

Newmedica Leeds Limited Quality Summary

April 2024 – March 2025





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1. About Newmedica Leeds Limited

Newmedica Leeds Limited is a dedicated and purpose-built ophthalmology surgical centre that opened in 2018. Leeds Newmedica has sites in Leeds, Wakefield and Harrogate.

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

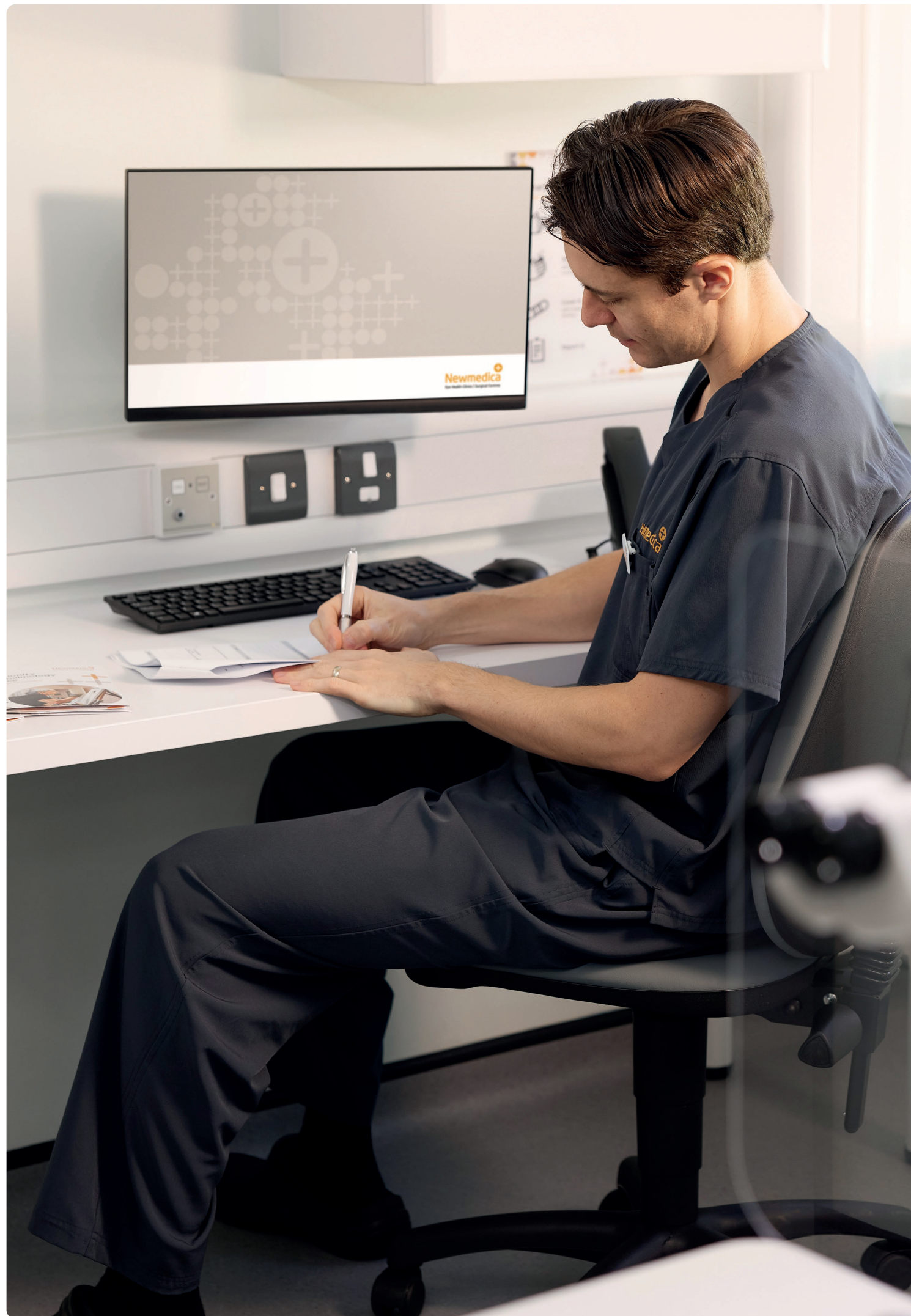
Our purpose is to change people's lives through better sight and eye health, and this is underpinned by our values and behaviours. We aim to provide a broad range of ophthalmology care and treatments which mirror the needs of our community.

