

Quality assurance monthly report - April 2017

Safety of service

Clinical risk monitoring

No of accidents: 0
 No of incidents: 1
 No of near misses: 1 (patient jewellery)

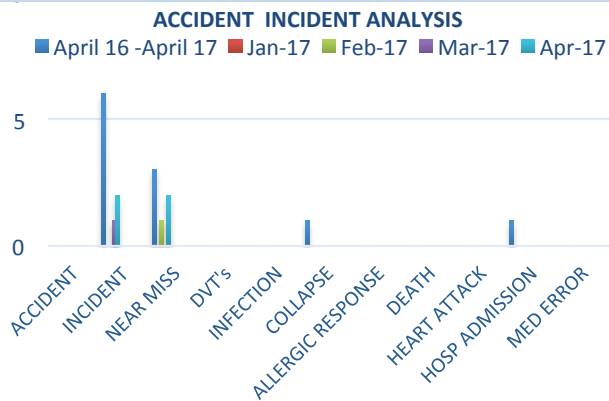
Target in the following safety areas: = 0

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 - 0

Annual performance: safety



Quality of service

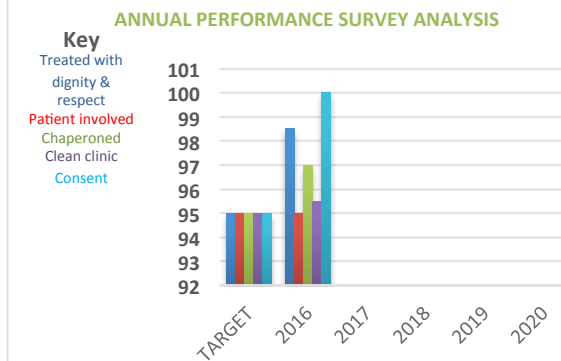
Number of procedures for month: 8
 New: 5 Follow up: 3
 Total number patients seen: 35

No of complaints received: 0
 Iwantgreatcare.com reviews: 2 (5 stars for recommend, trust, listening).
 Total 5 star reviews to date: 185 (5 star reviews)

'The treatment was performed skilfully, by Dr Gajraj, aided throughout by two excellent nurses, and I was informed of progress all through the procedure'
 'Dr Haroun Gajraj and his staff were very helpful in alleviating any doubts I had about my procedure. Very kind and courteous'

Varicose vein treatment follow up:
 4 surveys received, all patients strongly agree/ agree on questions asked ' excellent team work', 'my visit went very well'.
 ' The ambience is a huge positive factor. I received close personal care throughout and felt relaxed and confident'

Annual performance quality



Quality improvement & planning

Audits completed:

- Fire training and safety review.
- Analysis of clarivein procedure completed by Clinic manager

Meetings held:

Medical Advisory Committee & team meeting -
 Review of pre procedure screening to include lower limb jewellery.
 Renewal of practice privileges awarded to all clinicians.
 Additional pain assessment methods introduced.

Training:

All staff at Melbury clinic completed –Fire training, Fire drill test.

Safety alerts/ clinical guidance/Regulations changes:

No of MHRA alerts received: 3
 No of relevant alerts requiring action: 1
 'Topical Anaesthesia May Not Be Delivered In A Fully Atomised Spray' – reviewed by all staff and not applicable.

Improvements:

- Implementation of national recommendation to provide advice to pregnant women considering elective varicose vein treatment.
- Consent and the law reviewed.
- Hospital acquired VTE review.
- 3 advice videos for public access added to You tube site in relation to these subjects.
- Introduction of WHO pre procedure checks.