

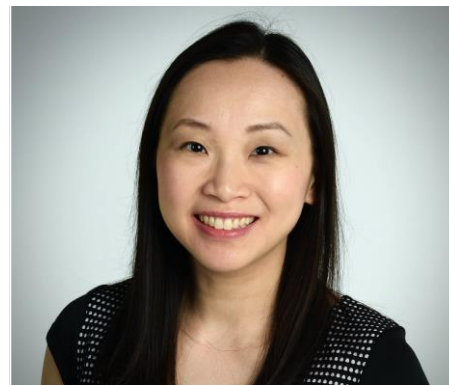
CONSUMER SAFETY & QUALITY PERFORMANCE REPORT

August 2026

MARSDEN
EYE
SURGERY
CENTRE

INTRODUCING DR JACINTHA GONG

Dr Gong is an internationally experienced comprehensive ophthalmologist, fully accredited in both the United Kingdom and Australia. She trained in Scotland and completed an anterior segment (front of the eye) observership at Moorfields Eye Hospital before serving as a consultant ophthalmologist in the NHS. She worked at Royal North Shore Hospital, Sydney when she relocated to Australia in 2024. Her particular areas of interest are complex cataract surgery and management of ocular surface disease like dry eyes. Dr Gong is known for her conscientious, caring approach and her commitment to making every patient feel informed and confident in their treatment. Dr Gong consults at our Parramatta, Castle Hill and Penrith rooms and operates in our Day Surgery in Parramatta.



SAFETY AND QUALITY INDICATOR SUMMARY

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

OPEN DISCLOSURE



OPEN DISCLOSURE is an open discussion between clinicians & the patient after an incident that results in patient harm (or may result in future harm) when receiving healthcare. It includes acknowledgement of the event, regret/apology, listening to the patient's experience, ongoing support & learning how to prevent it happening again. The Australian Commission on Safety and Quality in Healthcare has just released a new framework for all health services in Australia to comply with. You can find out more at www.safetyandquality.gov.au.

We have had no Open Disclosure Incidents in the last 12 months.

RECENT AUDIT AND SURVEY RESULTS

Antimicrobial Usage Audit (in line with published recommendations)	100%
Cleaning Audit	100%
Fire Safety Inspection	100%
Hand Hygiene Audit	100%
Instrument Sterilisation Traceability Audit	100%
Medical Record Documentation Audit	92%
Staff Satisfaction Survey	98.7%