

Newmedica Oxfordshire Limited Quality Summary

April 2024 – March 2025





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1. About Newmedica Oxfordshire Limited

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

We're proud to be contracted by Buckinghamshire, Oxfordshire and West Berkshire (BOB) Integrated Care Board (ICB). For private patients, we're recognised by all major private medical insurance companies, and serve self-funded patients.

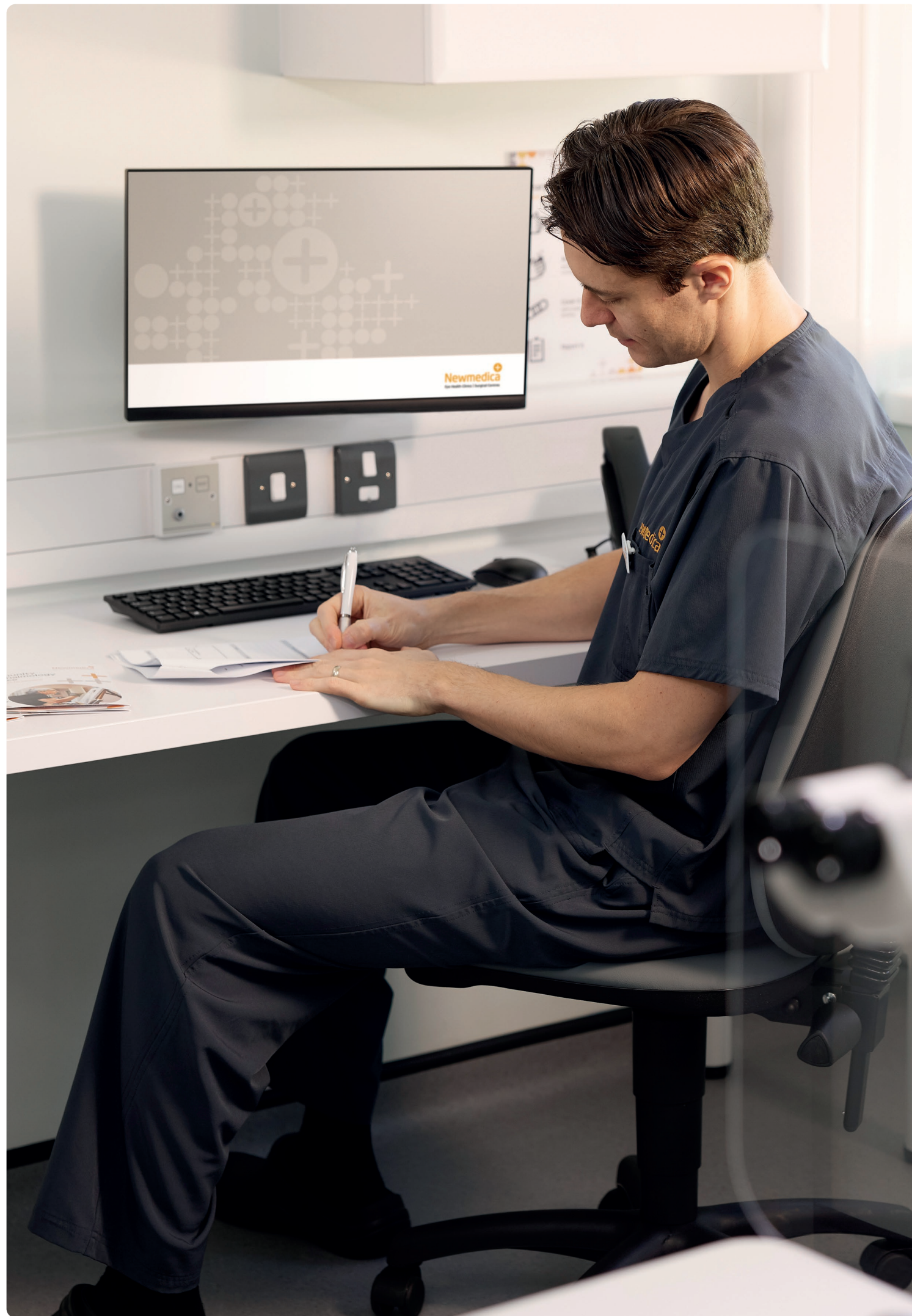
Our purpose is to change people's lives through better sight and eye health, and this is underpinned by our values and behaviours. We aim to provide a broad range of ophthalmology care and treatments which mirror the needs of our community.

