

Quality assurance monthly report - October 2018

Safety of service

Total number of patients seen in all services year to date: **909** (100 in October)



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



No of medication errors
 •October 2018 0 Total = 0
 •To date 0

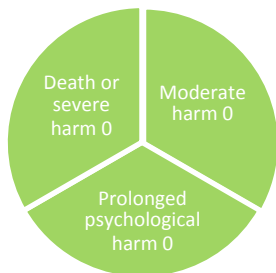


Collapse/Faint/Allergic event post procedure
 •October 2018 0 Total = 0
 •To date 0

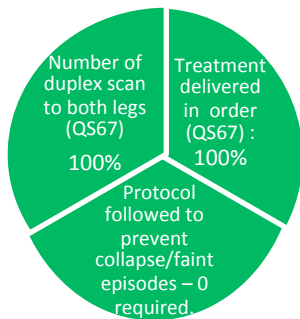


Health and safety related accident/incidents
 •October 2018 0 Total = 0
 •To date 0

Notifiable safety incidents



Best practice adherence



Quality of service

No of vein procedures for month: 10
New: 10 Follow up: 52
Total number patients seen: 72

No of complaints received: 0

Dr Gajraj
lwantgreatcare.org
 (5 * for recommend, trust, listening).
Total 209 (5 * reviews)

Melbury Clinic
lwantgreatcare.org
 (5 * for recommend, dignity/respect, information).
Total 138 (5 * reviews)

"I would recommend Mr Gajraj and his team at The Melbury Clinic in a heartbeat! The care, service and results both my husband and I received there were exemplary. From my initial informative consultation and throughout several procedures I received, I felt totally looked after and in very safe hands. I am not the bravest of patients, but without exception, all the staff at The Melbury Clinic put me at my ease. Everybody was so kind and caring. The premises is welcoming, spotlessly clean and comfortable. I felt confident in having total faith in Mr Gajraj's experience and expertise and knowing that state of the art technology and equipment was being used. For over 35 years I have suffered with varicose veins and I'm so pleased I found The Melbury Clinic as I'm delighted with the results. I may just have the confidence to wear skirts and sandals again! Many, many thanks to you Mr Gajraj and your team at The Melbury Clinic." Patient, 17th October 2018

"The care and treatment has been excellent." Patient, 25th October 2018

Quality improvement & planning

Audits completed:

- Storage temperatures for pharmaceuticals kept within recommended ranges at all times
- Notes Audit for Ringwood satellite clinic
- Cleaning Schedule Audit
- Proforma for Supervision Audit agreed by staff
- Environmental and Cleaning Audit by Director and Health Care Assistant
- Pharmacy Ordering and Supply Audit

Meetings held:

- Informal daily staff meetings
- Staff meeting 10th October 2018
- Business Meeting 4th October 2018

Safety alerts/ clinical guidance/Regulations changes:

- No of MHRA alerts received: 6
- No of relevant alerts requiring action: 0

Improvements and reviews of practice

- Natalie and Lucy successfully completed Care Certificates
- Hayley has completed her induction including laser safety training
- Natalie attended an Obagi workshop and will undergo training for short wave diathermy for facial telangiectasia on 29th October
- Open Events held at Ringwood, Yeovil and Dorchester were very successful
- Wipeable shelving now installed in sluice