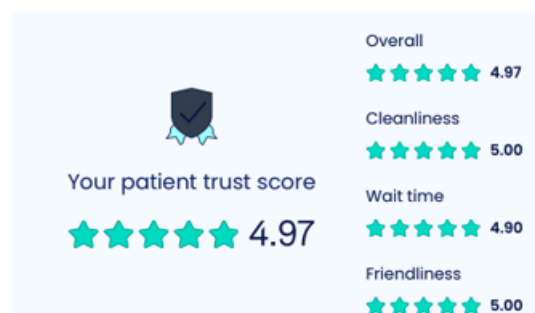


PATIENT NEWSLETTER

June 2025

DOCTIFY PATIENT FEEDBACK

Jan-Mar 2025: 72 reviews received



Welcome to the second edition of this newsletter.

We are slowly but surely increasing the occupancy of the day surgery. Minerva Fertility is now well established. We also welcomed Monash IVF in January, who are using the day surgery for egg collections for patients who live in this area.



PATIENT/CONSUMER ENGAGEMENT

We set up a Consumer Focus Group in December and are very grateful to the four patients who joined us for the first meeting. We discussed the role of consumer partnership, our strategic objectives, patient satisfaction and feedback, audit results, antimicrobial stewardship, risk management, patient feedback and patient information. We plan to hold these meetings on an annual basis. More information about consumer partnership can be found [here](#)

SAFETY AND QUALITY OUTCOMES

- **Antibiotic Use Compliance Audit** Jul-Dec 2024 = 100%
(Correct use of antibiotics helps prevent the development of multi-resistant organisms)
- **Aseptic Technique Audit** Mar 2025 = 100%
- **Doctor Satisfaction Survey** Jan 2025 = 100%
- **Medical Record Documentation Audit** Mar 2025 = 96%
- **Trophon/Ultrasound Disinfection Audit** Mar 2025 = 100%

An External Accreditation Assessment against the National Safety and Quality Health Service Standards was conducted in January 2025. There were 7 Met with Recommendation ratings raised related to education of staff and cleaners, use of cloth theatre hats and patient education on how to escalate their own care. A follow up assessment conducted in April 2025 rated all criteria as Met with full accreditation now achieved.

HAND HYGIENE AUDIT

Our trained hand hygiene auditor observes doctors, nurses and scientists providing patient care to ensure the highest standards of infection control are maintained.

Our latest compliance rate is 95%, higher than the national benchmark rate of 86.8%

