

Newmedica Worcester Limited Quality Summary

April 2024 – March 2025





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1. About Newmedica Worcester Limited

Newmedica Worcester Limited is a dedicated and purpose-built ophthalmology surgical centre that opened in 2022.

We are proud to be contracted by Herefordshire and Worcestershire Integrated Care Board (ICB). For private patients, we are recognised by all major private medical insurance companies, and serve self-funded patients.

Our purpose is to change people’s lives through better sight and eye health, and this is underpinned by our values and behaviours. We aim to provide a broad range of ophthalmology care and treatments which mirror the needs of our community.

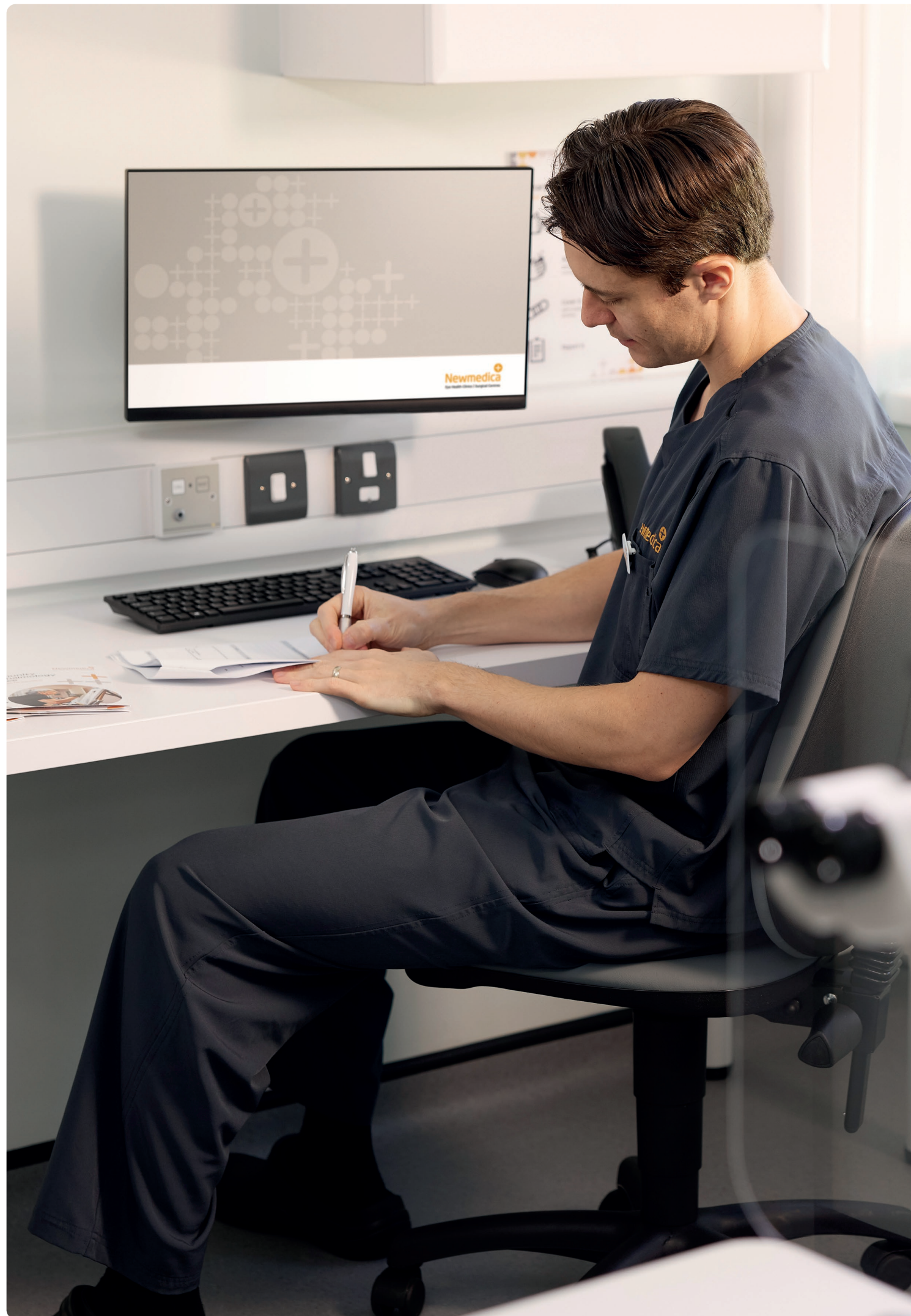
We provide the following services:

