

Newmedica Hampshire Limited Quality Summary

April 2024 – March 2025





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1. About Newmedica Hampshire Limited

Newmedica Hampshire Limited is a dedicated and purpose-built ophthalmology surgical centre that opened in 2023.

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

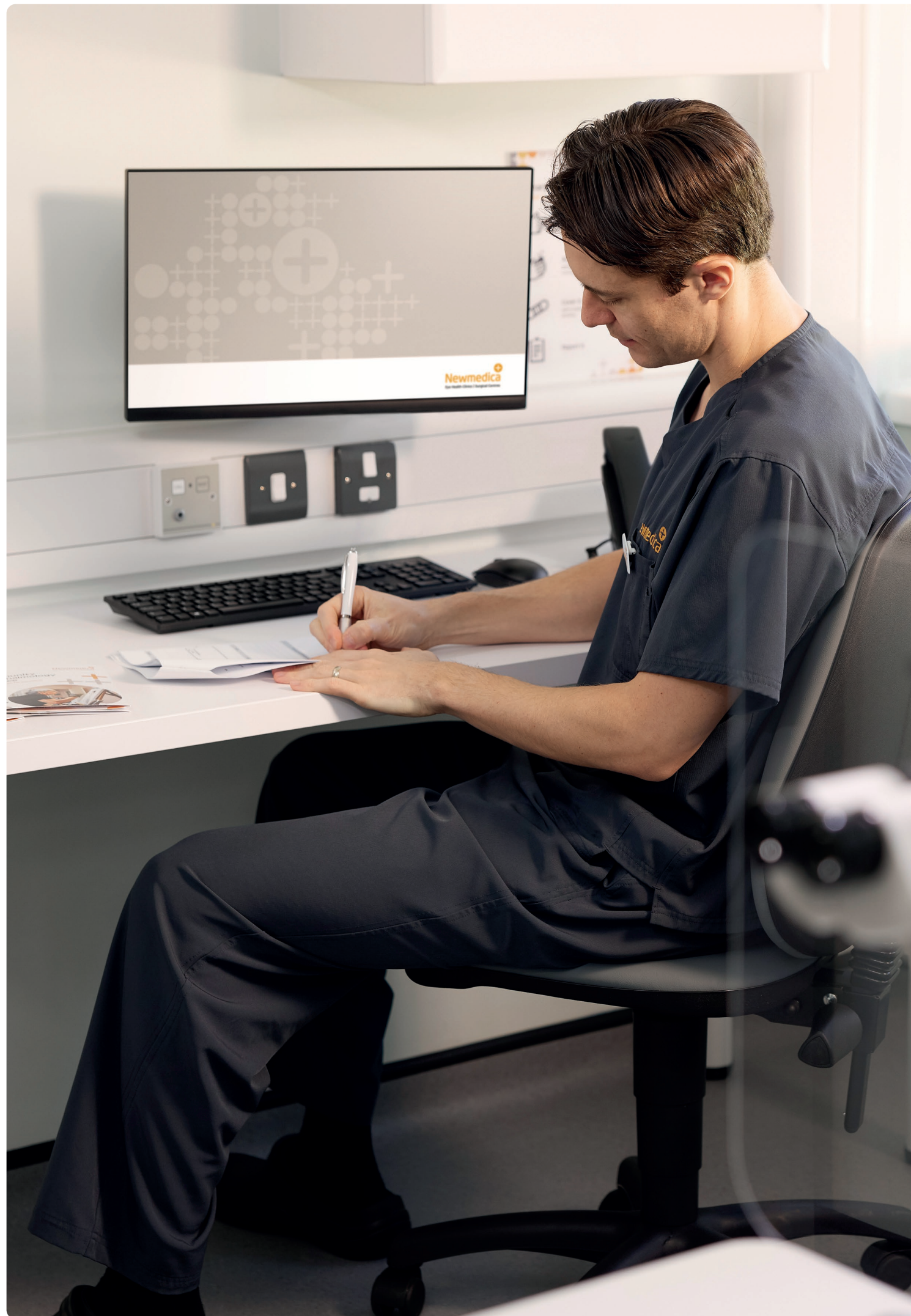
Our purpose is to change people's lives through better sight and eye health, and this is underpinned by our values and behaviours. We aim to provide a broad range of ophthalmology care and treatments which mirror the needs of our community.

