

# Quality assurance monthly report - May 2017

## Safety of service

Total number of patients seen in all services year to date: **360 (81 in May)**



No of post procedure DVTs or infections

•May 2017 0 Total = **0**  
•To date 0



No of medication errors

•May 2017 0 Total = **0**  
•To date 0



Collapse/Faint/Allergic event post procedure

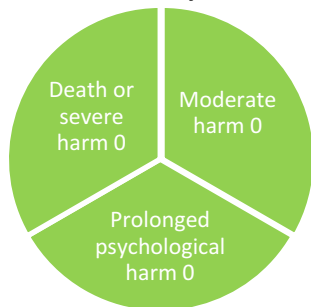
•May 2017 0 Total = **0**  
•To date 0



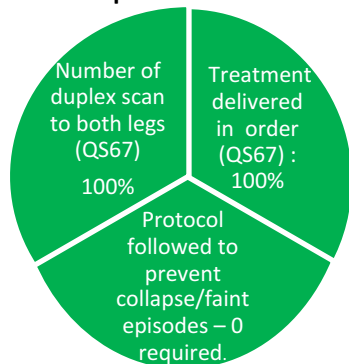
Health and safety related accident/incidents

•May 2017 0 Total = **0**  
•To date 0

### Notifiable safety incidents



### Best practice adherence



## Quality of service

**Number of vein procedures for month: 3**

**New: 6 Follow up: 3**

**Total number patients seen: 13**

NB Surgeon was away for three weeks in May.

**No of complaints received: 0**



'I trust Dr Gajraj to ensure I have the best care/treatment. He always makes me feel at ease and explains everything'.

'I never feel rushed and I believe the service he provides is of an excellent standard.'  
'The clinic is clean and the staff are friendly. I'm treated with dignity and my privacy is upheld'  
Email reply from patient ' I am delighted with my treatment at the Melbury clinic – thank you again and to your great team too'.

' verbal feedback received from patient relaying the great skill and care from her nurse'. another thanked the clinic manager for the kind advice provided over the telephone.

'My consultant always gives me time and I never feel rushed. My consultant always explains treatments and how they can help and what they entail. I feel reassured that my condition is being managed well and I have recommended this service to my friends. I have faith in my consultant that he has my best interests at heart'.

## Quality improvement & planning

**Audits completed:**

**Medication management themed audit achieved:**

- Review of patient literature and information
- Suite of audits to ensure best practice
- Injectable medication safe practice review.
- Evidence based research reviews.
- Promotion of national thrombosis week

**Meetings held:**

- Waste provider to review service provision

**Training:**

RN refresher training Clarivein procedure  
Clinic manager – Safeguarding for providers  
Clinic manager – MHRA device management.

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

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

**Improvements and reviews of practice**

- Clinic Policies, procedures and protocols reviewed
- Review of theatre register revamped
- Chaperone practice reviewed, 100% achieved.
- Maintenance updates to clinic environment
- New treatment couch
- LED lighting upgrade in clinic rooms
- New blinds in foyer/consulting rooms