

Newmedica Northamptonshire Limited Quality Summary

April 2024 – March 2025





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1. About Newmedica Northamptonshire Limited

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

We're proud to be contracted by Northamptonshire Integrated Care Board (ICB) and Bedfordshire, Luton and Milton Keynes ICB. For private patients, we're recognised by all major private medical insurance companies, and serve self-funded patients.

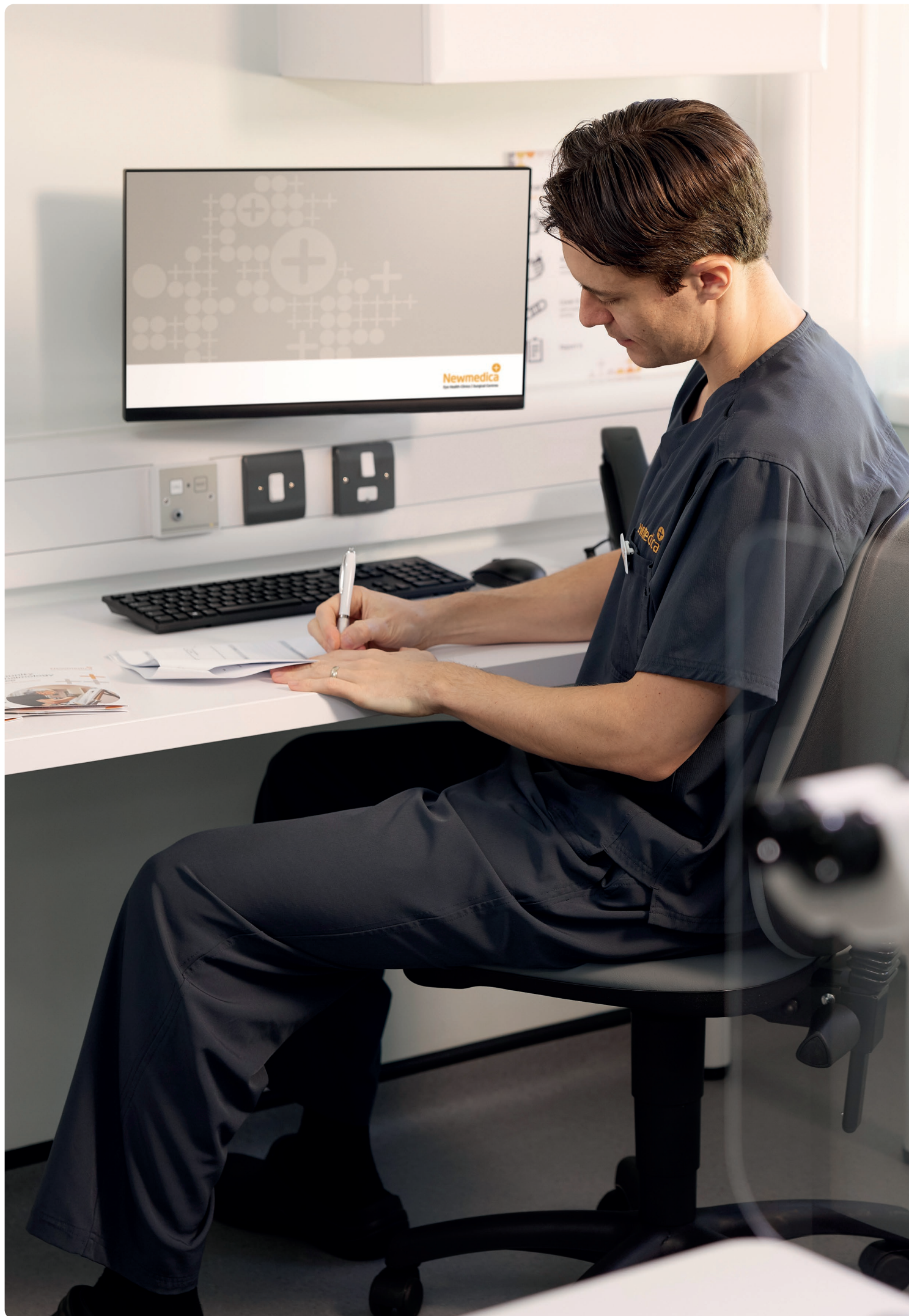
Our purpose is to change people's lives through better sight and eye health, and this is underpinned by our values and behaviours. We aim to provide a broad range of ophthalmology care and treatments which mirror the needs of our community.

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	●	●
Vitreoretinal assessment and surgery		●
Dry eye treatment (intense pulse light)		●

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 Northampton, 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.



Michelle Mulvaney
Operations Director

I joined Newmedica in 2018 and became operational director and partner in 2022. During every contact point with our patients, our team take time to understand their concerns and expectations, so they can provide individual care and comfort.



Mr Bimal Kumar
Consultant Ophthalmologist and Partner

I completed my ophthalmic training at Manchester Royal Eye Hospital and Liverpool University Hospital – specialising in cataract surgery and oculoplastics.

Patient care is paramount and it's important to me that I provide reassurance to all my patients to keep them at ease.



Mr Julian Robins
Consultant Ophthalmologist and Partner

I completed fellowships in both medical retina and vitreo-retinal surgery at St Thomas' Hospital London.

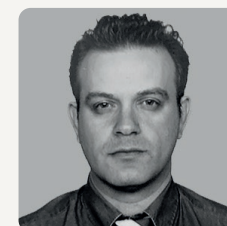
I like to get to know my patients to understand their full story. In doing so, it allows an open discussion on the best options for them.



