

Quality assurance monthly report - May 2019

Safety of service

Total number of patients seen in all services year to date: **434 (87 in May)**



No of post procedure DVTs or infections

•May 2019 0 Total = **0**
•To date 0



No of medication errors

•May 2019 0 Total = **0**
•To date 0



Collapse/Faint/Allergic event post procedure

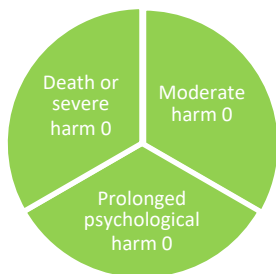
•May 2019 0 Total = **0**
•To date 0



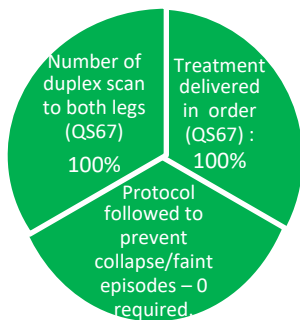
Health and safety related accident/incidents

•May 2019 0 Total = **0**
•To date 0

Notifiable safety incidents



Best practice adherence



Quality of service

No of vein procedures for month: 14
New: 7 Follow up: 24
Total number patients seen: 45

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 155 (5 * reviews)

“The whole team at the Melbury clinic are professional, caring and empathetic. I was anxious on the day of my treatment and they all provided reassurance and ensured my dignity at all times. Thank you. Melbury Clinic :-)” Patient, 15th May 2019

“I attended a course at the centre and found it to be very well run, friendly and providing excellent service. As a consultant surgeon in the NHS I was very impressed by both the staff and the clinic.” Consultant, 16th May 2019

Quality improvement & planning

Audits completed:

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

Meetings held:

- Informal daily staff meetings
- Business meeting 8th May
- Staff meeting 22nd May

Safety alerts/ clinical guidance/Regulations changes:

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

Improvements and reviews of practice

- Surgical stocking training session held 10th May 2019
- Laser Training Course held 15th May 2019 with very positive feedback from attending Consultant
- Pharmacy fridge calibrated and serviced 30th May 2019
- Light fittings cleaned and sealed 17th May 2019
- Certificates awarded to HCA Lucy Wicks for circulating and scrub nurse achievements
- BAS Conference attended by Dr Gajraj and Nursing Staff
- Currently taking part in a Fibro vein foam study