



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:

- Patient Satisfaction Survey June 2021 = 98% (benchmark = 98%)
- Doctor Satisfaction Survey Oct 2021 = 95% (benchmark = 97%)
- Staff Satisfaction Survey Oct 2021 = 94% (benchmark = 96%)
- Governance Assessment June 2021 = 96% (benchmark = 89%)
- Infection Control Processes Review Oct 2021 = 98% (benchmark = 97%)
- Hand Hygiene Audit Jul-Oct 2021 = 100% (National Hand Hygiene Benchmark = 87.7%)

NEW OLYMPUS EQUIPMENT

In keeping with our commitment to deliver the highest quality care possible we have recently introduced the latest Olympus EVIS X1 endoscopy platform. This incorporates the scopes, monitors & software systems. Our new system provides the best endoscopic imaging available incorporating artificial intelligence. This helps improve patient outcomes by supporting early diagnosis, which enables earlier treatment or intervention if required.



INDICATOR OUTCOMES Jul-Sept 2021

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	0.06%	0.11%
Infection rate	0.00%	0.00%
Patient Compliments	34.26%	12.02%
Patient Complaints	0.11%	0.03%

All patient complaints are investigated and followed up by the Director of Nursing who provides relevant feedback to staff and doctors and implements corrective action where required.