

Quality assurance monthly report - November 2018

Safety of service

Total number of patients seen in all services year to date: **1012** (103 in November)



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



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

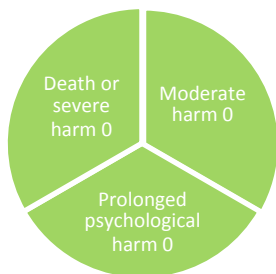


Collapse/Faint/Allergic event post procedure
 •November 2018 0 Total = **0**
 •To date 0

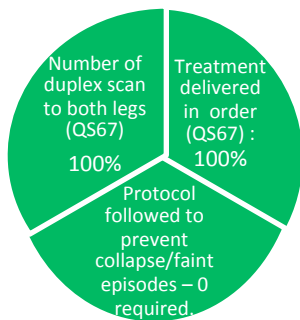


Health and safety related accident/incidents
 •November 2018 0 Total = **0**
 •To date 0

Notifiable safety incidents



Best practice adherence



Quality of service

No of vein procedures for month: 8
New: 12 Follow up: 47
Total number patients seen: 67

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 139 (5 * reviews)

“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

Quality improvement & planning

Audits completed:

- Storage temperatures for pharmaceuticals kept within recommended ranges at all times
- Environmental 'walk around' completed by Director and HCA – items identified to be actioned during December
- Emergency Checks
- Notes Audit
- 2019 Audit Programme agreed

Meetings held:

- Informal daily staff meetings
- Staff meeting 22nd November 2018

Safety alerts/ clinical guidance/Regulations changes:

- No of MHRA alerts received: 1
- No of relevant alerts requiring action: 0

Improvements and reviews of practice

- Rolling teaching programme to be implemented for 2019
- Intermediate Life Support training undertaken by all members of the nursing team
- Procedure Surveys are now electronic – 9 out of 22 responses received, all with 100% positive answers
- Natalie has undertaken SWD training
- Annual maintenance booked