



Newmedica Social Values Report

2024 - 2025



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As we present this year's Social Values Report, we are proud to reflect on the strides we've made over the past year, highlight the achievements of our local teams, and outline our priorities for the year ahead.

At Newmedica, our commitment to delivering exceptional, patient-focused care remains unwavering, for both NHS and private patients, through every stage of their eyecare journey. Guided by our values and behaviours, our teams continue to make a meaningful difference, transforming lives through improved sight and eye health.

”

Peter Bainbridge, Managing Director

Our purpose is to 'change people's lives through better sight and eye health' and this is underpinned by our values and behaviours.



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 planet
Our community





Performance against 2024/25 targets



Our planet

Minimise our environmental impact

We'll develop a credible carbon reduction plan with milestones to meet our 2035 target

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.

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.

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 communities

Help more people in our local communities to access ophthalmology services

We'll introduce services that improve access to and understanding of ophthalmology

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.



Our colleagues

Ensure Newmedica is a place where we are proud to work and feel like we belong

We'll develop our diversity, inclusion and wellbeing strategy

How we work:

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

Wellbeing:

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.

D&I:

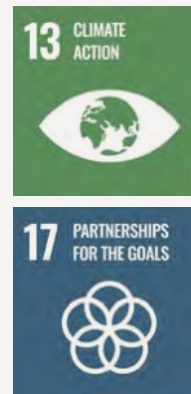
In 2024, we rolled out enhanced eLearning mandatory training to our Support Office and Managed Services in Inclusion and Respect and Dignity at Work, achieving our target compliance of 95% for both modules.

Our planet – 24/25 plans

We now have four years of independently verified carbon footprint data for which we constantly strive to increase data accuracy to allow us to report our impact with confidence. Data quality will be aided by our parent group's Net Zero targets recently being 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%. Examples of how we achieved this:

- All new and existing sites we own purchase electricity supplies from renewable sources, thus eliminating Scope 2 emissions.
- We've expanded our Building Management Systems (BMS) roll-out following a successful trial and committed to install on all new sites.
- We continue to install LED lighting and controls as standard and install heat recovery systems to reduce mechanical heating and cooling requirements.
- We've expanded the reach of our electronic patient record system in our bid to transition to a fully paperless system, and we now provide options for colleagues to opt into a new electric vehicle scheme.



Our communities – 24/25 plans

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 communities are 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.

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. Their campaign was highly successful, exceeding their initial targets, with Newmedica matching their funding to a total of £12,567.50.

In April 2024 we launched free transport for NHS cataract patients who would have been unable to get to an appointment without support. Resulting in 10,000 patient journeys using the free transport offer in 2024/25.

Our governance teams continued to work with the services to help them promote living well, drawing on local access to healthy living services supported by our interactive SharePoint.



Our communities – 24/25 plans

In 2024/25, Newmedica launched a robust and forward-thinking programme of independent prescribing (IP) placements for optometrists across 15 sites. The initiative marked a significant step in supporting the professional development of optometrists and enhancing integrated eyecare delivery in England.

Feedback from IP trainees has been overwhelmingly positive. Newmedica plans to expand its offering from 6 placements in 2024/25 to 100 in 2025/26.

