

# CONSUMER SAFETY & QUALITY NEWSLETTER

September 2023



## Newland Street Specialist Centre

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

## BOWEL CANCER SCREENING

The bowel screening test is simple, free and completed at home. If you are aged between 50-74 years, you will receive a free bowel screening test every two years. If you have lost or didn't receive a kit, you can [re-order one](#).

If you are under the age of 50 and have concerns about bowel cancer, see your GP immediately.



## QUALITY IMPROVEMENT

At the Sydney Clinic for Gastrointestinal Diseases we strive for continuous improvement in the service we provide. We have a comprehensive schedule in place to monitor clinical and administration processes to make sure we comply with the National Safety and Quality Health Service Standards.

Our Patient & Carer Experience Survey conducted in May 2023 achieved an overall satisfaction rate of 99%, higher than the Benchmarking Group Average of 98%. A suggestion for improvement was to provide online capability for medical history and medications. Watch this space.

If **you** would like to **get involved** we have a Consumer Focus Group:  
Contact Quality Manager on 02 9369 3666 or email [cathy@nssc.com.au](mailto:cathy@nssc.com.au)

## 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 the risk of infection we have patient screening processes, a staff health program and regular staff education with competency assessments. There are infection prevention protocols throughout the centre with regular auditing to ensure compliance. Recent outcomes include:

- Hand Hygiene Audit June 2023 = 87.9% (National Benchmark Rate = 86.6%)
- Infection Control Management Review achieved compliance of 98% (Day Surgery Benchmarking Group Average = 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 for the first half of 2023 are:

Indicator	Our Rate	Benchmark Rate
Medication Incidents	0.10	0.12
Clinical Complications	0.00	0.05
Infection Rate	0.00	0.00
Anaesthetic Incidents	0.19	0.11