

Newmedica Plymouth Limited Quality Summary

April 2024 – March 2025





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1. About Newmedica Plymouth Limited

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

We're proud to be contracted by CIOS (Cornwall and Isles of Scilly) and Devon Integrated Care Board (ICB). For private patients, we're recognised by all major private medical insurance companies, and serve self-funded patients.

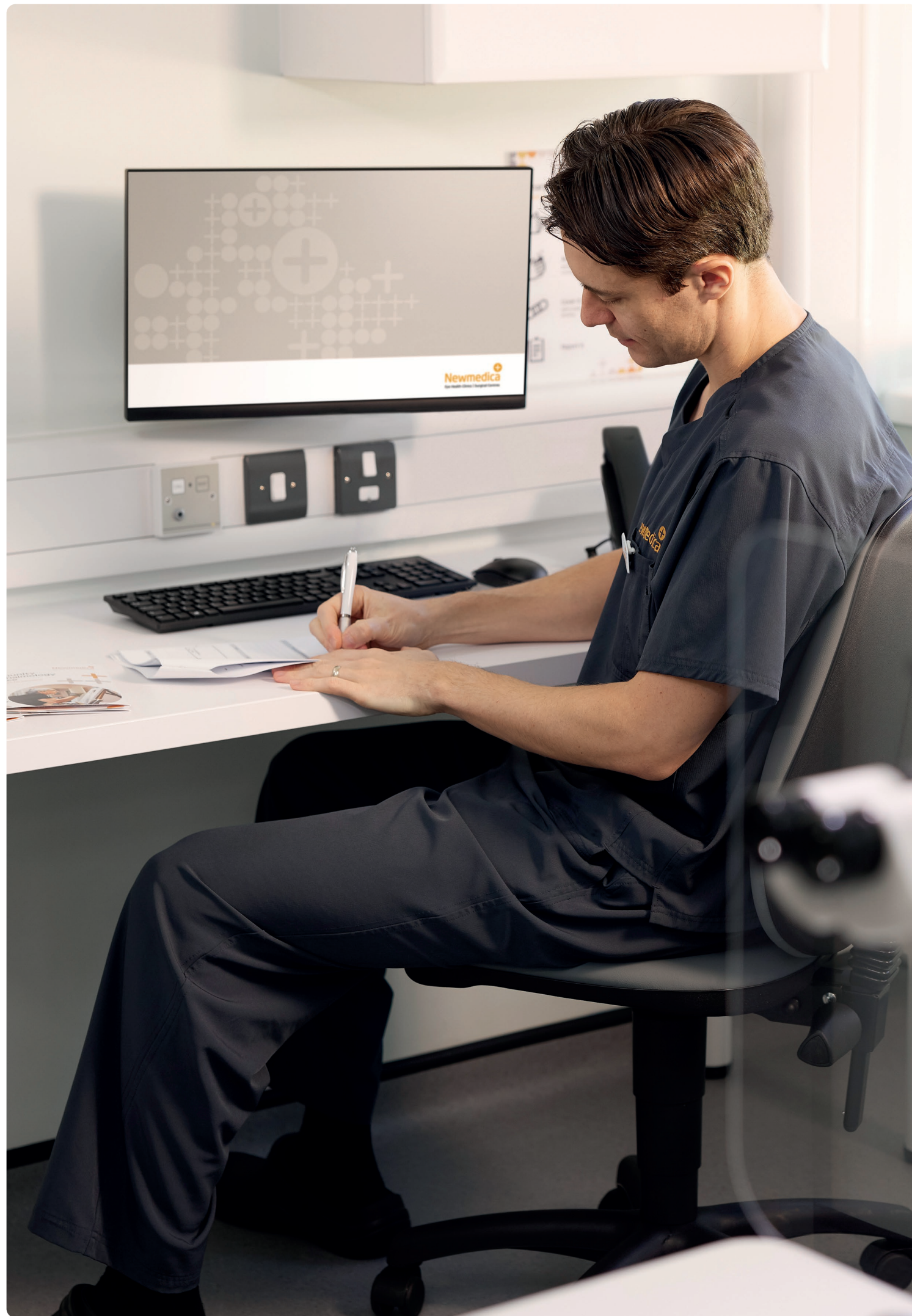
Our purpose is to change people's lives through better sight and eye health, and this is underpinned by our values and behaviours. We aim to provide a broad range of ophthalmology care and treatments which mirror the needs of our community.