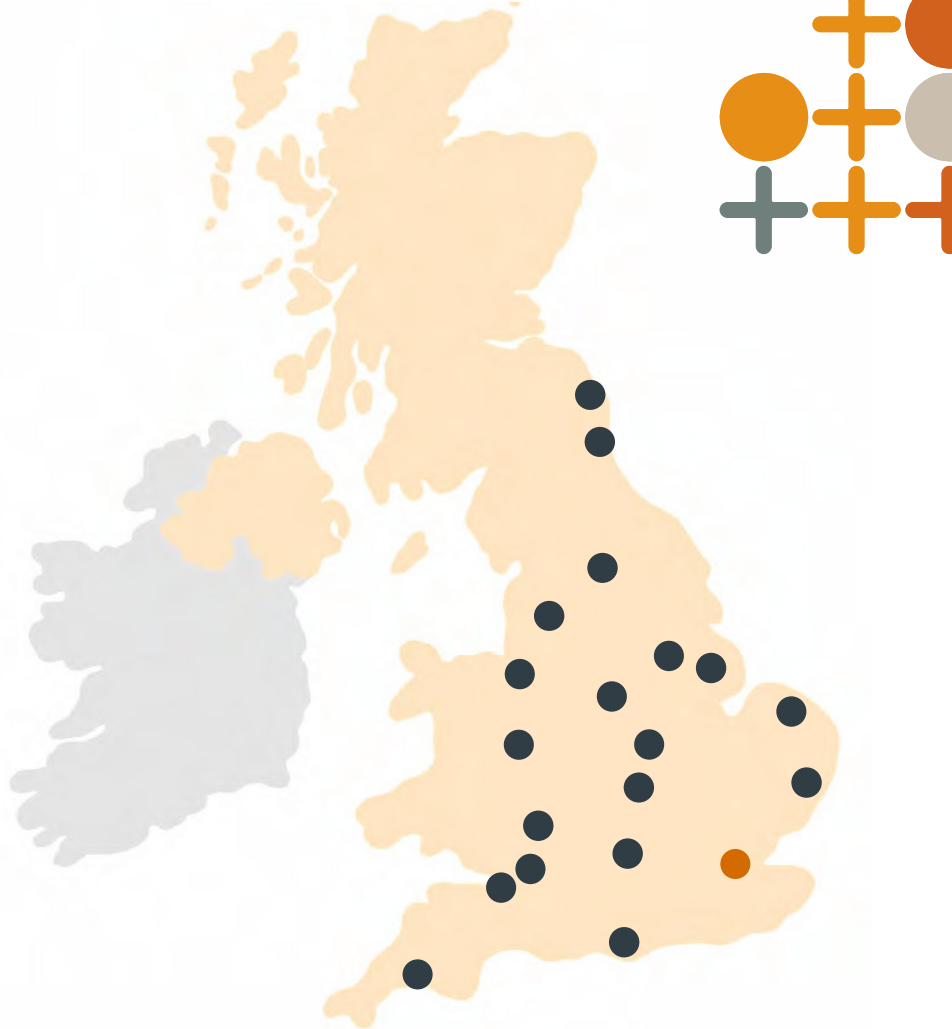


Our communities – 24/25 plans

Once again, our teams have supported charities and good causes, often with very personal meaning. They have supported their local communities via donations and by supporting local small businesses.

The orange dot represents our support office in London; the darker dots represent our OJV (Ophthalmic Joint Venture) eye clinics and surgical centres.

Click on a dot to read more about that location's activities.



Our colleagues – progress against 23/24 plans



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.



Wellbeing



Financial wellbeing

Quarter 1 April to June

Financial wellbeing focuses on helping people to better manage their finances and become more financially secure. This will include areas such as managing debt, budgeting, saving, investments and living within their means.

Physical wellbeing

Quarter 2 July to September

Physical wellbeing is about helping people to take care of themselves and make positive steps around health in areas such as sleep, nutrition, physical activity, smoking, alcohol and drinking enough water.

Social wellbeing

Quarter 3 October to December

Social wellbeing is the ability to develop and nurture meaningful relationships whether it be with colleagues, friends or in your community, reducing feelings of loneliness.

Emotional wellbeing

Quarter 4 January to March

Emotional wellbeing is all about the ability to manage stress, be resilient and generating emotions that make you feel good. Feeling connected and motivated by our roles and Newmedica's purpose.

Our colleagues – progress against 23/24 plans



Diversity and inclusivity

During 2024, to promote our commitment to diversity and Inclusion, our dedicated intranet page was updated and its content expanded. Alongside this, we recognised and celebrated 12 diversity and inclusion awareness days and campaigns in 2024.

In 2025, to allow us to celebrate the diversity that makes Newmedica so special, we have asked colleagues to share with us stories about cultural festivals, religious holidays, or meaningful family traditions.



Diversity and inclusivity



Neurodiversity colleague network

The Neurodiversity Colleague Network is intended as a safe, supportive, educational space where individual diversity is celebrated in all aspects of life.

The network is available to everyone. The groups aim is to come together and celebrate all things neuro diverse, remove barriers, remove stigma, and increase awareness and understanding of what neurodiversity is.