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		●

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 Oxford health services, 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.



Durgesh Patel

CQC Registered Manager and Operational Director

I am a healthcare management professional with over two decades of experience. Being able to make a difference to patients' lives provides a great sense of purpose. We listen in order to provide care that is effective, safe and as positive an experience as possible.



Mandeep Singh Bindra

Consultant Ophthalmologist and Clinical Director

I have always felt privileged and grateful to be in a profession which allows me to serve on a daily basis. The joy and fulfilment in playing a small but valuable part in another's wellbeing is what keeps me doing what I do.



Melanie Chak

Consultant Ophthalmologist and Clinical Director

Sight is often taken for granted and to be able to restore, or maintain, good vision for people is extremely rewarding. I love chatting to patients, understanding their concerns, and working with them to achieve life-changing results.



Markus Groppe

Consultant Ophthalmologist and Clinical Director

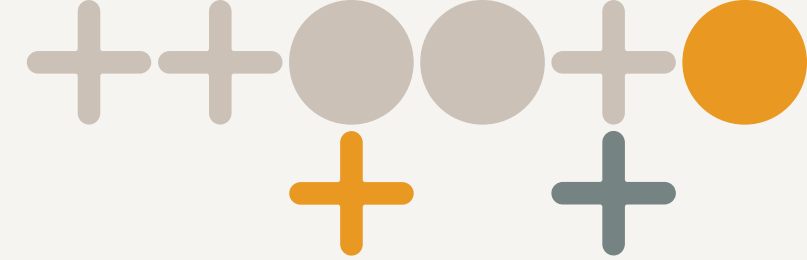
I am in a very privileged position, which allows me to make a profound difference to my patient's life. I have seen patients who lost their interests and stopped daily activities due to poor vision. After treatment, patients have found new joy in life.



Moustafa Issa

Consultant Ophthalmologist and Clinical Director

I love how we can have a profound impact on patients' vision which in turn can have a great impact on their lives. I always make sure myself and my team are available to answer any questions the patients have about their treatment.



2. Supporting integrated eyecare across Oxfordshire

At Newmedica Oxfordshire 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 NHS Foundation Trusts to give opportunities to help our consultants of the future (Doctors in Training) gain experience with cataract surgery. During the year April 2024 to March 2025, we were established as a training centre and got approval from the local deanery, we look forward to welcoming our first doctors in training.

Supporting local charities

From April 2024 to March 2025, we chose to support and raise money for Oxfordshire Mind, Carers Oxfordshire, Abingdon Food Bank and MyVision Oxfordshire.

Working with community optometrists

We offer qualified registered optometrists the opportunity 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.

As of 2025, we have 25 local optometrist practices working as part of this scheme. During our visits 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 three 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 support to pre-registration optometrists by allowing them to spend time in our services observing outpatient clinics and theatre. The aim of these placements is to provide the pre-reg optometrists with a better understanding of the patient's journey once referred from primary care.

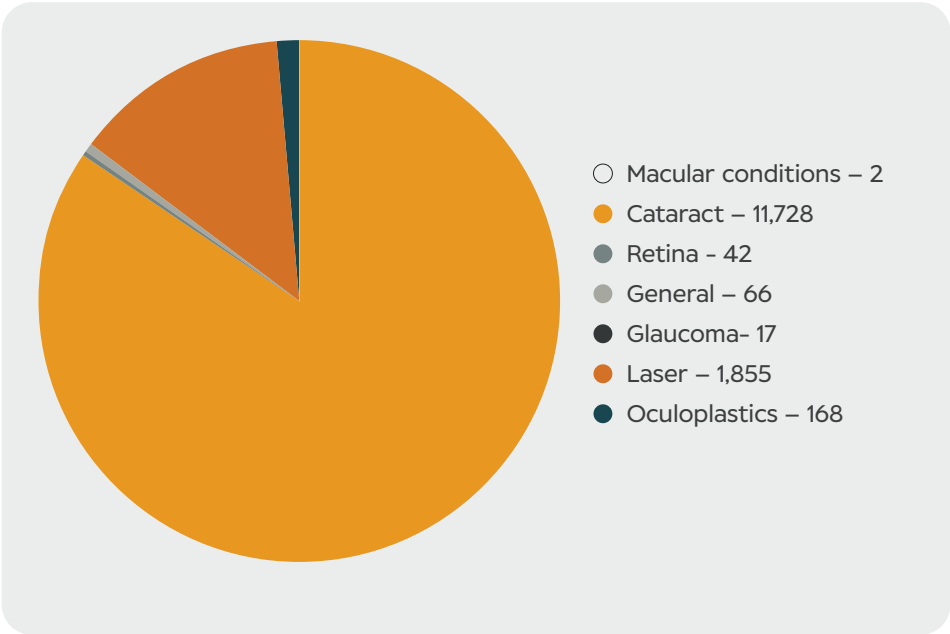
"Thank you so much for the opportunity and support provided during our pre-reg placement. You've all been so helpful and welcoming, and we've learnt so much during our time here."



