



Key Quality Information:-

Safety

- All procedures carry a risk of complications but the unit demonstrates a very low complication rate of <1:8,000 against national standards of 1:1,500
- All endoscopists are trained to British Society of Gastroenterology Standards and the Joint Advisory Group for Gastrointestinal Endoscopy (JAG). This ensures the quality and safety of patient care and defines the standards by which endoscopy is practised. This is demonstrated by the following data:-

Quality Demonstrated	Result	National benchmark
Colonoscopy completion rate	92%	90%
Polyp detection rate	25%	10%
Polyp retrieval rate	94.5%	90%

Results achieved are consistently higher than the national benchmark set.

The unit is required to undertake an assessment twice a year this is to meet the standards set by the Joint Advisory Group on GI Endoscopy (JAG) the unit scored as follows

Quality of Patient Experience	Rating
Equality	A
Timeliness	A
Choice	A
Privacy	A
Aftercare	A
Feedback	A
Clinical Quality	Rating
Consent	A
Safety	A
Comfort	A
Appropriateness	A
Quality	A
Communicating results to the referrer	A

Workforce	Rating
Skill mix	A
Orientation	A
Assessment	A
Staff cared for	A
Staff listened to	A