



Newmedica Quality Account 2024/25



Contents

About Newmedica	4
Managing Director's statement on quality	6
Medical Director's statement on clinical outcomes	8
Our key achievements in 2024/25	10
Supporting the NHS	12
Supporting integrated eyecare in England	14
Our governance – how we learn and continuously improve	16
Ensuring the care we deliver is safe	20
Clinical audit, outcomes and treatment	24
Patient experience	29
How we keep information safe	37
CQC Inspections	39
Update on our 2024/25 quality priorities	40
Our priorities for 2025/26	44
Our people	46
Our sustainability commitment	48
Our locations	53
ICB supporting statement	55



1. About Newmedica

Newmedica was founded in 2007 when an ophthalmology patient and a leading consultant came together to transform the patient experience.

In 2016 we became part of the Specsavers Group, though have continued to operate separately with our own governance structures and regulatory compliance.

Fast forward to 2025, and we're now one of the leading providers of NHS and private ophthalmology services in England, contracted as of 31 March 2025 to 27 integrated care boards (ICB) and NHS Trusts and all major private medical insurers.

Our local surgical centres operate as joint venture partnerships, with each business locally owned and led by the renowned consultants who practise there. This means each surgical centre is focused on providing a long-term sustainable service to the local community with patients receiving personalised care and reassurance every step of the way.

Patient care is at the heart of everything we do, guiding every decision we make, underpinned by a desire to do more to support the NHS

- Offering **high-quality lenses as standard** to NHS patients, which provides better outcomes for our patients and saves the NHS money.
- Recruiting the best consultant surgeons as partners, (all on the Specialist Register), and clinical teams, resulting in one of the **lowest post operative complication rates** in the sector.
- Providing services, such as **free transport and free translation**, so ALL patients can access our high-quality care.
- Investing our own capital into developing and maintaining **state-of-the-art facilities** for both NHS and private patients.
- Providing **training for resident doctors** to learn the skills necessary to become future surgeons and supporting colleagues to develop the skills they need to continue offering the best care for patients.
- A robust, **integrated governance structure**, from board to local service, that underpins our ability to deliver exceptional clinical outcomes and patient experiences.

And that's why 99.5%* of our patients would recommend us to their friends and family

*Based on 69,003 responses.

2. Managing Director's statement of quality

I am pleased to present our 2024/25 Quality Account, which reflects our ambition to deliver high-quality, accessible, and sustainable eyecare services across England.

At Newmedica, our purpose is to “Change lives through better sight and eye health”. During 2024 we added to our purpose and set ourselves a new ambition:

“End avoidable sight loss in every community we serve”

With this new direction, we have refocused our growth in direct response to the needs of local systems, this means seeing more patients with glaucoma and age-related macular degeneration as well as cataracts and general ophthalmology.

To this end, we continued our physical growth by opening five new services with theatres and eight outpatient locations.

We delivered over 306,000 patient interactions across more than 30 locations, and we remain committed to supporting NHS Integrated Care Boards in reducing waiting times, improving outcomes, and enhancing patient experience.

We successfully completed two major digital infrastructure projects. The first was a leading open-source electronic patient record (EPR) system, OpenEyes. The second was a quality assurance and compliance system, InPhase. Both systems have strengthened our governance, risk management, and clinical oversight. These platforms provide real-time data and insights, enabling us to work more transparently and collaboratively with our NHS partners and put us in a position to embrace new/emerging technology in the future.

Given our reliance on technology, we have invested in new tools and resources to detect technical vulnerabilities given the increased threat of potential data loss or harm related to technical infrastructure. These tools, plus business continuity and disaster recovery playbooks are continually updated.

During this reporting period, our focus on innovation and learning has been central to our quality improvement journey.

We have expanded peer-to-peer learning; we have launched a new ‘Learning Handbook’ which documents learning from patient safety events and examples of good care which we share at induction and ‘All Stop Days’.

We have refreshed our mock CQC inspections by inviting our Registered Managers to join the central team to visit another site. Lastly, we have conducted a National Patient Safety Survey, which demonstrated high levels of staff engagement and confidence in our safety culture. These initiatives are helping us embed a system-wide approach to continuous improvement.

Our people are the foundation of our success. We're proud to support the development of England's clinical workforce of the future, hosting 66 placements for doctors in training since 2021 and working with multiple universities to provide placements for optometry, nursing, and medical students. We also have many examples of colleagues joining us from other sectors to start their healthcare career. Our investment in education and development ensures we're building a resilient and skilled workforce.

In 2024/25, we were delighted to be recognised as one of the UK's Top 50 Best Workplaces™, with 85% of colleagues saying Newmedica is a great place to work. We celebrate colleagues living our values and behaviours and continue to invest in leadership, clinical training, and wellbeing to ensure our teams are equipped to deliver personalised, safe and compassionate care.

Looking ahead, we remain focused on delivering against our shared priorities with ICBs, reducing health inequalities, improving access, and ensuring high-quality outcomes. We're grateful for the strong partnerships we have built with ICBs and look forward to continuing our collaborative work to transform eyecare – and “End avoidable sight loss in every community we serve”.

Rebecca Lythe
Managing Director



3. Medical Director's statement on clinical outcomes

As Medical Director, I am pleased to present our clinical outcomes for the year 2024/25. Our commitment to delivering high-quality, safe, and effective ophthalmology care is reflected in our outstanding clinical results and continuous improvement efforts.

Our clinical outcomes consistently exceed national benchmarks, demonstrating our dedication to excellence in patient care. Our complication rates remain significantly lower than the national average, and we continue to achieve exceptional clinical standards.

Cataract surgery remains one of our core services. Our participation in the National Ophthalmology Dataset (NOD) ensures that we benchmark our performance against national standards. This year, we submitted our annual cataract audit data to the Royal College of Ophthalmologists, which evaluates surgical outcomes and complication rates, including a posterior capsule rupture (PCR) rate of 0.31% against a national standard of <1.1%, a key quality marker for cataract surgery. Our ongoing participation in this audit drives continuous improvement and maintains exceptional patient safety and surgical outcomes.

As part of our ongoing commitment to enhancing care for individuals with complex needs, we have initiated a trial of specialist hoists in two of our services. This pilot aims to assess the effectiveness of these devices in improving the safety, comfort, and dignity of patients requiring advanced mobility support. By trialling this equipment in select services, we're gathering valuable feedback from both staff and service users to inform future decisions around wider implementation. This initiative reflects our proactive approach to adapting care environments to meet the evolving needs of our patient population.

We're committed to transparency and continuous improvement through regular clinical audits. Our process audits, including the WHO checklist, consent, infection prevention, and hand hygiene, highlight our dedication to maintaining high standards in clinical practice. These audits are conducted at regular intervals to ensure compliance with best practices and to identify areas for improvement.

Patient safety is at the forefront of our clinical operations. Since adopting the national Patient Safety Incident Response Framework (PSIRF), we have made significant strides in embedding a systems-based approach to learning. In 2024/25, we reported 3,753 incidents, a 61% increase from the previous year. These incidents were predominantly no and low harm incidents which reflects our commitment to transparency and continuous learning, ensuring that we identify and address potential safety issues promptly.

As we look to the future, we remain focused on our quality priorities. Our commitment to delivering high-quality, personalised patient care will continue to guide our efforts, as shown by our ongoing decision to use the highest-quality monofocal cataract replacement lens for all NHS patients. The decision provides the best long-term outcome for patients, reducing their need for YAG laser treatment, and also saving the NHS money.

I would like to thank our dedicated clinical teams for their hard work and commitment to excellence. Together, we will continue to achieve outstanding clinical outcomes and improve the lives of our patients through better sight and eye health.

Nigel Kirkpatrick
Medical Director



4. Our 2024/25 key achievements in numbers

Our services

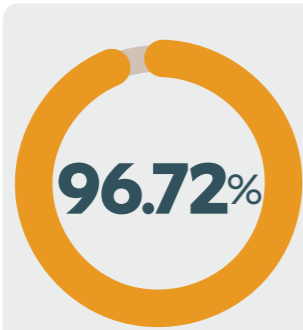


Opened five new dedicated ophthalmology surgical centres in Bradford, Berkshire, Hertfordshire, Manchester and West Cheshire

Our people



85% of our colleagues stated we're a great place to work in the colleague engagement survey, 2% improvement on the prior year



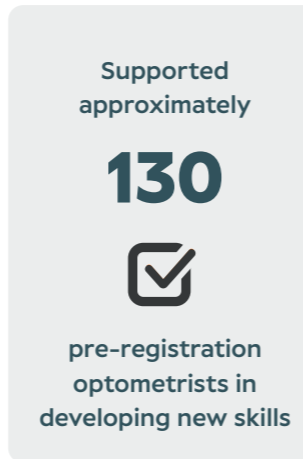
colleagues stated that when errors, near misses or incidents are reported, their service takes action to ensure that they do not happen again



