

CONSUMER SAFETY & QUALITY PERFORMANCE REPORT

April 2021

MARSDEN
EYE
SURGERY
CENTRE



Dr PARTH SHAH

Dr Parth Shah specialises in paediatric ophthalmology, strabismus and cataract surgery. Dr Shah trained at both the Prince of Wales Hospital and Sydney Children's Hospital in Randwick and completed two advanced subspecialty fellowships in paediatric ophthalmology, strabismus, and complex cataract surgery.

Dr Shah is highly skilled at managing complex paediatric disorders – such as cataracts, congenital corneal opacity, glaucoma, and genetic eye diseases – as well as complex strabismus in children and adults.

Dr Shah is passionate about medical education and is proud to be a Clinical Lecturer at The University of Sydney and a tutor in the University's Optics curriculum. He consults and operates at the Prince of Wales, Sutherland, Sydney Children's Hospital and Marsden Eye Surgery. He speaks English, Hindi and Gujarati.

PATIENT SATISFACTION SURVEY

A Patient Satisfaction Survey was conducted from Nov 2020 to Feb 2021.

100% satisfaction was reported for all questions. Written comments received included:

- *A very well organised, professional, caring team. Thank you all.*
- *Eye cataract surgery – all ran smoothly, result was excellent.*
- *Excellent service.*
- *Straightforward, fuss free and without stress*

SAFETY AND QUALITY OUTCOMES

Indicator/Audit	Our rate 2020	Benchmark rate
Patient incidents	0.06%	0.10%
Endophthalmitis / post-op infection	0.00%	0.01%
Hand Hygiene Compliance	93%	87.6%
Return to Theatre	0.00%	0.04%
Unplanned Transfers	0.00%	0.68%
Medication Incidents	0.00%	n/a

NEW CENTURION PHACO MACHINE

This new state of the art machine was installed in February and is used for intraocular surgery e.g. Cataract. All staff have been trained in its use.