Neurodiversity is a gift. We will all face challenges and one of the key aims of the Neuro Diversity Network is to identify those challenges and remove barriers which are holding any one of us back. Please watch the a short video to find our more about Neurodiversity

Empowered Together aims to:

- Support all colleagues: providing support and encouragement; creating an area where colleagues can discuss any matters relating to women and allow colleagues to raise questions in a safe environment.
- Celebrating the achievements and careers of women working at Newmedica and Specsavers, sharing stories to inspire others.
- Raise awareness of and educate about women's issues and topics: challenging discrimination and stereotypes; being a point of contact for all issues relating to women; and supporting women's charities.



Diversity and inclusivity



The **PRISM Network** aims to:

Empower LGBTQIA+ colleagues across the business to bring their full self to work through creating a positive and supportive working environment and will ensure the unique voice of LGBTQIA+ colleagues and their allies across the business is heard.

Create a space to ensure all colleagues support each other, our policies remain inclusive, all colleagues are aware of and educated on LGBTQIA+ topics and more.

MenoTalk, is open to anyone, and everyone affected by menopause. The group is a safe, confidential space to find support, guidance, and advice. MenoTalk's aim is to

1. Provide health and wellbeing advice and support.
2. Educate and inform on menopause-related topics and issues.

Our MenoTalk group will help shape the future of menopause in the workplace by raising awareness, sharing experiences, and providing practical solutions to help everyone.



MenoTalk

Diversity and inclusivity



embRACE aims to develop a more inclusive and supportive working environment for colleagues who define themselves as belonging to an ethnic minority group, by empowering individuals to bring their authentic self to work.

Through education, discussion and raising awareness about what is possible embRACE are connecting with people from all backgrounds to show we have more in common than we have difference.

embRACE are looking to increase their reach and encourage others to join as members and ambassador's, champion's and ally's and to just get involved. [Click here](#) if you want to be part of this.

Our colleagues – progress against 23/24 plans

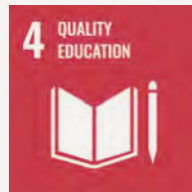


Diversity and inclusivity (continued)

In May 2024, we launched diversity and inclusion training for managers across the support office. This training will ensure that managers understand our D&I commitment and the role that they play in creating an inclusive culture. This training will continue to be rolled out to managers across our OJVs from September.

Finally, from June 2024 we started to publish salaries on our job adverts. This is important for our D&I commitment. Having pay transparency on job adverts will encourage diverse candidates to apply for our roles.

All ways of working are underpinned by our company values and behaviours which were launched in 2023. These help drive consistency across all teams and are also used as a consistent mechanism for recognition.



Diversity and inclusivity



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 colleagues

Culture

The staff engagement survey data from Great Place to Work (GPTW) has been instrumental for our services and the Support Office functions to inform our Employee Value Proposition. Our benefits and wellbeing offer is a key part of our recruitment and retention strategy.

In 2024 we were officially a “Great Place to Work”. Across Newmedica 85% of colleagues responding positively to the statement, ‘Taking everything into account, I would say this is a great place to work’





Our top scoring focus area is Justice with **93%** – a measure around fairness



Culture



In July 2025, we were officially recognised as one of the UK's Best Workplaces™ for Women by Great Place To Work UK!

We were ranked 18th, which was a fantastic achievement.



This latest accolade adds to a growing list of achievements, including being named as one of the UK's top 50 Best Workplaces™ as well as being recognised for our commitment to development and wellbeing.





We're proud to share that we've won the 'Excellence in Eye Care Service' category at the Business Awards UK 2025 Optical Industry and Eye Care Awards.

This award recognises our commitment to clinical excellence, innovation, and compassionate care.

All ways of working are underpinned by our company values and behaviours which were launched in 2023. These help drive consistency across all teams and are also used as a consistent mechanism for recognition.



Our ambitions for 2025/26



Our planet

Minimise our environmental impact

We'll develop a carbon reduction plan with milestones to meet our 2035 target

Carbon reduction:

Set a near term 2030 target aligned to SBTi.
Develop a strategy to switch three remaining gas sites to low carbon alternatives.
Launch an energy efficiency engagement programme.
Develop three to five-year refresh principles to drive carbon efficiency.
Ensure carbon impact is key in our future strategy for sterilization, inc. increased usage of reusable instruments.
BEMS in every new OJV hub, plus continue min EPC-C rating, no gas, green tariff.

