PROFESSIONALISM: WHY IT MATTERS FOR PATIENT SAFETY, QUALITY AND RISK
THURSDAY 12th APRIL 2018
CPD APPROVED = 6 CREDITS
Welcome to the inaugural, national conference on Professionalism in Healthcare entitled “Professionalism, why it matters for Patient Safety, Quality and Risk”.

The aim of this conference is to highlight the importance of Professionalism in Healthcare from a patient and healthcare professional viewpoint.

Patient centred care is at the heart of professionalism which promotes improved patient safety, quality care and patient experience. Self-care and prevention of burnout in health care professionals is an intricate component of professionalism. Professionalism ensures that as healthcare professionals we lead and work collaboratively in teams, strive for excellence, deliver evidence based (where available), ethical and culturally sensitive care in a compassionate, honest and selfless way.

RCSI is a leader in the area of professionalism. Four years ago it appointed a Vice Dean of Professionalism, Prof Kieran Murphy. This was followed last year by the appointment of the first chair and Professor of Medical Professionalism nationally, between the RCSI and the BSHS. The RCSI team is further inculcating professionalism in healthcare professional education and training: embedding it as a core, horizontal theme throughout the undergraduate curriculum, providing post-graduate training options for multidisciplinary healthcare professionals and opportunities for continuous professional development. A multifaceted programme in Professionalism in Healthcare has been developed for hospitals.

This year’s organising committee of Prof Hannah Mc Gee (Dean of the Faculty of Medicine & Health Sciences), Prof Kieran Murphy (Vice Dean of Professionalism) and I, has gathered a unique group of experts from disparate backgrounds to discuss professionalism: from clinician to barrister, patient advocate to educator and ethicist to pharmacist.

Today’s presenters offer their expertise and unique perspectives on professionalism from an international and national viewpoint. As leaders in their field they share their experience with us from a broad range of angles, so that the extent of the importance of professionalism and ramifications of deficits in professionalism are appreciated.

Professionalism will be discussed from a patient, clinician, safety, legal, regulatory, research, undergraduate, postgraduate and future viewpoint. It is hoped these stimulating presentations will ignite discussion, new ideas and collaboration.

Please view the posters in the examinations hall reflecting projects pertaining to Professionalism in Healthcare ongoing nationwide.

Thank you for your support and we hope you enjoy today.

Best wishes,

Dubhfeasa

Professor Dubhfeasa Slattery
Professor and Chair of Medical Professionalism RCSI and BSHS
Consultant Respiratory Paediatrician, Temple St., Children’s University Hospital
## PROGRAMME

**PROFESSIONALISM, WHY IT MATTERS FOR PATIENT SAFETY, QUALITY AND RISK**  
O’FLANAGAN LT, RCSI, 123 ST STEPHEN’S GREEN, DUBLIN 2

<table>
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<tr>
<th>Time</th>
<th>Activity</th>
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<tr>
<td>08.30 – 09.15</td>
<td>Registration - Front Hall, York Street</td>
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| 09.15 – 09.20 | **Welcome and opening remarks**  
**Professor Dubhfeasa Slattery, Professor & Chair of Medical Professionalism, RCSI & Bon Secours Health System (BSHS)** |
| 09.20 – 09.25 | **Introduction**  
**Professor John Hyland, President, RCSI** |
| 09.25 – 09.30 | **Professionalism: how it all started**  
**Professor Cathal Kelly, Chief Executive/Registrar, RCSI** |

### SESSION 1

**Chairpersons:**  
Professor Hannah Mc Gee, Dean of the Faculty of Medicine and Health Sciences, RCSI  
Dr Philip Crowley, National Director Quality Improvement Division, HSE

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<th>Time</th>
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| 09.30 – 10.10 | **Healthcare, a Decade of Evidence-Based Practice**  
**Professor Jo Shapiro,**  
Consultant Otolaryngologist, Director of the Centre for Professionalism and Peer Support, Brigham & Women’s Hospital, Harvard Medical School, Boston |
| 10.10 – 10.30 | **Professionalism from Paget to Patterson: a programme for these challenging times**  
**Professor Dubhfeasa Slattery,**  
Professor & Chair of Medical Professionalism, RCSI & BSHS  
Consultant Respiratory and General Paediatrician, Temple Street Children’s University Hospital, Dublin |
| 10.30 – 10.50 | Discussion                                                               |
| 10.50 – 11.15 | Refreshments and Poster Viewing - Exam Hall (1st floor)                  |

