

Newmedica Shropshire Limited Quality Summary

April 2024 – March 2025





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1. About Newmedica Shropshire Limited

Newmedica Shropshire Limited is a dedicated and purpose-built ophthalmology surgical centre that opened in 2021.

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

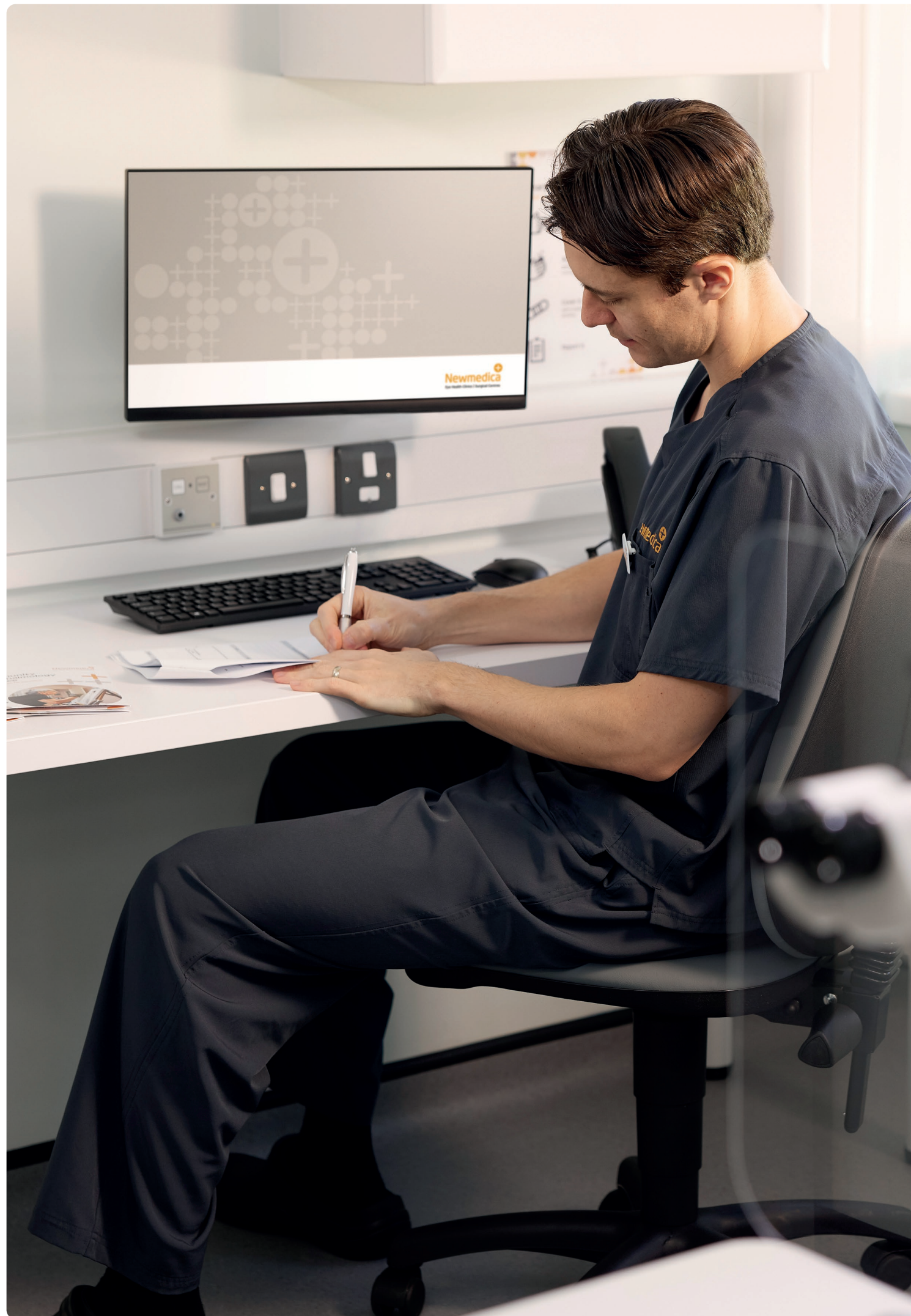
Our purpose is to change people's lives through better sight and eye health, and this is underpinned by our values and behaviours. We aim to provide a broad range of ophthalmology care and treatments which mirror the needs of our community.

