



BOND DAY HOSPITAL

PATIENT NEWSLETTER

Nov 2024

DOCTIFY PATIENT FEEDBACK

Sept-Nov 2024: 38 reviews received



5.00

Friendliness: ★★★★★

Waiting Time: ★★★★★

Cleanliness: ★★★★★

Overall : ★★★★★

INTRODUCTION FROM DR LIGHTEN

Welcome to the November newsletter. I am delighted with progress so far. We have come a long way since we opened back in February. I am very grateful to the staff who have all worked so hard to get us where we are. The patient feedback has been excellent.

PATIENT/CONSUMER ENGAGEMENT

We have recently had some patients review our website to see if information was easy to find and met their needs. Their feedback was very positive with no suggestions for improvement.

We are in the process of setting up a Consumer Focus Group. If you would have time to attend a video meeting as a consumer representative to help us evaluate our services please send an email to ceo@bonddayhospital.com.au

More information about consumer partnership can be found [here](#)

ACCREDITATION AND LICENSING

Bond Day Hospital is accredited against the National Safety and Quality Health Service Standards. As a new hospital we had our initial Interim Accreditation Assessment in February this year and received no recommendations for improvement. The Interim accreditation period is one year and we will have our next assessment on 29/1/2025. After this we will be on a 3 year cycle with a [short notice unannounced assessment](#).

We are licensed with NSW Health and had a post-licensing General Modified Licensing review on 31/7/2024 with all ratings being compliant.

PATIENT SAFETY AND QUALITY INDICATORS

We collect and monitor many clinical indicators to evaluate the safety and quality of our care. For the last quarter July to September there were no clinical complications, adverse events or transfers. We will be consulting with our new Consumer Focus Group about which indicators they would like to see published on an ongoing basis.

We have a comprehensive program of audits to monitor our compliance with the required standards. These are some recent results:

- Antimicrobial Stewardship (use of antibiotics as per guidelines to prevent resistance) 100%
- Hand Hygiene 93%
- Infection Prevention and Control 100%
- Medical Record Documentation 97%
- Medication Management 100%
- Patient Identification, Time Out and Handover Audit 98%