Supply chain:

Develop a strategy / approach to supplier management to meet our Scope 3 targets, beginning with Alcon.
Rationalisation of supply chain suppliers/ items via Genesis.
Ensure carbon impact is key in our future strategy for supply chain.

Waste management:

Launch an OJV recycling and waste management programme aligned with the NHS clinical waste strategy.



Our communities

Help more people to access quality ophthalmology services

We'll introduce services that improve access to, and understanding of, ophthalmology

Accessibility

Improve patient access by introducing free transport scheme for those who wouldn't otherwise be able to access treatment.
Develop a relationship with a charitable partner to fund research into supporting the identification or treatment of a leading eye condition.
Support local charities and communities through local fundraising, volunteering and skills training.

Education/understanding

Extend pre-reg training and CPD events to more optometrists.
Investigate introduction of training/education sessions for GPs and practice managers.
Increase placements for on-the-job training courses for junior doctors and those wanting to enter healthcare.
Develop industry and patient engagement plans that improve understanding of ophthalmology and the importance of patient choice.



Our colleagues

Ensure Newmedica is a place where we are proud to work and feel like we belong

We'll develop our D&I and wellbeing strategies alongside our 'Way We Work' commitments

How we work:

We'll create a safe environment and ways of working where our people feel valued, inspired and productive.

Wellbeing:

We'll proactively embed our wellbeing strategy across the business to ensure colleagues are healthy, happy and safe.

D&I:

We'll have an inclusive culture where everyone feels welcome, valued and proud to belong.

Reward and recognition:

Our colleagues will be rewarded fairly and consistently, they will be recognised for the roles they play in delivering our ambitions and outstanding patient care.

Sustainability engagement:

Engage colleagues with compelling sustainability communications, identifying tactical education and training opportunities.

Establish governance and ways of working, aligned to group team and strategy where beneficial.

Newmedica Newcastle

- The team at Newcastle focused heavily on awareness days and raising money for a number of great causes, starting with Cancer Research UK in August 2024, when Service Manager Kylie Graham completing the 100 squat challenge.
- Naturally, the team took part in Red Nose Day, Christmas, Jumper Day, and honoured VE Day.
- Stepping away from the office, the team spent some time in September litter picking as part of National Beach Clean Week.



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Newmedica Teesside

- Sight-saving surgery helps former military man keep his driving licence. Allen Gent, 76, was the first patient seen at Newmedica Darlington and received cataract surgery in Middlesbrough, restoring his sight and allowing him to keep driving. He praised the team's care and swift service.
- Teesside wins Surgery Centre of the Year – Newmedica Middlesbrough was awarded Surgery Centre of the Year at the Awards for Excellence, recognising the team's dedication to outstanding patient care.
- Outstanding care praised by patient Richard Nichols who thanked the Middlesbrough team for their respectful and professional care, highlighting the centre's commitment to patient wellbeing.



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Newmedica Lincolnshire

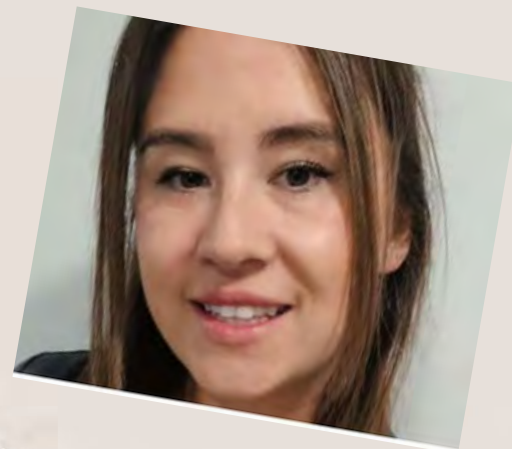
- Over the festive period, the Newmedica Lincolnshire team spent some time at Lindsey Lodge Hospital, where they delivered gifts to brighten the holidays of the hospice patients.
- The team took part in and sponsored the North Lincolnshire Half Marathon and 10k in March, and did the same in June for the Great Grimsby 10k.
- Taking part in 'Time for a Cuppa', with freshly baked goods, the team raised almost £200 for Dementia UK.
- A number of awareness days were also celebrated, including International Nurses Day.
- Quality time together was also focused on, with the Lincolnshire team spending time together to carve pumpkins, and let their hair down at their very own Christmas and Summer parties.



