

THE MELBURY CLINIC

&

VEINCARE CARE

ANNUAL REPORT 2018/19

'Harley Street in Rural Dorset'

Contents:

	Page
Introduction	4
The VeinCare Team	5
Directors' Statements	7
Quality Services and Outcomes	7
Overall Quality	8
Enhancing our Safety	8
Surgical Site Infections	9
Pulmonary Embolism	9
Deep Vein Thrombosis	9
Post Surgical Bleeding	9
Never Events	9
Incident Reporting	10
Enhancing Skills	11
Risk Management	11
Quality Assurance	11
Satellite Clinics	12
Open Days	12
Development During 2018	12
Staffing	12
Designated Body	13
Training Days	14
Hand Rejuvenation	15
Environmental Improvements	16
Treatment Room	16
Consulting Room	16
Waiting Area	17
Cleaning	18
Charitable Donations	18

Awards	19
Blackmore Vale Business Awards	19
'iWantGreatCare.org'	20
Visiting Clinicians	21
Miss Cathy McGuinness	21
Dr Ian Strawford	21
Dr Pam Collins	21
Dr Mark Groom	22

Introduction

Mission Statement:

'To deliver excellence in healthcare and to put our patients at the centre of all that we do.'

The Melbury Clinic Ltd is located on the A37, 6 miles from Yeovil and 15 miles from Dorchester.

It opened in January 2003 and was initially used by visiting clinicians and healthcare professionals to offer a range of medical, aesthetic and complimentary therapies.

Now, the Melbury Clinic is dedicated primarily to the care of vein conditions using the latest diagnostic and treatment methods. It also holds satellite clinics at Southampton and Ringwood.

In addition, visiting clinicians provide aesthetic, occupational health and civil aviation authority medicals.

The VeinCare Team



Dr Haroun Gajraj

Director and founder of the VeinCare Centre

Dr Gajraj has over 25 years' experience of treating people with varicose veins, thread veins and other vein complications such as phlebitis, varicose eczema and varicose ulcers. In addition to his clinical role he is responsible for all the medical activities in the Melbury Clinic. This includes participation in business meetings, staff meetings and chairing the Medical Advisory Committee. He is also the nominated individual with the Care Quality Commission.



Jane Gajraj, BSc

Director

Jane is the co-director of the Melbury Clinic. She participates in business meetings, staff meetings and is a member of the Medical Advisory Committee. In addition, she also participates in the annual audit programme of the clinic.



Maddie Groves, RN MSc

Operational Manager

Maddie is the Operational Manager of the Melbury Clinic, having previously worked in the NHS for over 30 years. She is responsible for ensuring the clinic runs effectively and efficiently. In addition, she is required to both supervise and train staff and work with Dr Gajraj to ensure that the clinicians work within the regulatory framework of the Care Quality Commission. Maddie is also a member of the Medical Advisory Committee and presents the governance agenda.



Lisa Parsons

Office Administrator and Clinic Secretary

Lisa works closely with the Manager providing both administrative and secretarial support. In addition, she is part of the management team and attends business meetings. Lisa is also the Fire Warden for the clinic.



Natalie Pike

Health Care Assistant

Natalie is one of a team of Health Care Assistants who assist in the clinic. She provides support to patients during consultations as well as assisting in the treatment room during procedures. In addition, she has undertaken training to treat facial telangiectasia (spider veins).



Lucy Wicks

Health Care Assistant

Lucy is a Health Care Assistant at the clinic and provides support to patients during consultations and assists for procedures in the treatment room. She also leads on implementing the audit programme for the clinic.

Directors Statements

Haroun Gajraj:

“2018 has been a year of great change: an almost complete turnover of staff and major investments in the clinic environment.

Our most valuable assets are our staff and I am delighted to say that our Team is well prepared to provide excellent healthcare in 2019.”

Jane Gajraj

“We are going into 2019 with an extremely competent team, under our Operational Manager’s day to day leadership.

Haroun and I are confident that the Melbury Clinic will continue to thrive in the hands of our staff.”

Quality Services and Outcomes

The Melbury Clinic strives to deliver the highest quality care and safety for all our patients. As an organisation we look at three equally important factors, that were originally designed for quality in the NHS.

