

# CONSUMER SAFETY & QUALITY PERFORMANCE REPORT

Feb 2018



## AUDIT AND QUALITY OUTCOMES

We monitor a range of clinical indicators on a monthly basis to assess our patient outcomes. Our quality indicators demonstrate very safe clinical processes in place, with no patient adverse events in 2017.

A key factor in the safe delivery of patient care is the correct identification of patients and their scheduled procedure. We are required to identify all patients using three unique identifiers (full name, date of birth and medical record number). This is why, during your admission, you will be asked by different members of staff to state your full name and date of birth. This is checked against your patient medical record and your ID band. We conduct observation audits to ensure this is completed correctly. One crucial stage is in theatre prior to the commencement of a procedure when the doctors and nurses are required to conduct “time out”. This is when they all must confirm patient identification, the procedure to be performed, the side of the procedure, any allergies and other patient risks and the correct lens implant (if applicable). This was last audited in September 2017 with 100% compliance

## INFECTION PREVENTION AND CONTROL

All patients are monitored for the occurrence of post-operative infections. There were no infections reported in 2017.

Antimicrobial (antibiotic) resistance is currently one of the most significant risks to our health. Inappropriate and over use of antimicrobials have led to the development of resistant bacteria. Patients who have antimicrobial resistant infections are more likely to experience ineffective treatment, recurrent infections, delayed recovery and other serious adverse outcomes.

It is a requirement of our accreditation that we have an antimicrobial stewardship program in place to ensure safe and appropriate use of antibiotics in line with the National Therapeutic Guidelines for antibiotics. We have a policy in place, which has been approved by our Medical Advisory Committee, to ensure that any antibiotics used in theatre or post-operatively comply with these guidelines. We conduct regular audits of patients’ medical records to monitor the antibiotics being used. Our last audit, completed in November 2017, showed 100% compliance with the antibiotics used during pterygium, cyst, eyelid, trabeculectomy and cataract surgery.

## ACCREDITATION

Our recertification audit was conducted on the 13<sup>th</sup> November 2017. This was a full system audit to ensure that we continue to comply with the National Safety and Quality Health Service Standards. Out of 256 criteria in the 10 standards we were awarded a Not Met rating for only one, this was related to medication labelling and has already been actioned, corrected and closed off. We were granted full Accreditation until November 2020.