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 Hampshire 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.



Serafeim Antonakis

Consultant Ophthalmologist and Clinical Partner

Mr Antonakis specialises in cataract and vitreoretinal surgery, dealing with eye conditions such as retinal detachment, diabetic-related eye issues and retinal vein occlusions. An experienced consultant, he is dedicated to improving the patient experience and the outcomes for patients.



Varajini Joganathan

Consultant Ophthalmologist and Clinical Partner

Miss Joganathan is an accomplished consultant ophthalmic and oculoplastic surgeon with extensive expertise in eyelid, orbital (eye socket) and lacrimal (tear duct) surgeries. Specialist interests include upper and lower eyelid (blepharoplasty) procedures, along with facial aesthetics for non-surgical facial and eye rejuvenation.



Ahmed Elbably

Associated Specialist and Clinical Partner

Mr Elbably has pioneered innovative surgical techniques which have significantly advanced glaucoma treatment. He is a recognised mentor and educator, and maintains a strong commitment to research and innovation.



Bhaskar Gupta

Consultant Ophthalmologist and Clinical Partner

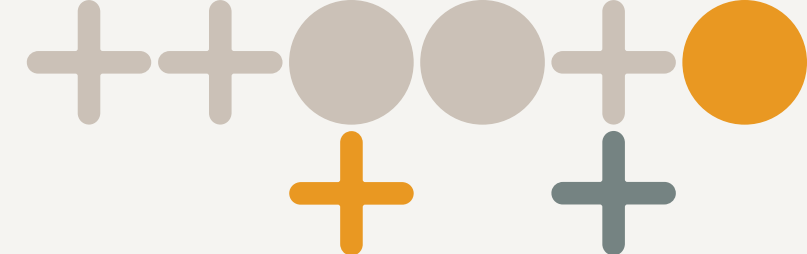
Mr Gupta is a consultant ophthalmologist at the University Hospital of Southampton and has performed almost 20,000 cataract surgeries and nearly 3,000 vitrectomies, with excellent results. He has extensive experience in the use of multifocal lenses to provide glasses-free vision tailored to patients' lifestyles.



Aby Jacob

Consultant Ophthalmologist and Clinical Partner

Mr Jacob has extensive experience in the management of ophthalmological conditions over two decades. He provides glaucoma training alongside colleagues and is experienced in augmented trabeculectomy surgery, deep sclerectomy (non-penetrating trabeculectomy) surgery, drainage implant surgery and combined procedures.



2. Supporting integrated eyecare across Hampshire

At Newmedica Hampshire 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've chosen to support and raise money for Opensight, the largest charitable organisation in Hampshire working with people who have, or who are at risk of developing, sight loss.

We also work with visually impaired people across Hampshire, providing advice, support and signposting resources.

We carried out numerous fundraising activities including a charity run and cake sale, raising over £300. We're looking to do more in the upcoming year with the charity.

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 Hampshire, we have 105 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 offered seven 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 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 Whiteley. My experience with the team in my three days of hospital placement was very pleasant. The staff at the reception were friendly and welcoming. The consultants were ready to teach and answered all my questions, they all made me feel like part of the team within the short period. It was an overall great experience, thank you for having me."

