

CONSUMER SAFETY & QUALITY PERFORMANCE REPORT

Feb 2019



Dr Ashish Agar was trained in Ophthalmology at Prince of Wales Hospital. He obtained his fellowship in Glaucoma from Oxford and spent time at Moorfields Eye Hospital in 2006-2007. Dr Agar is a recent partner of the Practice.

He is engaged in research into Glaucoma pathogenesis and was awarded a PhD in this field. His other interests include rural ophthalmology as a visiting consultant in Broken Hill and Tamworth, and in Aboriginal medicine with the Fred Hollows Foundation in Moree. Dr Agar volunteers for aid work in Burma & India and is fluent in Hindi.

PATIENT SATISFACTION SURVEY

35 patients completed this survey in October/November 2018 and 100% would recommend the centre to family and friends. 100% satisfaction was reported with information provided before, during and after admission, respect of privacy and dignity and the health care team working well together. 97% satisfaction was reported with procedure explanation, answers to questions and cleanliness. There were two suggestions for improvements to our post-op instructions which we will review at our next Quality Committee Meeting.

*"I felt so at ease during and after the procedure. The staff were so caring and professional."
"Have been coming to your clinic for some years now and have been very satisfied, staff always polite and very helpful."*

2018 CLINICAL INDICATORS

We collect a range of indicators to monitor the safety and quality of our care. Our key indicators for 2018 demonstrate very safe patient outcomes:

- Unplanned Return to Operating Theatre: 0% (same as 2017)
- Unplanned Transfer to Overnight Facility: 0% (same as 2017)
- Unplanned Delay in Discharge for Clinical reason: 0% (same as 2017)
- Post-operative Infection: 0% (same as 2017)

Hand Hygiene Audit Sept 2018