Mr Anant Sharma
Consultant Ophthalmologist and Partner

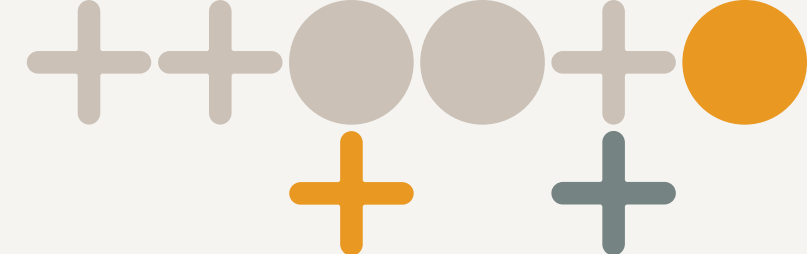
I joined Newmedica Northampton as a consultant and partner in 2022. My specialist interests are cataract surgery and ocular surface disease.

I always want the best for my patients and support them along the way from the beginning to the end of their journey.



Mr Konstantinos Tsaousis
Consultant Ophthalmologist and Partner

My specialist interests are retinal diseases, cataract surgery, medical education and bioengineering. I work in partnership with my patients and treat them as individuals, sharing with them the information they need to make decisions about their care.



2. Supporting integrated eyecare across Northampton

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

Supporting local charities

From April to March 2025, we chose to support and raise money for Northamptonshire Association for the Blind, and the Alzheimer's Society.

Working with community optometrists

We offer and actively encourage qualified registered optometrists 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 Northampton, we have 35 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 five 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 offers pre-registration optometrists a four-module 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.

"Really enjoyed the experience, warm welcome, great layout and great presentation."

Case studies and booklets were in a format that was very easy to follow.

Very informative sessions, great group discussions.

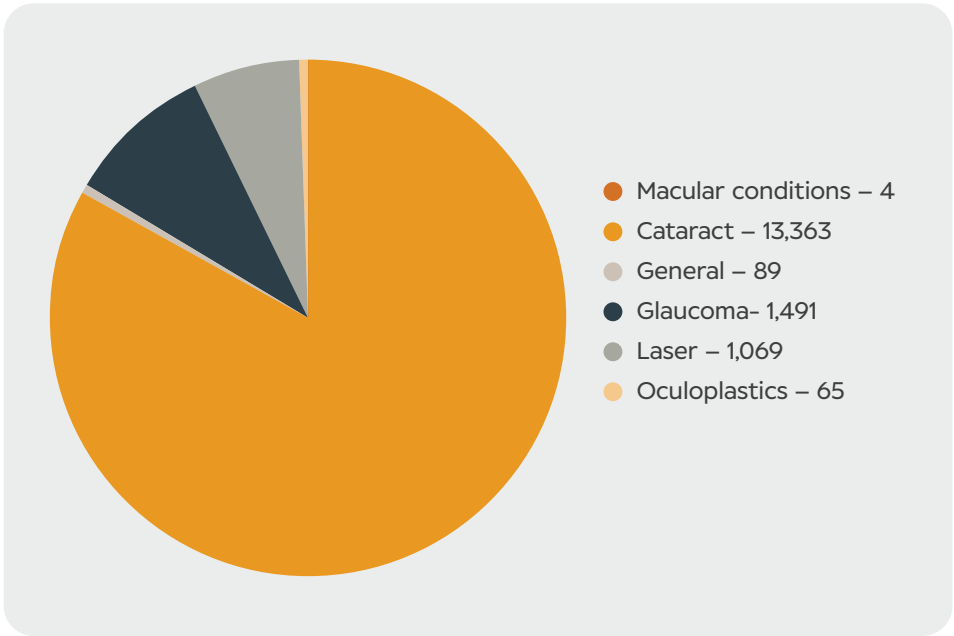
Met new people working in different roles which was very interesting."



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 16,081 patient interactions within our outpatients, treatment rooms or theatre complex. By condition, they were:



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

100%

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

Newmedica Northampton cataract patients achieving results within +/- 1.00D of predicted target refraction:

93.28%

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

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

93.44%

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

Newmedica Northampton cataract patients presenting with endophthalmitis post-operatively:

0.06%

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 Northampton 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 4,895 responses to our friends and family test. We're pleased to report that 99% 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?	99.5%
Did the clinic staff work well together?	99.8%
Were you treated with dignity and respect by the clinic staff?	99.5%
Were you involved with decisions about your care?	99.1%

Some feedback from our patients

“All the staff were so kind and caring. I could not fault them in any way.”

“I was extremely pleased with all aspects of my care. The staff, the clinical environment and the care given.”

“I had not had an eye procedure previously and had approached it feeling extremely nervous and anxious. However, very quickly my mind was put at rest by wonderful staff.”

“Very pleased with everything, staff were really kind, caring.”



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 ★★★★★

"First class treatment with brilliant staff who care for you from start to finish, I have had my second cataract operation today the 9-4-2024 and I am very satisfied."

Online review ★★★★★

"To all the staff and doctors of Newmedica I say a big thank you for a successful surgery."

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 Northampton Newmedica, many of our colleagues rated working here as an overwhelmingly positive experience, with 96% of colleagues responding positively to the statement, "we appreciate people who try new and better ways of doing things, regardless of the outcome".