### SESSION 2

**Chairperson:**  
Professor Mary Horgan, President of the Royal College of Physicians of Ireland (RCPI)  
Consultant in Infectious Diseases

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| 11.15 – 11.45 | **The ethically astute clinician in 2018**  
**Mr Daniel Sokol,**  
Barrister and Medical Ethicist, London, UK |
| 11.45 – 12.05 | **Nurses Working Together to Achieve Quality Healthcare Outcomes**  
**Ms Annette Kennedy,**  
President of the International, Council of Nurses (ICN), Geneva, Switzerland |
| 12.05 – 12.25 | **Professionalism in 21st Century Medical Practice**  
**Professor Kieran Murphy,**  
Vice Dean for Professionalism, RCSI  
**Professor and Chairman, Department of Psychiatry, RCSI**  
**Professor Oscar Traynor,**  
Professor of Postgraduate Surgical Education, RCSI |
| 12.25 – 12.40 | Discussion                                                               |
| 12.40 – 13.30 | Lunch and Poster Viewing - Exam Hall (1st floor)                          |
### SESSION 3
**Chairperson:**
Dr Kathleen Mc Lellan, Director of the National Patient Safety Office, Department of Health

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<th>Time</th>
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<tr>
<td>13.30 – 14.10</td>
<td>Medication without Harm: The WHO’s Third Global Patient Safety Challenge</td>
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<td>Professor Aziz Sheikh OBE</td>
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<td>Director of the Usher Institute of Population Health Sciences and Informatics,</td>
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<td>Professor and Chair of Primary Care Research and Development, University of Edinburgh</td>
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<td>14.10 – 14.30</td>
<td>A Practical Framework for (Re) mediating Professional Behaviour,</td>
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<td>Professionalism and Professional Identity</td>
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<td>Dr Pieter Barnhoorn</td>
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<td>Lecturer in Family Medicine, GP, Member of Professional Behaviour Board,</td>
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<td>Leiden University, Netherlands</td>
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<tr>
<td>14.30 – 14.50</td>
<td>Discussion</td>
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### SESSION 4
**Chairpersons:**
Associate Professor Bill Maher, CEO Bon Secours Health System
Ms Catriona Bradley, Executive Director, Irish Institute of Pharmacy (IIOP)

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<tr>
<td>14.50 – 15.30</td>
<td>Professionalism: learning v accountability. What is best for patients?</td>
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<td>Sir Robert Francis QC</td>
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<td>Recorder and Deputy High Court Judge</td>
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<td>Chairperson of the Mid Staffordshire NHS Foundation Trust Public Inquiry (2013) and</td>
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<td>15.30 – 15.45</td>
<td>Discussion</td>
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<td>15.45 – 16.05</td>
<td>Professionalism, the public’s perspective</td>
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<td>Ms Bernadette O’Reilly</td>
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<td>Patients for Patient Safety Ireland</td>
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<td>Dr Audrey Dillon</td>
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<td>Consultant Liver Transplant Physician, Leeds</td>
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<td>Chair of the Ethics and Professionalism Committee, Irish Medical Council</td>
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<td>16.25 – 16.35</td>
<td>Discussion</td>
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<td>16.35 – 16.40</td>
<td>Prize Giving for Posters</td>
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<td>Professor Hannah McGee, Dean, Faculty of Medicine &amp; Health Sciences, RCSI</td>
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<td>16.40 – 16.45</td>
<td>Closing Remarks</td>
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<td>Professor Dubhfeasa Slattery,</td>
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Professionalism, why it matters for Patient Safety, Quality and Risk
Kindly supported by;
SPEAKER BIOGRAPHIES

PROFESSOR JO SHAPIRO
Consultant Otolaryngologist,
Director of the Centre for
Professionalism and Peer Support,
Brigham & Women’s Hospital,
Harvard Medical School, Boston