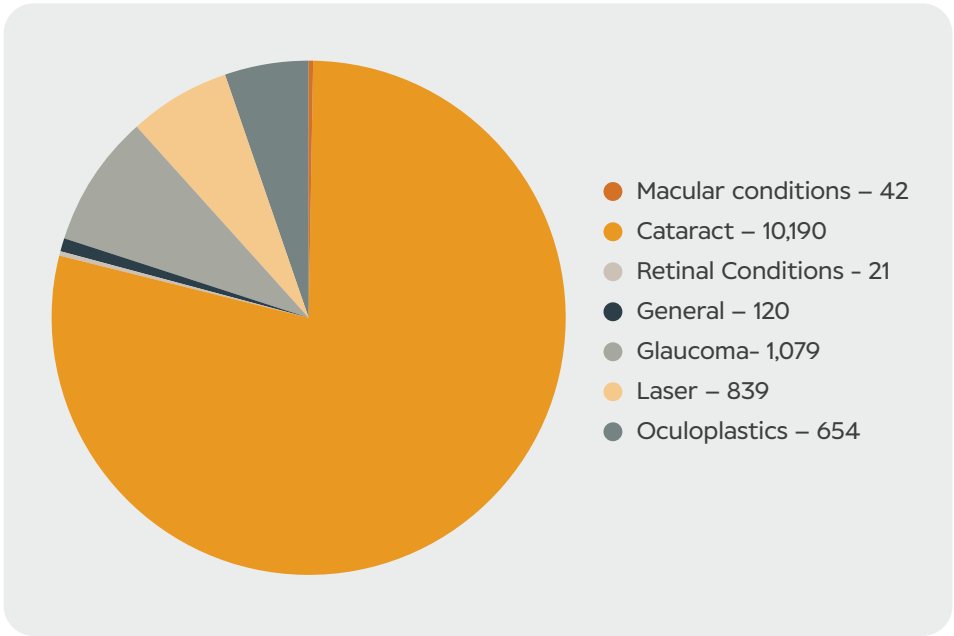
"The experience was highly valuable, and I gained a significant amount of knowledge during my time with your team. I was particularly impressed by the supportive and welcoming atmosphere fostered by all staff and doctors. The positive learning environment greatly enhanced my experience. Thank you again for the opportunity to develop my skills and knowledge within your team."



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 12,945 patient interactions within our outpatients, treatment rooms or theatre complex. By condition, they were:



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

100%

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

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

93.92%

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

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

95.16%

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

Newmedica Hampshire cataract patients presenting with endophthalmitis post-operatively:

0.19%

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 Hampshire 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 961 responses to our friends and family test. We're pleased to report that 99.58% 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?	99.9%
Did the clinic staff work well together?	99.8%
Were you treated with dignity and respect by the clinic staff?	99.8%
Were you involved with decisions about your care?	98.9%

Some feedback from our patients

“Staff were very friendly and made me feel comfortable when I had my first surgery, as I was very anxious and worried.”

“Every member of staff who dealt with me explained everything clearly, also made sure I understood and any questions were answered well.”

“I was treated with great respect and kept fully informed of everything that was happening or about to happen.”

“Everyone was super friendly and considerate of my emotions. I believe the nurse who held my hand during surgery was exceptional. The whole team was employed in the right job.”



Online reviews

Online reviews are gathered from two sources: Google reviews and Doctify reviews. From April 2024 to March 2025, we scored 4.7 stars on Google reviews and 4.75 stars on Doctify. **Some examples of online feedback we've received:**

Online review ★★★★★

"From the initial cataract consultation to three weeks later having the surgery was mind-blowing. I must highly commend Newmedica in Hampshire on their highly efficient operation to get everything done flawlessly. Even organising transport as I had to come across from the Island Guernsey. Thank you to all the team in enlightening my life again."

Online review ★★★★★

"My first time having cataract surgery and I was so impressed with the friendly and helpful staff – they are considerate and thorough, and I'm not at all nervous to have my other eye done in a few weeks."

Google review ★★★★★

"Absolutely outstanding care and attention. My husband had both eyes done here. 100% recommend, they most definitely put you at ease."

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 Hampshire, many of our colleagues rated working here as an overwhelmingly positive experience, with 80% of colleagues responding positively to the statement, 'taking everything into account, I would say this is a great place to work'.



