



# Optegra Quality Report 2022/23



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# Welcome to Optegra

We are proud that 2023 marks 15 years since the opening of our very first specialist eye hospital in the UK.

The success of the eye hospital group is clear, from patient outcomes and feedback, to the company development and expansions since launch. Optegra now provides outstanding eye health care for patients in ten hospitals and specialist cataract clinics across the UK, allowing individuals and optometrists to opt for timely cataract surgery with excellent outcomes.

As you will see within this quality report, we have streamlined our treatment offering and our outcomes are excellent across cataract, vision correction surgeries and treatment for age-related macular degeneration.

As well as UK growth, this past year has also seen corporate developments with the addition of a new investor, Mid Europa, supporting us to increase our European presence with new clinics in Slovakia. This is in addition to our clinics in the Czech Republic and Poland.

We are also increasing our dedicated NHS cataract clinics since the first launch in Newcastle in 2021. In 2022/23 we launched in Maidstone and Uttroter, and more clinics are in the pipeline.

We are proud that all our Optegra hospitals boast the latest technologies as we continue to invest in both ophthalmic equipment and training of our medical teams. Specialist consultant-led teams work closely with optometrists whose clinical role has grown to ensure patients have a timely and efficient experience. And all of this within the luxury of five-star, ultra-modern hospitals which aim to provide a calm, pleasant and stress-free environment for our patients.

Our consultant ophthalmic surgeons are among the most well-respected and renowned practitioners in their field and are supported by highly trained clinical teams. Each surgeon is a Fellow of the Royal College of Ophthalmologists (RCO) and on the GMC Specialist Register for Ophthalmology.

Optegra’s commitment to NHS patients is evident in the ten-fold increase in patients treated compared to the year before the pandemic struck. As well as supporting the NHS to reduce the extensive ophthalmology waiting lists, we are thoroughly dedicated to improving the vision, independence and quality of life of our NHS and private patients.



## Optegra Eye Sciences

In addition to extending our geographical presence, and ongoing excellence in visual outcomes for patients, we are also dedicated to the science behind eye health and research into future developments.

This is why we are in the unique position of funding and running a research and development arm, Optegra Eye Sciences.

Led by optometrist Dr Clare O’Donnell, this team works closely with educational establishments, industry bodies and medical technology partners to explore ophthalmic developments – to ensure any new treatments are rigorously researched and reviewed, to help train optometrists across the country with speaker events and webinars, to partner with leading industry players on research projects into particular eye conditions, and to share Optegra’s knowledge at industry events.

As well as supporting new minds training in optometry and ophthalmology through partnerships with universities, Optegra has also worked with over 6,000 UK optometrists in the past year providing CPD events.

The dedicated work of Optegra Eye Sciences, together with the clinical and caring services offered across all our hospitals ensures Optegra is an industry leader.

# Optegra core values

Optegra has a set of shared values which describe how we behave toward our patients and one another, to ensure these impact positively on the quality of life of the patient as well as driving our business success.

They are:

**‘We are safe’** and patient safety is our top priority. It shapes the way we work and the decisions we make.



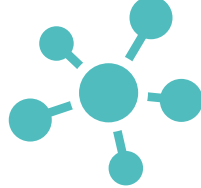
**‘We are focused’** to achieve the best outcomes for our patients.



**‘We move fast’** with a positive, can-do attitude so that we can achieve more and enable a fast response to our patients.



**‘We are brave’** and feel empowered to find new ways to improve.



## Our statement of purpose

**“ ”**

**To be the most trusted eye care provider.**




**“ ”**

I was terrified of having the surgery, but I needn't have been, it was a piece of cake! I could see really well straight after the procedure; I couldn't believe the difference. Colours are so bright, it's like a world in HD. I would say it has been life-changing for me. Sally Bowden from Paddington had cataract surgery at Optegra North London


# Optegra service overview 2022/23

## Cataract


**35,662**  
completed cataract surgeries



**30,345**  
virtual pre-op assessments completed since our go live



**26,616**  
post-operative care appointments delivered through accredited community optometrists



## YAG - Nd:YAG (neodymium-doped yttrium aluminum garnet) laser capsulotomy

**4,835**  
YAG laser treatments



## Age-Related Macular Degeneration (AMD)

**10,680**  
consultant retina clinic appointments





# Statement of commitment from Optegra CEO, Dr Peter Byloos

The past 12 months has been a period of change and growth for Optegra Eye Health Care and I am pleased to share the findings of this report with you, capturing both our ten-fold increase in NHS cataract care as well as our excellent clinical outcomes.

Through dedicated, focused and aligned clinical pathways across all our hospitals, we have been able to increase the volume of NHS cataract patients we treat across the UK. In fact, we have gone from treating around 3,000 pre-pandemic, to over 35,000 in the past year.