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 13,878 patient interactions within our outpatients, treatment rooms or theatre complex. By condition, they were:



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

99.77%

National standards set by Royal College of Ophthalmologists = **99.21%**

2021/22: 99.75%

Newmedica Oxfordshire cataract patients achieving results within +/- 1.00D of predicted target refraction:

90.65%

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

2021/22: 90.73%

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

89.37%

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

2021/22: 90.25%

Newmedica Oxfordshire cataract patients presenting with endophthalmitis post-operatively:

0.00%

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

2021/22: 0.04%



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 Abingdon, Oxfordshire 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 1,483 responses to our friends and family test. We're pleased to report that 98.5% 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?	99.2%
Were you treated with dignity and respect by the clinic staff?	100%
Were you involved with decisions about your care?	95.2%

Some feedback from our patients

“I was taken through the procedure in a timely manner without any undue waiting periods wondering when I would be attended to. All staff involved in the process were very polite and friendly, explaining what was involved at each stage and what to expect in the surgery. I felt completely at ease as I could sense that I was in the care of highly competent experts in their field.”

“Friendliness and harmony pervaded the whole experience, plus quiet efficiency seen everywhere.”

“Amazing, unbelievable high quality of care. Courteous, respectful and everything anyone could wish for; from the first moment of walking through the door.”

“The staff were very nice, (cheerful, helpful and efficient). The pathway through the department seemed very well organised and efficient. The aftercare both in the department and by phone next day was very reassuring.”



Online reviews

Online reviews are gathered from two sources: Google reviews and Doctify. From April 2024 to March 2025, we scored 5.0 stars on Google reviews. Doctify is newly launched within Newmedica and therefore will be included in next year's report..
Some examples of online feedback we've received:

Online review ★★★★★

"There is nothing much I can add to the other reviews. The staff from the receptionist to the nurses and surgeon were exemplary. Their kindness, caring and professionalism was incredible. I too was very nervous about the surgery despite already having had cataract surgery on the other eye. The facilities and staff are head and shoulders above all the other eye specialists that I have been to. The follow up calls and continuing care took me by surprise, once again something I've never encountered before. Please accept my sincere gratitude and thanks for such a good experience."

Online review ★★★★★

"I received excellent care while having a cataract operation in May 2024. From the first consultation to the day of the operation they dealt with my anxiety at every stage, from the nurse carrying out the assessment to the nurse that helped me through the actual operation. The surgeon and his team carried out the procedure with highly practised skill. The results are life changing and I wish I'd had it carried out earlier. I cannot wait for my other eye to be sorted. I would highly recommend Newmedica Abingdon if you want a kind, caring and most importantly a highly professional team to restore your eyesight"

Google review ★★★★★

"What can I say First Class service. Took my mum for her cataract op in July. From the first assessment to the operation every member of staff was amazing, caring and put my mum at ease. On entering the premises we were welcomed by a lovely lady who took all the details and immediately made you feel relaxed. The next day we had a follow up call to see if all was ok. Thank you once again Newmedica."

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 Oxfordshire, many of our colleagues rated working here as an overwhelmingly positive experience, with 85% of colleagues responding positively to the statement: "Taking everything into account, I would say this is a great place to work".