The three factors are:

- | | |
|----------------------|--|
| Safety | Meeting the highest possible standards of safety by avoiding harm, upholding professional standards and acting responsibly. |
| Effectiveness | Following the approach recommended by the National Institute for Health and Care Excellence Guidance CG168 in the treatment of varicose veins. |
| Experience | Being a trusted partner to our patients by giving them a positive, reassuring and individualised experience. |

We review our work and measure our success in these areas by monitoring and reporting incidents, complaints and patient feedback.

Overall Quality

The quality and safety of the care we give our patients is regulated by the Care Quality Commission. They monitor, inspect and regulate services to make sure they meet the fundamental standards of quality and safety.

The Melbury Clinic was last inspected on 15th January 2014 and was found to meet all the standards at the inspection. The report was published in February 2014.

Complaints

Analysis of our complaints forms a vital part of our clinical governance and our quality improvements. Although we can learn much from complaints, we prefer the number to be low as this reflects satisfaction with the overall service we are providing.

All complaints are recorded, investigated and shared with staff, so we can learn from them.

In 2018 zero complaints were received by the Melbury Clinic, which was an improvement on 2017 when three complaints were received.

Enhancing our Safety

The WHO checklist is the 'gold standard' in operating theatre safety and when used consistently has been shown to reduce errors and adverse events by encouraging communication and clarity.

We have adapted the checklist to be used in our treatment room for every vein treatment carried out under local anaesthetic.

All clinical staff are required to undertake laser safety training.

In addition, the secretary/office administrator is the clinic's fire warden and has attended external training with Fire Risk Assessments and Training (Mr Gordon-Farleigh).

Surgical Site Infections

Surgical site infections are one of the commonest complications following surgery.

Although the risk of surgical site infection is very low with minimally invasive procedures it is important that we record numbers as a high rate of infections would indicate a probable breakdown in our infection control procedures.

During 2018 there were no recorded infections.

Pulmonary Embolism

Pulmonary embolism is a serious complication of surgery of any sort. All pulmonary embolisms are recorded as adverse incidents. It is never possible to reduce the risk of pulmonary embolism to zero, but we undertake risk assessments on this for each patient.

During 2018 there was one report of a pulmonary embolism following treatment with bilateral endothermal ablation.

Deep Vein Thrombosis

Deep vein thrombosis is a common complication of surgery of any sort. All deep vein thromboses are recorded.

During 2018 there were no recorded deep vein thromboses.

Post Surgical Bleeding

Bleeding after endovenous laser treatment is highly unlikely, however it could happen.

There was one report of significant bleeding post endovenous laser treatment resulting in a large haematoma.

Never Events

Never events are serious, largely preventable patient safety incidents that should not occur if existing national guidance or safety recommendations have been implemented by healthcare providers.

As the name suggests these events should never happen. If just one never event occurs, it may indicate serious failings in the safety management system of the organisation and would require robust investigation and actions to avoid a repetition.

During 2018 there were zero Never Events.

Incident Reporting

Reporting of incidents, regardless of severity is encouraged by the Melbury Clinic as this demonstrates an open organisation. All incidents are graded as to the likelihood of the occurrence and impact it may have.

Incidents are discussed both at staff meetings and the Medical Advisory Committee and actions are put in place to prevent recurrence.

The number of incidents reported during 2018 was 58, an increase of 44 from 2017 which is seen as a positive trend. This increase in reporting follows the appointment of new operational manager who encourages openness and honesty as well as a “no blame culture”. The fact that our incidents have increased supports our belief that all members of our team feel able to report any concerns that they have.

Enhancing Skills

The VeinCare team have all been trained in basic life support. In addition, the clinical staff have all participated in intermediate life support and received their certification. This ensures they are all able to use the automated defibrillator at the clinic in the unlikely event it is required.

The Health Care Assistants have all completed their Care Certificate as well as achieving their clinical competencies to assist and support in clinical procedures.

Risk Management

The Melbury Clinic reviews risks on a regular basis and has a live Risk Register.

The Risk Register is reported to the Medical Advisory Committee quarterly for consideration and evaluation.

Risks are identified and prioritised based on the likelihood of occurrence and impact in the event of occurrence. The residual risk is the level of risk remaining after taking into account the controls in place.

