

Focus Eye Centre is an accredited Day Procedure Centre and Specialist Ophthalmic Practice. We are licenced by the NSW Ministry of Health and specialise in providing medical and surgical eye care services.

We are accredited to the National Safety and Quality Health Service Standards, and to maintain accreditation we are independently assessed against these standards every three years. We had a successful accreditation assessment in February 2024. The accreditation process is [short-notice](#) (24 hours) and our next assessment could be anytime from now until the end of 2026.

Patient Satisfaction and Partnering with Consumers

Ongoing feedback is collected from patients via surveys and satisfaction questionnaires. Results are discussed at committee meetings attended by doctors, staff and directors.

No.	Question	Mar 2024	Sept 2024
1	Views and concerns were listened to	100%	100%
2	Individual needs were met	100%	100%
3	When a need could not be met, staff explained why	100%	100%
4	Felt cared for	100%	100%
5	Involved as much as I wanted in decisions about treatment/care	100%	100%
6	I was kept informed as much as I wanted about my treatment/care	100%	100%
7	Staff communicated with each other about my treatment	100%	100%
8	Pain relief met my needs	100%	100%
9	Felt confident in the safety and my treatment/care	100%	100%
10	Easy to find and access the centre	100%	100%
11	Written instructions easy to understand	100%	100%
12	Overall rating of treatment and care provided	100%	100%

Some of the written comments received were:

- *Thank you for a seamless experience*
- *Very professional team, attended to all my needs*
- *I would highly recommend your service (and already have!)*
- *Very well-trained staff, caring and efficient*
- *Well informed about the procedure. Very caring staff*
- *I felt very well looked after*

There were no patient complaints received in 2024.

Consumer Representatives

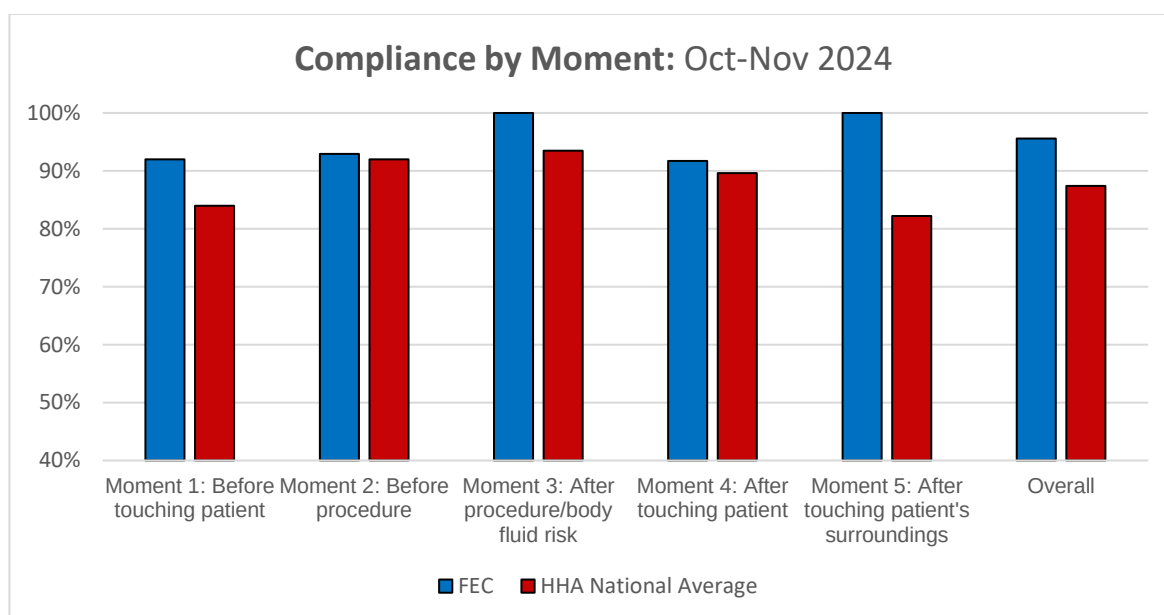
In 2024 our two consumer representatives assisted us with review of:

- The 2023 Quality Program Outcomes Annual Report and our Consumer Partnership Plan
- Our participation in the Environmental Sustainability Pilot Project run by the Commission
- Post-op instructions for Ganfort eye drops

Safety and Quality Indicators		
Indicator	Our Rate	Benchmark Rate ¹
Medication Incidents	0.18%	0.045
Unplanned Anterior Vitrectomy	0.61%	0.50%
Unplanned Discharge Delay	0.00%	0.40%
Unplanned Return to Theatre	0.00%	0.04%
Unplanned Transfer/overnight admission	0.00%	0.50%

Preventing and Controlling Healthcare Associated Infections

We conduct regular hand hygiene audits, observing our clinical staff and doctors providing care. Our hand hygiene audits throughout 2024 showed high levels of compliance by clinicians compared with the National Average published by the Australian Commission for Safety and Quality in Healthcare.



Our infection rate in 2024 was 0.09%, in line with industry benchmark rates.

Antimicrobial Stewardship

Antibiotics should be used in line with the Therapeutic Guidelines to help reduce the development of multi-resistant organisms. Audits of our records in 2024 showed 100% compliance with these guidelines.

Other Audit Results

Privacy Act Compliance Audit 2024 = 100%

Medical Record Documentation Audit Dec 2024 = 98.9%

Cleaning Audit Aug 2024 = 92%

Environmental Risk Inspection Nov 2024 = 100%

Medication Management Audit Dec 2024 = 95%