme

09.00

#### Welcome and introduction by Conference Chair

**Dr Rob Hendry**, Dental Director, Medical Protection

09.05

#### Welcome from MPS CEO

**Karen Miller**, CEO, MPS

09.15

#### Working better together

**Professor Gozie Offiah**, Senior Lecturer and Director of Curriculum at RCSI and MPS Council member

09.30

#### Case study One from the Medical Protection files

##### Medical Protection expert panel

**Dr Sarah Townley**, Deputy Medical Director, Medical Protection

**Sinead Keavey**, Partner, Carson McDowell

**Paula Collins**, Senior Associate, Matheson

10.40

#### Comfort break and virtual coffee lounge

10.50

#### Case study two from the Medical Protection files

##### Medical Protection expert panel

**Alicia Hayes**, Operational Team Lead, Medical Protection

**Conrad Dixon**, Claims Team Lead, Medical Protection

**Mary Hough**, Senior Associate, Partner, Hayes Solicitors

11.35

#### More than just a certificate

**Rachel Lynch**, Regional Business Development Lead, Medical Protection

11.45

#### Ask me anything Q&A

All speakers

11.55

#### Close and summary

**Dr Rob Hendry**

## Biographies

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### Paula Collins

Senior Associate, Matheson

Paula is a senior associate who has been a part of the Healthcare Group in Matheson for six years. She works in the Cork office.

Paula has seven years' experience as a litigator in Ireland. She has represented medical professionals in the defence of high profile, sensitive, and complex clinical negligence claims at circuit court, high court and court of appeal hearings. She also has extensive experience in advising medical practitioners in the defence of both regulatory complaints to the Medical Council, disciplinary complaints, and criminal complaints. Paula has represented medical practitioners at coroner's inquests, tribunals of inquiry, statutory inquiries, HSE inquiries, and internal hospital investigations.

Paula holds a Master's Degree in Law. She has published a number of legal articles and has contributed to various legal publications.

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### Conrad Dixon

Solicitor, Claims Manager, Medical Protection

Conrad is a solicitor and Irish Claims Team Lead. He joined Medical Protection in October 2020 and has worked exclusively in healthcare defence for 15 years. Conrad was previously a solicitor in-house with the NHS in Belfast dealing with clinical negligence actions involving health trusts, and prior to joining Medical Protection he was a director in the healthcare department of Tughans solicitors in Belfast.

Here he received instructions from medical defence organisations, and was principally focused on the defence of high value clinical negligence claims and assisting clinicians with complaints before the Irish Medical Council and General Medical Council. He also supported clinicians who required representation regarding inquests, healthcare related public inquiries, and adverse incident investigations.

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### Alicia Hayes

Solicitor, Case Manager, Medical Protection

Alicia is a dual-qualified lawyer. She joined Medical Protection as a legal adviser in 2019. She recently spent a year on secondment with the Irish Claims Team, before relocating back to her hometown of Limerick to take up her current role as Case Manager for the Ireland Team.

Before joining Medical Protection, Alicia worked with a UK patient safety charity, and then as a senior lawyer at Capsticks Solicitors LLP in London, which is one of the leading defendant clinical negligence law firms in the UK.

After completing her law degree at UCC, Alicia qualified as a barrister in Ireland in 2006. She then trained and worked in Ireland, before moving to the UK in 2013. She was called to the Bar of England and Wales (Middle Temple) in November of the same year. Alicia graduated with distinction in a masters in medical law and ethics, from King's College London in 2014, receiving the highest mark overall in her medical law class.

As part of a scholarship conferred by the Bar Council of Ireland, Alicia spent three months working as a visiting attorney with the lawyers at the Duke University branch of the Innocence Project, in North Carolina, which works to exonerate wrongfully convicted people, mainly through the use of DNA evidence. Two men were exonerated during her time at the project, one of whom was on death row.

Having worked exclusively in healthcare law for the past ten years, Alicia has significant experience in all aspects of clinical negligence claims work, medical law, inquests, and regulatory cases in both the UK and Ireland.

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### Dr Rob Hendry

Medical Director, Medical Protection

Dr Hendry studied medicine at Dundee University before spending over 12 years as partner in an urban teaching practice. He developed an interest in medical law and completed an MPhil in law and ethics in medicine at Glasgow University in 1992. This led to consultancy work for Medical Protection and part-time teaching at Dundee University. Since obtaining his MBA from Strathclyde University Graduate Business School in 2001 he has continued to develop his business interests.

Appointed as Medical Director of the Medical Protection Society in 2013, Dr Hendry is responsible for medicolegal services delivered to members worldwide. A Foundation Fellow of the Faculty of Forensic and Legal Medicine, he continues to teach, hold honorary positions at several universities and has served on several governmental working parties considering dispute management.

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## Mary Hough

Partner, Hayes Solicitors

Mary is a partner and head of the healthcare team at Hayes solicitors, the largest dedicated healthcare litigation team in the country. She is recognised by legal directory Chamber as a leading practitioner in the area of healthcare law. She leads a team of healthcare solicitors who are expert in the defence of medical negligence claims, product liability and repercussive claims and in representing doctors and allied healthcare professionals before their regulatory bodies.

Mary has had articles published on medical negligence issues in the Law Society's Gazette and the Dublin Solicitors Bar Association publication, The Parchment. She has lectured to clinicians and medical students in public and voluntary hospitals, given lectures to solicitors in the Law Society on medicolegal issues, and spoken at medicolegal seminars on topics pertinent to medical negligence claims. In recognition of her expertise, Mary was the sole defendant solicitor invited to speak by the Law Society at its masterclass in medical negligence, and she frequently participates as the sole defendant solicitor on an expert panel at the Kings Inns diploma in medical law.