	NHS	Private
Cataract (assessment and surgery)	●	●
Yttrium aluminum garnet (YAG) laser capsulotomy or posterior capsulotomy	●	●
YAG PI (peripheral iridotomy)	●	●
YAG SLT (selective laser trabeculoplasty)	●	●
Oculoplastics (assessment for minor and major surgery)	●	●
Wet age-related macular degeneration (AMD)		●
Glaucoma assessment and surgery	●	
Vitreoretinal assessment and surgery	●	●

Our Bromsgrove clinic opened in October 2024 and provides cataract assessment and surgery, oculoplastic assessment and treatment, and glaucoma assessments.

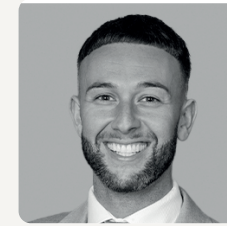
Why choose us?

- We have a **state-of-the-art** facility, with the latest equipment, providing the best possible care.
- We offer **free transport** to those who need it.
- We use the **highest quality monofocal lenses** as standard for all our NHS cataract patients, to ensure they get the best possible long-term outcomes. Manufacturers state that the overall posterior capsule opacification (PCO) YAG treatment rate for monofocal single piece IOLs is 7.4%, while the monofocal lens used by Newmedica has a rate of just 2.8%. This reduces the costs to our commissioners, so money can be diverted elsewhere.
- We focus on **personalised patient care**, supporting patients at every step of their journey, ensuring the treatment we provide is tailored to their individual needs.
- Our **short waiting times** mean your patients will have their first appointment within a couple of weeks.
- Our business model of local consultant ophthalmologists and managers working side-by-side in Worcester and the community, means our patients have **consistency of care**, which leads to better clinical outcomes.



Meet our team

Our team of experts are dedicated to delivering the best in patient care.



Josh Radan
Operations Director

I worked in the NHS for 11 years, with eight in senior operational management. My passion is having a positive impact on people's lives.



Mr Tarun Sharma,
Consultant Ophthalmologist and Partner

My specialist interests are in glaucoma investigations and treatments including lasers, glaucoma, and glaucoma drainage implant surgery.



Mr Ranjit Nair
Consultant Ophthalmologist and Partner

I've been consultant ophthalmologist at Worcester Acute Hospitals NHS Trust since 2007 and the lead for cataract services there since 2014.



Mr Salman Mirza
Consultant Ophthalmologist and Partner

My areas of expertise include phacoemulsification cataract surgery including complex cases with diabetic eye disease, age-related macular degeneration, and other retinal vascular diseases.



Mr Tom Jackson
Consultant Ophthalmologist and Partner

My specialist interest is cataract surgery and oculoplastic conditions. My NHS work is at the Worcestershire Acute Hospitals NHS Trust.



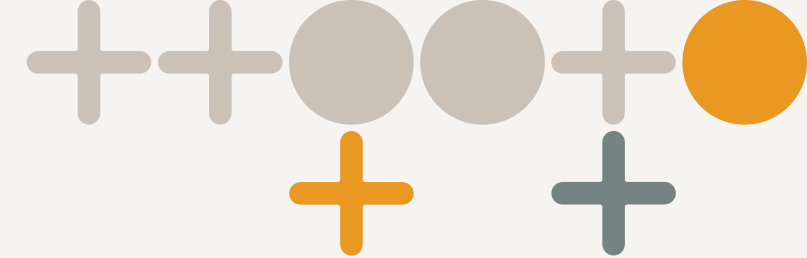
Mr Matthew Edmunds
Consultant Ophthalmologist and Partner

I have a particular interest in cataract surgery and additional specialist training in eyelid, tear system and eye socket disease.



Mr Malcolm Woodcock
Consultant Ophthalmologist and Partner

I specialise in the surgical treatment of complex cataracts, as well as routine cataract surgery. I also carry out retinal surgery.



2. Supporting integrated eyecare across Worcester

At Newmedica Worcester Limited, we work hard to be a key part of the community we serve.

Partnership working

We continue to work closely with our medical colleagues at The University of Worcester and Three Counties Medical School. We host placements for nursing students, physician associate students and LOCS students so they can gain experience with cataract surgery.

From the start of our partnership with the university from August 2023 to July 2025, we've supported 42 physician associates, 16 nursing students and 81 LOCS students through this training programme. We are committed to support this initiative on an ongoing basis.

