

Newmedica Lincolnshire Limited Quality Summary

April 2024 – March 2025





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1. About Newmedica Lincolnshire Limited

Lincolnshire Newmedica Limited is a dedicated and purpose-built ophthalmology surgical centre that opened in 2017.

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

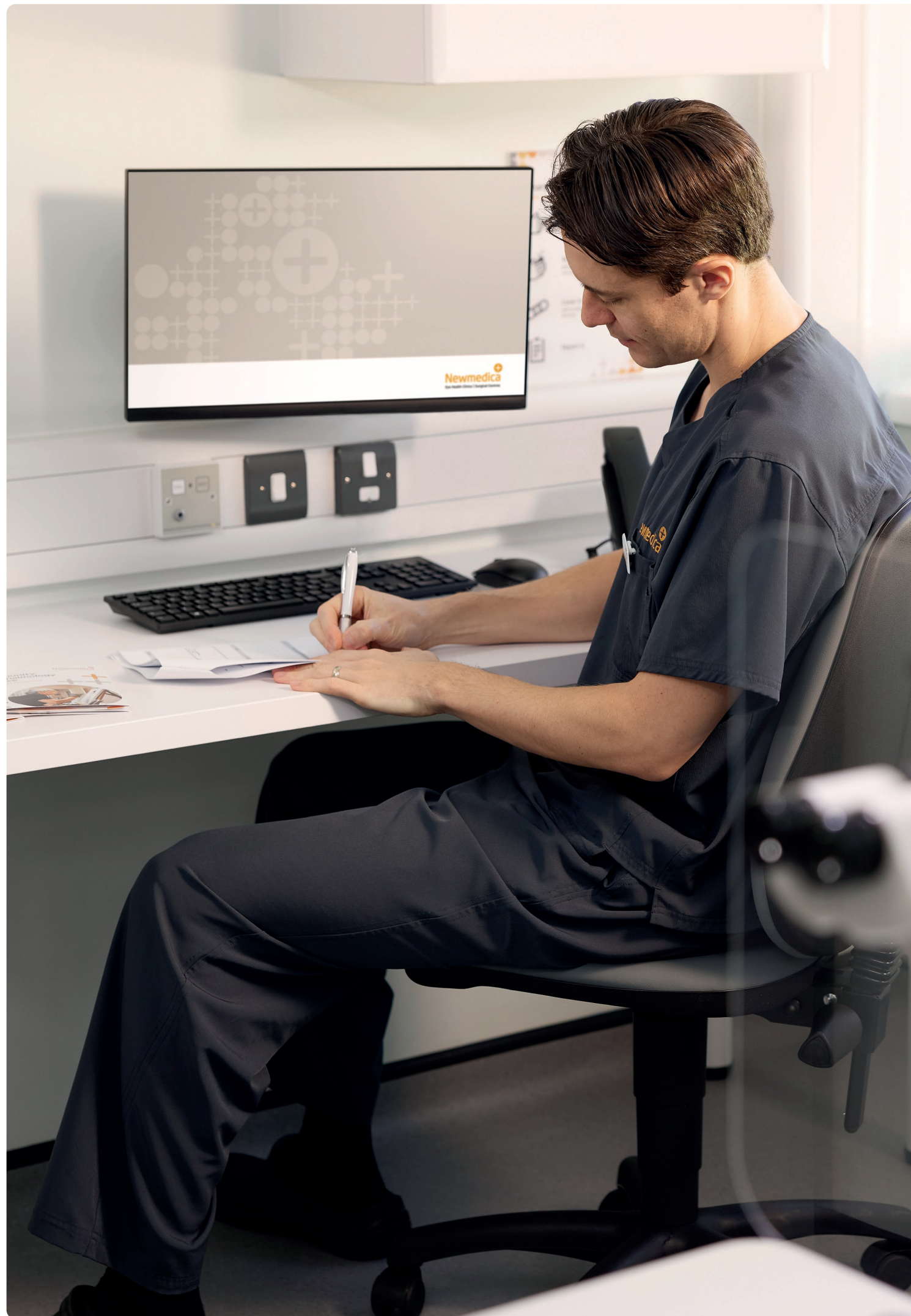
Our purpose is to change people's lives through better sight and eye health, and this is underpinned by our values and behaviours. We aim to provide a broad range of ophthalmology care and treatments which mirror the needs of our community.

