

# PATIENT SAFETY & QUALITY PERFORMANCE REPORT

May 2023



**SouthDerm**  
Solutions in Dermatology

## QUALITY ACTIVITY AND AUDIT RESULTS

We have an annual schedule of audits to monitor our compliance with the required standards. Recent results include:

- **Medication Management Audit** (Dec 2022) = 99%
- **Hand Hygiene Audit** (Feb 2023) = 83% (National benchmark = 86.6%)
- **Risk Environment Inspection** (Mar 2023) = 94%
- **Chemical and Safety Data Sheet Audit** (Mar 2023)

## PATIENT/CONSUMER ENGAGEMENT

Our annual Patient Experience Survey was conducted in December 2022

Category	Our Rate	QPS Benchmark
Appointment and waiting time	95.20%	94.33%
Care and Treatment	99.43%	98.29%
Information provided	97.79%	96.73%
Billing process	96.21%	94.29%
Decision making and involvement	96.17%	95.23%
Discharge process	97.06%	95.17%
Would recommend the centre to others	97.95%	95.39%
Overall experience rating	95.91%	95.21%

*“Outstanding care throughout”*      *“Friendly and efficient staff. Clean and modern facility”*

*“Staff were very attentive and made sure I understood the procedure”*

*“Written leaflet about aftercare instructions was very clear and succinct”*

Our **Consumer Focus Group** met on the 15<sup>th</sup> of February and reviewed new accreditation requirements, audit & indicator outcomes, current business goals, patient information handouts and these newsletters. We are very grateful for the support of our patient representatives.

## PATIENT SAFETY AND QUALITY INDICATORS (Jan-Mar 2023)

We collect and benchmark a range of indicators to monitor patient care provided. The following indicators were selected by our Consumer Focus Group for publication:

Indicator	Our Rate	QPS Benchmark
Surgical Site Infection	0.55	N/A
Patient Incidents	0.00	0.37
Patient Complaints	0.00	0.03
Unplanned Return to Theatre	0.00	0.04
Delayed Patient Discharge	0.00	7.54

All indicators were in line with or lower than the published benchmarks this quarter.