

We are accredited to the National Safety and Quality Health Service Standards with an independent onsite assessment every three years. Our last assessment was 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 2025	Sept 2025
1	Views and concerns were listened to	98%	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 of my treatment/care	100%	100%
10	Easy to find and access the centre	98%	100%
11	Written instructions easy to understand	96%	100%
12	Overall rating of treatment and care provided	100%	100%

Some of the written comments received were:

- *Teamwork was exceptional*
- *Very clean and the staff were very accommodating*
- *Top quality expertise – very caring staff*
- *From the booking desk, through admission, doctors and nurses the experience was superb*
- *I felt safe and protected*
- *Many thanks to the staff who went out of their way to make sure the procedure went smoothly*

There were two patient complaints received in 2025

1. Complaint regarding cannulation by the Anaesthetist. This was followed up at the Medical Advisory Committee and with the relevant doctor. Fasting guidelines updated to allow sips of water prior to admission to maintain hydration for easier cannulation.
2. Neighbour complaint about a taxi blocking the laneway when they collected a patient. Apology sent, with advice that any transport booked by FEC will be asked to park on Middle Street. Neighbour was happy with the outcome.

Consumer Representatives

In 2025 our two consumer representatives assisted us with review of:

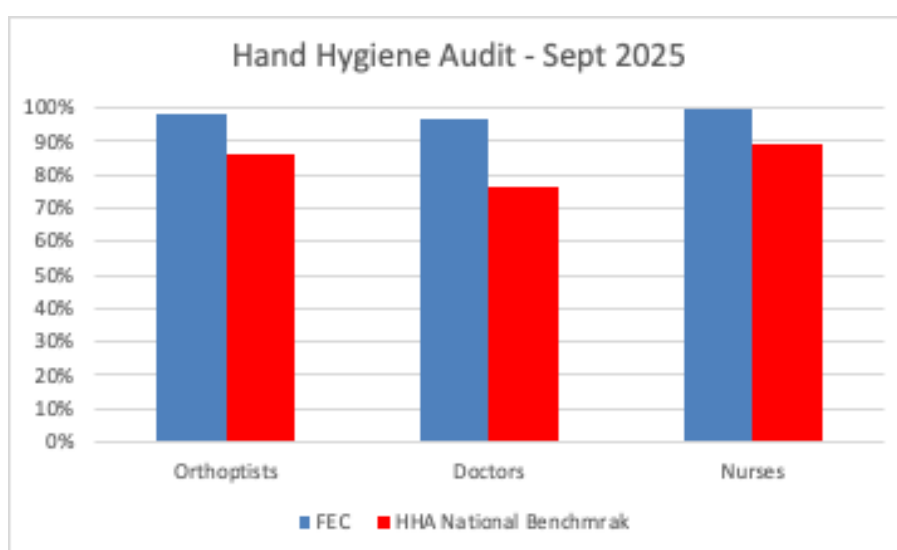
- The 2024 Quality Program Outcomes Annual Report
- Our outcomes from the Environmental Sustainability Pilot Project run by the Commission. These included development of an Environmental Sustainability Framework and significant reduction in recycled waste as much of it is now sent to reverse garbage for reuse.

Safety and Quality Indicators		
Indicator	Our Rate	Benchmark Rate ¹
Medication Incidents	0.00%	0.00%
Unplanned Anterior Vitrectomy	1.23%	0.50%
Unplanned Discharge Delay	0.09%	0.40%
Unplanned Return to Theatre	0.09%	0.04%
Unplanned Transfer/overnight admission	0.00%	0.50%

There was an increase in unplanned anterior vitrectomies in the first half of 2025. This was reviewed by the Medical Advisory Committee and there were none in the second half of 2025. All patients had successful outcomes.

Preventing and Controlling Healthcare Associated Infections

We conduct regular hand hygiene audits, observing our clinical staff and doctors providing care. Our hand hygiene audit in September 2025 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 2025 showed 100% compliance with these guidelines.

Other Audit Results

Patient Identification, Clinical Handover and Time Out Audit = 97%

Aseptic Technique Audit = 100% Credentialling of doctors = 100%

Cleaning Audit = 98% Environmental Risk Inspection = 100%