

CONSUMER SAFETY & QUALITY PERFORMANCE REPORT

Dec 2023



DR EDWIN FIGUEIRA

Dr Edwin Figueira is an Oculoplastic, Lacrimal (Tear duct) and Orbital surgeon who completed his Ophthalmology training at Prince of Wales Hospital in Sydney and subspecialty training at the Royal Adelaide Hospital.

Dr Figueira has extensive subspecialty expertise in minimal incision eyelid surgery, endoscopic tear duct surgery and endoscopic orbital (eye socket) surgery.

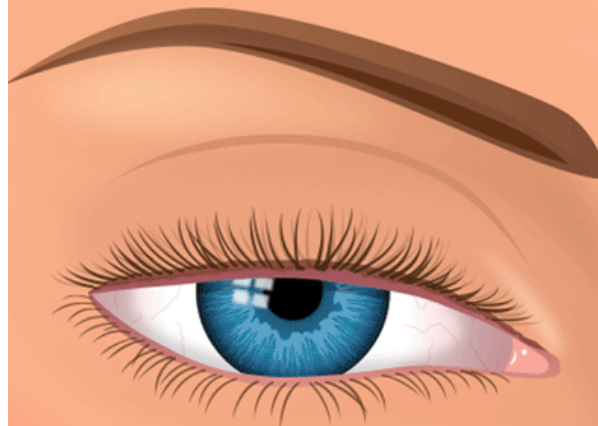
Dr Figueira consults in our Parramatta, Castle Hill and Penrith rooms.

WHAT IS PTOSIS SURGERY?

Ptosis surgery is an operation to tighten the muscle that lifts your upper eyelid. As you get older, the muscle that lifts your upper eyelid stretches and weakens, causing your eyelid to sag.

If you have a drooping eyelid that is interfering with your vision, ptosis surgery can be an effective treatment to improve your vision.

6 Signs & Symptoms of Ptosis (droopy eyelids)



1. Droopy eyelids
2. Crossed eyes
3. Eye fatigue
4. Difficulty blinking
5. Dry or watery eyes
6. Double vision

 ALL ABOUT VISION

CONSUMER PARTICIPATION

We would like to thank our six Consumer Representatives for their valuable feedback this year. They have reviewed our Accreditation Assessment Report, our Acknowledgement to Country, Quality Program Management Plan outcomes, Patient Feedback, Anaesthetic Survey and updated Post op Instructions. We really appreciate their time and thoughtful responses that we use to improve our patient services.

SAFETY AND QUALITY OUTCOMES

Date	Audit/Indicator	Result	Benchmark
Jan-Sept 2023	Patient Incident rate	0.06	0.50
Jan-Sept 2023	Unplanned Return to Theatre	0.00	0.06
Jan-Sept 2023	Infection Rate	0.00	0.01
Nov 2023	Medical Record Documentation Audit	99.6%	N/A
Jul 2023	Patient Satisfaction Rate	100%	N/A
Sept 2023	Hand Hygiene compliance	100%	86.6%