

CONSUMER SAFETY AND QUALITY NEWSLETTER

March 2022



Newland Street
Specialist Centre

The Sydney Clinic for Gastrointestinal Diseases
The Sydney Clinic for Ocular Diseases & Disorders



YOUNG-ONSET BOWEL CANCER

10% of all bowel cancer diagnosed in Australia is in people below 50 years of age. There is increasing incidence in this age group, with diagnosis often in the later stages.

Incidence in people > 50 years of age is decreasing which demonstrates the effectiveness of current faecal occult blood (FOB) and colonoscopy screening programs.

86% of patients diagnosed with young-onset bowel cancer experience symptoms. Although many of the symptoms of bowel cancer are common to multiple health concerns, please do not accept "you're too young to have bowel cancer" as an explanation for your symptoms - ask your doctor to be referred for further investigations. Refer to the Bowel Cancer Australia website for more information.

<https://www.bowelcanceraustralia.org/young-onset>

PATIENT SATISFACTION

We conduct a formal patient survey annually. Our 2021 survey showed a very high 96% level of overall satisfaction with services provided. 100% of patients would recommend the centre to others, felt safe and their needs met by staff and doctors.

"I absolutely loved the positivity amongst the staff in Recovery"
"Heads up to the office staff – thank you"

INFECTION PREVENTION AND CONTROL

Hospital acquired infection is one of the most common complications in healthcare, although the risk and rate of incidence is lower in the day surgery sector.

To minimise these risks we maintain comprehensive patient screening processes, a staff health program, regular staff education and competency assessments, infection prevention protocols throughout the centre with regular auditing to ensure compliance.

Recent outcomes include:

- Hand Hygiene Audit Aug 2021 = 96%
- Endoscope Reprocessing Audit Nov 2021 = 100%
- Cleaning Audit Jan 2022 = 93.75%
- Infection Prevention and Control Systems Review Jan 2022 = 96%

INDICATOR RESULTS

We collect a range of indicators to measure our performance that are benchmarked with other day surgeries on a quarterly and annual basis. Some of our results from 2021 are:

Indicator	Our Rate	Benchmark Rate
Medication Incidents	0.00	0.03
Clinical Handover Incidents	0.05	0.08
Infection Rate	0.00	0.004
Anaesthetic Complications	0.00	0.09