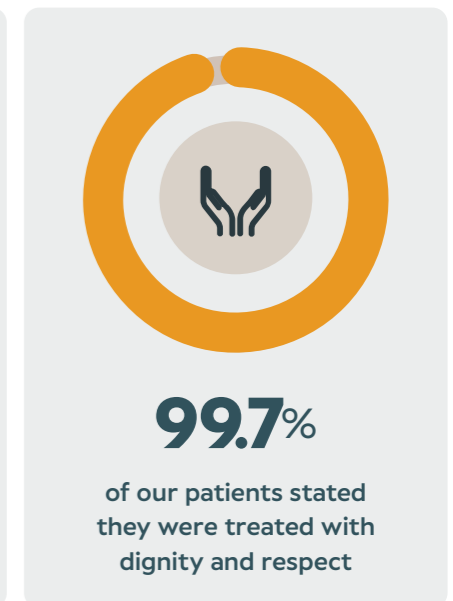
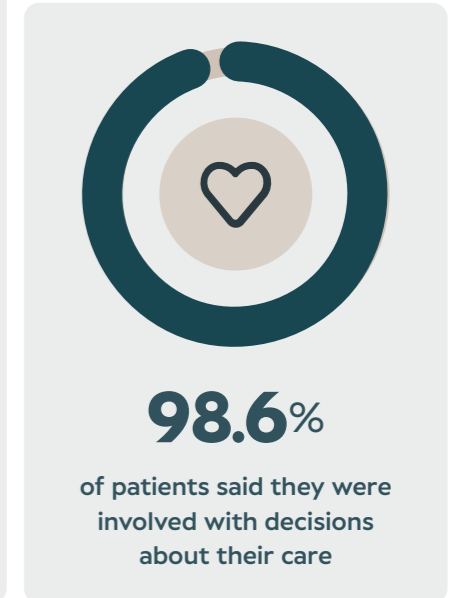
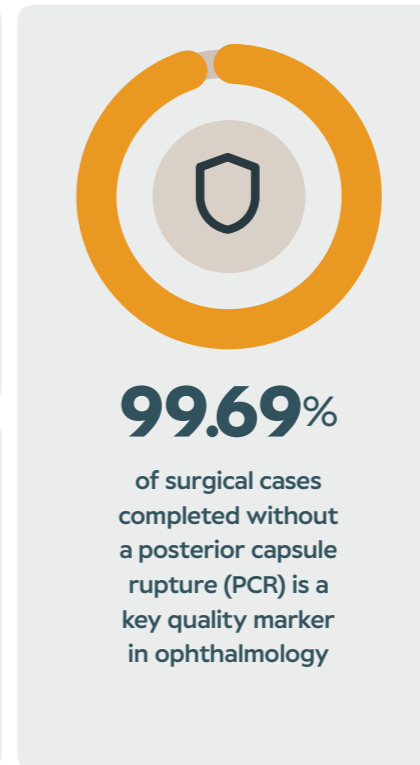
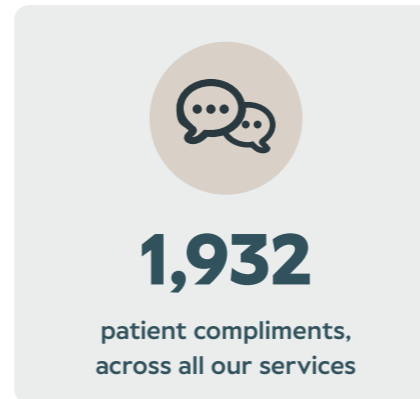
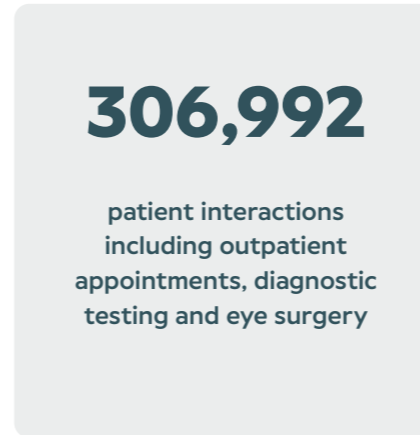
of our team said that individuals who are involved in an error, near miss or incident are treated fairly



colleagues stated their service encourages them to report errors, near misses or incidents



Our patients



5. Supporting the NHS

We're proud to have worked in collaboration with the NHS for 17 years now, providing care for NHS-funded patients through direct contracts with 27 integrated care boards across England.

As an ICB we're pleased to work with Newmedica who provide community ophthalmic services on behalf of our registered population. We have developed a strong and collaborative working relationship which enables a proactive and timely response to any areas of concern raised and on-going commitment to ensuring continuous service improvement.

Shropshire, Telford and Wrekin ICB

Doctors in training

We continue to support the NHS to deliver training to trainee ophthalmologists. Between February 2024 and January 2025, we hosted or continued placements for 26 doctors in training across 15 services. A further 11 doctors have commenced placements during the February 2025 rotation. In total, we've hosted 66 placements across 15 services since 2021.

On a survey conducted for trainees in 2024, 100% of survey respondents said that they felt adequately supervised.

My training at Newmedica Plymouth was superb. The staff were honestly amazing from the admin team to the nursing and surgical team. I really enjoyed my time there and I highly recommend this unit to all trainees.

Doctor in training at Newmedica Plymouth

In the last six months, we've reviewed our central reporting mechanisms following the rollout of a new electronic patient record. This ensures that we've accurate and agreed data on our doctors in training programmes to share internally and with our external partners. We'll be working closely with our services to continue to refine and validate this dataset as we establish a baseline and action plans against the contractual requirements.

External partnerships

Nine of our services work in partnership with universities and colleges supporting the development of the healthcare workforce of the future by hosting student placements for under and postgraduates in nursing, optometry, medicine and T-levels.

We're delighted to work with the University of Plymouth, University of Worcester, Aston University, University of Gloucestershire, Anglia Ruskin University, University of Bristol, Teesside University and Gateshead College.

Five independent prescriber placements were offered in 2024/25 and 100 placements will be offered in 2025/26.

The independent sector provides care for a significant number of patients with eye disease. Newmedica has not just been providing cataract surgery but also looks after patients with glaucoma, macular degeneration and eyelid problems. It is only natural that we now also offer training in our centres as our work expands.

We're proud of our commitment to the training of future eye surgeons. Already we've a track record in cataract surgery whereby resident ophthalmologists learn how to manage high volume cataract lists (where we excel). Feedback from both trainers and residents has been highly positive so far and Newmedica is always looking to improve on its offer. This includes training in all our centres not just in cataract surgery but also in oculoplastic surgery.

We thank the trainers but especially the residents who choose to come to us to fulfil their training requirement and look forward to a continued collaboration with them, the local trust hospitals and the local deaneries.

Professor Bernie Chang, Newmedica National Lead for Doctors in Training

6. Supporting integrated eyecare in England

Newmedica is striving for improved integration between primary and secondary care, ensuring the delivery of safe, personalised, high-quality care closer to home. We know that this can only be achieved if we work alongside community optometry, as detailed below.

Working with community optometrists

Between April 2024 and March 2025 Newmedica delivered 84 consultant-led continuing professional development events across the country which were attended by 1,171 clinicians. These events covered a wide range of topics to ensure variety and to support learning on a broad range of clinical subjects.

Supporting education and training for optometrists

We offer qualified registered optometrists the opportunity to join our accredited post-operative scheme, which 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 (WOPEC cataract module) to

ensure suitable clinical expertise to deliver a professional service, plus evidence of a valid DBS check. The programme is administrated, governed and supported by a contract with the Primary Eyecare Services who work with multiple ophthalmology and optometry providers and NHS ICBs nationally to manage and deliver enhanced optical services in the community.

Pre-registration optometrist experience programme

Between January 2025 and June 2025, all our services took part in offering pre-registration optometrists a two-day experience placement to spend time in our services observing outpatient clinics and theatre. The aim of the placement was to provide the pre-registration optometrists with a better understanding of the patient journey once referred from primary care. There were opportunities for the visiting trainees to examine patients in clinic who presented

with various pathologies. The programme also incorporated a half day spent in the operating theatre following the cataract patient journey from admission to discharge. In total we've supported approximately 130 pre-registration optometrists.

Independent prescribers programme

Newmedica supported Jess Borley, optometry director at Specsavers, throughout her Independent Prescribers (IP) placement with the team in Bristol.

Jess shared some feedback about her experience:

“The whole team at Newmedica Bristol Aztec West were really welcoming and supportive of the IP placement from receptionists, optometrists, admin team and consultants. The consultants were more than happy to answer my many questions”

During her placement, Jess was able to gain hands-on experience in dealing with a range of conditions from chronic dry eye and anterior uveitis to post-op CMO and glaucoma.

With long wait times for placements in her local health board, Jess turned to Newmedica to help speed up her qualification journey. Now fully qualified, she runs IP clinics throughout the week and says that her working days are far more interesting and fulfilling.

A huge well done to Jess, and to the Newmedica Bristol team for providing such a supportive learning environment.

7. Our governance, how we learn and continuously improve

All colleagues at Newmedica are committed to delivering safe, effective and personalised care to our patients, continually learning and improving.

We've a comprehensive governance, patient safety and quality structure that ensures delivery of high-quality healthcare, promoting positive patient outcomes and exceptional patient experience.

Our governance framework is designed to maintain transparency, accountability and promote continuous improvement. It ensures clear accountability from front-line care delivery to board-level assurance, reinforcing a culture of clinical excellence and operational effectiveness, while creating an environment where our colleagues can flourish in their roles.

The patient voice plays a key role in shaping our healthcare services. For this reason, our Patient Safety Partner plays a key part in our Learning and Improvement Sub-Committee.