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Newmedica Barlborough and Worksop

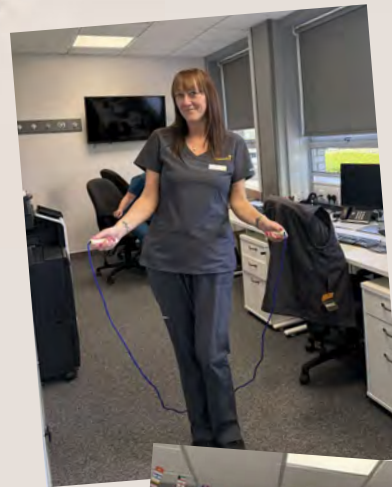
- Barlborough team helps Mary avoid indefinite NHS wait for sight-saving surgery Mary Egan, 71, was treated at Newmedica Barlborough within three weeks after waiting over six months on an NHS list. She received combined cataract and retinal surgery, avoiding potential vision loss and praising the speed and care from the team.
- Barlborough nurse celebrates impact of nursing ahead of International Nurses Day Anna Weston, Theatre Manager at Newmedica North Derbyshire, championed the vital role nurses play in transforming lives, saying she's proud to work with such a dedicated team helping patients maintain their independence through improved sight.



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Newmedica Leicester

- Newmedica Leicester hosted a coffee morning in November 2024 raising over £300 for Macmillan Cancer Support
- Skipping towards a cure for cancer in May 2025, the team at Newmedica Leicester signed up to the skipping challenge supporting Cancer Research UK.
- It was a busy month in May, as the team also celebrated World Day for Cultural Diversity by hosting a multi-cultural potluck lunch.
- Focusing on encouraging continuous learning, the team introduced their very own Book Nook back in April 2025.
- It goes without saying that Leicester also celebrated a number of other awareness days, including International Nurse's Day, Staff Appreciation Day and Time to Talk Day.



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Newmedica Worcester

- Newmedica Worcester put a big focus on fundraising during 2024, where they surpassed their £5,000 annual fundraising target, raising over £2,000 for Sensory Matters, over £1,500 for Alzheimer's Society, more than £1,000 for Shelter, and around £100 for Guide Dogs UK.
- Continuing their fundraising efforts in 2025, the team took on the Great Birmingham 10k which they completed whilst raising over £1,000 for St Richard's Hospice.
- After becoming official sponsors of Worcester City Football club, the team at Newmedica Worcester used an all stop day to focus entirely on team building and wellbeing, where they spent the day training at Worcester City's training ground.



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Newmedica Cheshire Oaks

- Ukulele-playing Beatles fan regains sight and independence after laser treatment: Pauline Perks, 69, underwent YAG laser treatment at Newmedica Cheshire Oaks after complications from previous cataract surgery left her vision impaired. The quick, painless procedure restored her sight, allowing her to return to playing music, driving, and enjoying daily life.
- First NHS patient at Cheshire Oaks keeps his campervan adventures alive: Retired 78-year-old Iain MacTavish was the first NHS-funded surgical patient at the clinic. After overcoming pre-surgery nerves, he had successful cataract treatment in both eyes, improving his vision and allowing him to keep driving his campervan with his wife.



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Newmedica Northamptonshire

- The team at Newmedica Northamptonshire have put their focused on raising money for Sight Support for Northamptonshire. Back in October 2024, two of the team went to dizzying heights to abseil 418 feet down to the ground, all whilst raising over £500. More recently, the team hosted a cake sale in which they raised £162 for the cause.



