Quality assurance monthly report - November 2019

Safety of service

Total number of patients seen in all services year to date: 1025 (110 in November)

✔ **No of post procedure DVTs or infections**
- November 2019 0   Total = **0**
- To date   0

✔ **No of medication errors**
- November 2019   Total = **0**
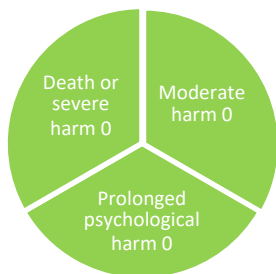- To date   0

✔ **Collapse/Faint/Allergic event post procedure**
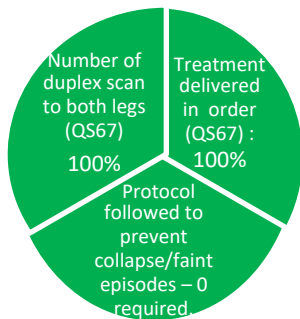- November 2019 0   Total = **0**
- To date   0

✔ **Health and safety related accident/incidents**
- November 2019 0   Total = **0**
- To date   0

Notifiable safety incidents

Death or severe harm 0
Moderate harm 0
Prolonged psychological harm 0

Best practice adherence

Number of duplex scan to both legs (QS67) 100%
Treatment delivered in order (QS67) : 100%
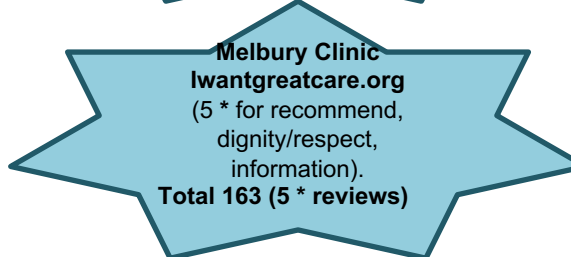Protocol followed to prevent collapse/faint episodes – 0 required

Quality of service

No of vein procedures for month: 13
New: 12   Follow up: 47
Total number patients seen: 72

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)

"I would unhesitatingly recommend Dr Gajraj and his team they are incredibly professional and easy to speak to. I was treated with expertise, kindness and care by Dr Gajraj who went above and beyond to make sure I received the help I needed. " Patient, 26th November 2019

"Mr Gajraj is, in my opinion, the best vascular surgeon you could find. He has carried out four varicose vein procedures for me over the years. All have been successful, with no scarring or return of veins. Mr Gajraj is calm, friendly, reassuring, knowledgeable, precise, caring and incredibly experienced. I have travelled to various locations to be treated by him and will continue to do so if more work is needed in the future. I could not recommend him more highly." Patient, 21st November 2019

Quality improvement & planning

Audits completed:
- Environmental Walk and Cleaning Audit
- Pharmacy Ordering Audit

Meetings held:
- Staff Review of CQC reports 27 November 2019

Safety alerts/ clinical guidance/Regulations changes:
- No of MHRA alerts received: 15
- No of relevant alerts requiring action: 1 (Emerade)

Improvements and reviews of practice
- Flooring replaced in treatment room annex
- Outside security lighting updated
- Microsclerotherapy course took place with patients being filmed
- Filming undertaken of staff for new website blogs
- Fire drill for all staff undertaken
- Post procedure patient information leaflets reviewed and updated to reflect feedback from patients
- Business Continuity Plan reviewed and updated
- Labels sourced for medication syringes
- Fire extinguishers serviced
- New clinic waste bin installed

THE MELBURY CLINIC
HARLEY STREET IN RURAL DORSET