




# Quality assurance monthly report - January 2019


## Safety of service

Total number of patients seen in all services year to date: **73 (73 in January)**

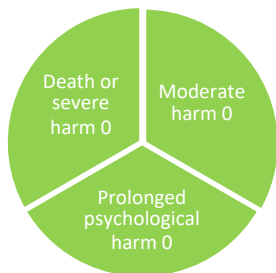
 No of post procedure DVTs or infections  
 • January 2019 0      Total = **0**  
 • To date 0

 No of medication errors  
 • January 2019 0      Total = **0**  
 • To date 0

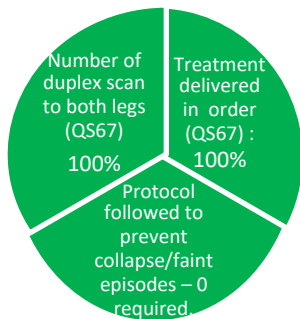
 Collapse/Faint/Allergic event post procedure  
 • January 2019 0      Total = **0**  
 • To date 0

 Health and safety related accident/incidents  
 • January 2019 0      Total = **0**  
 • To date 0

### Notifiable safety incidents



### Best practice adherence



## Quality of service

**No of vein procedures for month: 4**  
**New: 6      Follow up: 33**  
**Total number patients seen: 43**

**No of complaints received: 0**

**Dr Gajraj**  
**lwantgreatcare.org**  
 (5 \* for recommend, trust, listening).  
**Total 210 (5 \* reviews)**

**Melbury Clinic**  
**lwantgreatcare.org**  
 (5 \* for recommend, dignity/respect, information).  
**Total 143 (5 \* reviews)**

"I have complete confidence in Dr. Gajraj and feel extremely glad that I have found him to treat my veins. He explains everything very clearly and keeps me informed at all times. He works to such a high professional standard and always makes me feel at ease." Patient, 16<sup>th</sup> January 2019

"I wouldn't hesitate to recommend the Melbury Clinic to someone else. The level of care is excellent and because they only treat one patient at a time you feel that you are receiving the best possible care. The clinic is clean, the staff are knowledgeable and caring and you are treated with respect and dignity. Your treatment is discussed with you in detail and all your questions are answered with explanations given clearly and in layman's terms so you can properly understand the treatment. I had every confidence in Dr Gajraj and his team and felt that I was in very good hands. I recovered quickly from the procedure and had no problems during my recovery. Overall, an excellent service by a team of dedicated health care professionals." Patient, 21<sup>st</sup> January 2019

## Quality improvement & planning

### Audits completed:

- Storage temperatures for pharmaceuticals kept within recommended ranges at all times
- Infection Control Audit
- Fire Safety Audit

### Meetings held:

- Informal daily staff meetings
- Business meeting 16<sup>th</sup> January
- MAC meeting 17<sup>th</sup> January
- Staff meeting 23<sup>rd</sup> January

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

- No of MHRA alerts received: 8
- No of relevant alerts requiring action: 1

### Improvements and reviews of practice

- Windows cleaned inside and outside
- Painted surfaces restored to a good condition
- Deep cleaning of clinic completed
- Annual maintenance programme completed
- All electrical items PAT tested
- Mandatory training to be undertaken by Clinic Directors
- Short Wave Diathermy now available and being advertised
- Advert placed for new HCA