

Newmedica Newcastle Limited Quality Summary

April 2024 – March 2025





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1. About Newmedica Newcastle Limited

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

We're proud to be contracted by North East and North Cumbria Integrated Care Board (ICB). For private patients, we're recognised by all major private medical insurance companies, and serve self-funded patients.

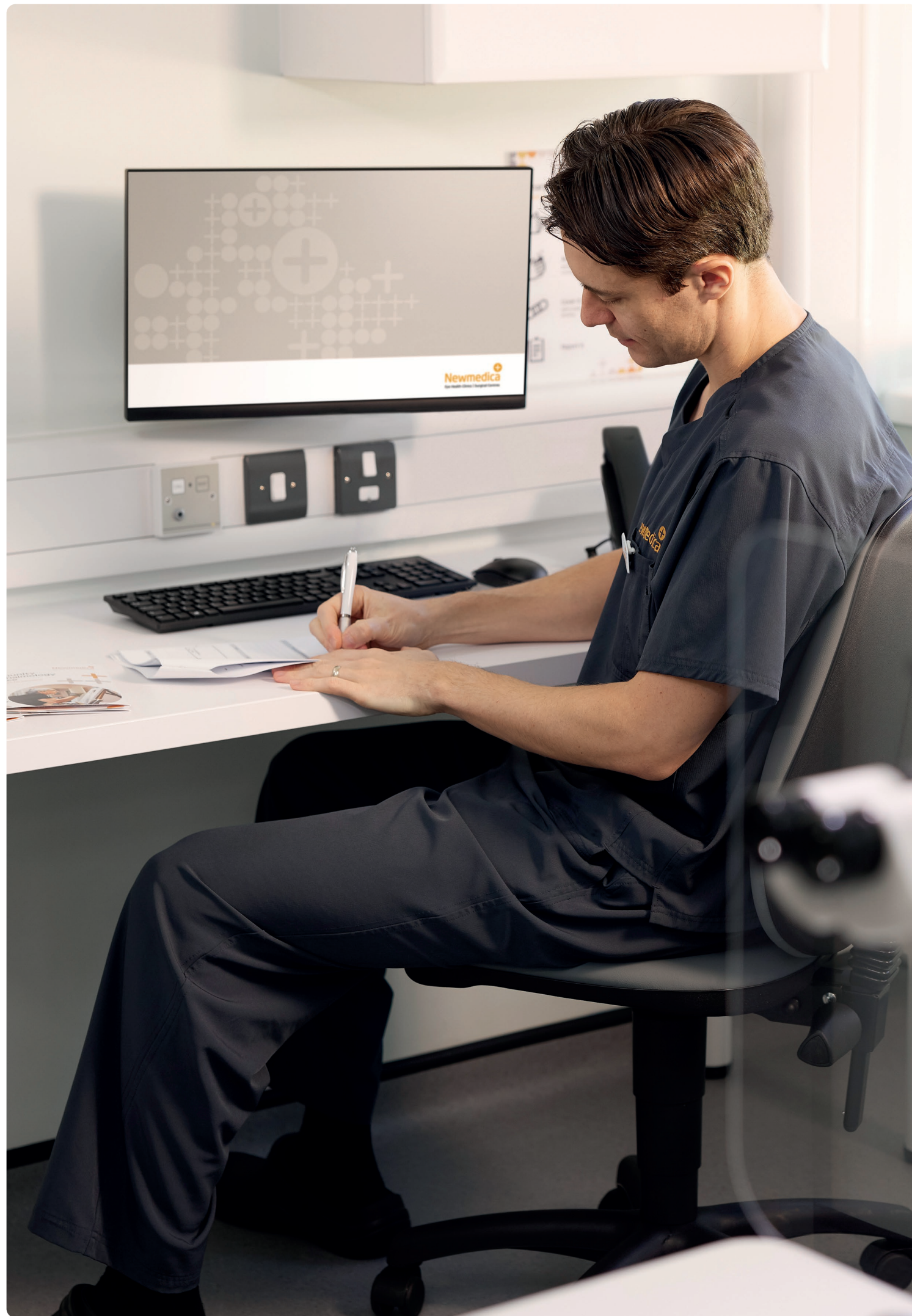
Our purpose is to change people's lives through better sight and eye health, and this is underpinned by our values and behaviours. We aim to provide a broad range of ophthalmology care and treatments which mirror the needs of our community.

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)	●	●
Glaucoma 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 Newcastle 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.



Mr Ayad Shafiq
Clinical Partner

Mr Shafiq specialises in tailored lens implants for cataract surgery offering an individualised approach to focussing the eyes according to specific needs. He always looks to maintain a high standard of care that is to the best of his abilities.



Mr Gerard Ainsworth
Clinical Partner

As well as an interest in cornea and glaucoma disease management, Mr Ainsworth provides optimum outcomes in cataract surgery, especially by reducing pre-existing astigmatism. He also ensures patients have the best level of care throughout to ensure a stress-free experience.



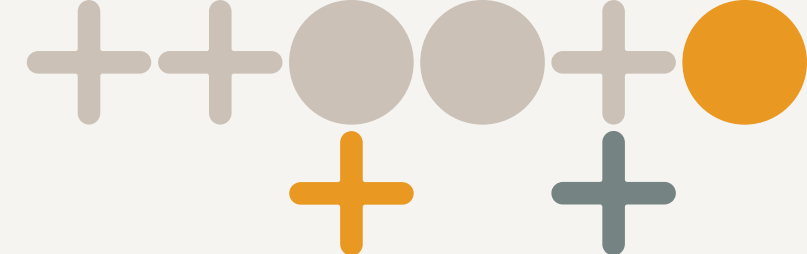
Mr Nicholas Wride
Clinical Partner

Mr Wride has been a consultant since 2010 and has developed an established practice in cataract and glaucoma work. He puts the patient's individual needs first, before, during and after surgery, to ensure they feel valued and listened to.