Professor Jo Shapiro is the director of the Center for Professionalism and Peer Support and was previously Chief of the Division of Otolaryngology in the Department of Surgery at the Brigham and Women’s Hospital (BWH) in Boston. She is an Associate Professor of Otolaryngology at Harvard Medical School. Professor Shapiro launched the BWH Center for Professionalism and Peer Support in 2008. Since that time the Center has become a model for institutions seeking methods to enhance teamwork and respect and looking to help mitigate the epidemic of burnout that is plaguing the medical profession. She has had multiple educational leadership roles including: Senior Associate Director of Graduate Medical Education for Partners HealthCare, Founding Scholar of the Academy at Harvard Medical School, Director of the Otolaryngology Clerkship for Harvard Medical School, and President of the Society of University Otolaryngologists as well as Chair of their Committee on Faculty Development. She is on the faculty of the Harvard Leadership Development for Physicians and Scientists. She was one of the first woman division chiefs at Brigham and Woman’s Hospital, and she is on the Senior Advisory Board for the Office of Women’s Careers at BWH. She was recently appointed Honorary Professor of Professional Behaviour and Peer Support in Medicine through the academic track at Groningen University Medical Center in The Netherlands. She serves on the Ethics and Professionalism Committee of the American Board of Medical Specialties and was invited to serve as Committee Chairperson. She served as President of the Society of University Otolaryngologists (SUO) and is now the SUO representative to the American College of Surgery. She was recently named as a finalist for the Schwartz Center Compassionate Caregiver Award. As a clinician leader Professor Shapiro served as Chief of the Division of Otolaryngology at BWH from 1999 through March of 2016; she continues to maintain a surgical practice in the Division, specializing in oropharyngeal swallowing disorders. In addition to her clinical work and innovative efforts in professionalism, she has held multiple educational leadership roles. She is currently the Otolaryngology Residency Program Advisor for Mbarara University of Science and Technology (MUST) in Uganda (in partnership with the Massachusetts General Hospital Division of Global Health) and recently served as a member of the Israeli Commission for Higher Education International Committee for the Evaluation of Medical Schools in Israel. Professor Shapiro received her B.A. from Cornell University and her M.D. from George Washington University Medical School. Her general surgery training was at University of California, San Diego and then UCLA. She did her otolaryngology training at Harvard followed by a year of a National Institute of Health Training Grant Fellowship in swallowing physiology. She has been a faculty member in the Department of Surgery at BWH since 1987.

PROFESSOR DUBHFEASA SLATTERY
MB BCh, MRCPi (Paeds), FRCPI, M Med Sci, PhD
Professor & Chair of Medical Professionalism, RCSI & Bon Secours Health Systems

Dubhfeasa was appointed Professor and Chair of Medical Professionalism at the Royal College of Surgeons in Ireland (RCSI) and Bon Secours Health System (BSHS) in 2017. This is the first Professor and Chair of Medical Professionalism nationally. Prior to this, Dubhfeasa was Head of Clinical Risk at the State Claims Agency, the government agency responsible for the Clinical Indemnity Scheme which Indemnifies all public healthcare workers in public healthcare enterprises nationally. Some of her work there involved analyses of national data pertaining to patient safety incidents, claims and costs culminating in the publication of multiple national reports.

She is a Consultant Respiratory and General Paediatrician of 15 years and graduated from University of Dublin, Trinity. She completed her postgraduate training at the Children’s Hospital Boston and Harvard Medical School before working there as a Consultant Respiratory Paediatrician.
Dubhfeasa has a PhD in Molecular Medicine and has published on basic science, translational, clinical and educational research. She has received independent research grant funding and multiple national and international research awards. In 2009, she was one of three international recipients of an American Ireland Fund Award for her contribution to Paediatrics, leadership and fundraising.

Dubhfeasa consolidated her interest in quality improvement in healthcare by completing a Diploma in Leadership and Quality in Healthcare (RCPI) in 2014, the Safety, Quality, Informatics and Leadership programme (2015-16) through Harvard Medical School and the Harvard Quality and Leadership programme for healthcare executives (2016). She held multiple national roles including Associate Dean of Hospital Inspections at the Royal College of Physicians of Ireland (RCPI 2010-2014) and was the lead paediatrician for the national Outpatient Parenteral Antimicrobial Therapy programme (2011-2014).

Dubhfeasa has always enjoyed teaching. She has a Master’s in Education for Healthcare Professionals (Queen’s University 2011) and has authored and delivered national courses.

Dubhfeasa is a fellow of the Royal College of Physicians of Ireland.

MR DANIEL SOKOL
Barrister and Medical Ethicist, London, UK

Daniel is a medical ethicist and barrister with expertise in personal injury and clinical negligence. He has also represented families at inquests involving deaths in hospital.

