

Quality assurance monthly report - December 2019

Safety of service

Total number of patients seen in all services year to date: **1082** (57 in December)



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



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

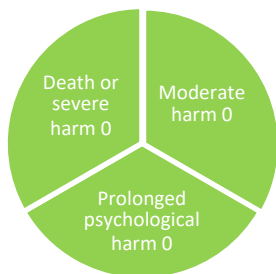


Collapse/Faint/Allergic event post procedure
 •December 2019 0 Total = 0
 •To date 0

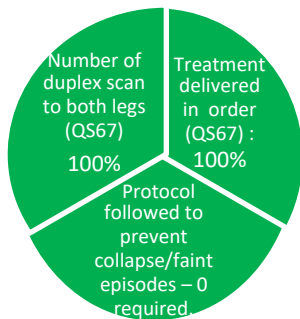


Health and safety related accident/incidents
 •December 2019 0 Total = 0
 •To date 0

Notifiable safety incidents



Best practice adherence



Quality of service

No of vein procedures for month: 0
New: 9 Follow up: 28
Total number patients seen: 37

No of complaints received: 0

Dr Gajraj
iwantgreatcare.org
 (5 * for recommend, trust, listening).
Total 219 (5 * reviews)

Melbury Clinic
iwantgreatcare.org
 (5 * for recommend, dignity/respect, information).
Total 163 (5 * reviews)

“Dr Gajraj is an excellent consultant surgeon. Throughout the whole process it has been a pleasure to be supported by him. He explained all aspects of the treatment very thoroughly and took a genuine interest in getting to know me. During the vein removal procedure, he was able to create a relaxed atmosphere for both myself and for the nurses who were assisting. Everyone was able to chat and laugh, which helped me to relax and took my mind off any discomfort. Dr Gajraj is highly competent at what he does, and I am very pleased with the outcome of my treatment. I would not hesitate to recommend him to anyone considering treatment for varicose veins.” Patient, 4th December 2019

Quality improvement & planning

Audits completed:

- Infection Control Audit
- Fire Safety Audit
- Room Cleaning Schedules Audit
- Notes Audit
- Infection Control Audit tool completed
- Audit Programme for 2020 confirmed

Meetings held:

- MAC Meeting 10th December 2019
- Staff Meeting 3rd December 2019
- Business Meeting 11th December 2019

Safety alerts/ clinical guidance/Regulations changes:

- No of MHRA alerts received: 10 (as of 19.12.19)
- No of relevant alerts requiring action: 0

Improvements and reviews of practice

- Flooring replaced in Downstairs Consulting Room
- Carpeting replaced throughout waiting area, stairs and office
- Doppler training for Lucy continuing
- Ultrasound scan training for Natalie continuing
- Post Operative Care Plan reviewed and updated
- Cleaning schedules updated following changes to flooring