Key to this success has been our investment in a series of specialist NHS cataract clinics. These brand-new custom-built clinics in Newcastle, Uttoxeter and Maidstone can deliver cataract surgery within just six weeks of referral. And we have further new clinics planned.

Latest CQC inspections mean that every one of our hospitals is now rated 'Good' overall and we are proud of all the teams who have made this happen.

The feedback from our patients has been outstanding.

This expansion into new geographies has been made possible by additional investment from Mid Europa, whom we are delighted to be working with and looking forward to further expansion in the months and years to come.

We are delighted to continue our work with the NHS as we continue to help tackle the long ophthalmic waiting lists. This year we treated over 35,000 NHS cataract patients, an increase in 10,000 from the year previous; 4,835 YAG patients, and over 10,000 NHS AMD patients.

Our e-clinics, which were established during the pandemic, continue to work very well and allow patients to discuss initial questions from the convenience of their own home, minimising their time in, and travelling to and from our hospitals.

Highly trained and compassionate clinical teams are essential to our success and we continue to provide opportunities for individuals to up-skill, for optometrists

to be fully trained to take on more responsibilities within the cataract care pathway, and so freeing up ophthalmic surgeons' time in the operating theatres. We have also made progress with an initiative to help train junior doctors with our first student joining our Surrey team very soon.

This training extends outside of our organisation also, as our CPD training events – both face-to-face and through webinars – have attracted over 6,000 optometrists nationwide in the past year alone. As we mentioned in our report a year ago, expanding our CPD offering is a priority, and we have met this with frequent face-to-face events from every hospital.

We look forward to the year ahead, where our priorities will include:

- Further extending our network of NHS cataract clinics to treat more patients and support the NHS with its continued recovery plans including a clinic launch in Brighton in April 2023;
- Continuously striving to improve by constantly reviewing our work;
- Further developing our patient pathway standardization;
- Further developing our clinical and administration systems;
- Improving patient experience with a new patient portal, capturing patient feedback so we can better act on this;
- Supporting patients with the launch of 'Open Eyes' in 2023, a new way of working which will be tailored to our pathways and support a paperless patient journey;
- Introducing Patient Safety Incident Response Framework (PSIRF);
- Continuing to build our relationships with primary care, hospitals and ICS colleagues;
- Continuing to offer a varied and informative CPD programme for our colleagues in the ophthalmic and optometry community.

This 22/23 report will share detail on our quality performance, corporate values, governance and monitoring systems, clinical outcomes, training and work with healthcare professionals in the community.

I am delighted to share this report with you.

As required by the regulations governing this publication, I confirm that to the best of my knowledge, all information shared within is accurate.

Dr Peter Byloos



# Statement by Optegra Medical Director, Ophthalmic Consultant Mr Amir Hamid

Across our nine UK hospitals and clinics which offer NHS treatment, we are delighted to have so vastly increased the number of patients seen over the past year.

This has been made possible for a number of reasons – building trust and relationships with our Trusts and local optometry community, and an increase in the number of facilities we offer so we can reach into new geographical areas.

Also, we are supporting our clinical teams to upskill, so they are reaching their own personal career goals, while we are able to provide a more streamlined service for our patients. For example, nurses now provide AMD injections and optometrists assess the patients, rather than the patient having to wait to see their ophthalmic surgeon.

Optegra has the benefit of working with well-respected and highly skilled surgeons, who not only provide the very best treatment and outcomes to our patients, but who are also willing to share their expertise with colleagues across the industry.

With varied CPD events across topics ranging from glaucoma, cataract and keratoconus to dry and red eye management; we are ensuring that the knowledge and expertise from our specialist teams is shared with the broader optometry community.

We are looking forward to further streamlining our patient pathways in the year ahead, as well as launching some new systems to make the patient journey as smooth and pleasant as possible.

Mr Amir Hamid

# Optegra hospitals

Optegra currently delivers high quality NHS services out of nine dedicated eye hospitals and specialist clinics in England.

The 10th of Optegra’s hospitals, in the Harley Street district, is currently for private patients only.

Across all our UK hospitals we have specialist ophthalmic consultant surgeons who are amongst the best in the world: highly recognised in their field and completely committed to providing our patients with first-class treatments.

They are all Fellows of the Royal College of Ophthalmologists and on the GMC Specialist Register for Ophthalmology.

Our consultants have many years ophthalmic experience and have undertaken thousands of eye procedures. All our surgeons are regulated and approved by Optegra’s Medical Director and Medical Advisory Committee.

Each hospital’s extensive clinical and administrative teams, as well as dedicated facilities and housekeeping colleagues, are further supported by a strong regional leadership team.

This includes a General Manager, Regional Head of Operations and Regional Head of Clinical Services, all working together to ensure a safe, caring and efficient pathway for patients.

