



WE'RE MAKING A DIFFERENCE - TOGETHER

Specialist eye hospitals for **NHS cataract surgery**,
YAG laser treatment and AMD treatment programmes

SpaMedica



SpaMedica

We treat thousands of cataract patients each year - and **74%** of our patient post-op appointments are conducted by community optometrists







IT'S ALL ABOUT HOW YOU **SEE** **THE WORLD**

Working together with community optometrists, enrolled in our cataract post-op accreditation scheme, means great eye care for patients, improving sight and their quality of life within a quick time frame.

Our patients help us see the world differently and looking from their point of view we know there's a few things we can do to help:

- Provide them with the highest standard of care from expert consultant ophthalmologists and friendly staff in world class hospitals with free transport and free parking
- Drastically reduce their waiting time for surgery or treatment with a two week time frame for pre-op appointments and four weeks from referral to surgery
- Give them lots of information on their condition, treatment and what to expect every stage of their patient journey
- Partner with their community optometrist so they can attend their post-op appointment at their local practice; good for them, good for you and good for us

HOW OUR SCHEME WORKS

Optometrist	Day 1		Visual acuity and eye check Cataract diagnosis and patient suitable for surgery Referral to SpaMedica
SpaMedica	Day 15		Pre-op appointment and assessment
SpaMedica	Day 29		Cataract surgery - 1st eye
Optometrist	Day 43		Post-op assessment - 1st eye visual acuity and eye check
SpaMedica	Day 57		Cataract surgery - 2nd eye
Optometrist	Day 85		Post-op assessment - visual acuity and check for both eyes Prescription spectacles - if required Follow up and annual check

HERE'S TO A CLEARER, **BRIGHTER FUTURE**

Our Specialist Services

SpaMedica is providing treatment and care to tens of thousands of NHS patients each year for:

- Cataract Surgery
- YAG Laser Capsulotomy
- Age-Related Macular Degeneration (AMD)¹

We believe in giving each of our patients the best advice and choices available to help improve their vision and we are often humbled by the stories we hear from individuals of the struggles they face in everyday activities due to sight loss.

Our team of experts are here to listen, understand and take time to explain the best treatment for each patient.

We're here to discuss any concerns they have about their eye health, proposed treatment and support them through every stage of their journey with us.

We work closely with both CCGs and LOCs in each of our regions to ensure we understand the local protocol for referring patients, to ensure a smooth and quick transition from referral from you to treatment in our hospital.

¹ Patients are accepted only in regions where we are contracted as AMD provider

WORKING TOGETHER

We understand the importance of your role as a community optometrist and the support you give to patients when discussing their treatment options for eye conditions.

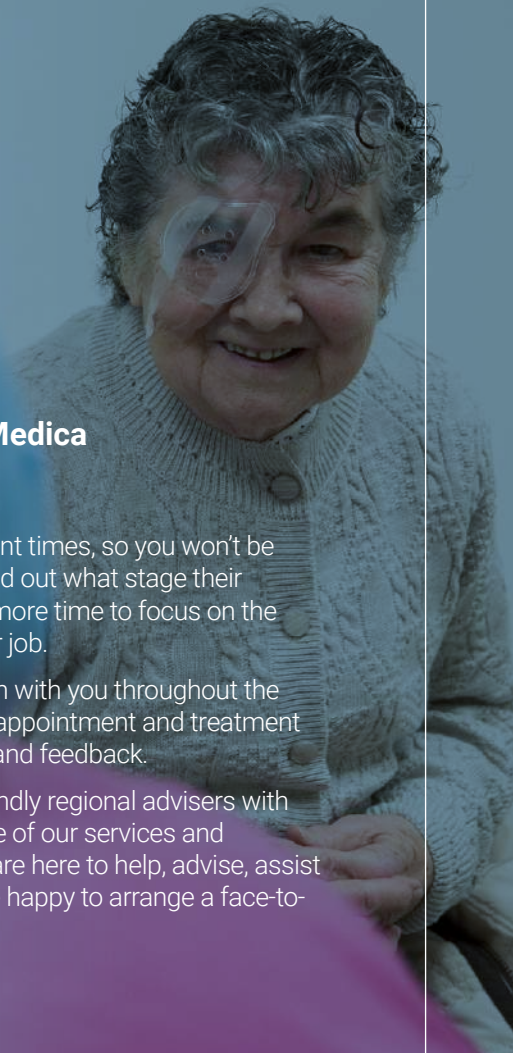
To support you with this, we have developed a variety of resources for you to share with your patients. These include:

- Supportive information booklets and DVDs for cataracts, YAG and AMD. These help patients to fully understand their condition, available treatments and all of the steps involved in the journey to improve their eyesight.
- A helpline to support both you and your patients with any queries you may have regarding eye conditions and treatments.
- Quarterly reports that show our combined service data, outcomes and feedback, which you can share with your patients and colleagues to demonstrate the high quality of care received throughout our combined service delivery.

Benefits of Referring your Patients to SpaMedica

We offer:

- Rapid referral to treatment times, so you won't be chased by patients to find out what stage their referral is at, giving you more time to focus on the practical aspects of your job.
- A pledge to keep in touch with you throughout the patient journey, sharing appointment and treatment dates, visual outcomes and feedback.
- A dedicated team of friendly regional advisers with expertise and knowledge of our services and everything we do. They are here to help, advise, assist and support you and are happy to arrange a face-to-face visit.



A close-up photograph of a woman with short blonde hair, smiling warmly. She is wearing a clear, adhesive eye patch over her right eye. The background is a soft, out-of-focus light blue. The SpaMedica logo is in the top left corner.

SpaMedica

CARING FOR YOUR PATIENTS **AND THEIR EYES**

We offer a great patient experience with drastically reduced waiting times, but the real proof of the quality of our service is in our outcomes and our patient feedback...

- **UK's largest** provider of NHS cataract surgery
- **5-star NHS Choices rating** and reviews for all our hospitals NHS.UK
- Postoperative VA of 0.30 LogMar units (6/12) or better - **96.66%**
- **92.31%** patients achieve deviation of between -1.00 to +1.00 (dioptries)
- **Annual Posterior Capsule Rupture (PCR) rate - 0.42% (national average 1.14%).** PCR is a key indicator of quality in cataract surgery – this is a complication that may occur during surgery when the capsular bag that holds the lens breaks.



Friends and Family Test (FFT)

The Friends and Family Test (FFT) is an important feedback tool we use that supports the fundamental principle that patients who use our services should have the opportunity to provide feedback on their experience. It asks patients if they are happy with their outcome and would they recommend our services to their friends and family.

- **99.3% of patients** experienced no/mild pain in surgery
- **99.8% of patients** were happy with the surgeon's 'bedside manner'
- **99.3% of patients** were comfortable throughout their procedure
- **99.8% of patients** felt that we communicated well with them in theatre

²RCOphth Database Audit England & Wales 2020

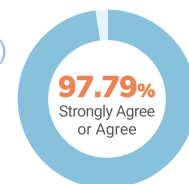
Happy with outcome (First eye)

Agree/Strongly Agree - **99.56%**
 Neutral - **0.4%**
 Disagree/Strongly disagree - **0.04%**



Happy with outcome (Second eye)

Agree/Strongly Agree - **97.79%**
 Neutral - **2.0%**
 Disagree/Strongly disagree - **0.21%**



I would recommend SpaMedica to friends and family

Agree/Strongly Agree - **99.91%**
 Neutral - **0.06%**
 Disagree/Strongly disagree - **0.03%**



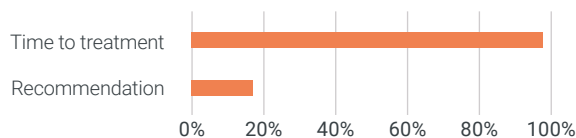
EMBRACING OUR **FIVE** **STAR SERVICE**

Our Patient Stories

We love talking to our patients, getting to know them better, supporting them through their patient journey and finding out what we can do better.