Quality Assurance

The Melbury Clinic is committed to ensuring that processes in relation to quality and safety are robust and well embedded in the organisation.

To achieve this an annual audit programme is in place and customer feedback is measured and reported on. Actions required from audits are regularly reviewed and documented when complete.

In addition, there is a continual drive to improve quality to meet and exceed patient expectations as well as meeting the requirements of the Care Quality Commission. This is achieved through regular staff and business meetings at which audit results are discussed and actions agreed.

Satellite Clinics

The Melbury Clinic held satellite clinics in Southampton and since August 2018 at the Ringwood Health Clinic.

Patients are able to have a full consultation and scans at both of these venues. In addition, minor treatments such as foam sclerotherapy, microsclerotherapy and hand rejuvenation can also be carried out.

Open Days

Successful open days were held at Ringwood, Yeovil and Dorchester during October 2018. This gives members of the public the opportunity to hear an informative talk by Dr Gajraj and Miss McGuinness and have any of their questions answered with regards to varicose veins and treatments available.

They are also able to book for a full consultation in the future should they wish.

Developments During 2018

Staffing

Early 2018 saw the retirement of the Registered Manager, Ros English. Dr Haroun Gajraj took on the role of CQC Registered Manager and Maddie Groves was appointed Operational Manager. We also said goodbye to our two Health Care Assistants Laura Spicer and Kim Burt. Kim unfortunately moved away from the area whilst Laura commenced training to become a midwife.

We welcomed a new team of Health Care Assistants – Natalie Pike, Lucy Wicks and Hayley Holland – who are now trained to support patients during treatments and consultations.

We were pleased to receive the following letter from Laura:

To the beautiful people of The Melbury Clinic,

Looking back at the past year I realise how much I have learnt and grown as a person personally as well as in my work.

I started working at the clinic as a person who believed she wasn't intelligent, worthy or valued as a person due to previous work places disregarding my opinions or questions. I felt that I was not capable of anything and that I was not good enough.

Not anymore! Throughout our time working together you have all trusted, encouraged, nurtured me to become a better and more confident person.

I cannot believe how much I have learnt and not just about veins! I have found every moment fascinating, absorbing every ounce of information, enabling me to understand and able to explain more in depth to our patients, allowing me to be the best I can be!

Without you all believing in me I would not have even thought about going to university yet, the plan was to wait a year or two until I was more confident in myself. So, thank you. I most definitely would never have thought I would have passed the access course with almost 100% distinctions and that I would be a student midwife next week! (so really its all your fault I've had to leave haha!)

Ok, so I may be a ditsy, bubbly, giggly and maybe a bit bossy but it is all of you who enabled me to be comfortable with who I am and allow me to be me- hopefully in a good way. Thank you for putting up with me.

So enough with the mushy stuff, I really do appreciate all that The Melbury Clinic has given me this past year, you will never know how much it means to me.

I am good enough, I can do this, and I will do this, I shall make you proud!!

I shall miss you all but will keep in touch, cannot wait to see what is in store for the clinic in the future.

I wish you all well....love and hugs x



Ps: thank you for my leaving gifts. The book vouchers will come in very handy, the flowers are beautiful, the sunflowers are opening and looking gorgeous and Lucy: I haven't taken my neck lace off! Such a thoughtful gift. Thank you.

Designated Body

The Melbury Clinic became a Designated Body in 2018.

A Designated Body is an organisation that provides registered medical practitioners with regular appraisals and supports their revalidation with the General Medical Council.

Dr Haroun Gajraj became the Responsible Officer and is accountable for the local clinical governance process at the Melbury Clinic. He has been required to undergo training in order to fulfil the role and he will now have his appraisal by NHS England (South West).

Training Days

In June 2018 the Melbury Clinic held its first training day for visiting delegates. They were able to observe both endovenous treatments and microsclerotherapy by Dr Gajraj and Miss McGuinness.

During the remainder of the year another two training days were held and it is anticipated these will continue into 2019 and hopefully develop into a three day course for delegates.

Hand Rejuvenation

The Melbury Clinic is one of the few specialist vein clinics in the UK that treats hand veins as far as we are aware.

The Hand Rejuvenation Treatment Programme is unique anywhere in the world.

