

Newmedica Bristol Limited Quality Summary

April 2024 – March 2025



Newmedica
Eye Health Clinics | Surgical Centres



Contents

About Newmedica Bristol Limited	4
Supporting integrated eyecare across Bristol	8
Clinical audit, outcomes and treatment	10
Ensuring the care we deliver meets the needs of our patients, their relatives and carers	13
Our people	18

1. About Newmedica Bristol Limited

Newmedica Bristol Limited is a dedicated and purpose-built ophthalmology surgical centre that opened in 2018.

We're proud to be contracted by BNSSG, BSW, Somerset and South Gloucester Integrated Care Boards (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	●	
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 Bristol 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.



Mr William Sheehan

Consultant Ophthalmologist and Partner

I have worked in ophthalmology since 2003 and was admitted as a Fellow of Royal Collage of Ophthalmology in 2012. I have been at Newmedica since 2014 and have enjoyed making a difference to so many patients over the years, helping them get back to living the life they love. I like to ensure that my patients get the best quality treatment by being involved every step of the way.



Mr Johannes Keller

Consultant Ophthalmologist and Partner

I specialise in cataract and retinal surgery, serving as the lead surgeon at Newmedica Bristol and lead for retinal surgery at the Bristol Eye Hospital. My expertise includes complex cataract management, bespoke cataract surgeries with advanced lens implants, and retinal surgeries such as vitrectomy, macular hole, retinal detachment, and dislocated lens implant repairs.



Mr George Kiousis

Consultant Ophthalmologist and Partner

My specialist interest are in cataract surgery and glaucoma. I started my training in ophthalmology in Athens, Greece, and continued my training in UK hospitals. The needs of my patients always come first, and I make sure I offer reassurance throughout their journey. I understand that my patients might be feeling nervous, so I make sure to communicate clearly to help put them at ease.



Mr Stuart Guthrie

Consultant Ophthalmologist and Partner

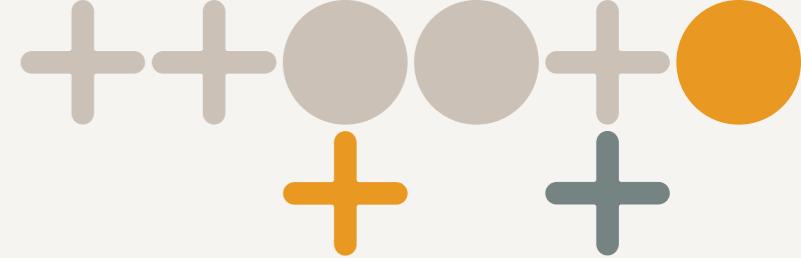
I carried out my ophthalmic surgical training in the South West and have completed a fellowship in corneal and emergency ophthalmology at Bristol Eye Hospital. I specialise in cataract surgery and general ophthalmology. I love fostering positive interactions with patients. I am also committed to advancing ophthalmic care and education.



Julian Phillips

Operations Director

I am a healthcare professional with extensive experience in ophthalmology, specialising in fit-for-purpose solutions, benefit realisation, and service delivery. In 2017, I became operations director and partner at Newmedica Bristol. I'm proud to lead a dynamic team committed to delivering world-class care, ensuring every patient is treated with dignity, respect, and a focus on their individual journey.



2. Supporting integrated eyecare across Bristol

At Newmedica Bristol Limited, we work hard to be a key part of the community we serve.

Partnership working

We have worked in partnership with universities and schools. We have provided raffle prizes for the summer ball for the University of West of England. We have had a working placement for Queen Mary University London. We have supported work experience students with St Mary Redcliffe and Temple school, Bristol.

We have provided two independent prescriber placements and supported two doctors in training from University Hospitals Bristol and Weston NHS Foundation Trust.

Supporting local charities

From April to December 2024, we chose to support and raise money for multiple charities, including the Mental Health Foundation, Breast Cancer Now and Bristol Suicide Prevention raising £2,012 plus a Christmas collection for local food banks.

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 Bristol alone, we have 49 local optometrist practices working as part of this scheme. During our trips to our local optometrists in the community, we actively encourage all optometrists 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 six 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 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 found it useful to be able to watch the patient journey from start to finish. This has really helped when in practice, so the patients know what to expect when they arrive at Newmedica, all of which have had positive feedback from their referrals at Newmedica.'