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Newmedica Norfolk

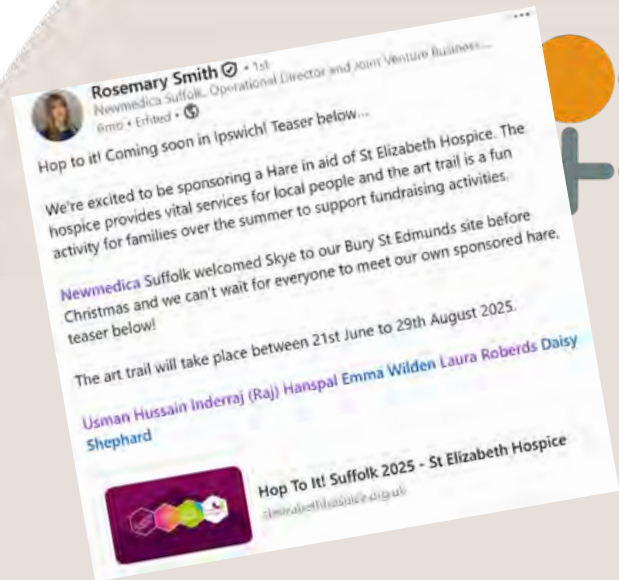
- Norwich team raises £1,000 for Vision Norfolk through local fundraising: Newmedica Norfolk donated £1,000 to sight loss charity Vision Norfolk, bringing their total raised to £3,000 since 2021. The donation came from staff-led events including bake sales, a bike ride and an Easter egg tombola.
- Grateful patients donate £1,200 after cataract surgery Mr and Mrs Hasegawa generously donated £1,200 to Vision Norfolk after successful cataract treatment, thanking the team by giving £300 per eye to support others with sight loss.



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Newmedica Suffolk

- Newmedica Suffolk started the year by forging a partnership with Suffolk Sight, their selected charity for 2025, proudly donating £6,000 to them to support their ongoing research.
- Continuing with sponsorship, the Suffolk team sponsored a hare in February, in aid of the St Elizabeth Hospiace.
- The team at Newmedica Suffolk were also delighted to be announced as a finalist in the 'Customer Excellence Award' at the East Anglian Daily Times Business Awards.



Newmedica Gloucestershire

- Newmedica Gloucester have been proudly focusing on their recycling initiative as they now display a glasses recycling bin in their clinic, kindly provided by Cheltenham Lions Club.
- The team got together with flags, bunting and lots of smiles to honour the 80th anniversary for VE Day.
- Over £100 was raised in September 2024 for Vision Care for Homeless People, after the team at Gloucester organised a virtual walk around the world challenge.



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Newmedica Bristol

- The team at Bristol banded together to take on the Bristol 10k, all whilst raising over £800 for Mind Bristol.
- March was a busy month for Newmedica Bristol as they organised a pancake day fundraiser in March raising £100 for Fare Share to support the fight against food poverty, as well as raising awareness of fasting during Ramadan and also raising money for War Child to support those affected by conflict.
- In addition, over £400 was raised in August 2024 for Breast Cancer Now with afternoon tea and a bake sale.



Newmedica Plymouth

- The team in Newmedica Plymouth showed their support for Armed Forces Day in June 2025.
- Over Easter, the clinic proudly provided food to Plympton food bank.
- During November, members of staff made lunch for everyone with a range of food from various countries to celebrate international cuisine month.



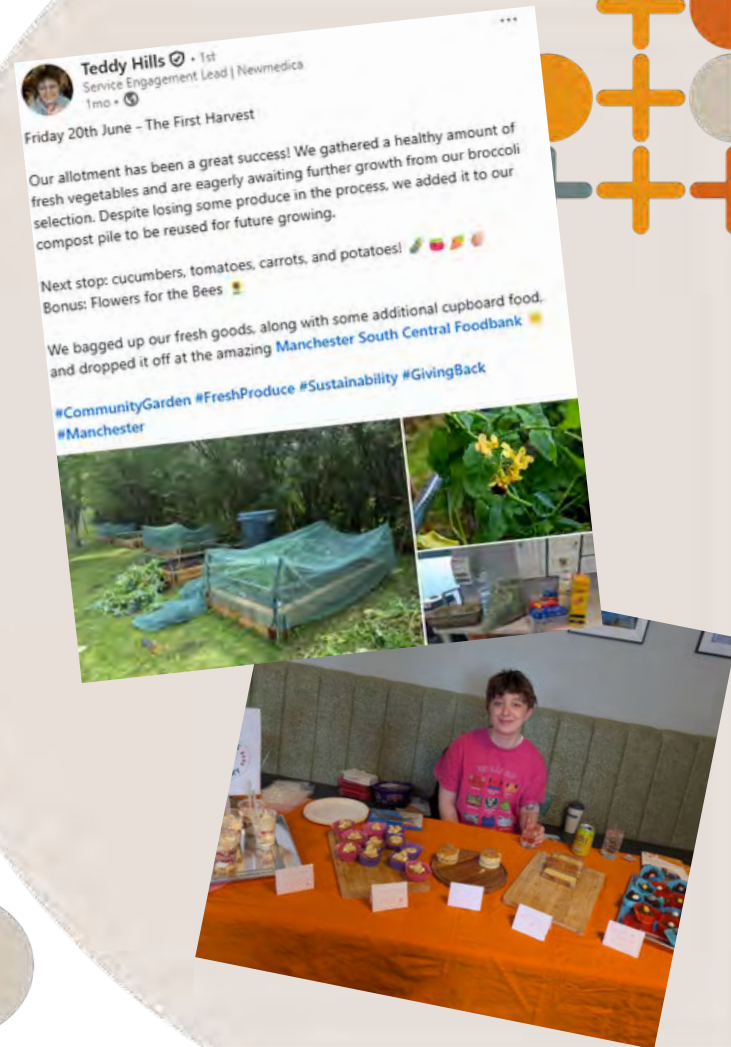
Caroline Harris • 1st
Service Manager at Newmedica Plymouth
Bmo • 6

