




Quality assurance monthly report - September 2018


Safety of service

Total number of patients seen in all services year to date: **809 (79 in September)**

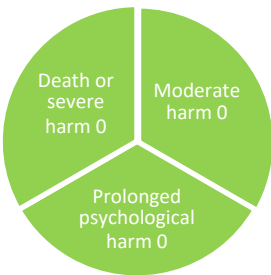
 No of post procedure DVTs or infections
 •September 2018 0 Total = **0**
 •To date 0

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

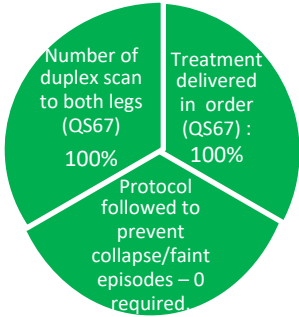
 Collapse/Faint/Allergic event post procedure
 •September 2018 0 Total = **0**
 •To date 0

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

Notifiable safety incidents



Best practice adherence



Quality of service

No of vein procedures for month: 5
New: 12 Follow up: 38
Total number patients seen: 55

No of complaints received: 0

Dr Gajraj
iwantgreatcare.org
 (5 * for recommend, trust, listening).
Total 208 (5 * reviews)

Melbury Clinic
iwantgreatcare.org
 (5 * for recommend, dignity/respect, information).
Total 136 (5 * reviews)

“Exemplary throughout. From initial consultation to examinations to the procedure itself and follow-up checks, I enjoyed a kind and reassuring manner from all at Melbury Clinic Veincare Centre. Naturally, I had some apprehensions about the varicose-vein procedure, but I never doubted the competence or attentiveness of all involved. Mr. Gajraj himself is clearly a skilled practitioner. As his patient, I also valued his clarity and use of metaphor in explaining things medical. A few weeks ago, I happened to look at a photograph of my leg taken a year ago, and was struck by the transformational improvement between then and now. I am heartily glad I chose this course of treatment and this clinic.” Patient, 3rd September 2018

“Mr. Gajraj is clearly a skilled practitioner and very thorough. As his patient, I also valued his clarity and use of metaphor in explaining things medical.” Patient, 3rd September 2018

Quality improvement & planning

- Audits completed:**
- Storage temperatures for pharmaceuticals kept within recommended ranges at all times
 - Emergency Checks Audit
 - Ringwood Patient Notes Audit
 - Room Cleaning Schedules Audit
 - Supervision Audit

- Meetings held:**
- Informal daily staff meetings
 - Staff meeting 19th September 2018
 - Medical Advisory Committee Meeting 13th September 2018

- Safety alerts/ clinical guidance/Regulations changes:**
- No of MHRA alerts received: 7
 - No of relevant alerts requiring action: 0

- Improvements and reviews of practice**
- Hayley Holland appointed as HCA and commenced in post
 - Cleaning colour codes now reflect NPSA standards
 - Computer system upgraded
 - Legionella testing – negative
 - Fire extinguishers serviced
 - Dr Gajraj underwent Responsible Officer training 19th & 20th September 2018
 - Policies all updated
 - ‘Iwantgreatcare’ certificate received for highest award of 5 * reviews
 - Quotes obtained for upgrade of flooring in consulting room and sink replacement