"I have greatly valued my involvement with Newmedica, especially through PSIRF Implementation meetings and the Learning and Improvement Sub-Committee, where I've consistently felt welcomed and heard. My contributions – from sharing patient perspectives in meetings and documents, to supporting the creation of patient-facing materials – have been genuinely appreciated."

Patient Safety Partner

This year, we've created a learning handbook, a dynamic resource designed to foster continuous improvement across healthcare services. Updated monthly, it serves as a central hub for shared learning, enabling our services to stay informed about lessons from patient experiences and safety insights. By disseminating key findings and innovations across all services, the handbook promotes a culture of reflection, collaboration, and evidence-based decision-making. It ensures that frontline teams are empowered with the latest knowledge, driving higher standards of patient care and operational excellence throughout our healthcare network.

Each service continues to hold a monthly 'All Stop Day', an opportunity for teams to get together, receive updates and learn.

We maintain a rigorous assurance monitoring process, to uphold the highest standards of patient safety, quality, and governance across our services. Through structured visits and ongoing specialist support, our governance, patient safety, and quality experts provide proactive oversight and guidance. This approach helps individual registered managers stay informed, adapt to evolving best practices, and enhance their leadership and operational effectiveness. By fostering a culture of learning and accountability, we empower teams to deliver exceptional care, drive positive patient outcomes, and maintain a safe, high-performing healthcare environment.

NICE

Newmedica undertook work in 2024 and 2025 to review all applicable NICE guidance to ensure continuing compliance with best practice and recommended treatments. This review included guidelines, technology, medical technologies guidance, diagnostic guidance, intervention procedures guidance, quality standards and indicators.

Baseline assessments were completed on the three NICE guidelines that were applicable at the time. All other guidance was reviewed with the input of consultant subject matter experts to decide on implementation if it was relevant to the treatments offered and our patient cohort.

An initial report and plan for continuing surveillance of NICE for any new or updated guidance was presented to the Medical Assurance Committee. The plan was adopted, and surveillance is now in place with an embedded process which involves quarterly reporting to the Medical Assurance Committee.

Risk

Over the past year, we've significantly strengthened our approach to risk management at Newmedica, embedding a consistent and structured framework across the organisation. We've introduced a standardised risk classification and implemented the 'InPhase' risk platform across all our services, enabling improved visibility, tracking and reporting of risks. This has supported a shift from reactive to proactive risk management, aligning local and national risk intelligence to inform decision making at all levels.

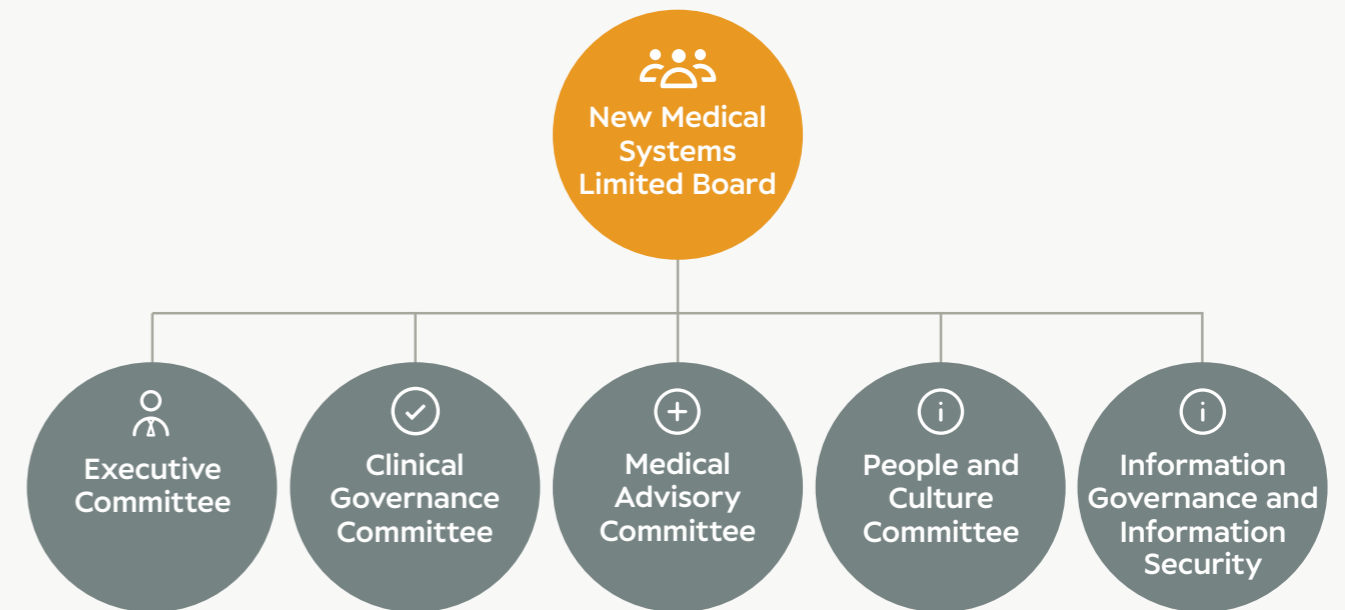
We've also developed a new risk management policy to support our services in maintaining robust risk registers from activation through to business-as-usual. This includes clearer escalation pathways and a streamlined governance structure, ensuring that both clinical and corporate risks are effectively captured and addressed. As our risk maturity continues to develop, we're laying the foundations for risk intelligence to increasingly support strategic discussions and future planning.

Integrated Governance Reporting

In October 2024, we went live with an Integrated Governance Report. This has been developed over the course of the last few months and offers us valuable insights into themes and trends via the use of Statistical Process Control (SPC) charts which can be used to identify safety issues and areas for improvement.

The report covers Incidents, Good Care, Complaints, Compliments, Patient and Carer Feedback, PROMs, PREMs, Subject Access Requests, Claims, CAS Alerts, Audit and Document Compliance. It gives the opportunity to delve deeper into important areas such as Infection Control, Return to Theatre, Safeguarding and Resuscitation.

Over the course of the next few months, we will be developing and rolling out a service level integrated governance report to allow services to benefit from the same valuable insights.



8. Ensuring the care we deliver is safe

Patient safety

The safety of our patients remains at the heart of everything we do. We continue to be open and honest with patients and their families when they experience a patient safety incident, consistently striving to eliminate avoidable harm and enhance our approach to learning and improvement.

Two colleagues successfully completed the NHS Patient Safety Syllabus (Levels 3 and 4) training, providing us with expertise in managing patient safety risks and designing solutions to reduce patient safety risks.

Since adopting the national Patient Safety Incident Response Framework (PSIRF) and integrating it into our governance and operational practices, we've made significant strides in embedding a systems-based approach to learning. One year on, we continue to deliver Learning Response Leads training, continuous professional development and continue to refine our tools and documentation to support colleagues in delivering a consistent, structured approach to patient safety investigation and learning.

We've continued to roll out new modules of InPhase, our governance, risk and assurance platform that allows us to triangulate data

in real time in one platform. We continue to see an increase in the number of incidents reported with 3,753 incidents reported in 2024/25, a 61% increase from the previous year. Most of these incidents were no and low harm which demonstrates a continued commitment of colleagues to identify learning and improving before significant harm occurs.

Newmedica also reports into the Learning from Patient Safety Events (LFPSE) service to support services delivering NHS care in recognising new or under-recognised safety issues so that they can be quickly identified and acted upon.

In February 2025, we undertook a patient safety survey across our services with very positive results. This has provided us with valuable insights on where we're doing well with engaging colleagues with patient safety and where there are areas for improvement.



Table one: patient safety results

Question	Newmedica result
Q1. Staff said their organisation treats staff who are involved in an error, near miss or incident fairly	94.61%
Q2. Staff said their organisation encourages staff to report errors, near misses or incidents	99.77%
Q3. Staff said that when errors, near misses or incidents are reported, their organisation takes action to ensure that they do not happen again	96.72%
Q4. Staff said that they are given feedback about changes made in response to reported errors, near misses and incidents	92.51%
Q5. Staff said they would feel secure raising concerns about unsafe clinical practice	94.61%
Q6. Staff knew the different routes to use to raise concerns	96.25%
Q7. Staff said they were confident that their organisation would address their concern	93.44%
Q8. Staff said that care of patients or service users is their organisation's top priority	97.89%
Q9. Staff agree that their organisation acts on concerns raised by patients or services users	98.83%
Q10. Staff said they feel safe to speak up about anything that concerns them in their organisation	90.40%

Freedom to Speak Up (FTSU)

In Newmedica, we welcome our colleagues speaking up and actively listening. By speaking up at work our colleagues play a vital role in helping us to keep improving our services for all patients and the working environment for our colleagues.

Newmedica commits to ensuring that we each have a voice that counts, that we all feel safe and confident to speak up and take the time to really listen, to understand the hopes and fears that lie behind the words.

Throughout 2024/25, Newmedica has relaunched its Freedom to Speak Up awareness for colleagues and increased its number of National FTSU Guardians. In addition, each of our services has its own local FTSU champion, allowing colleagues to have immediate access should they have any concerns.

Each service displays a FTSU charter that is signed by Newmedica's Managing Director and the Operations Director, pledging their support for an open culture when colleagues have a concern.

Duty of candour

Our culture of transparency and openness is fundamental to our relationships with patients, the public, colleagues, and other healthcare organisations. In addition to fulfilling the statutory duty of candour requirements, we engage in ongoing discussions with patients, ensuring transparency in treatment decisions and their overall care journey.