International cuisine month @ Newmedica Plymouth was a roaring success with staff making lunch for everyone based on their country's famous cuisine. We were lucky to be able to sample food from th ...more

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Newmedica Manchester

- Since opening in 2024, Manchester West have focused heavily on health and wellbeing.
- 20th June marked the first harvest for the Manchester West's very own allotment where the team are growing their own fruit and veg and donating this to local foodbanks.
- The team celebrated the Health & Wellbeing quarter by trying their hand at making their own smoothies.
- In April, Service Engagement Lead Teddy Hills hosted a bake sale to support Perry's Pantry Food, contributing towards the £1,200 raised.



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Newmedica Nottingham

- Newmedica Nottingham were extremely busy over the festive period, where they hosted a Macmillan coffee morning, donated gifts to Nottingham University Hospitals and supplied toys, bowls & cutlery to their local trust, the Queens Medical Centre.
- The team also had lots of fun celebrating Diwali with colour, laughter and food.
- Back in 2025, Newmedica Nottingham also had a great time celebrating Nottingham Pride.



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Newmedica Hampshire

- Team Hampshire raised over £1,000 in November 2024 as they took part in Silverstone's 5k and 10k.
- As if the 5k & 10k wasn't enough, the team went big by taking on Pretty Muddy on one of the hottest days of the year in 2025 to raise money for Cancer Research UK.
- A number of awareness days were also celebrated in Hampshire, including International Nurse's Day, which included cupcakes!



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Newmedica Leeds and Wakefield

- The team at Leeds and Wakefield are proud to hold trustee roles where they donate their time, expertise and help raise funds and awareness for these charities: Vision Support Harrogate, Wakefield Sight Aid and Rotherham Crossroads
- The team's charity work saw them raise much- needed funds for Bliss via a local coffee morning and cake sale; swap their usual secret Santa activity for a homeless charity shoebox donation scheme; and even complete a sponsored skydive in aid of their local sight loss charity.



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Newmedica Shrewsbury

- In October 2023, the Shrewsbury team were proud to support Footprints Africa, a charity that helps South African communities with various projects.
- A number of the team travelled to Lehae, just outside Johannesburg, where they trained some of the staff to carry out sight tests within communities living in poverty. Taking 14 large suitcases of glasses with them, the team supported locals who have limited access to food and amenities.



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Newmedica Oxfordshire

They're not only a busy team at Newmedica Oxford, but a highly organised one too. When asked for their charitable and wellbeing activities, they shared this information:

International charities we support:

- Help for Nepal
- Help for Nepal UOSSM - Union of Medical Care and Relief Organisations
- UNICEF - Moroccan earthquake

National charities we support:

- Royal British Legion
- Breast Cancer Awareness

Local charities we support:

- Assisted Reading for Children Oxfordshire
- Mind My Vision Oxfordshire
- Local Food Bank



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Support office and managed services

Our **people team** led the way for support office teams to volunteer at least one day a year to a good cause.

The People Team chose to spend the day with the RSPCA in Radcliffe and they also spent time volunteering at Emmanuel House, which is a charity for homeless and vulnerable people in Nottingham.

Well done guys and we look forward to seeing everyone's work next time around.



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Thank you

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