

Musgrave House Medical Medical Consulting Ltd Patient Guide

THE AIMS AND OBJECTIVES OF MUSGRAVE HOUSE ARE:

- To provide a state-of-the-art outpatient consulting facility to our service users in a safe, caring, supportive environment.
- To ensure our staff are fully trained and competent
- To ensure that all consultants with practising privileges provide the highest level of care, in line with GMC Good Medical Practice, evidenced by patient satisfaction questionnaires, Appraisal and Revalidation
- To involve our service users and patients by way of satisfaction surveys.

RESPONSIBLE PERSON:

Mr Sean McGovern FRCSI FRCM GMC: 3355617

REGISTERED MANAGER:

Isabel Stone is the manager in charge of the clinic; she will ensure that proper steps are taken to fulfil her responsibility to ensure that all regulations and standards are met.

PRACTICE DIRECTORS:

Mr Sean McGovern	FRCSI FRCM	GMC:3355617
Dr Brian Mangan	MD FRCPsych	GMC:3105946
Mr Niall Eames	MD FRCS Orth Tr	GMC:3462085

OUR SUPPORT TEAM:

Izzy Stone – Practice/Business Manager
Lucy Denyer– Clinic Assistant
Celene Breen- Clinic Assistant
Daisy Paul – Clinic Assistant
Sasha Martin – Clinic Assistant
Kathryn McCollum – Clinic Assistant

SERVICES PROVIDED:

Musgrave House provides outpatient facilities with disabled access to consultant users.

NORMAL WORKING HOURS:

Monday 8.30am. – 9.00pm
Tuesday 8.30am – 9.00pm
Wednesday 8.30am – 9.00pm
Thursday 8.30am – 9.00pm
Friday 8.30am – 9.00pm
Saturday 08.30am – 5.00pm

REGULATION AND QUALITY IMPROVEMENT

AUTHORITY (RQIA): For our most recent RQIA report please ask at reception or contact the Regulation and Quality Improvement Authority. James House at 2-4 Cromac Avenue, Belfast, BT7 2JA www.rqia.org.uk

METHODS OF PAYMENT:

Credit/Debit card, Cash, Cheques accepted

SMOKING POLICY: No smoking on premises

DISABILITY COMPLIANCE: Ground floor access suitable for most users. Disabled toilet access available.

ARRANGEMENTS FOR CONSULTATION WITH SERVICE USERS/PATIENTS ABOUT THE OPERATION OF THE PRACTICE:

The practice believes in engaging with its users and patients and responding to their views and needs. We undertake patient questionnaires annually. We ask for feedback via a suggestion box in the waiting room. Reports showing results of surveys and other feedback, and actions taken in response, are available to patients on request.

THE ARRANGEMENTS FOR DEALING WITH COMPLAINTS:

The practice believes in engaging with its consultant users and patients and responding to their views and needs. The practice has a well-structured complaints policy which indicates who deals with complaints and response times.

The practice will:

- investigate exactly what happened
- ensure an explanation is received and
- identify learning outcomes

We will provide the latest RQIA annual complaints report on-line and in the waiting area.

Our complaints code of practice is displayed in the reception area and copies are available on request.

THE ARRANGEMENTS FOR RESPECTING THE PRIVACY AND DIGNITY OF PATIENTS:

- The privacy and dignity of patients is always respected.
- The practice has a data protection (GDPR) and record keeping policy to ensure security, confidentiality and proper use of data.
- All consultations are carried out in privacy

Musgrave House Medical Consulting Ltd, 10 Stockman's Lane, Belfast, BT9 7JA Tel: 02895 607020
info@musgravehouseconsulting.com