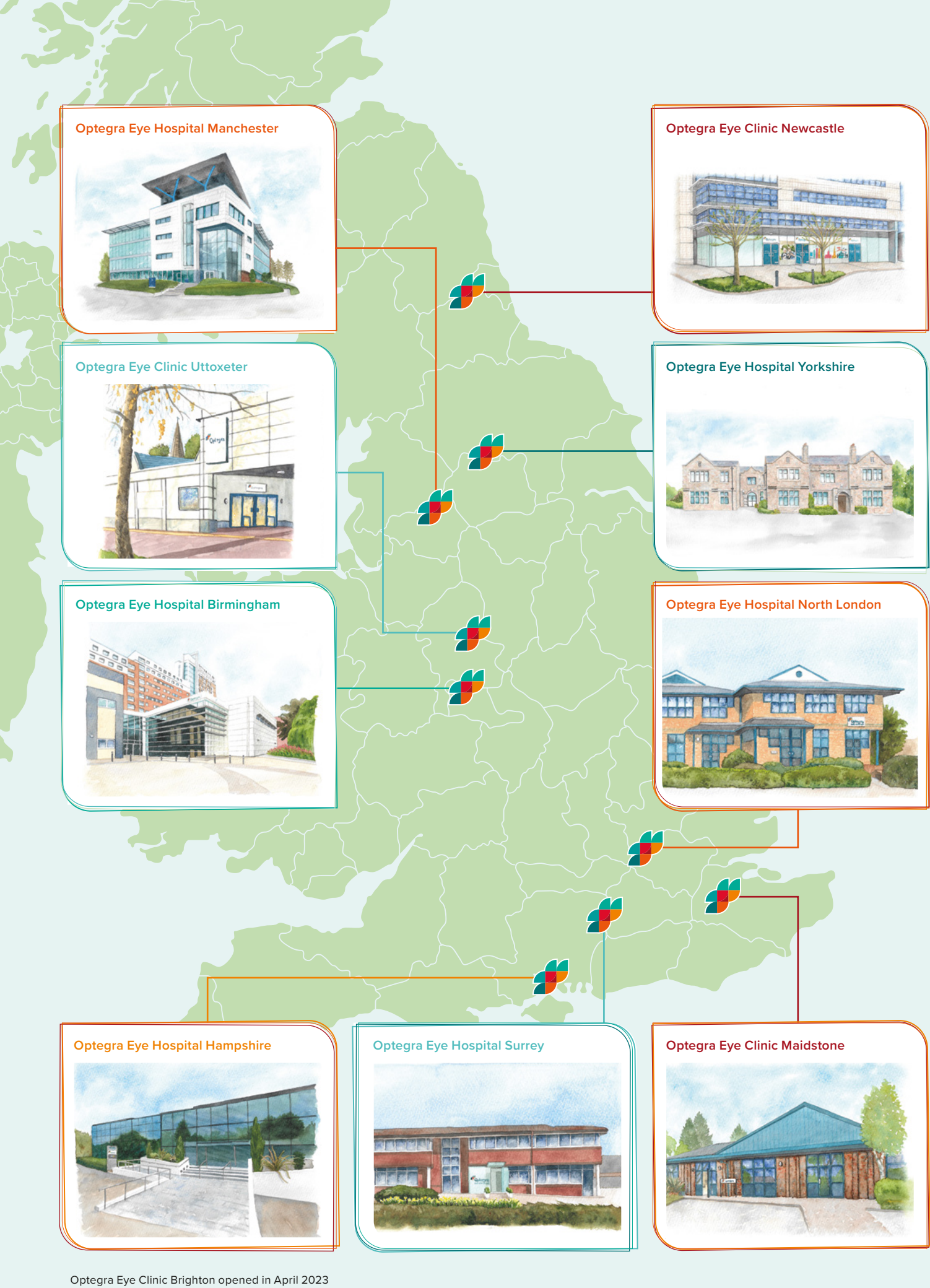
Each hospital location also has a Regional Services Manager and team of Service Promotion Executives who provide vital links to the optometry community and GPs to ensure their needs and expectations are managed through a partnership referral process and streamlined patient choice referrals.

Internationally Optegra runs 35 specialist eye clinics and hospitals.

## NHS treatments provided per hospital:

Hospital/clinic	Cataract	YAG laser capsulotomy*	Age-Related Macular Degeneration
Manchester	✓	✓	✓
Yorkshire	✓	✓	✓
Birmingham	✓	✓	
North London	✓	✓	
Surrey	✓	✓	
Hampshire	✓	✓	
Newcastle	✓	✓	
Maidstone	✓	✓	
Uttoxeter	✓	✓	

