

Quality assurance monthly report - June 2019

Safety of service

Total number of patients seen in all services year to date: **524 (90 in June)**



No of post procedure DVTs or infections

•June 2019 0 Total = **0**
•To date 0



No of medication errors

•June 2019 0 Total = **0**
•To date 0



Collapse/Faint/Allergic event post procedure

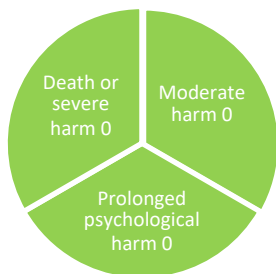
•June 2019 0 Total = **0**
•To date 0



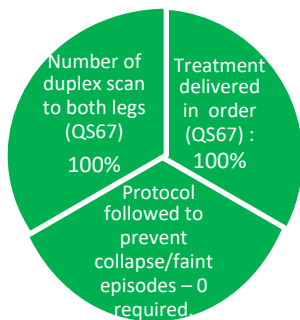
Health and safety related accident/incidents

•June 2019 0 Total = **0**
•To date 0

Notifiable safety incidents



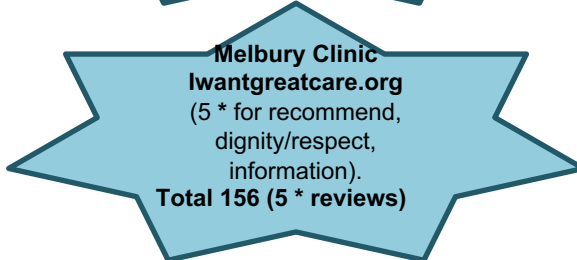
Best practice adherence



Quality of service

No of vein procedures for month: 7
New: 21 Follow up: 33
Total number patients seen: 61

No of complaints received: 0



"I can highly recommend The Melbury Clinic. All the staff there could not have been more kind or helpful." Patient, 3rd June 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

Quality improvement & planning

Audits completed:

- Storage temperatures for pharmaceuticals kept within recommended ranges at all times
- Room Cleaning Schedules Audit
- Notes Audit
- Fire Safety Audit

Meetings held:

- Informal daily staff meetings
- Business meeting 12th June
- Staff meeting 26th June

Safety alerts/ clinical guidance/Regulations changes:

- No of MHRA alerts received: 7
- No of relevant alerts requiring action: 0

Improvements and reviews of practice

- New HCA Sue Osborne now in post
- 50% response rate to Post Procedure Survey, of which 100% gave positive feedback and would recommend The VeinCare Centre
- Updated WHO checklist to include patients that do not consume caffeine as they may be sensitive to adrenaline
- Two new risks on risk register
- Microsclerotherapy course 27th June 2019
- Laser serviced for 2019
- New mandatory training workbook for doctors with practice privileges
- New prescription form due to adrenaline shortage
- Natalie and Lucy had appraisals
- Received 1 complaint