




Quality assurance monthly report - July 2019


Safety of service

Total number of patients seen in all services year to date: **630 (106 in July)**

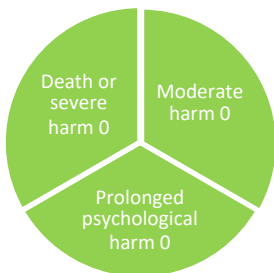
	No of post procedure DVTs or infections			
	•July 2019	0	Total =	0
	•To date	0		

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

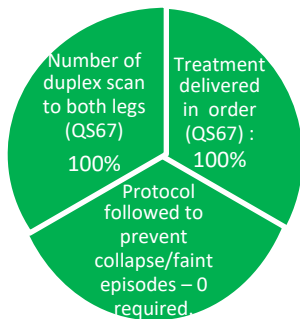
	Collapse/Faint/Allergic event post procedure			
	•July 2019	0	Total =	0
	•To date	0		

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

Notifiable safety incidents



Best practice adherence



Quality of service

No of vein procedures for month: 8
New: 18 **Follow up: 49**
Total number patients seen: 75

No of complaints received: 0

Dr Gajraj
lwantgreatcare.org
 (5 * for recommend, trust, listening).
Total 215 (5 * reviews)

Melbury Clinic
lwantgreatcare.org
 (5 * for recommend, dignity/respect, information).
Total 156 (5 * reviews)

“Very sympathetic and understanding about my needs & she did not make me feel uncomfortable in any way. The procedure went very well & I have a review in 5 weeks time.” Regarding Miss McGuinness - Patient, 18th June 2019

“I had thread vein treatment, I was slightly nervous as I'm not keen on needles. Cathy put my mind at ease explaining what she was doing and listening to my concerns and what I wasn't happy with about my legs. The procedure was almost pain free, I only felt a ting scratch and although it has only been a few days I can see a noticeable improvement. So happy with the results so far and would highly recommend Cathy, I would certainly use her again.” Regarding Miss McGuinness - Patient, 1st July 2019

Quality improvement & planning

Audits completed:

- Pharmacy ordering and supply audit – 100% compliance to requirements

Meetings held:

- Informal daily staff meetings
- Business meeting 10th July

Safety alerts/ clinical guidance/Regulations changes:

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

Improvements and reviews of practice

- Miss McGuinness is now on 'lwantgreatcare.org' and has 99 '5*' reviews and some amazing comments from Melbury Clinic patients
- In-house training day on 24th July
- Leg Ulcer Study Day on 26th July attended by both staff and nurses from community care
- Lucy Wicks and Natalie Pike both celebrated one year of service at the Melbury Clinic
- Consent forms reviewed and updated
- Shortlisted for Blackmore Vale Magazine Business Awards in 2 categories:
 - ❖ Best Online Engagement
 - ❖ Customer Care
- Annual electrical checks and upgrade of emergency lighting