Amanda Bargewell
Operations Director

Amanda has worked in ophthalmology for over 25 years. Throughout this time, she has prioritised making patients feel at ease and ensuring they are provided with the best clinical care.



2. Supporting integrated eyecare across Newcastle

At Newmedica Newcastle 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 place our consultants of the future (Doctors in Training) to gain experience with cataract surgery. From April 2024 to March 2025, we've supported two doctors 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 Pearey House Centre for the Visual Impaired, Alzheimer's Research UK, Cash for Kids, Cancer Research UK, Red Nose Day, Veterans in Crisis and many more.

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.

In Newcastle, we have 141 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 to March 2025, we delivered four consultant-led continuing professional development (CPD) events across the North East 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 in cataract, YAG and oculoplastic clinics as well as experience in operating theatres observing cataract surgery. The aim of the placement was to provide the pre-reg optometrists with a better understanding of the patient's journey once referred from primary care.

"I had a great time at Newmedica. All of the staff I came in contact with really made me feel at home. I felt like I had known you all for ages."

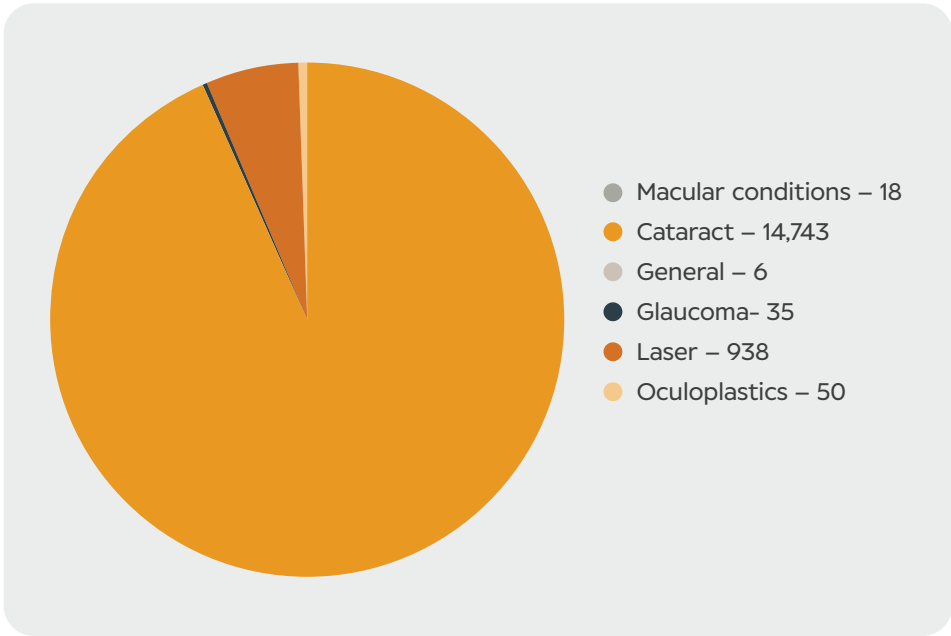
"It was an enriching experience for me as I have started applying all I learnt in my patient encounters and I've seen all the difference it has made."



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 15,790 patient interactions within our outpatients, treatment rooms or theatre complex. By condition, they were:



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

99.89%

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

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

92.88%

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

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

95.37%

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

Newmedica Newcastle 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 Newcastle 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 2019 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?	99.3%
Were you treated with dignity and respect by the clinic staff?	100%
Were you involved with decisions about your care?	99.3%

Some feedback from our patients

“Staff were polite and attentive, making me feel comfortable and assured. They were informative and explained things in a way I can understand. Professional in everything they did which gave me confidence.”

“Both of my visits to Newmedica I was treated with excellent care and support. My eyes have improved 100%. Thank you so much.”

“All the staff were very kind, attentive and courteous. Made me feel very relaxed and in safe hands and everything was well explained.”

“I felt relaxed by attention of staff, the peacefulness of the place compared to a hospital, and the cleanliness of the place.”



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 ★★★★★

"My experience from start to finish at Newmedica Newcastle was outstanding and painless for my first cataract surgery. All the staff are welcoming and friendly. I would particularly like to thank my surgeon Mr Ainsworth who is very knowledgeable, professional, caring and worked his magic on my cataract and astigmatism. He made me feel at ease and talked me through what he was doing in stages. Nurse Joanne who never left my side and held my hand during the procedure. Jack, team member who assisted. I am looking forward to getting my second cataract removed with Mr Ainsworth.

Online review ★★★★★

"I had both surgeries done for cataracts by Mr Shafiq at Newmedica Newcastle who made me feel at ease the whole way through, everyone there was also supportive and reassuring. I've had no issues during or after both surgeries and I would highly recommend this practice, overall outstanding, 5 Stars."

Google review ★★★★★

"As with any medical procedures you are nervous. From first entering the building, being met by lovely friendly staff I was put at ease. Had my cataract removed yesterday, everyone I was in contact with had time to explain everything to me, you could feel they all genuinely cared. Mr Ainsworth and his staff are second to none a, would highly recommend them and am even looking forward to getting my other cataract done. Thank you so, so much"

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 Newcastle, many of our colleagues rated working here as an overwhelmingly positive experience, with 96% of colleagues responding positively to the statement, 'taking everything into account, I would say this is a great place to work'.



