

Quality assurance monthly report - August 2018

Safety of service

Total number of patients seen in all services year to date: **730 (111 in August)**



No of post procedure DVTs or infections
 •August 2018 0 Total = **0**
 •To date 0



No of medication errors
 •August 2018 0 Total = **0**
 •To date 0

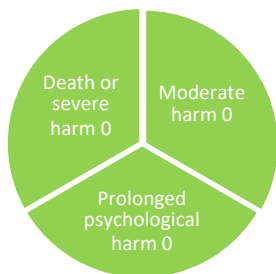


Collapse/Faint/Allergic event post procedure
 •August 2018 0 Total = **0**
 •To date 0

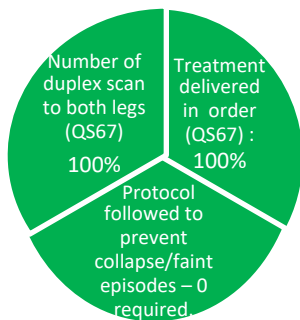


Health and safety related accident/incidents
 •August 2018 0 Total = **0**
 •To date 0

Notifiable safety incidents



Best practice adherence



Quality of service

No of vein procedures for month: 9
New: 15 Follow up: 43
Total number patients seen: 67

No of complaints received: 0

Dr Gajraj
lwantgreatcare.org
 (5 * for recommend, trust, listening).
Total 207 (5 * reviews)

Melbury Clinic
lwantgreatcare.org
 (5 * for recommend, dignity/respect, information).
Total 135 (5 * reviews)

“Dr Gajraj is very knowledgeable and professional. He is approachable and explains all matters in detail and is never hurried. His team give great care and all work together well. I was particularly impressed with the written post surgery information . My surgery has been successful and I'm now pain free , having had various procedures to my legs. Would definitely recommend Melbury clinic. ” Patient, 7th August 2018

“The Melbury Clinic is clean and welcoming. The staff are professional, knowledgeable and kind. And honest. The consultation was informative, and not rushed. Plenty of opportunity to ask questions. Surgery was efficient, caring and after care superb..” Patient, 7th August 2018

Quality improvement & planning

Audits completed:

- Storage temperatures for pharmaceuticals kept within recommended ranges at all times
- Emergency Audit

Meetings held:

- Informal daily staff meetings
- Staff meeting 15th August 2018
- Management meeting 9th August 2018

Safety alerts/ clinical guidance/Regulations changes:

- No of MHRA alerts received: 5
- No of relevant alerts requiring action: 1

Improvements and reviews of practice

- Melbury Clinic Twitter account up and running
- Patient blankets (no longer used) donated to Monkey World
- Judging undertaken for Blackmore Vale Business Awards (finalists in 3 categories)
- Legionella testing undertaken
- Interviews undertaken for new HCA – new member of staff appointed
- New supplier for Laser kit
- Risk Register reviewed and updated to go to MAC in September