Daniel was formerly a university lecturer in medical ethics and is a columnist for the British Medical Journal, for which he won ‘Best Columnist’ in the Medical Journalists’ Association Awards 2015.

Daniel was a member of several committees, including those for the Ministry of Defence, the Ministry of Justice, and the Royal College of Surgeons.

Daniel has been a keynote speaker in international conferences, an after-dinner speaker, written three books on ethics and law and over 300 articles, both in peer-reviewed academic journals and in newspapers such as the Times, the Guardian and the New York Times.

MS ANNETTE KENNEDY
President of the International Council of Nurses (ICN), Switzerland

Annette Kennedy was elected President of the International Council of Nurses in May 2017, an organisation representing 135 National Nurses Associations and broadly 17 million nurses worldwide. She was Vice President of ICN 2013-2017. She was awarded an honorary fellowship in nursing from the Royal College of Surgeons Ireland in 2016. She was President of the European Federation of Nurses from 2005-2007 representing 30 European National Nursing Associations. She was an Executive Board member of EFN 1999-2004.

Annette is actively involved in social society and is currently Chairperson of the Bray Homeless Forum, an organisation made up of voluntary, statutory and community organisations and agencies working with/supporting people who are homeless or have a policy remit around homelessness. She is also a Director on the Citizens Information Service Board.

Annette has been an elected representative on many university boards and has served on many national and international committees.
SPEAKER BIOGRAPHIES

Annette established the very successful Education, Research and Resource Centre for the Irish Nurses and Midwives Organisation (INMO), the largest professional representative organisation for nurses and midwives in Ireland. Annette, on behalf of the INMO advocated and worked towards moving nursing and midwifery into the mainstream of university life, the development of legislation for nurse prescribing, the development of advanced nurse practitioners and the development of the recent Nurses and Midwives Act. She has a keen interest in workforce planning and the creation of positive practice work environment for nurses. Annette has added to the nurse’s voice by building partnerships with government, regulatory bodies, universities and other representative groups in Ireland.

Annette is a registered nurse and a registered midwife with a Bachelor's degree in Nursing (BNS) in Nurse Education from University College Dublin, a diploma in Management, a diploma in HR and a Master’s degree in Public Sector Analysis from Trinity College Dublin.

PROFESSOR KIERAN MURPHY
Vice Dean for Professionalism, RCSI
Professor and Chairman, Department of Psychiatry, RCSI

Professor Kieran C Murphy graduated from UCD in 1987 and initially trained in Internal Medicine in the Mater Misericordiae University Hospital, Dublin. He then trained in Psychiatry at St John of God Hospital, Dublin where he also obtained a Masters Degree in Psychoanalytical Psychotherapy from UCD. Kieran moved to the University of Wales College of Medicine, Cardiff in 1994 where he completed his higher clinical training in Psychiatry and obtained a PhD in Psychiatric Genetics. In 1999, he was appointed Senior Lecturer in Behavioural Genetics at the Institute of Psychiatry, King’s College London and in 2002, took up his current appointment as Professor and Chairman, Department of Psychiatry, Royal College of Surgeons in Ireland. Professor Murphy is also Vice Dean for Professionalism at RCSI. His research interests include the genetics of psychiatric disorders and the assessment and neurobiology of behavioural phenotypes in genetic disorders.

PROFESSOR OSCAR TRAYNOR
Professor of Postgraduate Surgical Education, RCSI

Oscar Traynor is Director of the National Surgical Training Centre and Professor of Postgraduate Surgical Education at the Royal College of Surgeons in Ireland (RCSI). In this role, he has been responsible for introducing several innovations to surgical training in Ireland including the world’s first e-learning programme for surgical trainees, a comprehensive curriculum-based surgical simulation programme for teaching technical skills and an integrated human factors training programme. He has developed a comprehensive assessment process for surgical trainees (Competence Assessment and Performance Appraisal) which is now used for all surgical specialties in Ireland. He has published widely on various aspects of surgical training and has also lectured extensively on the subject of Human Factors in Surgery in Europe, Australia and in the United States.