\* YAG - Nd:YAG (neodymium-doped yttrium aluminum garnet) laser capsulotomy





# Review of our quality performance during 2022/23

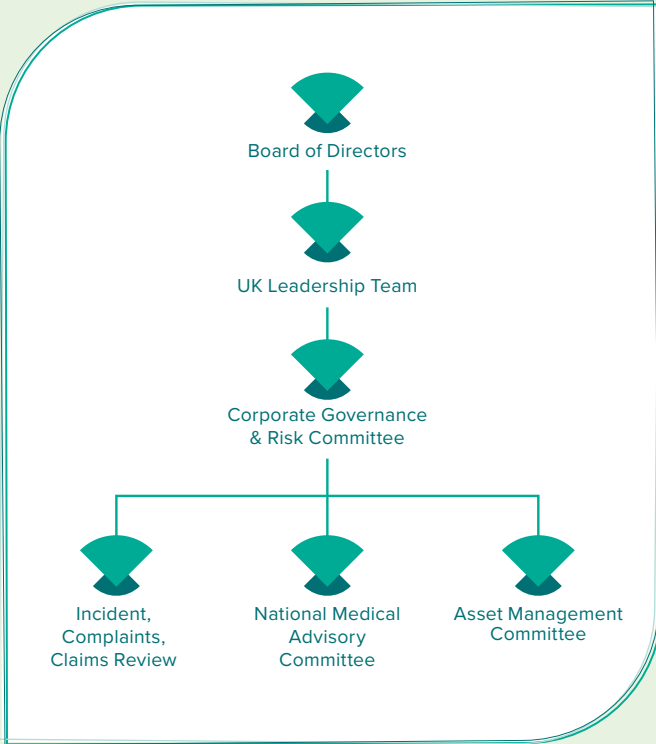
## 3.1 Service quality and governance

### Statement of assurance

Optegra’s priority remains to provide high quality, safe care to all our patients. This is achieved through a robust safety culture led by specialist clinical and management teams, well reviewed and standardised patient pathways across all our hospitals, and reliable clinical systems for safety monitoring and staff feedback.

### Governance structure

From ward to board Optegra’s formal meeting structure ensures a free flow of patient safety information; and each meeting has terms of reference and defined accountabilities. Key committees include the National Medical Advisory Committee and Corporate Governance and Risk Committee. The latter ensures we have an integrated view of risk across all areas of the organisation’s responsibilities, including safety, quality, patient experience, performance, finance and information governance.



### Clinical audits

Optegra is committed to delivering safe and effective clinical care and our clinical audit programme is essential to ensuring this outcome.

During the year several clinical safety audits were completed at every Optegra site with the following overall compliance results. During 2023 the audit programme will be reviewed to ensure all audits reflect statutory, national and local requirements.

Audit area	Optegra average compliance this year
Consent	96%
Environmental hygiene	98%
Health records	95%
Lens implant checking	99%
Medicine, prescribing and administration	96%
Scrub procedures	99%
Medicines, storage and disposal	98%
Surgical safety checklist	99%
WHO huddle	96%

### Outcomes monitoring

Optegra clinicians collect data on operative and post-operative complications, clinical outcomes and patient satisfaction for a range of procedures as part of routine care. Data is captured using an electronic patient record (EPR) system.

Outcomes data is reported to the Optegra Board of Directors, to the Medical Advisory Committee, Governance Committees and to individual surgeons. Any apparent variance in outcomes is explored and addressed. Optegra’s Responsible Officer focuses on the conduct and performance of doctors. Any apparent variance in outcomes is explored and addressed by Optegra’s Responsible Officer with individual doctors through the appraisal and revalidation process.

Optegra also supplies data to the National Ophthalmic Database which enables benchmarking to national datasets for posterior capsular rupture (PCR) and endophthalmitis rates.

All Optegra sites are formally reviewed twice a year by the national clinical governance team; the focus of the internal clinical reviews are regulatory compliance and clinical safety systems and processes. Sites are provided with feedback and action plans for improvement.

### Safeguarding

Optegra has a responsibility to prevent and report concerns about the abuse, neglect and ill-treatment of adults who are at risk of being harmed, alongside its responsibility to protect children who have suffered abuse.

Every individual who works with Optegra has a role to play in safeguarding and we are committed to ensuring staff:

- Know how to recognise potential abuse of adults at risk/vulnerable adults;
- Know procedures and what to do when safeguarding concerns arise;
- Understand what Optegra expects of them in terms of their own behaviour and actions.

During 2022/23, two safeguarding concerns were raised with local authorities with regards to patients in our services.

### Incidents

A key way for Optegra to continually improve the safety of services provided is to respond appropriately if things go wrong in the care and treatment of patients. Incidents are reported using the RADAR quality and compliance platform and a positive reporting culture is encouraged.

Any incidents deemed serious are reported to StEIS via the Integrated Care Systems. During 2022/23 there were seven incidents classed as serious untoward incidents in NHS-funded patients and these related to complications post-surgery. None of these incidents met the classification of a Never Event. Two were patients with a confirmed endophthalmitis infection and one had a serious infection in the eye.