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	●	●
General ophthalmology	●	●
Minor retinal assessments	●	●

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 Leeds 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.



Steve Kirk
Operational Director

After studying economics at university, Steve worked in the retail and banking sectors, focusing on financial and strategic planning, before moving into healthcare in 2007. Prior to joining Newmedica he worked in primary care, urgent care and mental health. He is passionate about providing excellent patient care in ways that are innovative and sustainable for the NHS. Outside of work he serves on the trustee boards of Vision Support Harrogate and Wakefield District Sight Loss Association.



Aldrin Khan
Consultant Ophthalmologist and Clinical Partner

Mr Khan has been a consultant ophthalmologist since 2010 and is a highly experienced cataract surgeon, regularly performing over 800 cataract procedures annually, including complex cases. He also holds fellowship training in glaucoma, as well as cornea and refractive surgery. Mr Khan is currently the college tutor at Bradford Royal Infirmary, where he continues to mentor and guide young ophthalmologists.



Kamran Khan
Consultant Ophthalmologist and Clinical Partner

Mr Khan is a consultant ophthalmologist, vitreoretinal and cataract surgeon, and medical retina specialist at Bradford Royal Infirmary. He has extensive experience in the management of retinal conditions, including diabetic eye disease, retinal detachments, retinal vein occlusions, and macular diseases such as age-related macular degeneration (AMD), macular holes and epiretinal membranes.



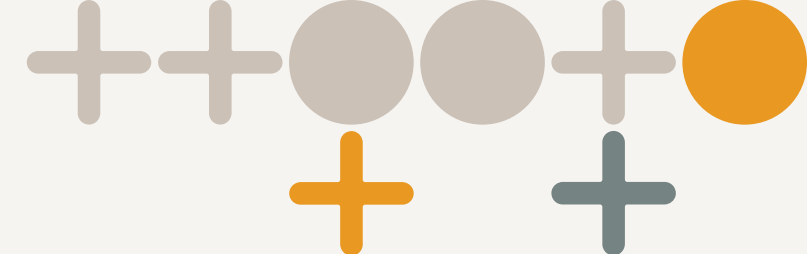
David Dunleavy
Consultant Ophthalmologist and Clinical Partner

Mr Dunleavy is a highly skilled consultant ophthalmologist at Leeds Teaching Hospitals Trust, specialising in corneal, cataract and refractive surgery. With over a decade of experience in ophthalmic practice, he has developed extensive expertise on both a national and international level. An experienced educator, Mr Dunleavy is the training program director at the Yorkshire Deanery, where he designs and delivers training for specialist ophthalmologists.



Mr David Richards
Consultant Ophthalmologist and Clinical Partner

Mr Richards specialises in modern glaucoma care, encompassing medical, laser and surgical treatments, as well as complex cataract surgery. He qualified as a doctor in 2010. Deeply committed to eye care from the outset of his career, he furthered his understanding by completing an additional degree in neuroscience, enhancing his knowledge of the visual pathways and the intricate functioning of the eye and brain.



2. Supporting integrated eyecare across Leeds

At Newmedica Leeds 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 supported six 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 supported the Leeds Homeless Society by participating in their Christmas Shoebox Appeal. The team managed to donate a variety of everyday essentials to support those less fortunate.

