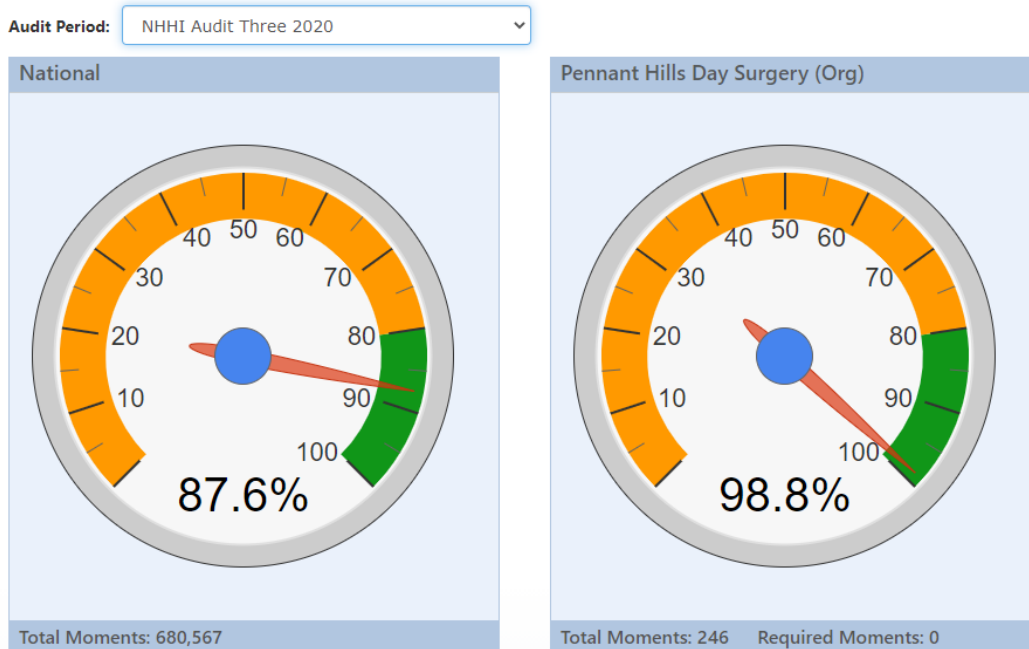




HAND HYGIENE RESULTS

We conduct hand hygiene audits three times a year by observing our doctors and nurses providing patient care. These results are submitted to the National Hand Hygiene Initiative so they can be benchmarked with the national compliance rate. Our most recent audit shows 98.8% compliance which is much higher than the national average rate of 87.6%



AUDIT RESULTS AND OUTCOMES

We conduct a range of audits throughout the year to monitor our compliance with relevant standards and to measure the outcomes of our service. Many of these are conducted through the Day Surgery Benchmarking Group so that we can compare our outcomes with similar centres. Some recent results are:

- Infection Control Processes Review Aug 2020 = 98% (same as the group benchmark)
- Clinical Processes Review Aug 2020 = 96% (benchmark = 96%)
- Visiting Medical Officer (Dr) Credentialling Review Aug 2020 = 99% (benchmark = 96%)
- Doctor Satisfaction Survey Nov 2020 = 95% (benchmark = 96%)
- Staff Satisfaction Survey Nov 2020 = 99% (benchmark = 96%)
- Risk Management Processes Review Nov 2020 = 95% (benchmark = 98%)

INDICATOR OUTCOMES Jul-Sept 2020

We collect a large range of indicators which are compared with other day surgeries to monitor our safety and quality outcomes. Our Consumer Focus Group selected the following indicators for regular publication.

	Result	Day Surgery Benchmark Rate
Patient Incidents	0.22%	0.74%
Infection rate	0.00%	0.01%
Patient Compliments	1.05%	6.88%
Patient Complaints	0.00%	0.03%