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 Lincolnshire, 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 Bataung Mokete

Consultant Ophthalmologist and Clinic Director

A consultant ophthalmologist in Leeds since 2009, Mr Mokete has been internationally trained in medical and surgical retina. A specialist in complex vitreoretinal surgery, macular degeneration, diabetic retinopathy, retinal detachment and cataract surgery, he delivers advanced treatments and outstanding outcomes in tertiary-level care.



Professor Bernard Chang

Consultant Ophthalmologist and Clinic Director

A leading consultant ophthalmic surgeon specialising in oculoplastics, lacrimal and orbital surgery, and ocular oncology, Prof Chang is internationally recognised for surgical excellence, academic contributions and leadership in ophthalmology.



Mr Owen Stewart

Consultant Ophthalmologist and Clinic Director

A consultant ophthalmologist since 2002, specialising in advanced refractive cataract surgery, corneal reconstruction, and external eye disease, Mr Stewart is an expert in lamellar grafts, keratoconus, cross-linking and complex corneal procedures, delivering patient-centred care and outstanding visual outcomes.



Professor Richard Gale

Consultant Ophthalmologist and Clinic Director

A national leader in retinal disorders and macular degeneration with expertise in inflammatory eye disease, Prof Gale leads medical retina services and research, delivering award-winning clinical care and advanced ophthalmic science.



Mr Edward Ridyard

Consultant Ophthalmologist and Clinic Director

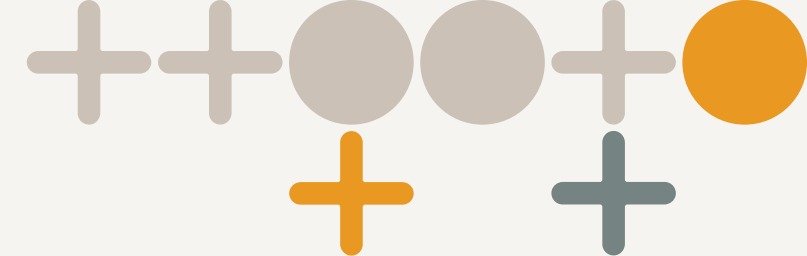
Consultant glaucoma specialist and cataract surgeon at NHS Leeds Teaching Hospitals, a tertiary referral centre for complex glaucoma. Mr Ridyard provides expert care in advanced glaucoma and cataract surgery, and leads a prestigious national fellowship that trains future consultants.



Ms Michelle Cady

Operations Director

Dedicated to delivering safe, high-quality healthcare services, Ms Cady ensures robust governance, regulatory compliance, and service excellence, fostering continuous improvement, patient safety, and strong partnerships to achieve consistently outstanding clinical and operational outcomes.



2. Supporting integrated eyecare across Lincolnshire

At Newmedica Lincolnshire 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 one doctor through this training programme. We are committed to support this initiative on an ongoing basis.

Supporting local charities

From April to December 2024, we've chosen to support and raise money for Lincoln and Louth Blind Society and Grimsby and Cleethorpes Lions Club.

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 Lincolnshire, we have 64 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 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, YAG and glaucoma clinics as well as experience in operating theatres observing cataract and glaucoma 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.

