

# CONSUMER SAFETY & QUALITY PERFORMANCE REPORT

August 2019

MARSDEN  
EYE  
SURGERY  
CENTRE

## CONSUMER ENGAGEMENT

In September last year we set up a Consumer Focus Group comprised of 5 patients and carers to help us evaluate our service and provide us with more detailed feedback from a patient's perspective.

The group reviewed our quality outcomes and patient survey results and gave valuable feedback to help us update our patient information handouts.

If you have any suggestions for improvement or would be interested in joining our focus group please contact Sharyn McGregor, our Director of Nursing.

## SAFETY AND QUALITY OUTCOMES

A **Patient Waiting Time Audit** was conducted in June this year which showed the following results:

- Overall, patient's arrive 30 minutes before their booked admission time
- Average waiting time from scheduled arrival time until theatre entry is 30 minutes
- Patients are in the centre for an average of 2.5 hours from booked arrival time until discharge (down from 2 hours & 57 mins in 2018)

A range of **Clinical Indicators** are monitored, these are some outcomes for the first half of 2019:

- Medication incidents 0.0%
- Unplanned return to theatre/transfer to another facility 0.0%
- Surgical site infection 0.0%

## DR. JENNIFER ARNOLD

Dr. Arnold is a medical retinal & macula specialist. She is one of 18 ophthalmologists, world-wide involved in revolutionary work conducted over the past 20 years, in the diagnosis and management of Wet Age Related Macula Degeneration (AMD). This is a chronic eye disorder that causes blurred vision or a blind spot in your visual field. It is generally caused by abnormal blood vessels that leak fluid/blood into the macula (the part of the retina responsible for central vision). If left untreated, this can result in rapid and severe loss of central vision. Dr. Arnold is also conducting research in atrophy and diabetes.

Earlier this year she went to Burma on a teaching trip to train local clinicians about ophthalmic treatments.

Dr Arnold consults at our Parramatta, Penrith and Castle Hill rooms.



Dr Arnold with Dr Luckie and some of their students in Burma