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 long-term, low risk management		●
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 Plymouth, 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.



Mr Vasant Raman

Clinical Partner, Consultant Ophthalmologist

Medical degree and ophthalmology training completed in India, before carrying out advanced training in Ireland and Henry Ford Hospital in Detroit, USA. Specialises in cataract surgery, vitreoretinal surgery and medical retina conditions. Also involved in specialist eyecare for charities in Nepal, Cambodia and India, providing expertise, training and surgery.



Mr Nick Edmeades

Clinical Partner, Consultant Ophthalmologist

Qualified as a doctor in 2004, after which completed additional research and was awarded a degree in Cognitive Neuroscience. Completed seven years of ophthalmic surgical training in South West England, followed by a fellowship at Moorfields Eye Hospital, specialising in retinal disease, uveitis and genetic eye conditions. Specialist interest in cataract surgery, inflammatory diseases of the eye and treatments of the retina.



Mr Tomas Cudrnak

Clinical Director, Consultant Ophthalmologist

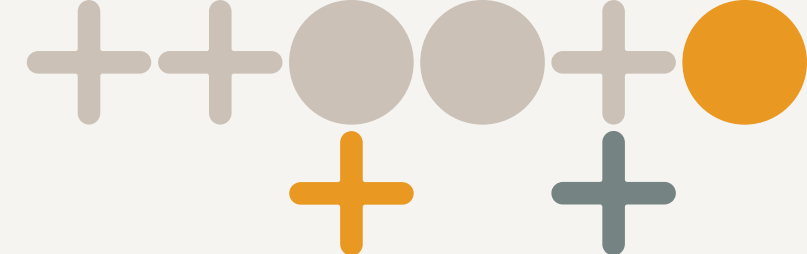
Qualified as a doctor in 2000, specialising in diagnosis and treatments of retinal diseases and micro-incisional cataract surgery. Since then, performed more than 10,000 cataract surgeries with excellent outcomes. Awarded the Fellowship at the Royal College of Ophthalmologists and at the European Board of Ophthalmologists in 2010. Specialises in age-related macular degeneration (AMD).



Mrs Amanda Champion

Operations Director and Partner, CQC Registered Manager

Operations Manager and CQC Registered Manager with over 15 years' experience in healthcare working to improve patient experience, outcomes and a sustainable business. Passionate about leadership and innovation to deliver high quality services to our patients delivered by a highly engaged, trained and motivated workforce.



2. Supporting integrated eyecare across Plymouth

At Newmedica Plymouth 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 Trusts to give opportunities to place our consultants of the future (Doctors in training) to gain experience with cataract surgery. From April 2024 to March 2025, we supported two doctors through this training programme. We are committed to support this initiative on an ongoing basis.

Supporting local charities

From April 2025 to March 2025, we chose to support and raise money for Vision Care for Homeless People, support Guide Dogs for the Blind and also support our local food banks with staff regularly donating food items.

Working with community optometrists

We offer and actively encourage 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.

We have around 100 local optometrists 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 PharmOutcomes with Primary Eyecare Devon, which supports patients being seen in the community by them.

Supporting education and training for optometrists

From April 2024 to March 2025, we delivered four consultant-led continuing professional development (CPD) events across Plymouth 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 experience in cataract and YAG clinics as well as experience in operating theatres observing cataract surgery. 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.

"The Newmedica placement allowed me to see how a patient is dealt with when being referred from primary care to secondary care. It allows me to understand the process the patient goes through from beginning to the end after having their surgery. This was a really entertaining placement and helped me in binding all my knowledge together."

