

CONSUMER SAFETY & QUALITY PERFORMANCE REPORT

October 2025

MARSDEN
EYE
SURGERY
CENTRE



Prof. Ashish Agar

Big news! Associate Professor Agar is now Professor Agar! We're proud to share that Professor Ashish Agar has officially earned the title of Professor. As one of the partners of Marsden Eye Specialists, Professor Agar continues to lead the way in innovative eye care, research, and education.

Professor Agar also works as a glaucoma consultant and surgeon at Prince of Wales and Sydney Eye Hospitals, and a Conjoint Senior Lecturer at UNSW. He holds a PhD in glaucoma research and completed his fellowship training in Oxford. He is passionate about education, teaching students and specialists alike, and leads outreach initiatives in South East Asia and rural Australia through the Outback Eye Service. He is also Chair of [RANZCO](#) NSW and the vice president of [Australian Society of Ophthalmologists](#) working to improve access to specialist eye care across all communities.

SAFETY AND QUALITY INDICATOR SUMMARY

Indicator	Jan-Jun 2025	Jul-Dec 2024	Ophthalmic Group Rate 2024	ACHS Benchmark 2016-2023
Discharge Delay	0.00	0.00	0.02	0.40
Endophthalmitis	0.00	0.00	0.02	0.02
Failure to Arrive	0.00	0.09	0.24	1.20
Falls	0.00	0.00	0.00	N/A
Medication Incident	0.00	0.00	0.05	N/A
Pressure Injuries	0.00	0.00	0.00	N/A
Surgical Complications	0.00	0.00	0.00	N/A
Surgical Site Infection	0.00	0.00	0.00	N/A
TASS (Toxic Anterior Segment Syndrome)	0.00	0.00	0.08	0.00
Unplanned Return to OT	0.00	0.00	0.04	0.04
Unplanned Transfers	0.00	0.00	0.00	0.50



PATIENT IDENTIFICATION is critical for safe healthcare, to prevent errors like wrong-person procedures and medication mistakes. To ensure correct identification our staff use three unique patient identifiers (name, date of birth and medical record number) every time care is provided. These identifiers are consistently checked against the patient identification band and their medical record. A recent observation audit showed 100% compliance with correct patient identification by our nurses and doctors.

INFECTION PREVENTION AND CONTROL

We conduct audits to ensure the highest standards of infection control are maintained.

Recent results are:

Aseptic Technique Audit = 100% (insertion and removal of IV cannula, eye drop administration)

Cleaning Audit = 100% (recent improvement after feedback to cleaners)

Traceability of sterilised instruments = 100%