

CONSUMER SAFETY & QUALITY PERFORMANCE REPORT

November 2024



Our lovely patient Kim, showing us how relaxed you can be prior to having cataract surgery. She came very prepared with a good book to read!



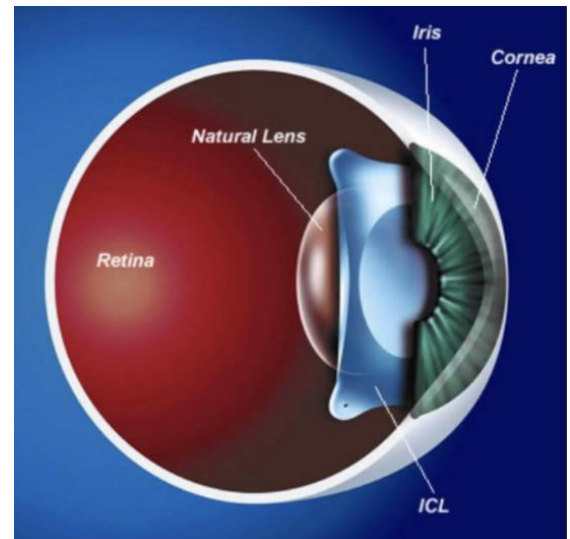
Meet Veena, our beautiful singing patient who sang all the way through her cataract surgery. We loved every minute. 😊

IMPLANTABLE COLLAMER LENS (ICL) SURGERY

ICL is an implantable contact lens that corrects nearsightedness, longsightedness and astigmatism using a minimally invasive procedure. The ICL lens is implanted between your iris (coloured part of the eye) and your natural crystalline lens. The procedure is quick and does not remove any corneal tissue. It is reversible. The lens is biocompatible and works with your natural eye. If you don't meet the criteria for laser surgery it may be possible to have ICL surgery with our experienced Surgeon Dr Sam Dance.



DR SAMUEL DANCE



SAFETY AND QUALITY OUTCOMES

Date	Audit/Indicator	Result	Benchmark
Jan-Oct 2024	Medication Incidents	0.00	0.02
Jan-Oct 2024	Unplanned Return to Theatre	0.05	0.04
Jan-Oct 2024	Infection Rate	0.00	0.01
Nov 2024	Cleaning Compliance Audit	100%	N/A
Nov 2024	Fire and Safety Inspection	100%	86.7%
Nov 2024	Hand Hygiene Audit	99.1%	87.4%
Nov 2024	Staff Satisfaction Survey	98.1%	N/A

SHORT NOTICE ACCREDITATION ASSESSMENT

Our accreditation audit for the National Safety and Quality Health Service Standards was conducted in June this year under the new system with 2 days-notice. Two assessors from CPG were onsite to review our procedures and records, observe care being provided and talk to our patients, staff and doctors. All actions were rated as met with no non-conformances raised..