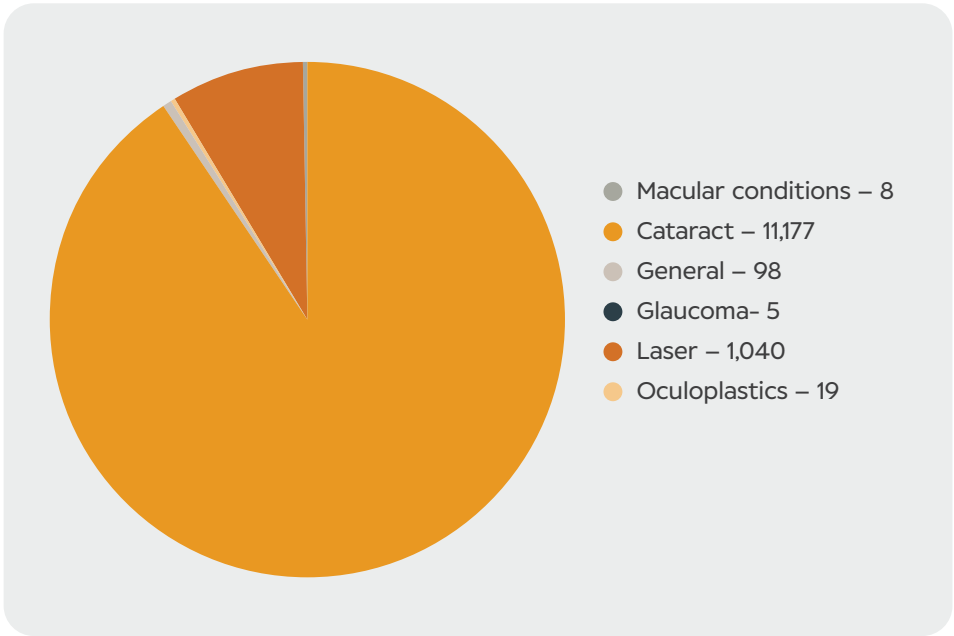
"Being in a private eye clinic, which deals with cataract surgeries and YAG lasers was interesting, as I didn't know how they operated. I also now understand how optometrists play a role in various environments, not just how they typically work in high-street opticians."



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 12,347 patient interactions within our outpatients, treatment rooms or theatre complex. By condition, they were:



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

99.5%

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

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

100%

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

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

97.60%

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

Newmedica Plymouth cataract patients presenting with endophthalmitis post-operatively:

0.00%

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 Plymouth 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 2,342 responses to our friends and family test. We're pleased to report that 100% 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?	100%
Were you treated with dignity and respect by the clinic staff?	100%
Were you involved with decisions about your care?	100%

Some feedback from our patients

“From start to finish the staff were fantastic, very welcoming and professional, very well informed.”

“The staff were very caring and looked after me very well. I was nervous and the consultant put me at ease. Thank you”

“Everything from our initial appointment to the procedure was professional and exceptional.”

“From initial visit to completion of my cataract operation, everything went very smoothly and professionally and I am very pleased with the outcome.”



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 ★★★★★

"I was such a nervous patient but the professionalism and dedication of the staff at Newmedica gave me the reassurance that I needed to have my eye surgery. 5 star service from the beginning to the end of my treatment. Highly recommended. Thank you."

Online review ★★★★★

"Absolutely fantastic service. Spotless premises; welcoming, professional staff. I couldn't be happier with my life-changing surgery. Thank you all."

Google review ★★★★★

"Took my dad to Newmedica today and they couldn't do enough to make us both at ease and comfortable with the whole process. The staff were so kind and reassuring and went way beyond to make it as pleasant as it could be nothing was too much trouble trying to make dad as comfortable as possible. Wonderful staff from start to finish."

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 Plymouth, many of our colleagues 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".