As part of this, we actively invite patients who have been involved in a patient safety event to attend our 'All Stop Days' and share their first-hand perspectives. Their voices provide invaluable insights, transforming their experiences into powerful learning opportunities for our colleagues.

By engaging directly with patients, we reinforce the importance of transparency and learning. This approach not only deepens our understanding of the patient journey but also demonstrates the profound impact of involving patients in investigations, ensuring that their experiences drive meaningful change and enhance the safety and quality of care for all.

"Oxfordshire is a wonderful service that is very open and honest... very impressed with everyone and puts things right."

Newmedica Oxford colleague

WHO Surgical Safety Checklist

Over the past year, significant enhancements have been made to the implementation and effectiveness of the WHO Surgical Safety Checklist for cataract surgery. These improvements were driven by a commitment to strengthen surgical safety and reduce the risk of avoidable harm during procedures.

Key developments included a revised checklist format, tailored to the specific needs of cataract surgery, with clear prompts that ensure complete and consistent use. Emphasis was placed on the three critical pause points, 'Sign In', 'Time Out', and 'Sign Out', to reinforce shared situational awareness and team accountability.

The new checklist has already had a positive impact in improving compliance and quality, as well as a notable increase in colleague confidence and value perception of the checklist as a safety tool.

Infection, prevention and control (IPC)

Newmedica remains committed to maintaining the highest standards of infection prevention standards and safe clinical practice. Between April 2024 and March 2025, 86 incidents were reported relating to infection prevention and control. The most frequently reported sub-category was sharps injuries, accounting for 23 incidents. Other reported themes included 21 cases of suspected or confirmed endophthalmitis, 17 incidents related to sterile service processes, and 13 linked to environment.

In response to the incidents reported, a series of actions were undertaken to strengthen organisational safeguards and reduce risk. Core policies relating to infection prevention and decontamination were reviewed and updated with expert clinical input, ensuring continued alignment with national guidance. All audits within the IPC programme were reviewed within this period, supporting local teams to identify and address any gaps in compliance.

Newmedica remains focused on continuous improvement for IPC practices, including the importance of robust training for our teams. Our services now have access to Aseptic Non-Touch Technique (ANTT) training for local IPC leads.

Safeguarding

We have a responsibility to prevent, and report concerns about the abuse, neglect and ill treatment of adults who are at risk of being harmed, alongside our responsibility to protect children who have suffered abuse. Everyone who works at Newmedica has a role to play in safeguarding and we're committed to ensuring our colleagues are confident in how to recognise potential abuse of at-risk/

vulnerable adults, and how to report and manage immediate safeguarding concerns. We have monthly safeguarding supervision sessions for all Level 3 and Level 4 trained colleagues, which allows them time to reflect on their practice, identify areas for improvement, and develop their skills to effectively safeguard vulnerable people. These sessions are raising greater awareness of how we can safeguard our patients in a variety of ways.

Medicines management

In 2024/25 there were 142 medicines-related incidents. This represents 4.14% of all those reported which is a slight decrease from 4.5% last year. Nationally, the medication incident rate is 10%.

We have updated our Medicines Policy supported by an implementation plan for roll out by end June 2025 and seen the development of a new Cold Chain Policy to support our existing feeder policies on patient group directions, prescription security and non-medical prescribing. Last year saw the release of training and development for the labelling and supply of medication and the formation of our PGD advisory group to provide steer on PGD development.

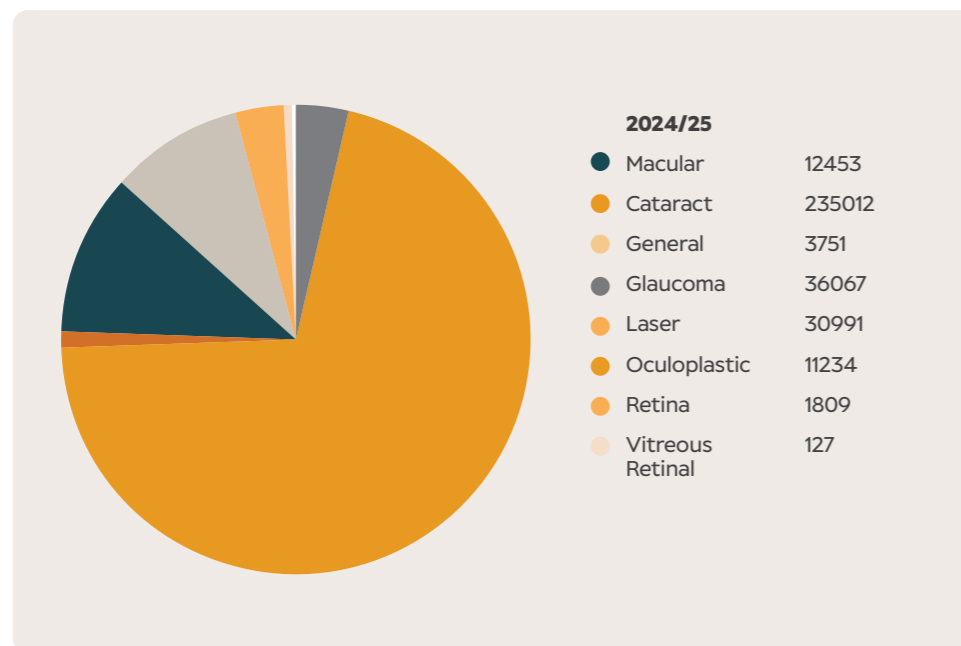
To support our services with continual improvement processes for medicines, we released our quarterly medicines self-assessment audit live on InPhase in April. The data from this audit will allow us to be able to analyse trends and themes, provide targeted solutions and identify any training needs for our teams.

9. Clinical audit, outcomes and treatment

We're committed to delivering safe, effective, and highly personalised care, consistently achieving exceptional clinical standards.

This dedication is reflected in our complication rates, which remain significantly lower than the national average, and our clinical outcomes, which consistently exceed national benchmarks. By maintaining rigorous quality assurance, evidence-based practices, and continuous innovation, we ensure that patients receive the highest level of care and optimal health outcomes. Further details on our performance can be found below.

In 2024/25 we treated the following number of interactions by condition across England (306,992):



Our recent audit data shows an endophthalmitis rate of

0.03%

This figure reflects the percentage of Newmedica patients presenting with a clinical diagnosis of endophthalmitis post-operatively.

Newmedica cataract patients achieving a post-operative visual acuity of **6/12** or better (including patients with co-pathology):

95.89%

National standards set by Royal College of Ophthalmologists: **=/>>91.8%**

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

92.80%

National standards set by Royal College of Ophthalmologists **=/>>85%**

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

99.69%

National standards set by Royal College of Ophthalmologists **=/>>98.9%**

*The national standards data by the RCO is subject to change.

We contribute data to the National Ophthalmology Dataset. This comprises data from about 80% of the surgery completed by the NHS in England and Wales. The most important measurement is posterior capsule rupture (PCR), an internationally recognised marker of surgery quality which relates to the most serious surgery complications that might arise.

Our recent audit data shows an adjusted PCR rate of 0.31%. This compares with an overall rate of 1.1% across the whole national dataset, implying that the rate of PCR in Newmedica clinics is a third of the NHS average.

This measurement endorses our policy of selecting consultant level, specialist registered surgeons to become partners in our centres where high volume surgery is the norm and, in doing so, we experience significantly fewer complications. We believe this leads to better outcomes for our patients. We remain committed to ensuring that our surgery is of the highest quality available, and we continually monitor our performance.

Ayad Shafiq National Cataract Lead

Clinical audits

We remain committed to clinical excellence and transparency in cataract surgery outcomes. As part of this commitment, we submitted our annual cataract audit data to the National Ophthalmology Dataset, administered by the Royal College of Ophthalmologists, for all surgeries performed between 1 April 2023 and 31 March 2024. This national audit evaluates surgical outcomes and complication rates, including the posterior capsule rupture (PCR) rate, a key quality marker for cataract surgery.

For the 2024/25 audit, data has now been compiled, and the submission process is underway. This ongoing participation ensures that we continue to benchmark our performance against national standards, drive continuous improvement, and maintain exceptional patient safety and surgical outcomes.

Over the course of the last year, we have rolled out OpenEyes, an electronic patient record (ePR) system designed specifically for ophthalmology. OpenEyes offers significant benefits in monitoring real-time clinical outcomes. The system integrates seamlessly with our patient administration systems and imaging equipment, ensuring that crucial information is readily available for tracking clinical outcomes, conducting audits, and supporting research and development.

Clinical coding audits

Newmedica is proud to have passed a third-party clinical coding audit undertaken by a specialist third party, earlier this year (2025). We met the required clinical coding standard overall and we achieved 'Standard Exceeded' in three out of the four assessment categories. This positive audit result reinforces the strength of our technology-enabled clinical coding solution and its potential to transform healthcare data management. We're excited to implement our auditor's recommendations and to continue refining and expanding this solution, setting new standards for innovation within the NHS.