No obvious cause was found for the two endophthalmitis cases and the investigations identified that in both cases Optegra diagnosed, treated and signposted the patients appropriately. In the case of the patient with a serious infection in the eye it was identified that Optegra needed to strengthen its pre-operative assessment processes for identifying patients who would struggle to manage their ongoing home care post-operatively.

### Complaints

In 2022/23 there were 123 formal complaints, an increase from 83 in 2021; overall rates by activity remain static bearing in mind increased volume of patients treated.

In total, 32 formal complaints were not resolved at stage 1 and moved to stage 2, of which six were NHS-funded patients. No complaints related to NHS funded care escalated to the NHS Ombudsman in 2022.



Care Quality Commission

During 2022/23, CQC registered two new sites for Optegra, Optegra Eye Clinic Maidstone and Optegra Eye Clinic Uttoxeter.

A priority for 2022/23 was to secure or maintain Good or Outstanding CQC ratings across all our sites. This has been achieved for those sites which have been inspected during the period.

Three unannounced CQC inspections were carried out. The two facilities outlined below provide NHS treatment, the third inspection of private-only Optegra Eye Hospital Central London was rated Good in all areas.

Optegra Eye Hospital Manchester moved from ‘requires improvement’ to a ‘Good’ overall rating.

	Safe	Effective	Caring	Responsive	Well-led	Overall
Surgery	Good	Good	Good	Good	Good	Good
Outpatients	Good	Inspected but not rated	Good	Good	Good	Good
Overall	Good	Good	Good	Good	Good	Good

Optegra Eye Hospital North London moved from ‘requires improvement’ to a ‘Good’ overall rating.

	Safe	Effective	Caring	Responsive	Well-led	Overall
Surgery	Good	Good	Good	Good	Good	Good
Outpatients	Good	Good	Good	Good	Good	Good
Overall	Good	Good	Good	Good	Good	Good

Current CQC ratings for all Optegra hospitals

Hospital/Clinic	CQC Rating (inspection date)
Birmingham	Good (2017)
Central London (Private only)	Good (2022)
Hampshire	Good (2021)
Maidstone	Registration
Manchester	Good (2022)
Newcastle	Not yet inspected
North London	Good (2023)
Surrey	Good (2017)
Uttoxeter	Registration
Yorkshire	Good (2021)

“ ”

The service really was first class. Everyone was lovely, it was spotlessly clean and really did not feel like a hospital until I got to the treatment room; and I am surprised how quick the treatment was. Shirley, cataract patient from Optegra Newcastle

3.2 Clinical outcomes

Cataract surgery outcomes:

35,662

procedures were carried out

99.6%

of procedures were uncomplicated (vs. NOD benchmark 98%)

Visual outcomes for cataract surgery:

94%

of eyes achieved 6/12 best measured (vs. NOD benchmark 2022 of 91%)

59%

of eyes achieved 6/6 best measured (vs. NOD benchmark 2022 of 47%)

Refractive outcomes:

91%

of eyes within 1D of predicted post-operative refraction (vs. Lundstrom et al 2018 93%)

PCR rates:

0.32%

(vs. NOD benchmark 0.91%)

Infection rates:

0.01%

(vs. benchmark 0.14%)

AMD surgery outcomes:

The focus of the 2023 National Ophthalmology Database Audit report for AMD relates to patients starting treatment for wet AMD in one or both eyes in the period April 2020 to March 2021 (latest full set of data available).

In all, data for 207 patients (225 eyes) was included from Optegra Eye Hospital Manchester:

75

letters was the most common vision score one year after treatment, which is a good standard of vision and better than driving standard (vs. NOD benchmark for comparison 65 letters)

65%

of Optegra-treated eyes could read 70 letters or more (close to driving standard) at one year (vs. NOD benchmark 41%). This compares to only 38% of eyes who could read 70 letters before treatment

88%

of patients had the initial phase of treatment completed within 10 weeks (vs NOD benchmark 65%)

8

was the most frequent number of injections per eye in the first year of treatment (vs. NOD benchmark 7)



### 3.3 Patient outcomes

#### Patient satisfaction

Latest data from our patient-reported outcomes questionnaire for cataract surgery patients shows that:

**91%** of patients agreed/strongly agreed their treatment was comfortable

**93%** would recommend treatment to family and friends if they needed it

**86%** said they could carry out their normal activities a few days after treatment

**88%** were satisfied with the results of their treatment

“ ”

I don't experience any pain and the staff at Optegra are all amazing. An eye test revealed that the treatment was resulting in slight improvements to the vision in my right eye too which is amazing!  
Hazel, AMD patient from Optegra Manchester

“ ”

I really am very grateful, I feel that life can restart for me after nearly three years of waiting for surgery before referral to Optegra.  
Maria, Optegra North London cataract patient

#### Education and support for patients

Optegra hosts patient information evenings, particularly around Age-Related Macular Degeneration.