He has recently retired from clinical practice as a surgeon at St Vincent’s University Hospital Dublin, where his clinical interests were based around Hepatobiliary and Pancreatic Surgery, including Liver Transplantation. For more than 25 years he headed up a very busy HPB Surgery unit and played a leading role in developing the National Liver Transplant Programme in Ireland in the early 1990s. The HPB unit at St. Vincent’s University Hospital in Dublin is the sole national tertiary referral centre for Liver Transplantation and for Pancreas Cancer surgery in Ireland.
**MS BERNADETTE O’REILLY**

Patients for Patient Safety Ireland

Ms Bernadette O’Reilly is a member of Patients for Patient Safety, Ireland for a number of years. Patients for Patient Safety (PFPS) is a World Health Organisation (WHO) initiative aimed at improving patient safety in health care. Networks of PFPS have been set up in a number of countries around the world, to promote understanding and dialogue around patient safety and the role patients can play in developing new tools useful in patient safety. PFPS aim to build collaboration and links between patients and staff on the range of patient safety efforts. Bernie has given previous talks to healthcare professionals and works collaboratively through PFPS with the HSE, Quality Improvement Division.

**PROFESSOR AZIZ SHEIKH OBE**

Director of the Usher Institute of Population Health Sciences and Informatics, Professor and Chair of Primary Care Research and Development, University of Edinburgh

Azz Sheikh OBE is Professor of Primary Care Research & Development and Director of the Usher Institute of Population Health Sciences at The University of Edinburgh. He is Honorary Consultant in Paediatric Allergy at the Royal Hospital for Sick Children, NHS Lothian, Director of the 16-university Asthma UK Centre for Applied Research, Director of the NIHR Global Respiratory Health Unit (RESPIRE), Director of the Scottish Allergy and Respiratory Academy, and Co-Director of the NHS Digital Academy. Azz has substantive academic and health policy interests in leveraging the potential of health information technology and data science to transform the delivery of health care and improve population health, which have led him to work with numerous governments, the World Health Organization (WHO) and the World Bank. He serves on the Steering Group and as Chair of the Evaluation Group of the WHO’s 3rd Global Safety Challenge on Medication Safety as adviser to its Eastern Mediterranean Regional Office. He is an editorial board member of PLOS Medicine, Medical Care, Health Informatics Journal and BMC Medicine, and is Editor-in-Chief of Nature Partnership Journal: Primary Care Respiratory Medicine. He is Guest Editor of PLOS Medicine’s forthcoming theme issue on Machine Learning in Healthcare and Biomedicine and serves on The Lancet’s Commission on the Future of the NHS. Azz has, together with colleagues across the world, held research grants in excess of £75m, has over 1,000 peer-reviewed publications, and has a H-index of 97. His co-edited books include Health Care Errors and Patient Safety (Wiley, 2009), Patient Safety and Healthcare Improvement at a Glance (Wiley, 2014), Landmark Papers in Allergy: Seminal Papers in Allergy with Expert Commentaries (Oxford University Press, 2013) and Middleton’s Allergy Essentials (Elsevier, 2016), and Key Advances in Clinical Informatics (Elsevier, 2017). He has given keynote and plenary presentations in over 40 countries and has won numerous national fellowships and awards including a Harkness Fellowship in Health Policy and Practice based at Brigham and Women’s Hospital/Harvard Medical School. He held the position of Visiting Professor of Medicine at Harvard Medical School (2014-16) and currently holds visiting chairs at the University of Birmingham (UK), Queen Mary’s University of London (UK) and Maastricht University (the Netherlands). He is Co-Director of Harvard Medical School’s Safety, Quality, Informatics Leadership (SQIL) Program. Azz has been honored with fellowships from 8 learned societies, including the Fellowship of the Royal Society of Edinburgh, Fellowship of the American College of Medical Informatics and Fellowship of the UK’s Academy of Medical Sciences. Azz was made an Officer of the Order of the British Empire for Services to Medicine and Health Care by Her Majesty Queen Elizabeth II in 2014. He was in 2017 awarded the American Public Health Association’s Donabedian Award and The University of Edinburgh’s Principal Medal for Exceptional Services.
**SPEAKER BIOGRAPHIES**

**DR PIETER BARNHOORN**
GP, Lecturer in Family Medicine, Member of Professional Behaviour Board, Leiden University, Netherlands

Pieter Barnhoorn, MD is a practicing General Practitioner and lecturer in General Practice Medicine at the Department of Public Health and Primary Care at the Leiden University Medical Center (LUMC) since 2009.