Supporting local charities

From April 2024 to March 2025, we chose to support and raise money for Sight Concern, Guide Dogs, Shelter and Alzheimer's society.

Working with community optometrists

We offer and actively encourage qualified registered optometrists to join our accredited post-operative scheme. This gives

patients the choice to have their routine post-operative follow-up appointment with their usual optometrist closer to their home. Optometrists' eligibility to join the scheme is subject to them having undertaken additional qualifications to ensure suitable clinical expertise to deliver a professional service, plus evidence of a valid Disclosure and Barring Service (DBS) check.

In Worcester, we have 100+ local optometrist practices working as part of this scheme. During our trips to our local optometrists in the community, we actively encourage all opticians to sign up to the Opera system, which supports patients being seen in the community by them.

Supporting education and training for optometrists

From April 2024 – March 2025, we delivered four consultant-led continuing professional development (CPD) events to support our optometrist colleagues with their development and training. These events covered a wide range of topics to ensure variety and to support learning on a broad range of clinical subjects. All the specialties of ophthalmology were covered in these sessions. We've also extended our CPD availability to dispensing opticians as well as optometrists.

Pre-registration optometrist experience programme

Our service offers pre-registration optometrists a two-day experience placement, spending time in our services observing outpatient clinics and theatre. The aim of the placement is to provide the pre-reg optometrists with a better understanding of the patient's journey once referred from primary care.

"I just wanted to let you know that today marked the final day of my placement at Newmedica, and I wanted to express my heartfelt thanks for the incredible opportunity to shadow such skilled and knowledgeable clinicians."

"The experience has been truly invaluable. I've been so impressed by the seamless, clockwork efficiency of how Newmedica operates—it's clear that every part of the team works together with such precision and dedication to patient care. It's been inspiring to witness and learn from."

"Thanks to the support of Newmedica, I've gained a wealth of knowledge and experience that I know will greatly benefit me as I move forward in my career. I have also really enjoyed working with the team here - everyone has been so welcoming and supportive - and I would love the opportunity to return in the future, whether for work or further experience."

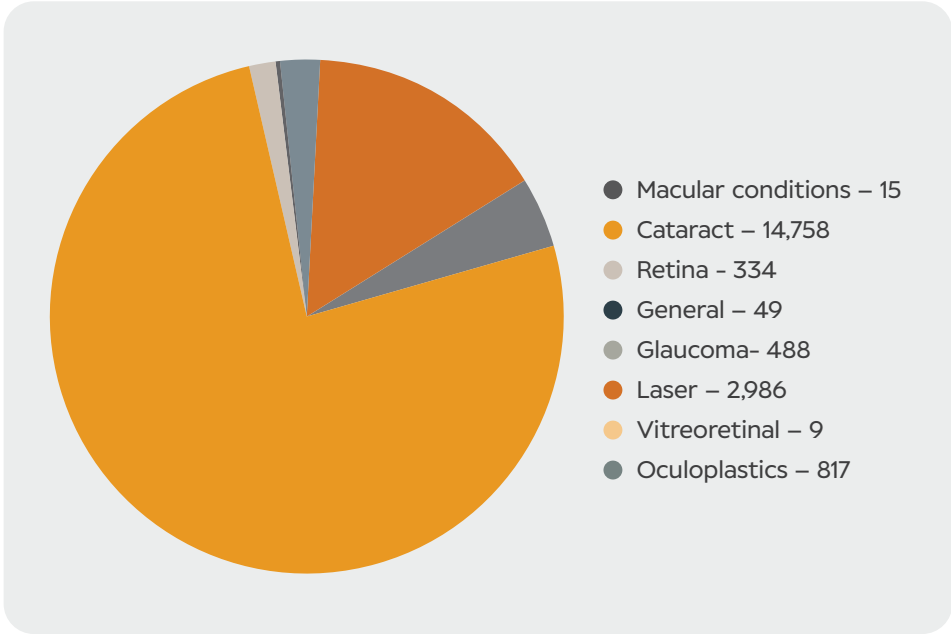
"Thank you once again for everything - I hope to stay in touch and perhaps cross paths again in the future!"



3. Clinical audit, outcomes and treatment

We continually strive to deliver safe, effective, personalised care, which can be seen in our significantly below national average complication rates and our higher-than-average clinical outcomes, as detailed below.