We provide the following services:

	NHS	Private
Cataract (assessment and surgery)	●	●
Yttrium aluminum garnet (YAG) laser capsulotomy or posterior capsulotomy	●	●
Oculoplastics (assessment for minor and major surgery)		●
Vitreoretinal (assessment and surgery)		●
Wet age-related macular degeneration (AMD)		●
Glaucoma assessment and surgery		●
General Ophthalmology		●

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 Shropshire 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.



Carmel Noonan

Consultant Ophthalmologist & Clinic Director

Miss Noonan started her ophthalmic training in Dublin. In 1993, she spent two years in Boston, USA, with one year at Harvard medical school. Miss Noonan completed senior registrar training in Liverpool, taking up her first consultant post in 1998. In 2009, she moved to Aintree University Hospital. Areas of interest include neuro-ophthalmology, general ophthalmology and cataract surgery.



Kaveri Mandal

Consultant Ophthalmologist & Clinic Director

After completing her medical degree in Mumbai, Miss Mandal completed her registrar training at Royal Liverpool Hospital. She has been a consultant at Warrington and Halton Teaching Hospitals NHS since August 2009, where she is the lead consultant for medical retina and uveitis. Areas of interest include age-related macular degeneration, diabetic retinopathy and cataract surgery.



Natasha Spiteri

Consultant Ophthalmologist & Clinic Director

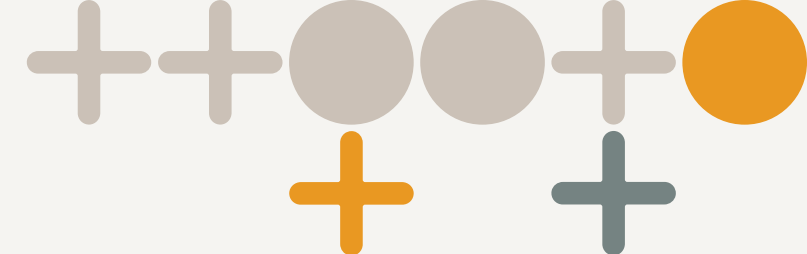
Ms Spiteri graduated from medical school in Malta in 2004 before completing her ophthalmic training in Merseyside. A 12-month fellowship in Sydney was followed by her current consultant post at the Countess of Chester Hospital in 2017, where she is college tutor. Areas of interest include cataract surgery, refractive lens surgery and corneal transplant surgery.



Cinty Yarnell

Operations Director

Cinty Yarnell has dedicated her career to the independent healthcare sector, specialising in ophthalmology. She has held senior positions including operations director and chief operating officer and has a proven track record of enhancing patient flow and efficiencies. Her commitment to improving healthcare delivery has made a significant impact on the field of ophthalmology.



2. Supporting integrated eyecare across Shrewsbury

At Newmedica Shropshire 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 local NHS Foundation Trust 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 and we're committed to support this initiative on an ongoing basis.

Supporting local charities

From April 2024 to March 2025, who chose to support and raise money for Severn Hospice, Guide Dogs and the Footprints Foundation.

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.

