

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 have a comprehensive quality improvement program in place to ensure a focus on best practice, patient-centred care. We invest in our staff and in the latest technology and equipment.

What is Accreditation?

Accreditation is an independent verification that an organisation meets defined standards. At Focus Eye Centre we are accredited to the National Safety and Quality Health Service Standards, second edition. To maintain accreditation Focus Eye Centre is independently assessed against these standards every three years. We had a successful accreditation assessment in February 2024 and our current accreditation cycle now expires in March 2027.

Patient Satisfaction and Partnering with Consumers

Ongoing feedback is collected from patients via surveys and satisfaction questionnaires. This information is presented and discussed at committee meetings attended by doctors, staff and directors. These are two of our survey results from 2023.

No.	Question	Jun 2023	Dec 2023
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%	96%
9	Felt confident in the safety and my treatment/care	100%	98%
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	99%	100%

Some of the written comments received were:

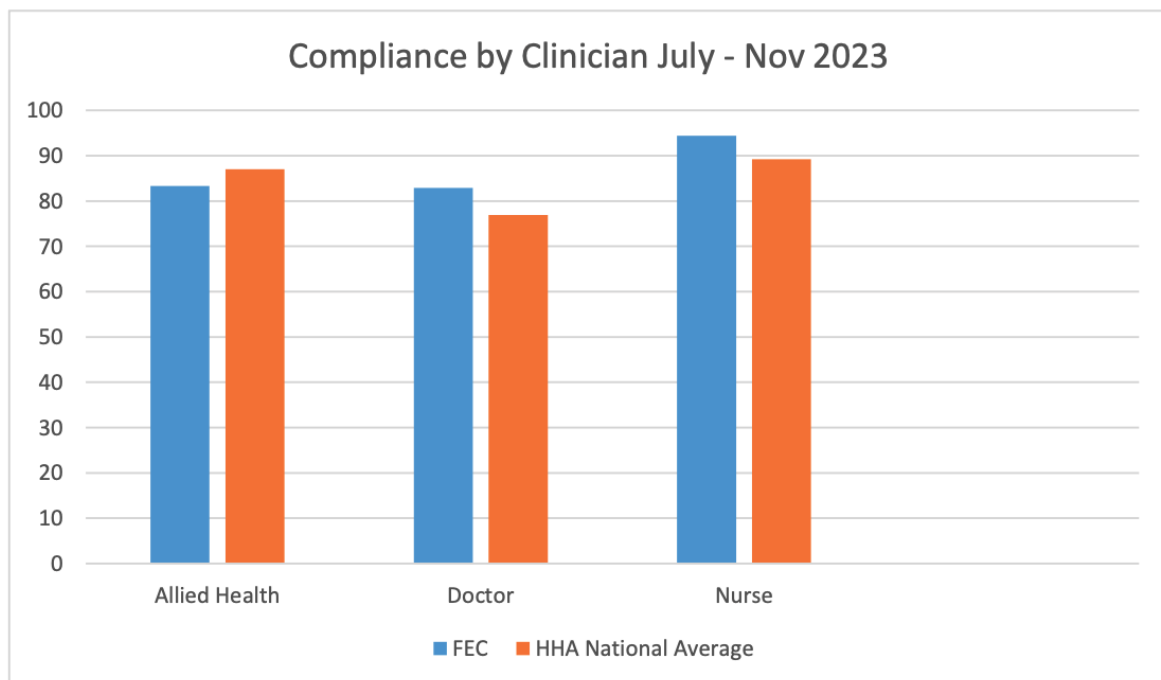
- *I would highly recommend this clinic to anyone*
- *Very efficient, everyone knows their role. Excellent coordination between staff*
- *The calm, professional and cheerful atmosphere promoted confidence and trust*
- *I am very pleased with the care and treatment I received*
- *Very efficient, friendly and informative staff. Premises are clean and bright.*

There were no patient complaints received in 2023.

Safety and Quality Indicators		
Indicator	Our Rate	Benchmark Rate ¹
Medication Incidents	0.08%	n/a
Unplanned Anterior Vitrectomy	0.34%	0.51%
Unplanned Discharge Delay	0.00%	0.04%
Unplanned Return to Theatre	0.08%	0.04%
Unplanned Transfer	0.08%	0.43%

Preventing and Controlling Healthcare Associated Infections

Maintaining a high standard of Infection Prevention and Control is essential for patient safety. Our infection rate in 2023 was 0%, lower than comparable industry benchmark rates. We conduct regular hand hygiene audits by observing our clinical staff and doctors providing care. Our audits throughout 2023 showed high levels of compliance by clinicians compared with the National Average published by the Australian Commission for Safety and Quality in Healthcare. (Allied Health refers to our Orthoptists)



Antimicrobial Stewardship

Any patient having surgery must be given antimicrobial prophylaxis in accordance with the current Therapeutic Guidelines or evidence-based, locally endorsed guidelines. This includes recommendations about the need for antibiotics, choice of medication, dose, route and timing of administration. Antibiotics should be used in line with these guidelines to help reduce the development of multi-resistant organisms. Audits of our patient’s records in August 2023 showed 100% compliance with these guidelines.

¹ Rate sourced from the ACHS Australasian Clinical Indicator Report 2015-2022