

CONSUMER SAFETY & QUALITY NEWSLETTER

May 2025



Newland Street
Specialist Centre

The Sydney Clinic for Gastrointestinal Diseases

NSW HEALTH AUDIT

February 2025

This audit reviewed operation of our Medical Advisory Committee, maintenance, emergency equipment, fire, safety and disaster response plans, rostering of clinical staff, infection prevention and control, waste management and privacy. All criteria were rated as compliant.

PUBLIC REPORTING ON HOSPITAL PERFORMANCE

The Australian Commission on Safety and Quality in Healthcare now publishes the accreditation outcomes of all hospitals across Australia.

Have a look at

www.safetyandquality.gov.au/consumers/public-reporting-hospital-performance-nsqhs-standards#find-your-hospital

AUDIT & SURVEY OUTCOMES

Jan 2025:

Clinical Record Documentation Audit = 95%
Credentialling of doctors = 100%

Nov 2024:

Medication Management Audit = 99.4%

DEVELOPING OUR NURSES

One of our nurses is being upskilled to take on a more specialist role in the management of Inflammatory Bowel Disease (IBD) by attending The Gastroenterological Nurses College of Australia Ignite IBD Training which commenced last month.

Sydney International Endoscopy Symposium www.sies.org.au Attendance of two nurses sponsored. Great opportunity to see live endoscopy from centres of excellence and have hands on experience with skilled nurse trainers using the latest accessories.

INDICATORS: Jul-Dec 2024

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

Indicator	Our Rate	Benchmark
Adenoma Detection Rate	38.6%	44.6%
Anaesthetic Incidents	0.11%	0.08%
Clinical Complications	0.05%	0.03%
Infection Rate	0.00%	0.00%
Medication Incidents	0.00%	0.01%

PATIENT FEEDBACK

Our current online Doctify rating by patients is 4.94 stars out of 5.

★★★★★ 4.94



Use this QR code to tell us about your experience.

PATIENT ESCALATION OF CARE: THE REACH PROCESS

We encourage our patients to speak up if they are concerned that something isn't right. It's often the patient or those closest to them that notice the first signs of deterioration – please let us know. We follow the [REACH process](#) developed by the Clinical Excellence Commission.

Recognise – you notice a worrying change in your loved one

Engage – talk to the nurse or doctor

Act – ask for a clinical review, this should happen within 30 minutes

Care – your needs are important

Help – we're here to help, please ask