



SOUTHSIDE DIGEST



Welcome to the Southside Endoscopy Centre Newsletter, offering important information for patients about the services we provide.

Our Quality Improvement Program is featured as well as our new Smartphone App and patient feedback regarding the day surgery experience.

Learn about our Consumer Committee and how this partnership has helped shape quality improvements at our Hospital. Learn some interesting facts regarding digestive health and important procedure information.

While you are waiting, complete our Day Surgery crossword and read about our wonderful staff member featured.

We hope you enjoy this edition.

IN THIS EDITION

SMARTPHONE APP

Learn about our newly developed App—the first of its kind in Australia for our patients

QUALITY IMPROVEMENT PROGRAM

Ongoing surveys, audits and activities are conducted to ensure patient safety and quality of care

CONSUMER COMMITTEE

Volunteers form a committee for the patient voice, with feedback and suggestions encouraged to help us with improving our services

WHAT ARE POLYPS?

STAFF PROFILE

RECENT PATIENT FEEDBACK

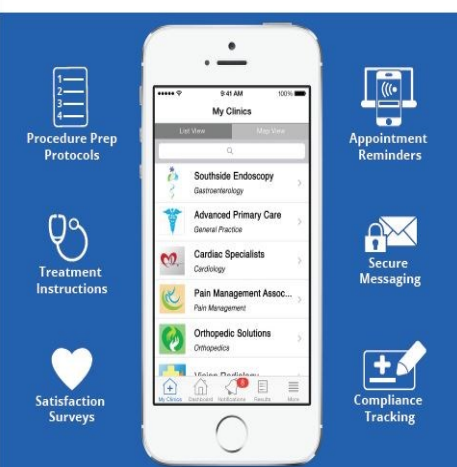


SMARTPHONE PREP KIT APP

We are very excited to announce the introduction of our Smart Phone App.

We are the first Day Hospital in Australia to develop an App of this kind. Patients will be able to receive notification reminders to take their Prep Kit drink and begin fasting, as well as receive appointment confirmation and reminders. Procedure information and videos are available, as well as appointment details and hospital locations.

As we begin trialling the App, we will gain patient feedback on their use, and look for areas that could be improved. If you would like to download the App, please speak with one of our staff who will happily assist you with this process.



CONSUMER COMMITTEE

PATIENT-CENTRED CARE

{ the heart of the matter }



We have a Consumer Committee in place at Southside Endoscopy Centre. These volunteers represent consumers that are past patients of our facility, or members of the community. We depend on our consumers to impart opinions and suggestions about the safety and quality of services we provide. Results of audits and surveys are discussed at meetings, and action plans put in place.

In-depth, monthly activities are held to engage with consumers on a regular basis and identify areas where we can improve. Our consumers help to shape important improvements, and this in turn has a positive impact for all patients visiting our facility. Patient care is of the utmost importance to all Doctors and staff at Southside Endoscopy Centre.

Through consumer partnering, we aim to:

- ◆ Improve patient satisfaction and the quality of our services
- ◆ Encourage change and ongoing quality improvements
- ◆ Boost patient awareness and encourage involvement in their care
- ◆ Positively influence the way our staff treat all patients

“
Consumer partnerships improve the service we provide, and the experiences and outcomes for our patients
”

All Committee members are bound to a privacy and confidentiality agreement. Patient details are not disclosed during any activities.



Did you know consuming
-3 cups of coffee a day
can reduce your risk of
bowel cancer by...

20%²

Prevention of Colorectal Cancer

Colorectal cancer affects approximately

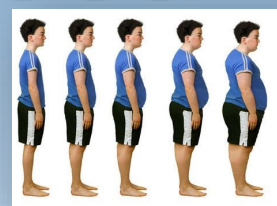
1 in 20 Australians. You can reduce significantly, the risks of bowel cancer **(by 37%)** with the following.



Reduce:



alcohol



Maintain a
healthy weight

QUALITY

IMPROVEMENT PROGRAM

Continuous Quality Improvement is a systematic management approach with the emphasis on quality, patient care and safety, exceptional high standard of services and improved productivity.

Southside Endoscopy Centre is committed to continuous quality improvement through ongoing activities such as monthly audits and surveys which are reviewed by management, action plans created and changes implemented.