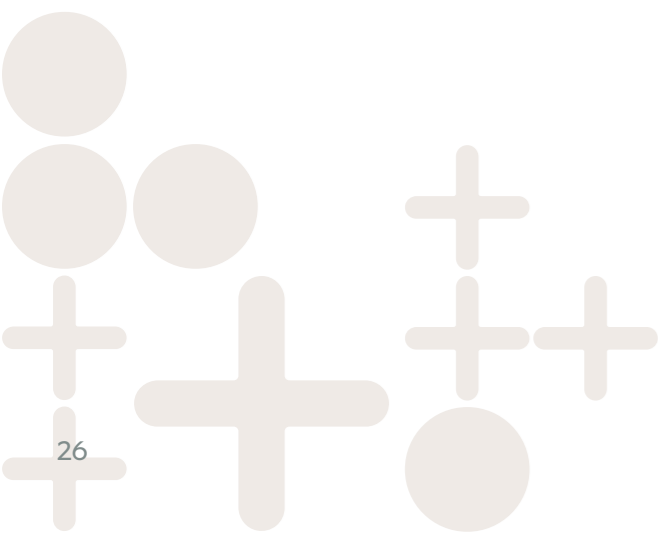
Table two: process audits

These results demonstrate our dedication to delivering safe, effective, and personalised healthcare, continuously setting high standards and driving improvements in clinical practice.

Title	Monthly	Quarterly	Bi-annually	Annually	Average throughout the year
WHO checklist for cataract	●				94.60%
Consent		●			97.86%
Infection prevention			●		84.54%
Hand hygiene	●				94.97%
Theatre scrub		●			98.35%
Decontamination		●			98.44%
Health and safety				●	90.34%
Laser compliance				●	96.35%
Equality access				●	95.40%

National Clinical Leads

With a desire to constantly learn and innovate to ensure we're always at the forefront of delivering the best possible care to our patients, Newmedica has a Clinical Lead for each treatment pathway. The Clinical Lead role has responsibility for supporting Newmedica in reviewing pathway delivery and efficiency, reviewing latest innovations and working with the Support Office on pathway delivery.





10. Patient experience

We understand that accessing healthcare can be stressful for patients, whether due to physical challenges, such as limited parking or difficulty navigating hospital environments, or the emotional impact of being in a busy clinical setting.

Our surgical centres are designed with comfort, warmth, and accessibility in mind. This includes free on-site parking, free transport for NHS cataract patients who would otherwise struggle to get their appointment, clear navigation signage, and a calming environment with thoughtful distractions to help minimise nervousness and anxiety.

Our 'Power of Personal' ethos ensures that every patient feels supported, whether through holding their hand during surgery, playing their chosen music in theatre, offering worry stones and allowing time for meaningful conversations with their consultant.

In line with the Accessible Information Standard, we're committed to ensuring that all patients, including those with communication needs, receive clear, tailored information to support their healthcare journey.

We will continue to listen to our patients and clinical teams, identifying further opportunities to enhance accessibility, reduce anxiety, and improve the overall patient experience.

All our services offer 24 hours a day, seven days a week telephone support to patients. This support is managed by local teams, including clinicians who can advise on the next steps, including offering follow up appointments at our clinics. We also call our patients 24 hours post operatively to ensure they're recovering from their procedure. If there are any concerns, patients are automatically booked into their local clinic to be seen by a clinician.

Patient story

A patient with autism spectrum disorder and complex communication needs required cataract surgery and was referred to Newmedica after having been declined treatment by their local NHS Trust. The whole team reviewed the patient passport and developed a local pathway to support the patient, including putting him last on the list to reduce the number of people in the building, dimming the lights, and allowing his support dog in the clinic room.

Involving the patient's carer in all aspects of care from pre-assessment to discharge was key to expectations and relationships with the patient and his carer. The patient and his carer both expressed their thanks as this was the first healthcare setting where the patient's communication passport had been read, acknowledged and the information within acted upon.

Patient complaints

Our commitment to personalised care and continuous improvement.

At the heart of everything we do is a deep commitment to delivering personalised, patient-centred care. Understanding the concerns and experiences of our patients is essential to our ongoing development and to maintaining the highest standards as a provider of ophthalmology services.

To ensure transparency and accountability, we have a comprehensive three-stage complaints procedure in place. This process is designed to address concerns promptly and effectively. For patients receiving NHS-funded care, final stage review is available through the Parliamentary and Health Service Ombudsman. For those receiving private care, external adjudication is provided by the Independent Sector Complaints Adjudication Service (ISCAS). This structured approach not

only supports patients in having their voices heard, but also enables us to learn, adapt, and continually enhance the quality of our services.

During 2024/25, we received 84 formal complaints across our services, an 8% reduction compared to the previous year. This decrease reflects our ongoing efforts to respond effectively to concerns and continually enhance patient experience.

Of the complaints received, six progressed to Stage Two of our complaints procedure. One complaint was escalated to Stage Three and referred to the Independent Sector Complaints Adjudication Service (ISCAS); this case remains under review and is awaiting final outcome.

We view every complaint as an opportunity to listen, learn, and make meaningful improvements to the care and services we provide.

Patient compliments

We value and actively record the compliments we receive from patients, relatives, and carers across our services.

These expressions of appreciation are powerful learning tools that help us understand what we're doing well and highlighting areas of excellence within our care delivery.

Compliments are shared across our organisation to celebrate success, reinforce best practice, and provide well-deserved recognition to our colleagues for the outstanding work they do every day.

In 2024/25, we were proud to have received 1,932 compliments across all our services, a reflection of the positive impact our teams continue to make in the lives of those we care for.

"Having been referred to Newmedica from my optician, I was amazed when attending my first appointment at the fabulous new building in Bury St Edmunds. Here the staff were caring and professional and when offered a procedure for both eyes to have surgery, they allayed my fears at once with clarity of understanding the forthcoming surgery."

Patient from Newmedica Suffolk

Surveys and friends and family test

During 2024/25, we received 69,003 responses to the Friends and Family Test, averaging 5,750 response per month. This represents a 21% response rate in relation to patient activity, a strong indication of patient engagement with our feedback processes. We're proud to report that 99.5% of patients who completed the survey said they would recommend our service to family and friends.

Alongside the primary recommendation question, patients were also invited to respond to four additional questions about their experiences. These insights offer valuable details, helping us to understand what we're doing well and where we can continue to improve.

Table 3: Friends and family survey results

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?	99.7%
Were you involved with decisions about your care?	98.6%
Would you recommend us to friends and family?	99.5%

Patient quotes

“

All of the staff whom I met at the Brighthouse Court site of Newmedica were approachable and efficient and informed me about what to expect at all stages of the assessment visit, and at the appointment for surgery, and included my post-surgical instructions. During surgery, my surgeon also gave me a commentary on his progress. I therefore felt comfortable and supported at all times in your clinic environment and rate my experience with you as excellent. Thank you!

”

Patient from Newmedica Gloucester

“

From the consultation to the medical procedure I was kept informed of what the next step would be in detail. The staff were very professional and respectful. This gave me a reassurance about the cataract procedure I was about to receive. Post procedure I was given a detailed update about the actions and medication I need to undertake in the following weeks, including what possible complications could occur and contact details if they did.

”

Patient from Newmedica Birmingham

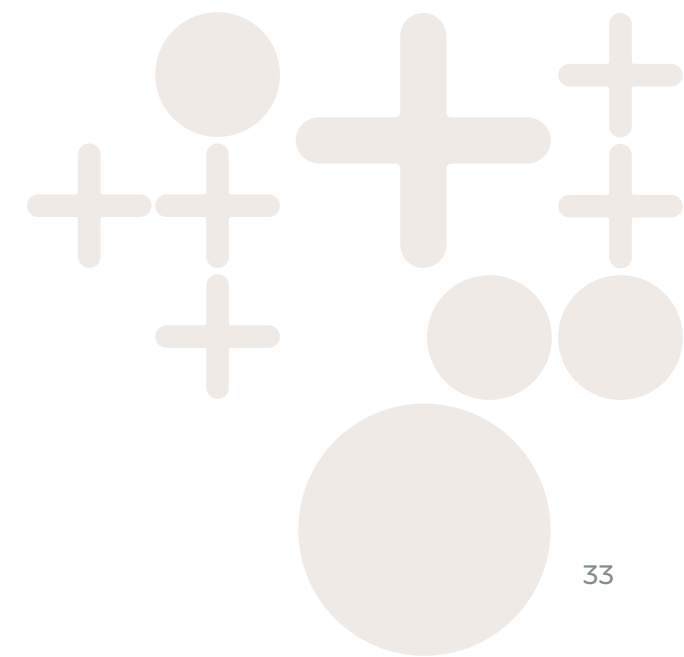
“

Yesterday was my ninth and final appointment at Newmedica Middlesbrough. I've had cataracts removed from both eyes, YAG laser on both eyes and corrective upper blepharoplasty. From my first visit I have been beyond impressed by the dedication, professionalism and care given by the whole team. Not only has my eyesight been restored, but my final surgery has taken years off my face! The team at Middlesbrough are THE best there is.

I am so very grateful to them all.

”

Patient from Newmedica Middlesbrough



Carers survey

We recognise the vital role that carers play in supporting patients who use our services. Ensuring that carers feel informed, valued, and supported is an essential part of delivering truly holistic, person-centred care.

To help us achieve this, we conduct surveys with carers of those accessing our services. These surveys provide valuable insights into their experiences and highlight where we can strengthen the support and information we offer. By listening to carers, we're better equipped to meet their needs and ensure they feel empowered to continue providing compassionate care to their loved ones.

During 2024/25, we were proud to receive 1,358 responses to our carer survey across all our services. This valuable feedback reflects the meaningful impact our teams continue to have, not only on patients, but also on the carers who play such an essential role in their wellbeing.

