




Quality assurance monthly report - March 2019


Safety of service

Total number of patients seen in all services year to date: **252 (82 in March)**

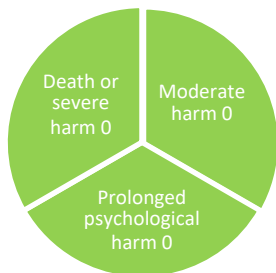
	No of post procedure DVTs or infections			
	•March 2019	0	Total =	0
	•To date	0		

	No of medication errors			
	•March 2019	0	Total =	0
	•To date	0		

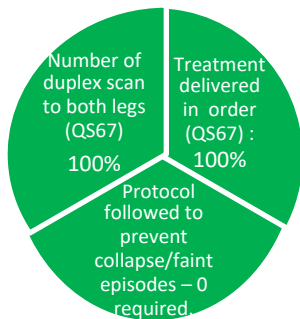
	Collapse/Faint/Allergic event post procedure			
	•March 2019	0	Total =	0
	•To date	0		

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

Notifiable safety incidents



Best practice adherence



Quality of service

No of vein procedures for month: 3
New: 8 Follow up: 41
Total number patients seen: 52

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 146 (5 * reviews)

“The Melbury Clinic really does achieve its mission statement. The treatment I’ve received at the clinic for hand veins has been very high quality. Dr Gajraj is very skilled in his work and uses the utmost of care and caution whilst carrying out the procedures. I had total confidence in his abilities and the results have been amazing. Large and unsightly veins have either become invisible or have reduced to a normal size. Dr Gajraj and his team are so caring and understanding. I was treated very kindly and not just as a patient but as an individual person. The clinic I attended was also spotless and in a very pleasant and peaceful location in the countryside. I can’t thank Dr Gajraj and the team enough for no longer having to suffer the embarrassment of my hands veins.”
 Patient, 26th February 2019

Quality improvement & planning

Audits completed:

- Storage temperatures for pharmaceuticals kept within recommended ranges at all times
- Room Cleaning Schedules Audit
- Notes Audit
- COSHH Multidisciplinary Assessment

Meetings held:

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

Safety alerts/ clinical guidance/Regulations changes:

- No of MHRA alerts received: 9
- No of relevant alerts requiring action: 0

Improvements and reviews of practice

- Dawn Holt commenced work on 5th March 2019; training underway and Care Certificate commenced
- Training undertaken by all staff in providing finance for hand rejuvenation
- Pharmacy supplies now sourced from one supplier
- The Melbury Clinic and VeinCare Centre websites under review/reconstruction
- VeinCare Academy established to market future training courses
- Enquiries made within community regarding providing study days to educate on varicose vein and ulcer treatments