In total from April 2024 to March 2025, we had 19,456 patient interactions within our outpatients, treatment rooms or theatre complex. By condition, they were:



Newmedica Worcester cataract patients completed without complication of posterior capsule rupture (PCR):

99.99%

National standards set by Royal College of Ophthalmologists $\geq 99.21\%$

Newmedica Worcester cataract patients achieving results within $\pm 1.00D$ of predicted target refraction:

95.74%

Benchmark 85% Gale et al 2009 and 93% Lundstrom et al 2018

Newmedica Worcester cataract patients (with and without co-pathology) achieving a post-operative visual acuity of 6/12 or better:

96.75%

National standards set by Royal College of Ophthalmologists (NOD Benchmark) = 91.80%

Newmedica Worcester cataract patients presenting with endophthalmitis post-operatively:

0.02%

National standards set by Royal College of Ophthalmologist (NOD Benchmark) = 0.1%



4. Ensuring the care we deliver meets the needs of our patients, their relatives and carers

We know from speaking to patients that they find accessing healthcare stressful.

This can be due to physical issues, like a lack of parking and/or difficulty finding the right place to go within a hospital. But it also includes the anxiety of being surrounded by large numbers of people.

Our surgical centre based in Worcester was built on the simple premise of making it as comfortable, warm and welcoming as possible. That means hassle-free on-site parking, clear navigation around the surgical centre, and a calming environment with distractions to minimise nervousness and anxiety. We'll continue to listen to our patients and clinical teams to identify further ways to improve their experience.

Everything we do is guided by our commitment to deliver personalised care. From April 2024 to March 2025, we received 3,010 responses to our friends and family test. We're pleased to report that 99.5% of patients who completed the feedback would recommend us to family and friends.

In addition, our patients were asked four other questions about the service they received:

Aspect of service	Patient Satisfaction
How clean was the environment where you were treated?	100%
Did the clinic staff work well together?	99.5%
Were you treated with dignity and respect by the clinic staff?	100%
Were you involved with decisions about your care?	97.1%

Some feedback from our patients

“Professional staff. Explained everything clearly. Did not feel rushed. Seamless, well organised service.”

“All the staff were professional and helpful and proficient with what they do. Also kind and guided me through each step. Thank you.”

“The overall performance of your staff is excellent and should be used as a model for training in most organisations.”

“All staff and consultant were excellent and to thank you all and the team so much for a successful and great job on my eyes.”



Online reviews

Online reviews are gathered from two sources: Google reviews and Doctify. From April 2024 to March 2025, we scored 4.8 stars on Google reviews. Doctify is newly launched within Newmedica and therefore will be included in next year's report.

Online review ★★★★★

"After having one cataract removed elsewhere which didn't go well and caused me problems for many months I was understandably concerned about my other surgery. I need not have worried because at Newmedica my experience couldn't have been better. All the members of staff were kind, caring and friendly. I was totally at ease throughout the procedure. The surgeon was so reassuring and the operation was over in a short time and I didn't feel a thing. I am so very grateful for the excellent care I received. Thank you all so much."

Online review ★★★★★

"To be honest I was terrified when I arrived, the relaxed environment and very professional staff put me at ease and to have my cataract surgery completed with no pain or discomfort was amazing, I would like to say a massive thank you to everybody."

Online review ★★★★★

"Attended for cataract surgery in June and August 2024. Excellent, thoroughly professional staff at all levels. Immaculately clean facilities. As for the procedure it was completely painless with no discomfort during or following the surgery. I was referred by my NHS Trust due to waiting times and treated in the same way as a private patient. I really cannot praise this company and all staff enough for the welcome and treatment I received on both occasions."

5. Our people

We know it's our people who really make the difference to patient safety and clinical quality.

So, we have a detailed people plan that outlines our strategy to build and grow a sustainable healthcare workforce, supporting our future business ambitions. To ensure we can continue to recruit and engage clinicians and other colleagues, we need to put culture at the heart of everything we do, to ensure we create a great place to work where everyone is proud to belong.

Great Place to Work® (GPTW) is an organisation that certifies and recognises the best working environments in more than 100 countries around the world. The survey focuses not only on what it's like to work in Newmedica, but also our culture. It's designed to help us understand our workplace culture with focus areas including trust, respect and fairness, as well as to give us a view on how our people view leadership and the strategy in our business.

The results

- Based on the scores across Newmedica, we were certified as a Great Place to Work® after 82% of our colleagues took the time to share their views.
- For Newmedica Worcester, 94% of our colleagues took the time to share their views, and many rated working here as an overwhelmingly positive experience, with 91% of colleagues responding positively to the statement, "taking everything into account, I would say this is a great place to work".