This service is now expanding with patients travelling long distances to undergo treatment.

Before



After



Environmental Improvements

Treatment Room



The Treatment Room sink was upgraded late 2017 giving more room and better facilities for 'scrubbing up' (surgical handwashing) prior to a procedure. Although there have been no surgical site infections in 2017 or 2018, this major upgrade to hand washing facilities is regarded as an important investment to continue meet national standards.

The stainless steel surgical sink has sensors so that the practitioners do not need to touch taps and the water temperature is thermostatically controlled.

Consulting Room

The upstairs Consulting Room was mainly laid to carpet prior to improvements being made in late 2018 when new flooring was laid throughout the room.

This makes the clinical room floor easier to clean and is now compliant with CQC recommendations. Minor treatments such as injection sclerotherapy for spider veins and foam sclerotherapy for varicose veins can be safely carried out in a clinical environment without the need to schedule treatment in the surgical room. This is very convenient for our patients who can avoid additional appointments.



All the surfaces in the consulting room are now wipeable are the room is compliant with modern infection prevention practices.

Waiting Area



The furniture in the waiting area was replaced during 2018 with chairs that are now washable.

The waiting area is now more comfortable for our patients and the people who accompany them.

Patients and those who accompany them now have access to guest WiFi through a secure password.



In addition, the chairs in the consulting rooms have been replaced with washable versions ensuring compliance with infection control and prevention guidance.

Cleaning

A decision was made during 2018 to bring the cleaning of the clinic in-house. This has resulted in greater flexibility for cleaning the clinic and a higher standard of cleanliness throughout. Each room has a cleaning checklist and signature sheet, and regular audits are carried out to monitor compliance.

Charitable Donations

During 2018 the Melbury Clinic took the decision to use disposable scrubs, patient gowns and blankets to strengthen its compliance with Infection Prevention and Control Guidance.

The redundant patient blankets were donated to Monkey World, the ape and monkey sanctuary and rescue centre in Wareham, Dorset.

The patient gowns were donated to St Margaret's Hospice in Yeovil for inpatient use.

Awards

Blackmore Vale Magazine Business Awards

The Melbury Clinic entered the Blackmore Vale Magazine Business Awards for the first time in 2018.

We were shortlisted in 3 categories and made it to the finals:



Best Employee – Lisa Parsons

Best Place to Work

Best Online Engagement

Unfortunately, we were not selected to win, but plan to enter again during 2019.

'iWantGreatCare.org'

iWantGreatCare is a service which allows both NHS and private healthcare patients to rate individual doctors and nursing staff on the care they provide. Launched in July 2008, it is an independent website where people can give feedback about their experiences.

For the second year running, Dr Gajraj has received the highest award possible receiving five stars from iWantGreatCare.



Visiting Clinicians

The Melbury Clinic has clinicians with practising privileges who offer a range of services.

Cathy McGuinness, Consultant Vascular Surgeon



Miss McGuinness is a consultant vascular surgeon with over 30 years' experience. She has a special interest in minimally invasive vein treatments, thrombosis, lymphoedema, leg ulceration and thread veins.

She visits both the Melbury Clinic and the Ringwood Health Clinic to undertake consultations and treatments.

Dr Ian Strawford



Dr Strawford is the Clinical Director of Skin Excellence Clinics and a full member of the British College of Aesthetic Medicine.

He visits the clinic on average twice a month to undertake both consultations and aesthetic treatments.

Dr Pam Collins

Dr Collins is an independent Occupational Health Physician who holds a weekly clinic at the Melbury clinic. She has a broad experience having worked for the NHS emergency services and manufacturing industry. Most of her work is now acting as a network doctor for national providers who do not have a practitioner in this area. She also acts as an HSE Appointed Doctor.

Dr Mark Groom

Mark Groom is a specialist occupational physician with a particular interest in aviation medicine. He is a CAA-authorized aeromedical examiner. He has been running an aviation medicine practice for pilots and air traffic controllers at the Melbury Clinic since 2003. He also sees patients for occupational medical assessments, whether referred by their employer or for occupational pension scheme assessments and appeals. He is a medical referee for the Maritime and Coastguard Agency and a Civil Service Pension Scheme independent medical appeal chair.