For over 20 years, Mary has specialised in the defence of medical negligence claims. She has particular expertise in cerebral palsy and high value catastrophic injury claims. She also has particular expertise in claims arising from delayed diagnosis of cancer and has dealt with several claims which have been fast tracked for hearing and case managed by the high court. She is an experienced advocate and a skilled negotiator. She has represented clinicians in a public inquiry and frequently at inquests without instructing counsel. She has also frequently negotiated settlement of claims without counsel. Mary has extensive experience of providing both day-to-day and emergency medicolegal advice to clinicians and hospitals, and she provides healthcare related legal advice to charities and nursing homes. As a CEDR-accredited mediator, she resolves many sensitive claims through mediation.

Mary specialises in professional indemnity defence litigation, and in particular dealing with high-value clinical negligence claims. She has extensive experience in civil litigation, acting for insurance companies, indemnifiers and plaintiffs. For many years, Mary has advised public and private hospitals, medical professionals, and their indemnifiers in a wide range of medicolegal matters. These include issues relating to consent, policies, guidelines and protocols, patient complaints, data protection and freedom of information legislation, retention of records and claims management.

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## Sinead Keavey

Partner, Carson McDowell

Sinead is a Partner in Carson McDowell's healthcare team and head of the Dublin Office. She joined Carson McDowell to lead its Dublin team in 2020.

Sinead is a leading healthcare lawyer dealing with both contentious and advisory matters. She has advised a wide range of clients in the healthcare sector in Ireland and internationally, including consultants, hospitals, voluntary organisations, pharmacies, and healthcare indemnifiers. She has acted in some of the most high-profile and public fitness to practise inquiries to come before the Irish Medical Council, and in commissions of investigation.

Sinead has a particular interest in ethics, having completed a masters in healthcare ethics and law in the Royal College of Surgeons in Ireland. She is also an experienced media lawyer, having provided pre-publication advice to both national newspapers and independent television production companies. She has advised plaintiffs and defendants in defamation actions and has advised on the taking of injunctive relief preventing publication. Sinead also advises corporate and individual clients on their concerns arising from television broadcasts, print, and online media.

Sinead is ranked in the 2024 edition of Chambers and Partners Europe legal guide for Dispute Resolution: Healthcare Litigation.

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## Rachel Lynch

Business Development Lead

Rachel is the Business Lead for Medical Protection in Ireland, based in Co. Louth. She has worked for Medical Protection since 2002, during which time her role has evolved. Having initially worked very closely with the six medical schools around the country, more recently she has been working with internal colleagues on our strategy and planning, and engaging with all our main stakeholders on issues affecting our members in Ireland.

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## **Karen Miller**

CEO, MPS

As Chief Executive, Karen is responsible for leading MPS to execute on the strategy agreed with Council.

Karen has extensive experience in the insurance sector in South Africa and the UK, in senior executive roles. She joined MPS from Saga Insurance, where she served as Chief Operations Officer, helping build a more efficient organisation without compromising customer service. Among her previous roles, Karen was the Chief Executive Officer at ABSA General Insurance and Chief Underwriting officer at Mutual and Federal Insurance Company, a part of the Old Mutual Group.

She has bachelor of arts, bachelor of commerce and master of business administration degrees. Karen also has a fellowship from Insurance Institute of South Africa with an advanced diploma in insurance.

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## **Dr Gozie Offiah,**

BSc MB BCH BAO (NUI) LRCS & PI MD MMedSc PhD

Dr Offiah is currently a senior lecturer and Director of Curriculum of the undergraduate medical programme at the Royal College of Surgeons in Ireland and Clinical Lead for the National Intern Training for the Medical Intern Unit, Health Service Executive (HSE).

She graduated from University College Dublin with a BSc in Chemistry and subsequently achieved an MB, BCH, BAO (NUI), LRCP/SI honours degree from the Royal College of Surgeons in Ireland (RCSI). She then trained, and obtained an MD doctorate, in surgery from RCSI.

With an increasing interest in medical education, Dr Offiah was awarded a masters in medical education in 2008 at Queen's University Belfast. She has gone on to author the RCSI's Handbook of Clinical Surgery for Finals and facilitate Medical Protection risk prevention workshops in secondary care.

Dr Offiah is also a member of tEACH, a worldwide organisation promoting evidence-based healthcare communication between patients, relatives and healthcare practitioners.

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## **Dr Sarah Townley**

Underwriting Policy Lead/Deputy Medical Director, Medical Protection

Dr Townley studied medicine at Leeds University, and worked as a GP in Armley, Leeds, specialising in intermediate care, mental health, and medical student education.

She joined Medical Protection in 2009 as a medicolegal consultant, providing legal and ethical guidance and supporting members with complaints, inquests, clinical negligence claims, regulatory, disciplinary, and criminal cases. During this time Dr Townley gained her diploma in legal medicine, and membership of the Faculty of Forensic and Legal Medicine.

In 2020 she moved to the role of Underwriting and Policy Lead (Medical) which entails investigating, writing, and reviewing underwriting policy, assessing best practice developments in medicine globally, reviewing cases and claims to identify emerging themes, and leading medical stakeholder engagement on underwriting matters. Dr Townley has also gained her CII certificate.

Alongside her underwriting role, Dr Townley is a deputy medical director for Medical Protection, and a board member for The MPS Foundation.

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