Supporting education and training for optometrists

From April 2024 to March 2025, we delivered five consultant-led continuing professional development (CPD) events across Shropshire 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 was to provide the pre-reg optometrists with a better understanding of the patient's journey once referred from primary care.

| *"The talk from the consultant was very well received."*

| *"Really useful."*

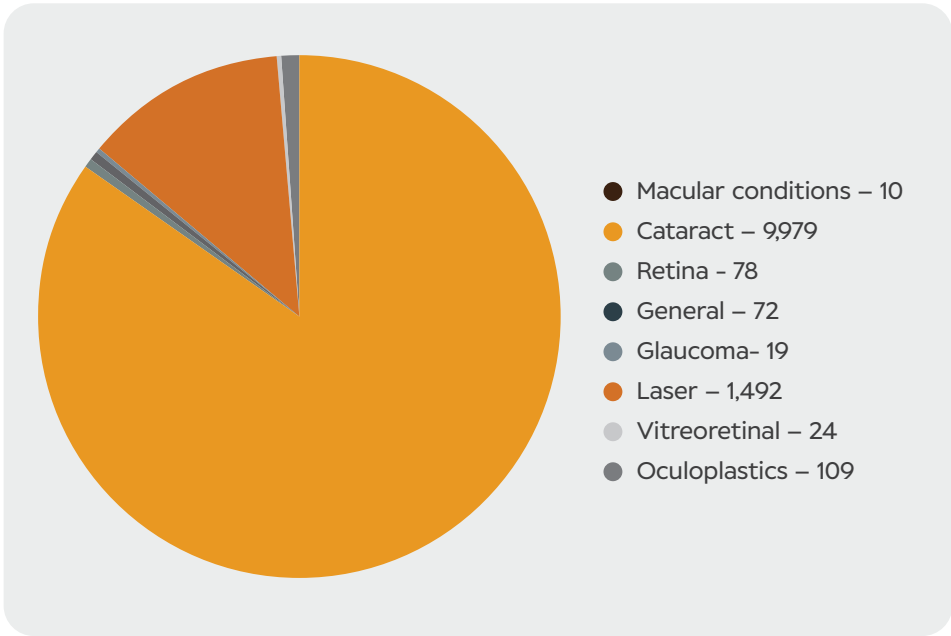
| *"Very interactive."*



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 11,783 patient interactions within our outpatients, treatment rooms or theatre complex. By condition, they were:



Please note that the National Ophthalmology Database figures above cover the 2023/24 period.

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

99.57%

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

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

95.98%

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

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

97.97%

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

Newmedica Shropshire cataract patients presenting with endophthalmitis post-operatively:

0.03%

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 Shropshire 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 1,330 responses to our friends and family test. We're pleased to report that 99.70% of patients who completed the feedback rated their experience of our services as 4 or 5 stars.

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?	99.9%
Were you treated with dignity and respect by the clinic staff?	99.9%
Were you involved with decisions about your care?	98.6%

Some feedback from our patients

“
From the moment I stepped into Newmedica I felt I had entered an environment that put the patient at ease. Wonderful atmosphere!
”

“
I can say with all honesty that the whole experience was second to none. Very impressed with the whole package.
”

“
The staff I came in contact with were polite and professional. All seemed to work well together. Well done team.
”

“
The care I was given was absolutely flawless. The staff were excellent from the time I got there to when I went home. Would recommend Newmedica to anyone.
”



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 feedback we've received:

Online review ★★★★★

"Great service from start to finish. They couldn't do enough for my elderly mum when she was under their treatment. She had a lens replacement which only took approx 45 mins to complete. The aftercare has been great as well."

Online review ★★★★★

"I had cataract surgery here and I can't praise them enough. From the initial pre-op to the surgery I felt safe and staff were not only efficient but were expert at putting you at ease and believe me I was a very nervous patient. It certainly made a difference to the quality of my life and I'm impatiently waiting to have the other eye done."

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 the whole of Newmedica, we were certified as a Great Place to Work® after 82% of our colleagues took the time to share their views.
- For Newmedica Shropshire, many of our colleagues rated working here as an overwhelmingly positive experience, with 86% of colleagues responding positively to the statement, 'taking everything into account, I would say this is a great place to work'.