All the staff included me in Mum's assessment and treatment, and I felt my contributions were valued. Thank you very much to the whole team at Oxford.

Carer of a patient from Newmedica Oxford

Great staff. Nothing seems too much trouble. Very clean and tidy and very comfortable. Keep up the fantastic work.

Carer of a patient from Newmedica Norfolk

Staff making us feel welcome and unhurried, being aware of the needs of elderly parents and treating them appropriately (use of humour and patience with my Dad with dementia).

Carer of a patient from Newmedica Northampton

Online reviews

We actively monitor online feedback to better understand our patients' experiences and identify areas for continued improvement. In 2024/25, we received a total of 746 online reviews, 271 via Google and 475 through the NHS reviews platforms.

We're pleased to report that 97% of Google reviews and 97% of NHS reviews awarded our services a four- or five-star rating, demonstrating a consistently high level of patient satisfaction.

Online review ★★★★★

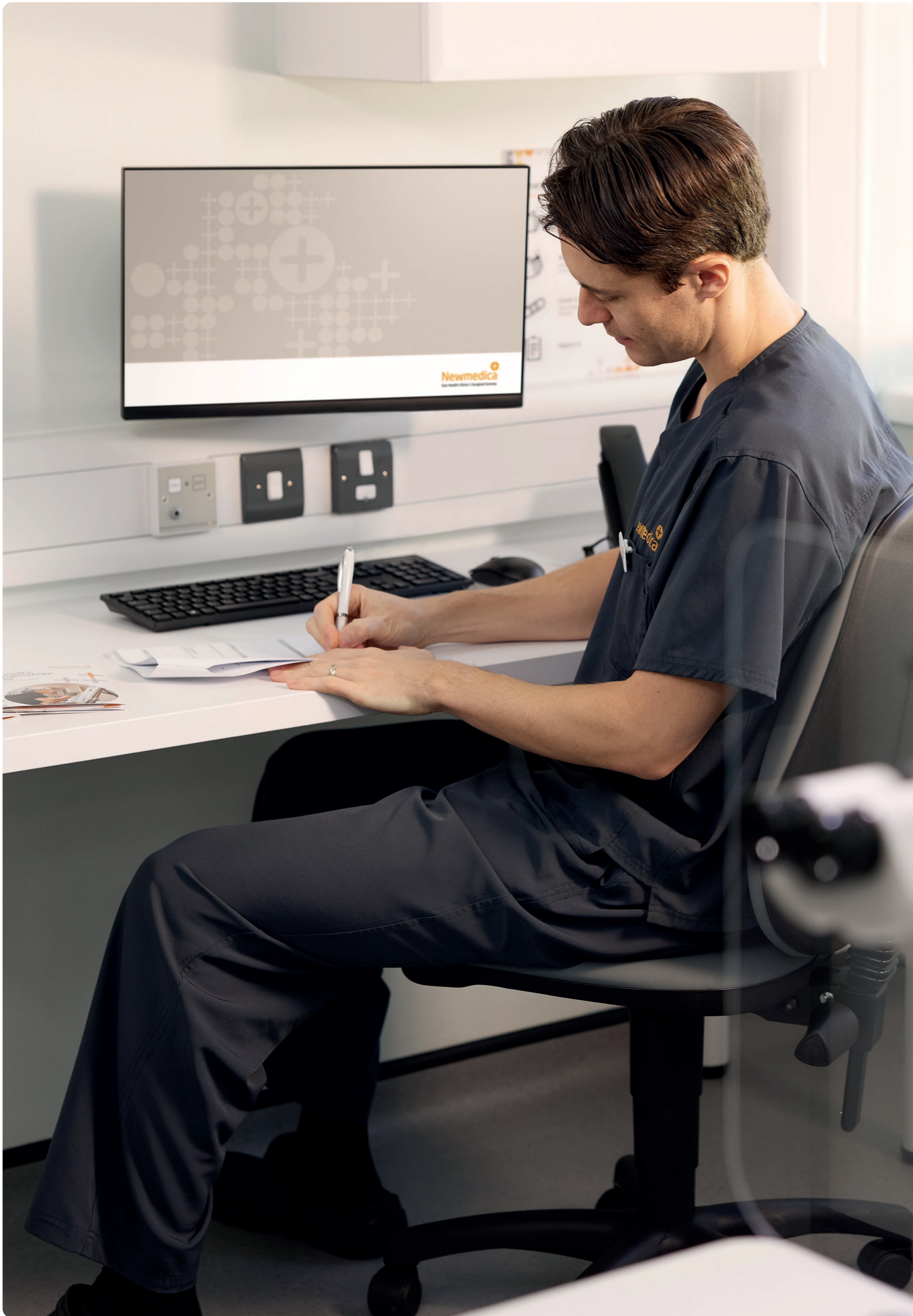
"I was referred to Newmedica Nottingham by my optician, and everything they said was true. The process was fast and professional—from my initial assessment to the cataract surgery and follow-up care. I felt respected, well-informed, and genuinely cared for throughout. The clinic is modern, efficient, and staffed by friendly, dedicated people. Special thanks to the doctor who restored my vision—truly amazing. Highly recommended!!"

Patient from Newmedica Nottingham

PROMs/PREMs

Newmedica currently gathers Patient Reported Outcome Measures (PROMs) and Patient Reported Experience Measures (PREMs) for all our private surgery patients.

This data gives us valuable insights into the impact that surgery has on our patients' lives and areas for improvement. In 2025/26, we will be looking at rolling this out across our NHS patients to provide further insights for these patients.



11. How we keep information safe

The Information Governance and Data Security agenda has been diligently supported throughout the year by our Information Governance & Information Security Committee, which encompasses all aspects of information governance, information security, and risk management.

We have consistently published our annual compliance with NHS Digital's Data Security and Protection Toolkit (DSPT), and in June 2025 we exceeded DSPT for the fourth year in a row. The training standard for the Data Security Awareness module completion on the eLearning for Health platform surpassed the required benchmark, achieving a completion rate of 97%. In April 2025, we renewed our Cyber Essentials Plus (CE+) accreditation, underscoring our commitment to cybersecurity and the protection of information.

The CE+ accreditation is a rigorous certification that requires thorough testing of our systems and processes by an independent certifying body. This accreditation confirms that we have implemented robust security measures to protect against a wide range of cyber threats. By adhering to the CE+ standards, we ensure that our network and data are safeguarded through effective firewalls, secure configuration, user access control, malware protection, and patch management. These measures help us to prevent unauthorised access, detect and respond to potential security incidents, and maintain the integrity and confidentiality of our information.

We continue to adhere to the key principles, rights, and obligations of the United Kingdom Data Protection Regulation and the amended Data Protection Act 2018, ensuring that personal data is collected and processed fairly, lawfully, and transparently, with a valid lawful basis for each action. All our services are registered with the Information Commissioner's Office.

Given the increased threat of potential loss or harm related to technical infrastructure and the use of technology, we've focused on leveraging the new tools we introduced the year before. By using these tools, we've been able to keep a close eye on up-and-coming vulnerabilities and address them in a timely manner. Additionally, we've updated our technology infrastructure to deliver better resilience, increased availability, and secure backups.



12. CQC inspections

Regulatory compliance and assurance monitoring

We have been registered with the Care Quality Commission (CQC) since 2012, with each of our OJVs also holding CQC registration. While there were no CQC visits during this reporting period, we continue to maintain high standards of care, with 13 locations holding a 'Good' CQC rating following inspections in previous reporting periods.

Review of assurance systems

Throughout 2024/25, we remained committed to robust internal assurance monitoring, aligning our frameworks with the Single Assessment Framework Methodology. As part of this commitment, we conducted 22 internal quality assurance visits, ensuring continuous evaluation and improvement. These visits identified areas for enhancement, but also highlighted exceptional care standards, a strong governance and reporting culture, and an ethos of improvement and learning. This ongoing process reinforces our dedication to delivering safe, effective, and high-quality ophthalmology services.

13. Update on our quality priorities



Priority One: Pre-operative assessments

We said we would improve the pre-operative assessment process to enhance patient experience, patient safety, and optimise clinical outcomes for cataract surgery.



We have:

- Analysed data to prioritise and identify key areas for improvement.
- Undertaken a thematic review and gap analysis.
- Process-mapped the pathway.
- Created a how-to guide on how to review patients' notes before cataract surgery.
- Reviewed and updated our policy for managing patients with latex allergies.
- Published recommended guidance on managing patients with an iodine allergy and sensitivity.
- Reviewed the standard questions in the 48–72-hour pre-operative call.



We will:

- Embed the reviewed 48–72-hour pre-op call questions, creating supporting materials to support our colleagues to deliver this process effectively.
- Work closely with services experiencing low volumes of cancellations to understand their processes and share elements of good practice.
- Start to plan tools to support patients presenting with severe anxiety, to offer a person-centred approach and extra reassurance to ensure a comfortable experience during surgery.
- Create a standardised guide with supportive materials and training for practitioners undertaking medical history as part of their role, to ensure patients are fully optimised preoperatively.
- Monitor incidents through set KPIs, using this data to continually monitor and review our improvements.



Priority Two: Biometry

We said we would reduce the reoccurrence of key biometry incidents likely to cause harm.



