



MUSGRAVE HOUSE

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Belfast
BT9 7JA

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Statement of Purpose

Musgrave House Medical Consulting Ltd is an Independent Clinic as set out in Regulation 5(1)(b) and 5(2) of the Health and Personal Social Services the Independent Health Care Regulations (Northern Ireland) 2005.

Musgrave House was awarded Designated Body Status by the General Medical Council in February 2017.

Musgrave House Medical Consulting Ltd operates as an outpatient facility that rents rooms and offices for Consultants/Specialists working in the fields of Orthopaedics, Psychiatry including ADHD, Emergency Medicine, Plastic Surgery, GU Medicine. The clinic is open from Monday to Saturday.

1.0 Registered Provider

Musgrave House Medical Consulting Ltd

10 Stockmans Lane

Belfast

BT9 7JA

This is also the registered office held by Companies House

2.0 Registered Manager

The Registered Manager of Musgrave House Medical Consulting Ltd is Mrs Isabel Stone, who has extensive managerial experience in private and public healthcare. She will ensure that appropriate steps are taken to fulfil her responsibility that all regulations and standards are met. Her contact details are: -

Isabel Stone

10 Stockman's Lane
Belfast, BT9 7JA

3.0 Number and relevant qualifications and experience of staff

5 Part-time receptionists

1 Practice Manager

The Registered Manager has overall responsibility for the running of Musgrave House Medical Consulting Ltd in co-ordination with the three Directors of Musgrave House.

4.0 Philosophy of Care

Musgrave House Medical Consulting Ltd is a limited company with excellent, state of the art consulting rooms that are available to rent on an hourly or sessional basis.

Our philosophy is based upon the belief that all Service Users are entitled to be treated as individuals and more importantly in line with the Human Rights Act 1998.

Our philosophy of care will be achieved by assessing the needs of all Service Users, whether consultants or patients/clients. This is carried out through periodical assessments via patient satisfaction questionnaires and consultant appraisals.

We aim to ensure all consultants who practice at Musgrave House Medical Consulting Ltd provide an excellent standard of private healthcare and medico-legal reporting in a professional, welcoming, friendly, patient-centred environment.

We aim to attract the leading consultants working in the UK in line with the upcoming marketing strategy.

Aims of the Facility

1. To ensure all consultants who have practicing privileges at Musgrave House Medical Consulting Ltd are able to provide the highest level of care as evidenced through Patient Satisfaction Questionnaires, Consultant Appraisal and revalidation.
2. To ensure patients are able to avail themselves of the highest level of healthcare in a safe, clean and risk-free environment.

Objectives of the Facility

1. Offer support and training to enable consultants with practicing privileges at Musgrave House to undertake their duties safely and effectively and in line with GMC Good Medical Practice.
2. Train staff to ensure they have the necessary skills and competencies to carry out their duties in a respectful and professional manner.
3. Ensure that any complaints from patients or any other professional body are dealt with in an efficient and timely manner in accordance with the published complaints policy.
4. Ensure appropriate infection control procedures are in place.

5. Ensure appropriate risk management strategies are in place.
6. Ensure safeguarding of patient's privacy and confidentiality in line with GDPR.
7. Ensure appropriate managerial structures are in place to ensure the smooth operational running of Musgrave House Medical Consulting Ltd.

5.0 Organisational structure of the facility

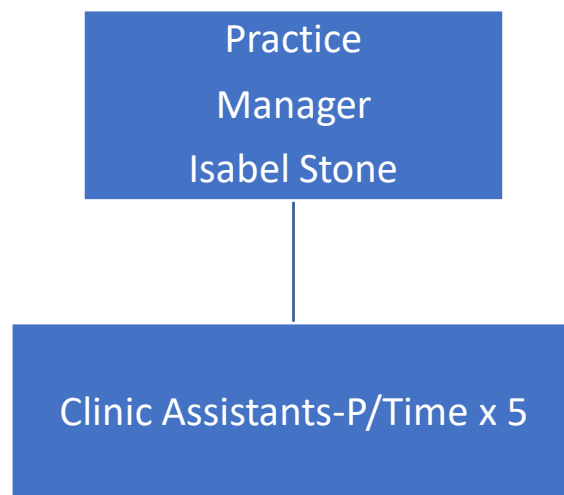
Musgrave House Medical Consulting Limited is a partnership of three Consultants – Mr Sean McGovern, Dr Brian Mangan and Mr Nail Eames. Dr Brian Mangan and Mr Nail Eames offer both private healthcare and medico-legal services. Mr Sean McGovern offers medico-legal services and is the Responsible Officer for Musgrave House Medical Consulting Ltd.

