

# Quality assurance monthly report - July 2018

## Safety of service

Total number of patients seen in all services year to date: **619 (90 in July)**



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



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

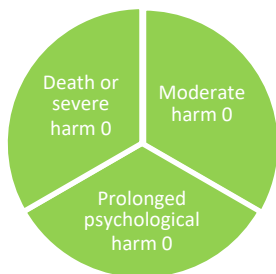


Collapse/Faint/Allergic event post procedure  
 •July 2018 0            Total = **0**  
 •To date 0

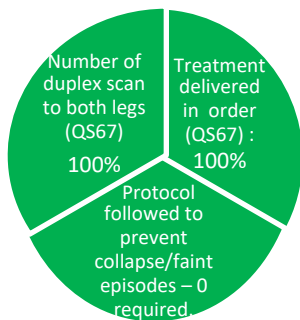


Health and safety related accident/incidents  
 •July 2018 0            Total = **0**  
 •To date 0

### Notifiable safety incidents



### Best practice adherence



## Quality of service

**No of vein procedures for month: 8**  
**New: 17                      Follow up: 27**  
**Total number patients seen: 52**

**No of complaints received: 0**

**Dr Gajraj**  
**lwantgreatcare.org**  
 (5 \* for recommend, trust, listening).  
**Total 206 (5 \* reviews)**

**Melbury Clinic**  
**lwantgreatcare.org**  
 (5 \* for recommend, dignity/respect, information).  
**Total 131 (5 \* reviews)**

“My experience was first class. From the online booking, to reception on the day of my appointment was faultless. And my consultation with Mr Gajraj was tremendous. I wasn't expecting to come away feeling inspired as well as reassured about my condition. The process was very informative and I felt I had full control of the decisions I was making. Not having had a consultation like this, I was not sure what to expect, and I was very surprised at how engaging Mr Gajraj was, his interest in me as a person and my lifestyle made me feel like the whole experience was tailored to me and my situation. Very helpful, and again, I say inspiring and reassuring!” Patient, 13<sup>th</sup> July 2018

“A very helpful consultation during which I was treated as a person as well as a patient. Everything was explained well and clearly and I came away with information on how to manage my condition.” Patient, 19<sup>th</sup> July 2018

## Quality improvement & planning

### Audits completed:

- Storage temperatures for pharmaceuticals kept within recommended ranges at all times
- Patient Notes Audit
- Environmental Audit
- Pharmacy Ordering and Supply Audit

### Meetings held:

- Informal daily staff meetings
- Staff meeting 18<sup>th</sup> July 2018
- Management meeting 19<sup>th</sup> July 2018

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

- No of MHRA alerts received: 14
- No of relevant alerts requiring action: 0

### Improvements and reviews of practice

- Policies under review and nearly complete
- Planned preventative maintenance programme continues
- 2 new HCAs commenced employment and undergoing comprehensive induction programme
- Fire Alarm system underwent annual service
- New Laser delivered and staff underwent training
- The Melbury Clinic is now a Designated Body with Dr Haroun Gajraj as the Registered Officer
- **Blackmore Vale Business Awards finalists in 3 categories: Best Place to Work, Best Online Engagement, Employee of the Year**