




Quality assurance monthly report - April 2019


Safety of service

Total number of patients seen in all services year to date: **347 (95 in April)**

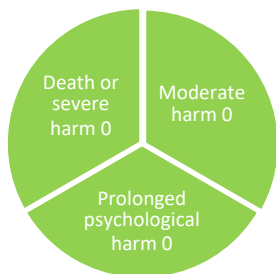
	No of post procedure DVTs or infections			
	•March 2019	0	Total =	0
	•To date	0		

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

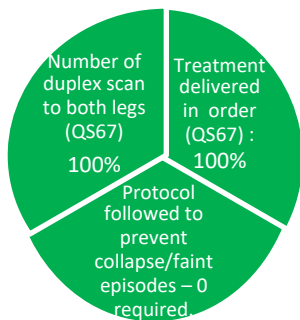
	Collapse/Faint/Allergic event post procedure			
	•March 2019	0	Total =	0
	•To date	0		

	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: 9
New: 24 **Follow up: 28**
Total number patients seen: 61

No of complaints received: 0

Dr Gajraj
lwantgreatcare.org
 (5 * for recommend, trust, listening).
Total 214 (5 * reviews)

Melbury Clinic
lwantgreatcare.org
 (5 * for recommend, dignity/respect, information).
Total 153 (5 * reviews)

“From the initial consultation, through investigation, diagnosis, treatment to follow up after the treatment all aspects of the interaction were clear and professional. I was encouraged to ask questions and all were answered clearly. I was confident that I was in control of all aspects of the decisions leading to the investigation and treatment provided.” Patient, 13th April 2019

“Very clean and comfortable surroundings, well attended to by very polite and courteous staff. Prompt and efficient service. Very good and thorough consultation not rushed or skimped. A confident and informative ultra scan, on a very delicate issue. Reassuring me of what was found. Very helpful information and advice to move my issue forward.” Patient, 24th April 2019

“Clear, concise, professional. Diagnosis was clearly explained and the images from the ultrasound used to show me the problem. Encouraged questions, listened, answered with due consideration. Made it easy for me to feel relaxed and confident that I was in control. The treatment was very successful. The follow up consultations provided confidence.” Patient, 13th April 2019

Quality improvement & planning

Audits completed:

- Storage temperatures for pharmaceuticals kept within recommended ranges at all times
- Pharmacy Audit
- Environmental Walk and Cleaning Audit

Meetings held:

- Informal daily staff meetings
- Business meeting 9th April
- Staff meeting 24th April
- MAC meeting 11th April

Safety alerts/ clinical guidance/Regulations changes:

- No of MHRA alerts received: 5
- No of relevant alerts requiring action: 0

Improvements and reviews of practice

- New CCTV system installed
- New patient monitor installed
- Annual stock take undertaken
- Patient paperwork reviewed and updated
- Window frames renovated