For example, in July 2022, patients and their relatives attended Optegra Eye Hospital Manchester for a “Living with Macular Degeneration” event. A series of talks provided advice on lifestyle and nutrition; along with a research update, data on the psychological impact of the condition and support available from the Macular Society.

All attendees rated the event as good or excellent and said they were willing to recommend Optegra patient evenings to family or friends. Feedback included: “Very impressed” and “A very informative and enjoyable evening. Staff very helpful and all speakers were brilliant.”



#### Safety culture

Patient safety is a key driver for everything we do at Optegra. Systems and processes have been developed with patient safety in mind. One of our core values, ‘We are safe’, is based on ensuring patient safety is our top priority.

During 2022/23 our covid task force continued to adapt advice and measures to keep patients and staff safe in line with NHS guidance.

Optegra uses the RADAR software platform to support the improvement of safety, performance and quality of care. It is used for reporting incidents, capturing patient feedback, audit and risk management. In depth analytics allows Optegra to spot trends, assign and create actions, so that lessons can be learned, best practice shared and this supports a culture of continuous improvement.

#### Patient experience

As part of an update to our internal administration system, 22/23 saw the development of our new Patient Portal. This new system has been well received and is designed to improve our patients’ experience by allowing them to easily:

- Check the time and date of upcoming appointments
- Review letters and emails from Optegra
- Complete registration forms
- Complete Patient Recorded Outcome Measures (PROMS), Friends & Family and Satisfaction Surveys





### 3.4 Information governance

#### Information governance assessment

Optegra complies with all applicable UK law relating to the processing, privacy or use of personal data. All services are registered with the Information Commissioner's Office.

We are committed to protecting and respecting patient privacy and to comply with Data Protection Laws and medical confidentiality guidelines. Very strict rules and procedures are in place to ensure that patient information is always kept safe and confidential.

More details can be found on our website: [www.optegra.com/about/privacy-policy-2/](http://www.optegra.com/about/privacy-policy-2/)

Optegra continues to pro-actively monitor compliance and review suppliers that we work with, for example, through Data Protection Impact Assessment, Records of Processing and Audits.

#### Data security and protection toolkit

The NHS Data Security and Protection Toolkit was submitted on the 23 June 2022, with all mandatory and non-mandatory requirements met.

In addition, Optegra continually ensures all staff are aware of how, by following information governance and data protection processes, Optegra is deemed a “well-led” organisation.

#### Information governance training

All Optegra staff attend a corporate induction which includes data security and data protection, followed by individual training. Staff also complete an annual independent e-Learning module around data security.

Training includes:

- Optegra practices and processes, including patients having access to their own personal information;
- Key information governance such as subject-access requests and data breaches, i.e. reducing their occurrence and dealing with them effectively if they do occur;
- How to log data protection incidents.

#### Data protection audits

Audits occur twice a year for all Optegra hospitals and clinics. New clinics are also accommodated within the Data Protection Audit Framework, to ensure that assistance is given on information governance/data protection processes.

Apart from producing an audit report for Optegra leadership teams, the audits:

- Remind colleagues in clinical and admin teams of the information governance/data protection processes they should be following;
- Ensure colleagues are accessing training;
- Ensure colleagues receive information governance/ data protection information appropriate to their needs.

#### Cyber Essentials

Optegra continues to move toward Cyber Essentials accreditation. Our technology activities are outsourced to key providers and they have Cyber Essentials Plus accreditation, ISO 27001, ISO 20000.

#### Information security

Considering Optegra's move to digital ways of working, and the importance of security within the infrastructure, we continue to implement industry best-practice solutions. This ensures security of the information such as strict password policy, multi-factor authentication on all domains/accounts and testing business continuity with a cyber security exercise.

“ ”

**I will be 90 this year. This treatment has made a big difference to my life, so I am very thankful to Optegra for acting so quickly and saving my sight.**

Stan, AMD patient from Optegra Manchester





### 3.5 Workforce

#### Staff training and development

Optegra provides learning and development opportunities for all staff to grow and achieve their full potential.

‘Setting Up For Success’ is Optegra’s performance development framework. It allows us to support all colleagues, ensuring that they have the skills, knowledge and abilities to do their job now, that they know what their future career steps are and that they have the support and training to get there.

All colleagues have regular performance conversations with agreed objectives and tailored training, development and support.

We are proud of the many success stories of colleagues who have developed, been promoted into different roles, fulfilling their potential and providing the highest quality care to our patients.

We have also developed a new and innovative training programme for our 112 healthcare technicians which covers topics including anatomy, biometry and assessing ocular structure and function, as well as communication skills.

Optegra continues to support the ‘upskilling’ of our clinical colleagues. This includes nurses who are interested in becoming AMD nurse injectors, optometrists who wish to become Independent Prescribers or who wish to contribute to our YAG laser capsulotomy service or B-Scan ultrasound diagnostics.