Mr Niall Eames and Mr Sean McGovern currently hold substantive NHS posts as Consultants and they continue to participate in the CPD and appraisal process. Dr Brian Mangan, Consultant Psychiatrist retired from NHS work at the end of 2016 and now sees patients on a private basis and clients for medico-legal purposes.

Mr Sean McGovern is the Responsible Officer for Musgrave House Medical Consulting Ltd. His substantive NHS post is as Medical Director and Consultant in Emergency Medicine based in the Ulster Hospital, Dundonald.

The Practice Manager is responsible for the overall management of the Facility, ensuring the Facility operates in accordance with GMC Standards and RQIA compliance. The Practice Manager reports directly to the Responsible Officer/Director, Mr Sean McGovern.





6.0 Number of service users

Service users for the purpose of Musgrave House Medical Consulting Ltd are the number of consultants/specialists who rent consulting rooms from Musgrave House.

At present, the number of services users is 32.

Musgrave House Medical Consulting Ltd, does not, currently, carry out an audit of the number of private patients seen, this is an area that will be addressed in the future.

7.0 The range of needs (categories of care) that Musgrave House Medical Consulting Ltd is intended to meet and the number in each category

PD – Private Doctor

8.0 Fire precautions and associated emergency procedures

An updated fire risk assessment was carried out at Musgrave House on 11 Feb 25 and will be reviewed annually. A weekly fire alarm and emergency lighting test is carried out and documented. Fire extinguishers are serviced annually. Twice yearly servicing of the fire alarm and electric doors is carried out. Annual PAT testing is carried out and records held. The five yearly fixed wiring inspection was carried out in April 2019, next inspection is booked for April 2025. All reception staff are Fire Awareness trained, and Practice Manager is the Fire Warden and has completed training for this role.

9.0 Arrangements for dealing with complaints

Complaints Policy – Musgrave House Medical Consulting Ltd

Musgrave House operates a complaints procedure for patients, solicitors, medical practitioners or any individual/organisation who may have a complaint about any aspect of the service they have received, either from a consultant or a member of staff.

We endeavour to provide the highest quality service but understand we may not always get everything right. We want to improve the way we deliver our services, so that users feel very satisfied with the care and attention given. If we are informed where things did

not work so well, it will help us learn lessons and do things differently. Also, letting us know where things have worked really well, will let us show all staff good ways of working, as another way of learning. Complaints can be made verbally or in writing to the Practice Manager, and our complaints policy is available on our website and at the practice.

Complaints received will be discussed with the directors.

Our policy is:

- To provide a fair and transparent procedure which is easy to use for anyone making a complaint.
- To make sure all complaints are investigated fairly, with courtesy and in a timely manner.
- To learn from the complaint and make changes where appropriate
- To make sure that the complaints, wherever possible, are resolved and that the complainant is satisfied with the way in which it has been handled.

10.0 The number and size of rooms

The ground floor accommodation comprises:

Four main consulting rooms all of equal size and all containing a couch, screen, wash hand basin, etc and a smaller consulting room suitable for counselling/psychiatry.

A sunroom/conservatory.

Conference Room – now divided into 2 small offices.

Disabled toilet.

Changing room.

Boiler room

First floor accommodation comprises

Five offices which are rented out to consultants.

The building was renovated to a high standard for the sole purpose of being a private independent clinic.

11.0 The arrangements made for respecting privacy and dignity of patients

Screens are available if required in each consulting room for patient privacy.

Chaperones are available at the request of patients for any medical examinations to be carried out.

Staff and consultants will address patients/clients by their preferred name as advised by the patient/client.

No member of staff is authorised to enter into a consulting room during an examination without knocking and waiting for the consultant to open the door.

13.0 Security and safety of service users and staff

CCTV is installed and supports the needs and interests of all service users and is located on the outside of the structure overlooking the car park. It is used purely for safety and security purposes. There is no CCTV inside the building.

A security light is also available by the front step and automatically comes on when the front door is opened.

All consultants are trained in medical emergencies. Clinic Assistants are BLS trained. A defibrillator and First Aid box are located at reception. The Practice Manager is Emergency First Aid qualified.

The facility has an intruder alarm fitted and is serviced regularly by South Antrim Alarms.

14.0 Access for service users with disability

Musgrave House has a disabled parking space in the car park. There is also a ramp for wheelchair users. The main front door opens outwards automatically.

15.0 Financial Obligations

The Directors aim to ensure that Musgrave House Medical Consulting Ltd is financially viable and is able to meet the needs of a growing and diverse population.

16.0 Date approved and implemented

28 Feb 25

17.0 Dates of review

30th November 2018

25th January 2019

7th July 2022

5th July 2023

25th November 2024

28 February 2025