

Quality Assurance Monthly Report - January 2017

Safety of service

Clinical risk monitoring
No of accidents: 0
No of incidents: 0
No of near misses: 0
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 - 4

Quality of service

Number of procedures for month: 9
 New: 8 Follow up: 1
 Total number pts seen 58

No of complaints received: 0
Iwantgreatcare.com reviews: 9 (5 stars for recommend, trust, listening).
Varicose vein treatment follow up:
 4 surveys received in January.
 All questions answered from all participants were strongly agree/agree, no patients required pain relief. 1 comment: 'I was extremely happy with the care and treatment'. All confirmed that consent was obtained before the procedure.
Vein procedures yearly questionnaire comments:
 'Very pleased with all the care from start to finish'.
 'Follow up phone call was very helpful'
 'The entire procedure has been very professionally handled and I am delighted with the outcome'.
 'everyone was so kind and caring'.

Quality improvement & planning

Audits completed:
 Fire weekly checks – No outstanding requirements
 Clinic managers environment review –
 • Recommended and actioned lock changes to WC facilities that promote dignity.
 • Recommended and actioned lock changes to admin office for added data protection security

Meetings held:
 Medical advisory committee meeting

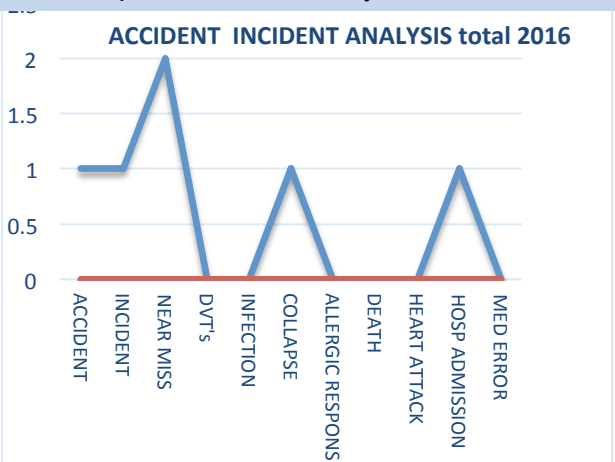
Safety alerts/ clinical guidance/Regulations changes:

No of MHRA alerts received: 8
 No of relevant alerts requiring action: 0

New release of clinical guidance :
 Chaperone policy and associated documentation reviewed.
 Existing procedure for management of vasovagal events reviewed in response discussion at medical advisory committee meeting.

Improvements:
 6 advice videos uploaded onto the YouTube site for public access.

Annual performance: safety



Annual performance quality

