

# Quality Assurance Monthly Report - March 2017

**Safety of service**

**Clinical risk monitoring**  
**No of accidents:** 0  
**No of incidents:** 1 (confidentiality breach – non clinical)  
**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 -** 1

**Quality of service**

Number of procedures for month: 5  
 New:4 Follow up: 1  
 Total number pts seen 41

**No of complaints received:** 0

**Iwantgreatcare.com reviews:** 2 (5 stars for recommend, trust, listening).

**Post procedure telephone Follow up:**  
 80 surveys received.  
 Target 95% in Questions 1,2,3 – result Q1 100%, Q2 98%, Q3 98%.

**Varicose vein treatment follow up:**  
 4 surveys received in March.  
 All questions answered from all participants were strongly agree/agree. 1 comment: 'everything went very well, I wouldn't change anything. The staff were all extremely professional, helpful and friendly'.

**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:**

Staff meeting 21<sup>st</sup> March  
 Debrief meetings with staff throughout March.

Plan – introduction of daily checklist to evidence clinical discussion and requirements to achieve on a daily basis.

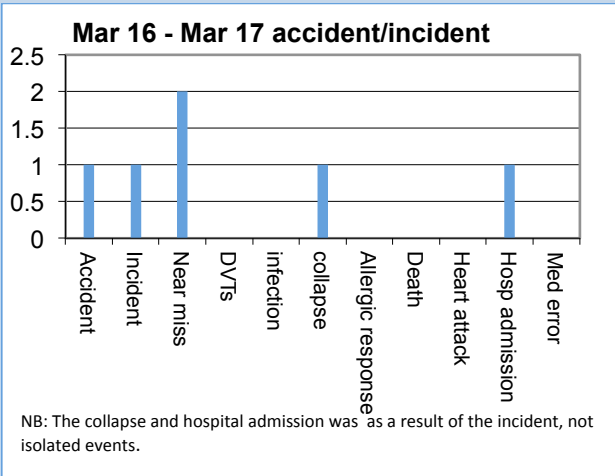
**Safety alerts/ clinical guidance/Regulations changes:**

No of MHRA alerts received: 2  
 No of relevant alerts requiring action: 0

New release of clinical guidance : 0  
 Any regulation/legislation changes: 0

Improvements  
 New wheelchair purchased  
 New chairs ordered for room 3 and upper treatment room

**Annual performance: safety**



**Annual performance quality**