Additionally, we have developed a new Management Skills Programme open to all 55 line managers, for those who aspire to develop managerial and leadership skills.



#### Equality and diversity

Our aim at Optegra is to ensure a supportive and inclusive place of work for everyone, where we all feel able and proud to be ourselves at work. BeYou is our diversity and inclusion group, founded in March 2021, and aims to:

- Raise awareness and celebrate individuality, diversity and inclusion;
- Connect by sharing experiences, resources and ideas;
- Provide a safe space to support everyone from diverse backgrounds.

Over the past year, BeYou has:

- Supported Pride Month in June with a series of events bringing teams together and culminating in 50 colleagues representing Optegra at the London Pride Parade;
- Celebrated International Women’s Day, focusing on how we can all ‘Break the Bias’;
- Implemented menopause guidance for all, with training to increase understanding into the menopause and how we can all support colleagues experiencing it at every stage;
- Spotlights Ramadan, Diwali, Mental Health Awareness Week, Autism Awareness Week and Black History Month, with information and staff stories;
- Launched our BeYou@Optegra video providing an insight into the challenges faced by colleagues who are BAME, LGBTQ+, women and those who have mental health issues, and how BeYou has supported them.



#### Freedom to Speak Up

Optegra has a robust Freedom to Speak Up (FTSU) Network. We have champions in every hospital and for our business support function, with clear roles and responsibilities. They come together formally each quarter to peer review, discuss themes and actions that can be taken in light of these.

We have a very clear escalation process in place. We have invested in raising the visibility and awareness of the FTSU Network across the organisation with the aim that all staff know this is another way of raising issues and ideas for improvement and obtaining support and guidance.





3.6 Education and training for healthcare professionals

Education and support

Optegra has continued its extensive CPD programme of monthly webinars and in-hospital training sessions for eye health care professionals from community or secondary care settings.

We also collaborate with leading universities, supporting training of optometrists of the future. An exciting new initiative saw Optegra partnering with Manchester University on the prestigious MSci programme with Optegra offering six-monthly placements to trainee optometrists.

We are working with the College of Optometrists to formalise opportunities to increase the numbers of pre-registration optometrists able to benefit from our training programmes.

Optegra Eye Sciences also facilitated an away day at Aston University for Optegra colleagues. The event was designed to improve confidence in communicating in the right way to cataract and refractive patients, ultimately to optimise workflow, outcomes reporting, teamworking and patient experience.



We also host a joint symposium with ZEISS including a keynote speaker and range of talks and interactive sessions. This provides nurses, doctors, optometrists and healthcare technicians with the opportunity to try implanting advanced intraocular lenses (IOLs) and carrying out laser eye surgery on model eyes.



Research

We are proud to share our research findings and the audits of our outcomes data with the wider professional and scientific community. This includes regular presentations at congresses and educational meetings such as ESCRS, UKISCRS and BSRS.

Optegra Eye Sciences, the hospital group’s research and development arm, also continues to participate in research collaborations with industry and academic partners designed to better understand the relationship between different technologies, clinical outcomes and patient-reported outcomes.

**Continuing Professional Development (CPD)**  
Optegra’s ongoing commitment to provide regular opportunities for Continuing Professional Development (CPD) saw an expansion of our rollout of face-to-face events and interactive webinars.

This schedule of events was developed with our Optegra Eye Sciences team, consultants, optometrists and field teams; and our webinars continue to attract hundreds of attendees per session.

The interactive sessions are developed to help extend knowledge, expertise and competence of optometrists, dispensing opticians and contact lens opticians and offer the chance to attain CPD points.

In 2022/23:



We continue to receive very positive feedback on our consultant-led events from both delegates and the GOC.

Doctors in training

Optegra has actively engaged with the Royal College of Ophthalmologists to lead the discussion on how the independent sector can and should support the final years of surgeon training.

We are excited to be engaging with the NHS to invite doctors into our state-of-the-art hospitals to learn directly from our highly experienced consultant ophthalmic surgeons and are committed to providing a safe and effective environment for trainee doctors to continue their Ophthalmic Specialist Training.

The delivery of training outside of a Trust or Teaching Hospital setting presents its own challenges, and the safety and care of our patients remains our highest priority, whilst ensuring an effective and valuable learning environment for the trainee.

Optegra will welcome its first intake of doctors in June 2023.



3.7 Engagement with primary care optometry

A continuing priority for Optegra during 2022/23 was to continue to strengthen relationships between community optometry colleagues and our hospitals. This has been achieved through our field teams who are always out in community and on hand to help our customers gain access to our NHS pathway for their patients.

Our field team now consists of 20 account managers who work closely with community optometrists to ensure that the pathway for our patients is as seamless as possible. They regularly meet with optometrists, directors, and optical practice owners to keep them updated on Optegra, provide education and support, as well as being the main point of contact for any questions or queries.

