

Quality Assurance Monthly Report - February 2017

Safety of service

Clinical risk monitoring
No of accidents: 0
No of incidents: 0
No of near misses: 1 (medical device)
No of DVTs: 0
No of infections: 0
Collapse/faint: 0
Allergic reaction: 0
Deaths: 0
Heart attack: 0
Unplanned admission to hospital: 0
Medication errors: 0

Nice guidance QS67 & safe practice
No of patients receiving duplex scan to both legs – 100%
No of patients receiving treatment in recommended order: 100%
Protocol followed to prevent collapse/ faint episodes - 0

Quality of service

Number of procedures for month: 7
 New: 6 Follow up: 1
 Total number patients seen: 48

No of complaints received: 1 (unable to meet the need of the patient in this setting)

Iwantgreatcare.com reviews: 4 (5 stars for recommend, trust, listening).
 ‘Friendly, comforting, informative and polite. A very pleasant experience, considering.
 ‘I was made to feel very welcome by Dr Gajraj and put at ease from the start of the consultation’

Varicose vein treatment follow up:
 3 surveys received, all patients strongly agree/agree on questions asked ‘ excellent team work’, ‘my visit went very well’.
 All patients agreed that arrangements and information were appropriate and met needs.

Quality improvement & planning

Audits completed:
 Fire weekly checks – No outstanding requirements
 Clinic managers environment review –

Meetings held:
 Team meeting – adjustments made to advice sheets to patients to improve outcomes.
 Feedback forms presented from other locations all positive outcomes.

Training
 All staff at Melbury clinic completed –
 Safeguarding, infection control, safe handling of medicines, manual handling, fire safety, Equality and diversity.

Safety alerts/ clinical guidance/Regulations changes:

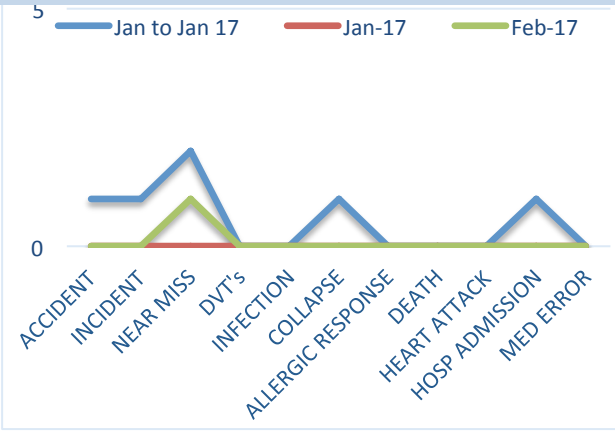
No of MHRA alerts received: 5
 No of relevant alerts requiring action: 0

Improvements
 Implementation of national recommendation to provide advice to pregnant women considering elective varicose vein treatment.

Consent recommendations reviewed and implemented

2 advice videos for public access added to YouTube site.

Annual performance: safety



Annual performance quality

