

Quality assurance monthly report - December 2018

Safety of service

Total number of patients seen in all services year to date: **1049 (37 in December)**



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



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

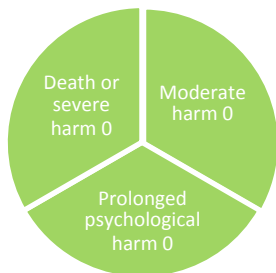


Collapse/Faint/Allergic event post procedure
 •December 2018 0 Total = 0
 •To date 0

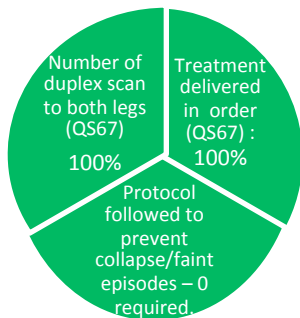


Health and safety related accident/incidents
 •December 2018 0 Total = 0
 •To date 0

Notifiable safety incidents



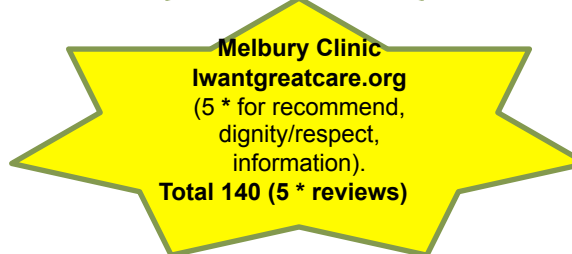
Best practice adherence



Quality of service

No of vein procedures for month: 0
New: 0 Follow up: 4
Total number patients seen: 4

No of complaints received: 0



“I was delighted with the treatment I received from both Haroun Gajraj and his team. They were cheerful, friendly and professional; and I knew I was in 'safe hands'. Everything was explained carefully and I was treated with dignity and respect at all times. The clinic itself is kept immaculately clean and provides a pleasant and comfortable setting in which to receive treatment. I am completely satisfied with the results of my procedure and the aftercare received. I would have no hesitation in recommending Haroun Gajraj and The VeinCare Centre.” Patient, 1st November 2018
 “Most efficient, friendly and kind.” Patient, 1st December 2018

Quality improvement & planning

Audits completed:

- Storage temperatures for pharmaceuticals kept within recommended ranges at all times
- Room Cleaning Schedules Audit
- Notes Audit
- Incident Reports Audit

Meetings held:

- Informal daily staff meetings

Safety alerts/ clinical guidance/Regulations changes:

- No of MHRA alerts received: 4
- No of relevant alerts requiring action: 1

Improvements and reviews of practice

- Rolling teaching programme to be implemented for 2019
- Procedure Surveys are now electronic – 19 out of 37 responses received, all with 100% positive answers
- Clinic carpets cleaned throughout
- Upstairs consulting room flooring now fully wipeable
- Fire alarm system serviced
- Clinic Team Training Day undertaken 5th December
- Mandatory training undertaken by clinic staff
- Deep cleaning of clinic commenced