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 2024/25 we had 202 optometrist practices in West Yorkshire, and 97 in North Yorkshire, 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

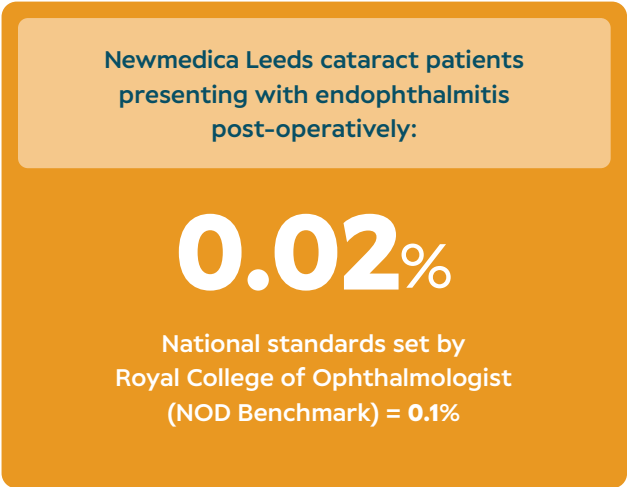
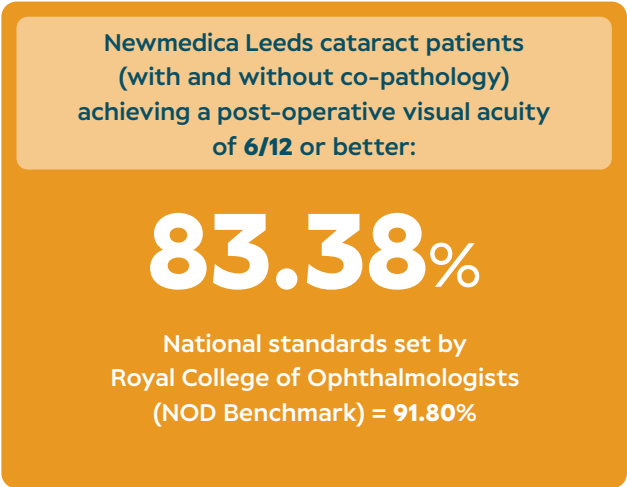
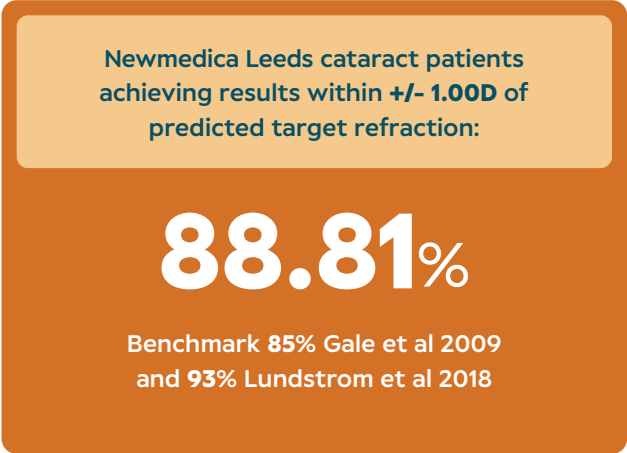
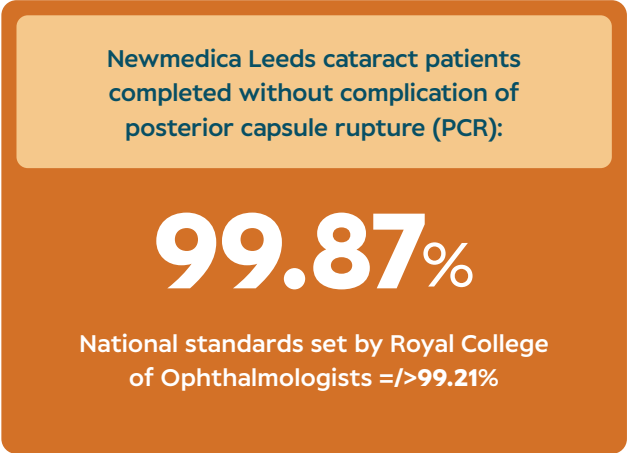
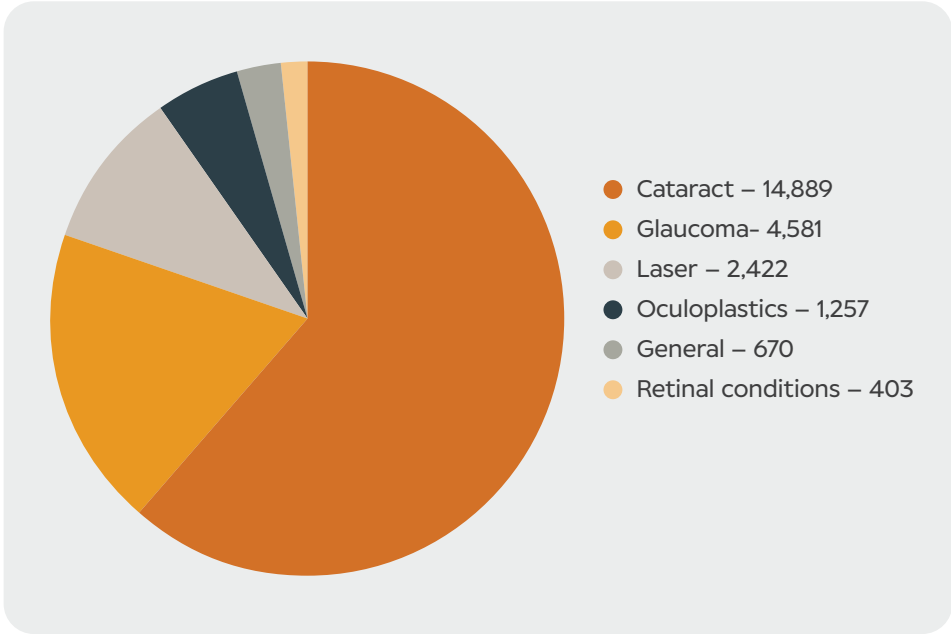
Our service offers pre-registration optometrists experience placements, spending time in our services observing outpatient clinics and theatre. The aim of the placement is to provide the pre-reg optometrists with a better understanding of the patient's journey once referred from primary care. From March 2024 to April 2025 we welcomed 17 pre-registration optometrists.



