

# CONSUMER SAFETY & QUALITY NEWSLETTER

November 2024



Newland Street Specialist Centre

The Sydney Clinic for Gastrointestinal Diseases

Outstanding result at short notice accreditation assessment in July with all actions rated as Met.

AUSTRALIAN COMMISSION ON SAFETY AND QUALITY IN HEALTH CARE



## Certificate of Accreditation

The Sydney Clinic for Gastrointestinal Diseases  
HSF ID: 100880

Level 10, 1 Newland St BONDI JUNCTION NSW 2022

was awarded accreditation to the National Safety and Quality Health Service (NSQHS) Standards - Second Edition

on 22 July 2024 following Short Notice Assessment

HSF ID: 100880

Accreditation commencement 4 December 2024

Accreditation is valid until: 3 December 2027

Accredited since: 21 January 2015

Services covered by the accreditation include:

Anaesthesia Services, Gastrointestinal Endoscopy Services and Surgical Services

Scope of services covered:

Anaesthesia Services, Gastrointestinal Endoscopy Services and Surgical Services

*Len Notaras*

Prof Len Notaras AO, (22/07/2024)

President

The Australian Council on Healthcare Standards (ACHS)

*Karen Luxford*

Dr Karen Luxford, (22/07/2024)

Chief Executive Officer

The Australian Council on Healthcare Standards (ACHS)



Maintenance of accreditation is subject to continuous evaluation and quality improvement.

The Australian Council on Healthcare Standards (ACHS) 5 Macarthur St, Ultimo NSW 2007 ACN: 008 549 773 (02) 9281 9955 achs.org.au

## INDICATORS: Jan-Jun 2024

We collect and benchmark a range of indicators to measure our performance

Indicator	Our Rate	Benchmark
Medication Incidents	0.21	0.17
Clinical Complications	0.05	0.12
Infection Rate	0.00	0.08
Anaesthetic Incidents	0.11	0.07

## CONSUMER ENGAGEMENT

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.

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)

## PATIENT FEEDBACK

We have recently joined the Doctify online patient feedback program. This allows patients to rate our performance and give feedback on the service provided. Access to this is via a QR code which is available on discharge and at Reception. Click here if you would like to leave us some feedback.