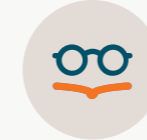
We have:

- Re-categorised biometry incident classifications.
- Focused training on reporting for biometry leads.
- Aligned biometry processes to NICE, RCOphth and ESCRS guidance.
- Shared best practice protocols through informal networks.
- Reviewed the impact of electronic patient records on biometry incidents.



We will:

- Run a quarterly scrutiny of biometry incidents.
- Continue service visits to develop local outpatient biometry SOPs.
- Review and overhaul the current biometry audit.
- Configure a tool to improve communication and devise a common clinic observation checklist.



Priority Three: Post-operative infections

We said we would reduce the occurrence of post-operative infections with a focus on patient information.



We have:

- Made significant improvements in incident reporting with the integration of InPhase and OpenEyes.
- Developed an Integrated Governance Dashboard to closely monitor cases of endophthalmitis.
- Reviewed our patient information leaflets to assess the efficacy of our post-operative information, for its effects on reducing the incidence of post-operative infections.
- Developed a set of 'standard' and 'surgical' ANTT (Aseptic Non-Touch Technique) competencies with an accompanying training video.



We will:

- Monitor progress with KPIs.
- Monthly data collection on endophthalmitis cases for the Medical Advisory Committee report, including percentage rates against national benchmarks.
- Improvement of handwashing compliance through monthly audits and training.
- Standardisation of post-operative call practices across services.

14. Our priorities for 2025/26

We've identified two key quality priorities 2025/26 that focus on ensuring positive outcomes, safe care and improving clinical outcomes.



Priority One: On the day surgical cancellations



We will:

- Enhance patient safety for surgery.
- Reduce inefficiencies (avoidable cancellations).
- Improve patient experience.
- Strengthen communication.



Priority Two: Medical records integrity



We will:

- Conduct a comprehensive audit of current medical records systems and processes.
- Identify gaps and vulnerabilities in data integrity and availability.
- Increase patient safety through a reduction of the incidence of incorrect or missing information in notes.
- Implement best practices and technologies to enhance record management.
- Ensure compliance with relevant legal, regulatory, and accreditation standards.
- Develop and deliver training for staff on proper documentation and data handling procedures.

15. Our people

Engagement survey: Great Place To Work®

Our ambition is to make Newmedica a place where we're all proud to belong; our aim is to ensure that everyone has a voice, feels listened to, and is motivated to share their thoughts on working here.

As part of this ambition, Newmedica carries out an annual employee engagement survey, partnering with Great Place to Work®, a global authority on workplace culture. We see this as a brilliant opportunity to hear how our employees are feeling.

Newmedica has run the Great Place to Work® survey for two years now; and in both years, achieved such great scores that we were officially certified as a Great Place to Work® employer.

The results from our second, and most recent survey, had improved in all the key areas and as such, Newmedica was listed among the UK's top 50 Best Workplaces™ for 2025.

This achievement reflects everyone's dedication and hard work in continuing to make life at Newmedica so special.

The results

To provide some context, the key overall results from our Great Place to Work® surveys were as follows:

- 82% of employees took part in our latest Great Place to Work® survey. This compares to 77% in the previous year.
- 85% of employees responded positively to the statement, 'Taking everything into account, I would say this is a great place to work'. This compares to 83% the previous year.

- As an average across all 60 statements, 83% of employees responded positively. This compared to 79% the previous year.
- We've been named as one of the UK's Best Workplaces for Development by Great Place to Work®

Career development

We offer support, training and development to all of our colleagues from day one by investing in and actively expanding our core development programmes from our central team but also through locally planned and led initiatives.

We run a bi-annual appraisal and personal development plan process which enables colleagues and their managers to discuss performance and career development, in addition to encouraging feedback to be given through our Great Place To Work® survey, during governance and team meetings.

Throughout 2024/25, we continued to expand our learning and development offer to enable us to achieve our long-term ambition to grow and develop our workforce for the future across all domains, including clinical, technical, management and leadership. Areas of focus in 2024/25 have been around continuing to train our colleagues across the business in our new electronic patient record (ePR), rollout of Diversity and Inclusion in person training for people managers, new eLearning for Freedom to Speak Up (FTSU), Dignity at Work and Diversity and Inclusion.

We've also invested in a new Learning Experience Platform – LearnAmp which will launch in June 2025 – bringing a consistent approach to online learning and reporting to the business.

We also expanded our management development offer by becoming accredited by the Chartered Management Institute (CMI)

and working with them to design and launch Ascend – our development programmes for experienced people managers looking to further develop their skills and capabilities; 12 colleagues took part in the programme.

For our Support Office colleagues, we partnered with Specsavers to run a Careers Week in September, launched an on-demand Future Ready Managers offer and new digital learning library.

Across 2024/25, 24 colleagues took part in Aspire, our internal development programme for aspiring and new people managers, and 20 in our in-service trainer (IST) programme.

"The Aspire Programme has positively transformed how I lead the Resus Lead Network. I've learned to value each member's unique strengths and adapt my approach to support their growth. It's deepened my engagement with colleagues and enhanced my impact across the business. I now take pride in motivating others in a supportive environment, and my own leadership and presentation skills have grown significantly."

Clinical Training Programmes

We operate a number of clinical training programmes that were designed and locally delivered/supervised by our central Clinical Learning and Development team to; clinic and ophthalmic assistants, theatre assistants, ophthalmic technicians and scrub technicians.

In 2024/25, 30 colleagues completed clinical training programmes.

100% of those completing the programmes now **feel more confident** within their roles in Newmedica.

We have achieved **90% overall satisfaction** for the course programmes and workbook resources.

Those who have completed our programmes told us **what they enjoyed the most:**

"The comprehensive coverage of areas in clinic covered in the workbook."

"Interesting, informative, relevant, lots of information needed to complete the programme."

In 2024/25, we have continued to invest in clinical training programmes adding oculo-plastics training for theatre assistants, scrub technicians and macular training for ophthalmic assistants.

Apprenticeship and professional qualifications

We operate a range of apprenticeships across administration, management, leadership and clinical programmes – including for aspiring nurses and operating department practitioners (ODP) 2024/25, 10 colleagues were actively enrolled on an apprenticeship programme.

We also operate a programme that funds higher qualifications for optometrists. In 2024/25, four applications were approved.

We're named as one of the UK's Best Workplaces for Development



16. Our sustainability commitment

In 2024/25, our Sustainability Committee worked hard to “ensure that sustainability underpins everything we do at Newmedica”. Our targets remain focused on three key areas:

Our colleagues

Our ambition is to have a sustainable workforce and to be a place we’re all proud to belong. We remain committed to three key areas of activity to deliver this objective:

1. Wellbeing

We aspire for a culture where wellbeing is embedded in everything we do, so that colleagues are healthy, happy, safe and productive and commit the time to looking after themselves.

The strategy continues to be underpinned by celebrating the different wellbeing pillars – emotional, physical, financial and social – and activity is supported and embedded by wellbeing champions across the business. Activity includes guest speakers and providing useful material for colleagues.

To further support our employees, we’ve established a network of volunteer Wellbeing Ambassadors who champion health and wellbeing activities in their local teams. They’re advocates for creating a supportive environment where everyone can bring their whole self to work and flourish. By promoting mental, physical, social and emotional wellbeing, we aim to play a crucial role in creating and building our culture. In 2024/25, our network has grown by 33%, reflecting our ongoing commitment to employee support.

We have Mental Health First Aiders (MHFAs) across the business who concentrate specifically on mental health challenges and signpost to appropriate resources or direct/guide to the appropriate agencies/

professional help that maybe needed to support individuals with their mental health. Over the next 12 months as we grow as a business, we will look to grow the MHFA community.

We’re committed to providing the best service possible to all our patients and to enable all our employees to carry out their best work and develop rewarding careers.

2. Equality, diversity and inclusion

We’re committed to the principle and practice of equal opportunity. We aim to ensure that all applicants, employees, customers, patients and suppliers are valued as individuals and treated fairly and with respect. This is regardless of age, disability, employment status, gender, health, marital status, nationality, race, religion, domestic circumstances, membership of a trade union, sexual orientation, ethnic or national origin, beliefs or faith, social and employment status, HIV status, or gender reassignment.

In 2024, we rolled out enhanced eLearning mandatory training to our Support Office and Managed Services in Inclusion and Respect and Dignity at Work, achieving our target compliance of 95% for both modules. In 2025, we will roll out this training for colleagues in our services alongside the launch of a new learning experience platform.

In the second half of 2024, we also rolled out in-person Diversity and Inclusion (D&I) training for all people managers and to date have trained over 100 managers across the business.

The rollout continues across 2025. Our D&I strategy continues to set out our commitment to an inclusive culture where everyone feels welcome, valued and proud to belong. D&I for us involves working to understand and celebrate a variety of cultures and having a workforce that reflects the communities we serve. We have a calendar of key celebrations and awareness days across the year that drive visibility and engagement across the business. These awareness days include expert speakers and webinars on a variety of diversity and inclusion topics. We also encourage our colleagues to get involved and share their celebrations.

We have a variety of Colleague Network Groups available to everyone across the

business. These groups listen to the needs of all colleagues and focus on championing inclusion for everyone. Membership of the network groups continues to grow and increased by 58% in 2024/25.

3. Ways of working

All ways of working are underpinned by our company values and behaviours, these help drive consistency across all teams and are also used for recognition, feedback and recruitment processes. In 2024/25, we continued to develop our leaders to work in alignment with the behaviours, colleagues who joined new services took part in team development sessions focusing on them, and we developed a virtual classroom session for wider use across the business.



