

Quality assurance monthly report - February 2019

Safety of service

Total number of patients seen in all services year to date: **170 (97 in February)**



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



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

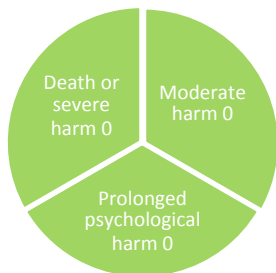


Collapse/Faint/Allergic event post procedure
 •February 2019 0 Total = **0**
 •To date 0

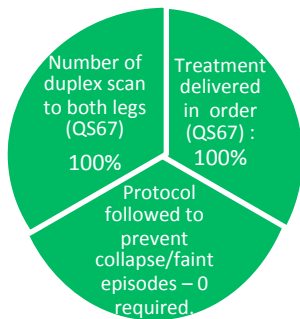


Health and safety related accident/incidents
 •February 2019 0 Total = **0**
 •To date 0

Notifiable safety incidents



Best practice adherence



Quality of service

No of vein procedures for month: 9
New: 10 Follow up: 55
Total number patients seen: 74

No of complaints received: 0

Dr Gajraj
lwantgreatcare.org
 (5 * for recommend, trust, listening).
Total 211 (5 * reviews)

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

“Mr Haroun Gajraj is an amazing surgeon. He is, without a doubt, a very experienced professional doctor with many years experience in his field. However he has the ability to make you feel relaxed from word go, he has a very soft voice which is very reassuring. He talks to you in layman terms so at no time have you ever any doubts, or are unsure, of exactly what he means and what the treatment entails. He is also at pains to draw to your attention that not every procedure is as successful as you would like and leaves the decision very much in your court. At no time was there any pressure put on you from him to go ahead with the procedure. He is very passionate about what he does, which obviously rubs off on his staff as they are more like one big family. An ideal doctor as far as I am concerned.” Patient, 24th February 2019

Quality improvement & planning

Audits completed:

- Storage temperatures for pharmaceuticals kept within recommended ranges at all times
- Time Audits undertaken looking at both appointments and procedures
- Environmental Walkaround and Cleaning Audit

Meetings held:

- Informal daily staff meetings
- Business meeting 13th February
- Staff meeting 20th February

Safety alerts/ clinical guidance/Regulations changes:

- No of MHRA alerts received: 10
- No of relevant alerts requiring action: 1

Improvements and reviews of practice

- New HCA appointed and commences work on 5th March 2019
- New SLA for Occupational Health Services with Dorset County Hospital agreed
- Agreement now in place with Patient Care Finance to provide a credit facility for hand rejuvenation
- Further training for HCA to cover admin leave
- Dr Gajraj met with the GMC regarding our position as Designated Body – commented that the Melbury Clinic is going above and beyond what is required