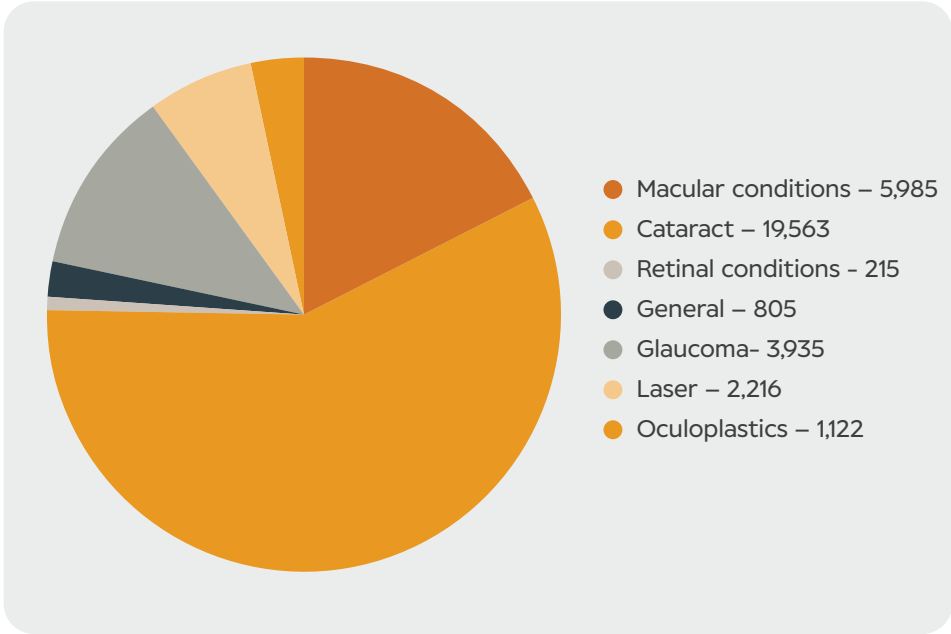
"Thank you so much for the opportunity and support provided during our pre-reg placement. You've all been so helpful and welcoming, and we've learnt so much during our time here."



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 33,841 patient interactions within our outpatients, treatment rooms or theatre complex. By condition, they were:



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

99.7%

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

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

86.12%

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

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

83.51%

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

Newmedica Lincolnshire 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 Lincolnshire 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 5,659 responses to our friends and family test. We're pleased to report that 98.9% 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?	99.8%
Did the clinic staff work well together?	99.2%
Were you treated with dignity and respect by the clinic staff?	99.6%
Were you involved with decisions about your care?	98.1%

Some feedback from our patients

“All staff were very good and very patient. The operation went well, and I was consulted all the way through.”

“All staff were very good and very patient. The operation went well, and I was consulted all the way through.”

“All staff were very pleasant and the procedure was explained all the way. Staff made me feel at ease.”

“Attended initially with some trepidation, squeamish about eyes. Put at ease immediately by fantastic staff in the immaculately clean clinic.”



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 had a cataract removed last week, I cannot praise the staff enough, everyone I saw was polite and made me feel at ease. The surgeon who carried out the procedure was brilliant and the outcome was amazing. The difference in sight is amazing, I didn't realise how much my sight was impaired. I can't wait to have the other eye done. Thank you all of the team and look forward to seeing you again."

Online review ★★★★★

"Just had my cataract removed by a wonderful surgeon and all the team supporting him. From the receptionist to the operating staff they are an absolute credit to Newmedica health clinic. Nothing too much trouble and they really focus on you the client/patient and take such care. I'm thrilled to have had this op and if anyone is worried about the procedure, don't be – they are a wonderful team of professionals."

Google review ★★★★★

"First-class experience from start to finish. The staff were amazing, friendly and caring. Would totally recommend this centre. Met some people there who had attended previously and they too were full of praise. Thank you to everyone, receptionist, care staff and surgeon, all were really lovely."

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 76% of our colleagues took the time to share their views.
- For Newmedica Lincolnshire, many of our colleagues rated working here as an overwhelmingly positive experience, with 89% of colleagues responding positively to the statement, "When I look at what we accomplish, I feel a sense of pride."