Collaborative

We work together as one Newmedica to deliver our vision



Curious

We question, explore and seek out diverse perspectives to develop our knowledge and understanding



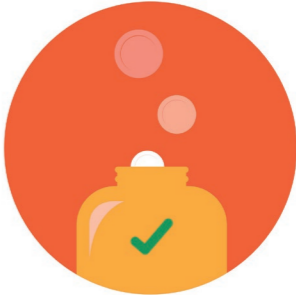
Courageous

We challenge the status quo, we experiment with good ideas and we are brave and bold in our decision making



Compassionate

We care, support and help each other and provide individual care for every patient



Commercial

We treat money wisely and make decisions that are good for our patients, our partners, our people and good for the long term

Our planet

Newmedica is fully committed to supporting the NHS with its green agenda and environmental targets. Our aim is to achieve net zero by 2035 for our direct emissions and to achieve Net Zero by 2045 for those emissions we can influence.

We now have four years of independently verified carbon footprint data, but we constantly strive to increase data accuracy to allow us to report our impact with confidence. Data quality is to be aided by our parent group's Net Zero targets validated by the Science Based Target initiative (SBTi).

Our business growth continued in 2024/25 with the opening of six additional surgical centres and six outpatient clinics. As expected, our carbon impact increased versus our 2021 baseline emissions. However, we're proud to report that due to our carbon reduction activities, our carbon emissions per cataract surgical procedure have reduced by 5.1%.

Example projects are:

- All new and existing sites we own purchase electricity supplies from renewable sources, thus eliminating Scope 2 emissions. These clinics have half-hourly smart meters, for monitoring electricity consumption. We're in the initial stages of collating the data, producing estate-wide reporting to understand how we can reduce energy consumption across the portfolio.

- All new sites opened this year have Building Management Systems (BMS) installed to better manage energy usage.
- We continue to install LED lighting and controls as standard and install heat recovery systems to reduce mechanical heating and cooling requirements.
- We've completed the roll out of our electronic patient record (ePR) system and have transitioned to a fully paperless system.
- We now provide options for colleagues to opt for a new electric vehicle scheme.
- In 2025 we started to work with our key suppliers to collect their carbon emission footprint data. This data will allow us to understand our Scope 3 emissions impact and be able to measure improvement over time as we collaborate on initiatives to reduce our environmental impact.
- This year, we've successfully consolidated and awarded our waste management services to one values-driven supplier which allows us to ensure compliance with waste regulations, and to achieve our ambition to be zero waste to landfill by 2030.

We understand that, despite our progress, we need to continue to accelerate to meet our Net Zero ambitions, particularly working with our supply chain to reduce packaging content, especially in high volume lines such as cataracts.

Our community

We continue to focus on how we work with our local health economies to improve access to our clinics and surgical centres, as well as promoting healthy living and early diagnosis.

In April 2024 we launched free transport for NHS cataract patients who would have been unable to get to an appointment without support. The service operates across over 30 locations through local private hire providers who typically collect and drop off patients at their home individually. To support usage, we've communicated it regularly to our referrers and patients, resulting in 10,000 patient journeys using the free transport offer in 2024/25.

Over the period we supported the education of optometrists through our high quality CPD events, which are produced in-house and led locally by one of our consultant ophthalmologists, with 84 events, attended by 1,171 people.

In the second half of the year, we supported Sight Research UK's annual Christmas fundraising campaign, offering to match the funds they raised. Sight Research UK champions and accelerates innovative

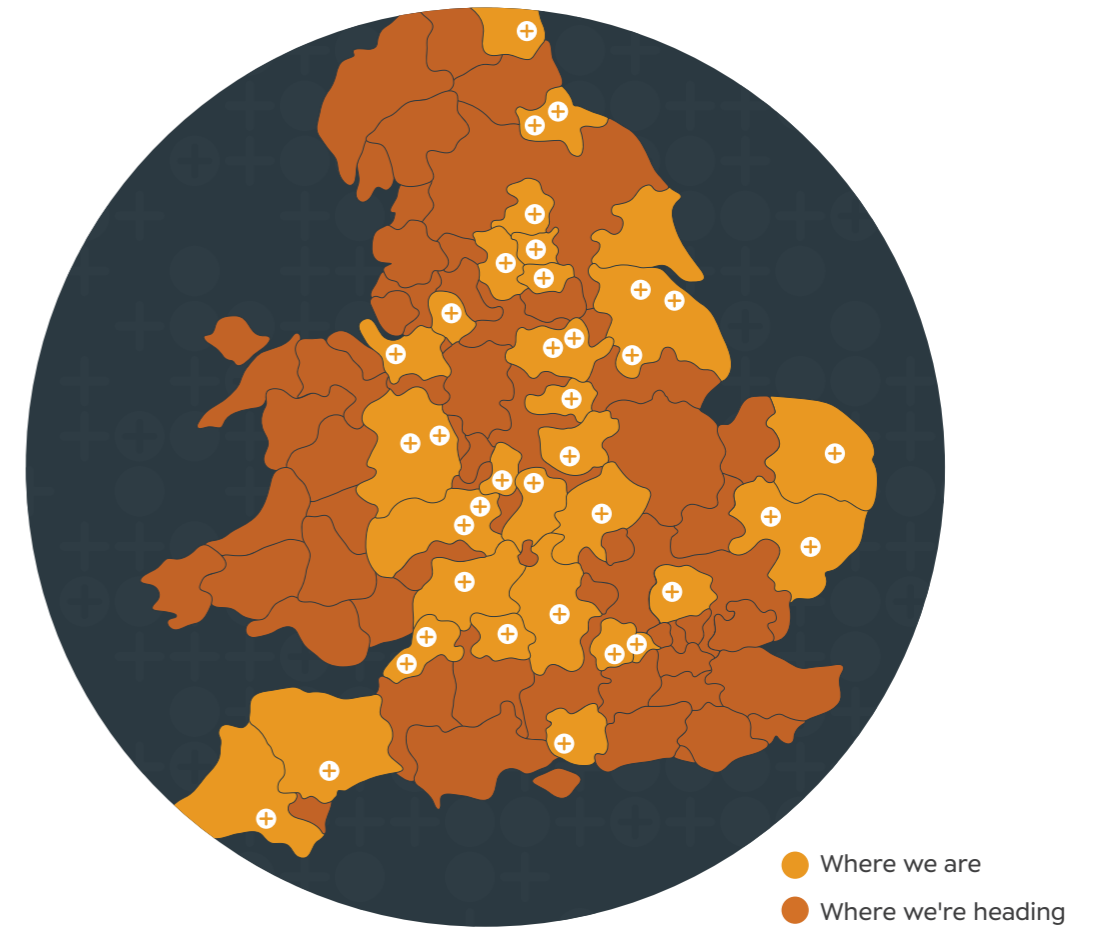
research into leading eye conditions, including glaucoma and age-related macular degeneration. Their campaign was highly successful, exceeding their initial targets, with Newmedica matching their funding to a total of £12,567.50.

In 2024/25, our services showed great generosity by engaging with local, national and international charities, supporting those organisations that are close to their hearts and their patients. Charitable involvement has ranged from donations to local food banks, sponsorship of external events and fundraising events such as cake sales, sponsored walks and even skydiving. We've raised tens of thousands of pounds to ensure our local community is at the heart of everything we do.

Several colleagues are also trustees of local sight loss charities, which ensures we fully understand the needs of our communities and identify how best we can support them.



17. Our locations



- | | | |
|-----------------------------|-----------------|----------------------|
| • Barlborough | • Grimsby | • Nottingham |
| • Birmingham | • Hampshire | • Nuneaton |
| • Bracknell | • Harrogate | • Oxford |
| • Bradford and Huddersfield | • Ipswich | • Plymouth |
| • Brigg | • Langford | • Shrewsbury |
| • Bristol | • Leeds | • Slough |
| • Bromsgrove | • Leicester | • Swindon |
| • Bury St Edmunds | • Lincoln | • Telford |
| • Cheshire Oaks | • Manchester | • Wakefield |
| • Darlington | • Middlesbrough | • Welwyn Garden City |
| • Exeter | • Newcastle | • Worcester |
| • Gloucester | • Northampton | • Worksop |
| | • Norwich | |

Newmedica Quality Account 2024/25

Leicester, Leicestershire and Rutland Integrate Care Board (LLR ICB) statement

LLR ICB welcome Newmedica's Quality Account for 2024/25 and we thank them for the opportunity to comment. This account covers all areas of quality undertaken by Newmedica over the past year and demonstrates their commitment to safe, effective and patient-focused care through the services they offer as an organisation.

This Quality Account clearly outlines achievements made against their 2024/25 quality priorities which we welcome. We would like to see more reference to Leicester, Leicestershire and Rutland however, accept that the Quality Account gives overall organisational quality assurance in the key areas of quality.

We support their quality priorities for 2025/26 and are confident that the areas described will positively support the safe delivery of quality services. We look forward to the next Quality Account and understanding how these priorities impact on the LLR population.

We look forward to strengthening our relationship with Newmedica in the drive towards improved quality outcomes for the patients and people of Leicester, Leicestershire and Rutland.

Yours sincerely



Kay Darby

Chief Nursing Officer LLR ICB



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