Professionalism and Professional Identity Formation are key areas of interest for Pieter. Pieter is a member of the LUMC Professionalism Board and the Netherlands Association for Medical Education Professionalism Working Group. He has published widely on Professionalism and it forms the subject of his PhD (in progress).

He teaches medicine in its entire breadth as well as communication skills in both the Bachelor and the Master phase of medical school.

In addition to his General Practitioner work, he works and teaches in the area of sexology.

**SIR ROBERT FRANCIS QC**
Recorder and Deputy High Court Judge, Chairperson of the Mid Staffordshire NHS Foundation Trust Public Inquiry (2013) and Freedom to Speak Up Review (2015)

Sir Robert Francis QC was called to the Bar in 1973 and practises in London at Serjeants’ Inn Chambers, of which he is a former head. He became a Queen’s Counsel in 1992. He is a governing Bencher of the Inner Temple. He is a Recorder and sits as a Deputy High Court Judge. He specialises in medical law, including mental capacity issues, professional regulation and clinical negligence. He has chaired several healthcare related inquiries, in particular the Mid-Staffordshire NHS Foundation Trust Public Inquiry. (2013) He also led the Freedom to Speak Up Review (2015).

He has been Chairman of the Professional Negligence Bar Association and is a consultant Editor of the Medical Law Reports. He is a non-executive director of the Care Quality Commission, President of the Patients Association, and a Patron of the Florence Nightingale Foundation. He has been awarded honorary Fellowships of the Royal College of Anaesthetists (UK), the Royal College of Surgeons (UK) and the Royal College of Pathologists (UK).

He was knighted in 2014 for services to healthcare and patients.

**DR AUDREY DILLON**
Consultant Liver Transplant Physician, Leeds, UK
Chair of the Ethics and Professionalism Committee, Irish Medical Council

Audrey Dillon is a Consultant Hepatologist in the Leeds Liver Unit, specialising in liver transplantation and portal hypertension. She qualified from Trinity College Dublin, Ireland in 2006 and completed specialist training in general medicine and gastroenterology in 2014. She completed the MSc in Healthcare Ethics and Law in the RCSI. She has served as the Chair of the Ethics and Professionalism Committee of the Medical Council of Ireland since 2013 and led the revision of the Guide to Professional Conduct and Ethics for Registered Medical Practitioners, 8th Edition, published in 2016.
HEALTHCARE LEADERS: PROFESSIONALISM, QUALITY, RISK AND CLAIMS

WEDNESDAY 23rd & THURSDAY 24th, MAY 2018
RCSI, 26 YORK STREET

COURSE CONTENT
» Professionalism and patient safety
» Clinical Leadership and practical tools
» Quality improvement and process improvement
» Simulation – professionalism and leadership in action
» Teamwork communication
» Medico legal case scenarios discussed

FACULTY:
Prof Dubhfeasa Slattery
Professor and Chair of Medical Professionalism RCSI, Consultant Respiratory Paediatrician

Prof Kieran Murphy
Vice Dean for Professionalism, Professor and Chairman of the Department of Psychiatry, RCSI

Prof Ciaran O’Boyle
Director of Institute of Leadership, RCSI

Mr Kieran Tagney
Executive Director RCSI Quality and Process Improvement Centre

Dr Dara O Keeffe
Simulation Lead for Postgraduate Surgical Training, RCSI

Dr Eva Doherty
Director of Human Factors and Patient Safety (HFPS) Training Programme RCSI and a Clinical Psychologist

CPD APPROVED = 12 CREDITS

WHO WOULD BENEFIT FROM THIS INTERDISCIPLINARY COURSE?
Senior health care professionals across disciplines including senior registrars, consultants, clinical directors, senior nurses

HOW DO I SIGN UP FOR THE COURSE?
Please e-mail elisadc@rcsi.ie with your name and contact details

COST: €75 for 2 days
For further information and to view the programme, please visit http://www.rcsi.ie/healthcareleaders
WIFI Access: RCSI-GUEST
Username: Professionalism2018
Password: Professionalism_2018

If you experience difficulties getting access to the RCSI Guest network please try the following for troubleshooting:

• For Windows devices: open a new Internet Explorer browser
• For Mac/Ipad devices: open a new Safari browser first
• Once you have done this you should be able to use your preferred browser (chrome/safari/internet explorer)
• If you cannot get access after trying this please call the IT Helpdesk 01 402 2273