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 24,222 patient interactions within our outpatients, treatment rooms or theatre complex. By condition, they were:



Please note that the NOD figures above cover the 2023/24 period.



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 Leeds 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'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?	99.8%
Did the clinic staff work well together?	99.6%
Were you treated with dignity and respect by the clinic staff?	99.8%
Were you involved with decisions about your care?	99.0%

Some feedback from our patients

“Everyone was very friendly and efficient, from the reception staff to through to the surgeons.”

“Very calm and yet efficient atmosphere and kind staff with plenty of time to explain things. Everyone very caring.”

“Everyone very friendly and informative, brilliant.”

“The service I have received from Newmedica regarding my cataract replacement has been perfect in every way.”



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 ★★★★★

"Excellent, had both my cataracts done, all the staff were just brilliant from start to finish, friendly, helpful and professional. The procedure was so painless and the resulting crystal clear vision is just wonderful, I wish I'd had them done a few years ago. I'm so pleased, I would definitely recommend to anybody."

Online review ★★★★★

"Just had my second eye cataract done at Newmedica and the results are brilliant. I was referred to them by Vision Express and I can only say it's the best decision I have made in a very long time. The care and attention received at Newmedica was superb, nothing was too much trouble and I was even brought a lovely cup of coffee whilst waiting. The whole procedure was painless and by the following morning I could see better than I have in many years."

Online review ★★★★★

"5* treatment from reception staff to the surgeon. Good team work throughout. Keep up the good work."

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 Leeds Newmedica, many of our colleagues rated working here as an overwhelmingly positive experience, with 100% responding positively to the statement, 'I am treated as a full member here regardless of my position'.