The results of recent activities are available in the waiting room, patient recovery area and on our website.

What type of surveys and audits are conducted?

These cover a wide variety of topics relating to patient safety and quality of care, including:

- ⇒ **Patient Satisfaction**
- ⇒ **Medication Safety**
- ⇒ **Infection Control & Compliance**
- ⇒ **GP Satisfaction**
- ⇒ **Workplace Health & Safety**
- ⇒ **Consumer Partnering**
- ⇒ **Medical Record Completeness**
- ⇒ **Patient Refreshments**

"We strive to make the patient day surgery experience a pleasant and comfortable one."

Through a robust Quality Improvement Program we can assess, monitor and implement change to constantly improve patient safety and quality of care.



PROVIDING FEEDBACK

How can you become involved in providing feedback?
We encourage your feedback, suggestions and comments regarding our services. There are a number of ways to do so:

1. Feedback forms available in the waiting room and patient recovery
2. Forms are available on our website www.ssendoscopy.com.au
3. Speak with one of our friendly staff



RECENT PATIENT FEEDBACK

"I found your service to be of a high standard. I was very pleased and would like to congratulate your whole staff on doing a fantastic job. As soon as I walked through the front door I felt comfortable. Thank you"

"Everything was wonderful. I didn't know anything had happened. I would like to thank you all so much, you are all so friendly & happy. It made me feel so calm and in good hands. I really appreciate your kind & encouraging words. Thanks so much for your job."

"I would like to express my thanks to the doctors and all staff members for the very professional and caring treatment during and after my medical procedure. Many thanks."

"It's a pleasure attending this clinic. Professionalism A+ Competency A+ Friendliness A+."

WHILE YOU WAIT....

DAY SURGERY CROSSWORD

ACROSS

1 A popular beverage you may request after procedure

5 Medicine that will make you sleepy prior to procedure

6 A type of government card we all hold

9 Person who performs your procedure

11 Instrument used to examine the bowel/stomach

13 How many hours you cannot drive post procedure

14 What is recommended post procedure

15 Wart-like growth that can be found in the bowel or stomach

DOWN

2 When you cannot eat or drink before a procedure

3 Person who makes your appointment

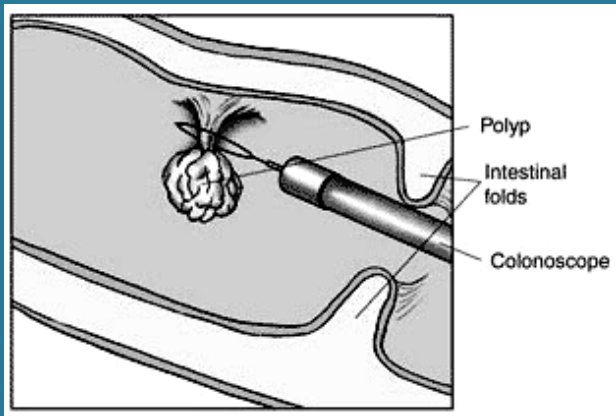
4 A good source of fibre

7 Something you are offered after your procedure

8 Where your procedure is performed

10 Area where you are monitored by a Nurse after your procedure

12 Burning feeling in the oesophagus or stomach



WHAT ARE POLYPS?

1. Bowel polyps are small growths on the inner lining of the colon or rectum.
2. Polyps are usually less than 1cm in size but can grow up to several centimetres in size.
3. There are different forms of polyps :
 - SESSILE polyp - Some are a tiny, raised area or bulge
 - PEDUNCULATED polyp - Some looks like a grape on a stalk
 - FLAT polyp - Some look like a slightly raised or irregular area
4. Most polyps produce no symptoms but can bleed.
5. Bowel polyps are caused by an abnormal production of cells. It can also be caused by a faulty gene causing the cells in the bowel to grow more quickly.
6. Bowel polyps are not usually cancerous, however we routinely remove them when safe to do so as some may eventually turn into a cancer if untreated.

STAFF PROFILE

Becca



My name is Becca and I've been working at Southside Endoscopy Centre for 2 years. I am very lucky to work in such a friendly, positive team.

Southside Endoscopy Centre really is my home away from home.