The results from our recent feedback survey of 252 patients provided us with some great insight into what we do well and areas we can improve.

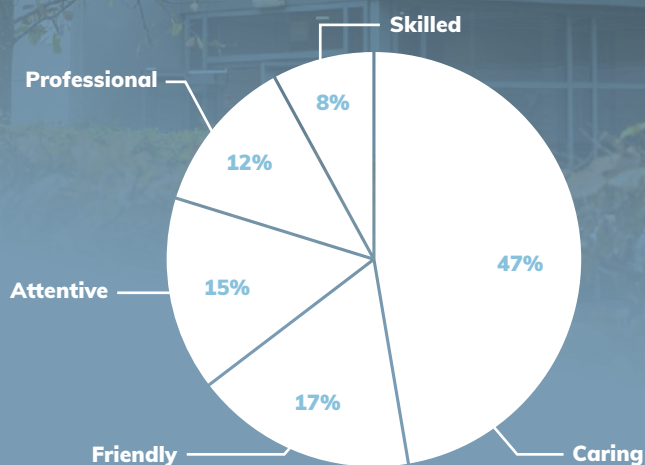
What was the main reason you chose SpaMedica?



What was the best thing about SpaMedica?

- Staff looking after / caring for me
- Short time to treatment
- Improvement in eyesight
- Treated like an individual
- Communication / Explained clearly
- Booklets / Letters
- Hospitals / Facilities
- Free transport

What one word would you use to describe the staff at SpaMedica?



Our Hospitals

Each of our hospitals is designed for maximum patient comfort; from reception through to our waiting rooms, theatres and post-op areas.

We pride ourselves on providing some of the best facilities in the UK and giving our patients a smart, modern and safe environment to feel comfortable in.

Our surgical and diagnostic equipment is the best-in-industry and includes the latest world-class technology.



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IMPROVING VISION FOR LIFE

SpaMedica always listens to our patients and we value their feedback, both good and bad. This helps us understand what we do well and what we can do better.

We are privileged to receive such great feedback from our patients. This feedback is the force that continues to drive us forward and motivates us to increase our reach across the UK.



TONY HALL

Cataract Patient

“Feeling quite emotional this morning. Had the operation yesterday and woke up this morning to a wonderful new world full of colour. I did not expect such a spectacular result especially so soon.

I cannot thank all the staff at SpaMedica enough, they were so helpful, reassuring and professional. I would recommend their splendid work to anyone.”



DAVE BURTON

Cataract Patient

“Thanks to SpaMedica, what I thought was going to be a traumatic experience was turned into a walk in the park. The staff were absolutely brilliant, nothing too much trouble, the actual operation took a few minutes and was painless,

I am amazed at the improvement in my eyesight a 100% better. Thanks again to all the wonderful staff, it was a pleasure.”



SUSAN BROOK

Cataract Patient

“From my assessment to the day of the procedure, I cannot praise SpaMedica enough. I found all the staff very efficient and welcoming. Nothing was too much trouble for them. They made me feel at ease (being very nervous) which helped. The information given regarding drops and aftercare was good. I have no hesitation in recommending SpaMedica in the future. I would also like to praise SpaMedica for providing a pickup and drop-off service. The staff were prompt and courteous, and kept me informed by telephone of my pickup time. It was very efficient. A big thank you to all.”



BARBARA SMITH

Cataract Patient

“My experience with SpaMedica was excellent from pre-op to the operation itself for both cataracts. Everyone is very courteous and professional and they explain in detail the procedures for the operation and post cataract procedures. The short waiting time between pre-op and operation is very good. I would definitely recommend SpaMedica to friends and family.”



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TOGETHER, WE REALLY CAN MAKE A DIFFERENCE

Our team at SpaMedica is dedicated to providing the highest standard of care for all our patients in partnership with community optometrists. Please contact us for more information on our services, hospitals, treatments and our cataract accreditation scheme.

SpaMedica

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