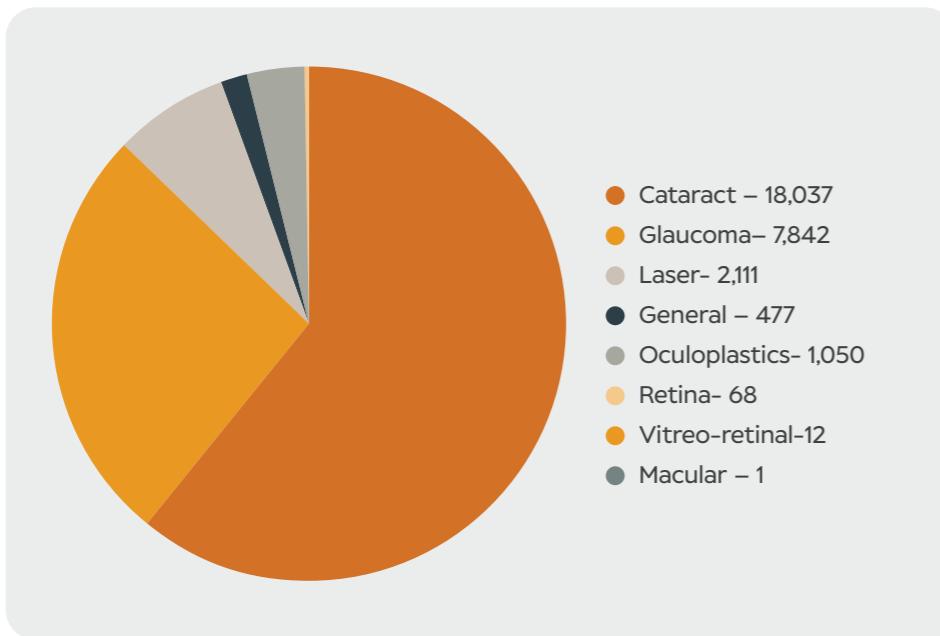
'I enjoyed observing the cataract patient journey and having a better understanding of the steps and tests taken before the cataract surgery itself.'



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 29,596 patient interactions within our outpatients, treatment rooms or theatre complex. By condition, they were:



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

99.47%

National standards set by Royal College of Ophthalmologists =/>99.21%

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

90.40%

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

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

92.26%

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

Newmedica Bristol 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 Bristol 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 99.4% 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?	99.7%
Did the clinic staff work well together?	99.4%
Were you treated with dignity and respect by the clinic staff?	99.6%
Were you involved with decisions about your care?	97.8%

Some feedback from our patients

“
Everyone was kind and considerate, any questions I had were explained to me, I couldn't have asked for better treatment.
”

“
Very impressed. Time taken to explain all the questions I had. Very professional.
”

“
Litfield House has a relaxing environment. The medical team were very friendly, reassuring and efficient. I felt no anxiety and my cataract operation went smoothly with little discomfort afterwards.
”

“
Every visit has been a relaxing, pleasant experience. Staff were very kind and considerate and reassuring. All appointments were on time, if not early.
”





Online reviews

Online reviews are gathered from two sources: Google reviews and NHS reviews. From April to December 2024, we scored 4.9 stars on Google reviews and 4.9 on NHS reviews. **Some examples of online feedback we've received:**

Online review ★★★★★

"I am so impressed with Newmedica in Bristol, the staff on the reception desk are lovely, really friendly, helpful and put me at ease. My great first impression continued when I met the clinical staff who again put me at ease, were professional, polite, courteous and answered my questions and queries in a way that gave me great confidence in them. I knew I was in safe hands. I had my cataract operation yesterday, considering I'm normally very anxious and nervous in such situations, I was like a different person, calm, collected and confident in their care. The op was over in no time, and I left smiling and happy. They also provide great aftercare, I've had a follow up phone call and know I can ring if I have any questions or queries. They are an example of how things should be done, a great team of people, modern day miracle workers. I'm so so pleased and can't praise or thank them highly enough. Thank you, thank you, thank you!!"

Online review ★★★★★

"Very efficient. All done and eye doing very well after my cataract operation. Will in due course need my other eye done and would not hesitate to go to Newmedica in Aztec West Bristol again."

Google review ★★★★★

"Very professional and friendly staff, made me feel welcome and relaxed. I was treated well and felt secure in good hands."

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 Bristol, many of our colleagues rated working here as an overwhelmingly positive experience, with 74% of colleagues responding positively to the statement, 'taking everything into account, I would say this is a great place to work'.