We have also been growing the awareness of our NHS offering with larger events such as attendance at 100% Optical. This enabled us to meet with over 800 professional staff and discuss the great NHS services we offer in nine of our hospitals and clinics countrywide.

3.8 Elective recovery

As with previous years, one of our top priorities for 2022/23 was to ensure that we continued to support Integrated Care Boards, Trusts and Foundation Trusts in the delivery of their elective recovery plans.

This year we have continued to free up internal capacity and resource to support geographic areas with the biggest need and ensure that those patients with the longest waits can be seen as a priority. This included the launch of two brand new Optegra NHS cataract clinics.

Optegra continue to be a provider on the Increasing Capacity Framework and this year we have also been included on the Digital Mutual Aid System to offer support for capacity outside of region.



# Review of priorities set for 2022/23

We said

We did

Further develop relationships to help support NHS elective recovery plans and ensure patients are seen in a timely manner	➔	<ul style="list-style-type: none"><li>On-going review to ensure capacity and resource is available to support NHS colleagues' recovery plans</li></ul>
Surgical training to ophthalmic doctors in training (DiT)	➔	<ul style="list-style-type: none"><li>Actively engaged with Royal College of Ophthalmologists and Deanery</li><li>Plans in place for first doctors to join in June 2023</li></ul>
Further improve our CPD offering to Primary Care Optometry	➔	<ul style="list-style-type: none"><li>Increased the number of face-to-face CPD events at our hospitals by offering an event at least once a quarter per site</li><li>Ability to offer five CPD points at some of our events</li><li>Extended our offering to allow dispensing opticians to also benefit from our training</li></ul>
Update our systems to a more efficient, integrated and paperless way of working	➔	<ul style="list-style-type: none"><li>Project Future Vision was introduced with a commitment to making a significant investment in our future, by upgrading our systems</li><li>Introduced Compucare, a system providing more automated processes, integration with external providers and a Patient Portal for self-service</li></ul>
Continue to develop and improve our patient pathway and increase the number of follow-ups in the community	➔	<ul style="list-style-type: none"><li>Introduced new timings around pre-op assessments, which meant all patients were contacted within 72 hours of us receiving their referral to conduct a pre-op assessment</li><li>This reduced DNAs and cancellations as well as reducing the number of visits patients needed to make to a hospital, as conducted over phone</li><li>Post-op follow-ups in the community increased to 93%, allowing patients to be seen back at their local accredited optometrist</li></ul>
Continue to deliver excellent clinical outcomes and secure/maintain Good or Outstanding CQC ratings for all our sites	➔	<ul style="list-style-type: none"><li>All sites which have been inspected are now rated Good</li></ul>
Expansion of services	➔	<ul style="list-style-type: none"><li>In 2022/23 Optegra opened two new clinics providing NHS cataract surgery. Optegra Eye Clinic Maidstone in August 22, and Optegra Eye Clinic Uttoxeter in December 22</li></ul>

# Priorities for 2023/2024

Looking ahead for 2023/2024, Optegra commits to a number of priorities:

- 1

Continuing our expansion plans to benefit an increased number of patients in more geographical regions and help support the NHS with its continued recovery plans. This includes the launch of Optegra Eye Clinic Brighton in April 2023.
- 2

Getting even better at what we do and how we do it, including further pathway standardisation and further development of our clinical and administration systems.
- 3

Further development and enhancements of our Patient Portal to strengthen the patient experience.
- 4

Updating and improving our patient's clinical system. We will implement 'Open Eyes' in 2023 which will be tailored to our pathways and support a paperless patient journey.
- 5

Introducing Patient Safety Incident Response Framework (PSIRF) – Optegra is planning to introduce this framework and will engage with a lead ICB to progress.
- 6

Developing Medical Practitioners Assurance Framework (MPAF) – during 2023 Optegra will strengthen the existing processes to ensure all requirements set out in the MPAF document are met.
- 7

Enhancing our training for primary and secondary care through further CPD events, webinars and the Doctors in Training programme.





# Commissioner's statement

## - Bradford District

On behalf of NHS Bradford District and Craven HCP, I appreciate the opportunity to feedback to the Optegra Eye Hospital Yorkshire on its Quality Report for 2022/23. The Quality Account has been shared with key members across the HCP and this response is on behalf of the organisation.

During 2022, there was a continued impact of the Covid-19 virus with resultant challenges upon the health and care systems. Optegra Eye Hospital was responsive to these ongoing difficulties and your covid task force continued to adapt advice and measures to keep patients and staff safe in line with NHS guidance.

Specific key achievements during the year include:

- Continued partnership work with the NHS, to help tackle the long ophthalmic waiting lists. It is noted that your service treated over 35,000 NHS cataract patients, an increase in 10,000 from the year previous; 4,835 YAG patients, and over 10,000 NHS AMD patients. This will assist the NHS significantly with the post-pandemic waiting lists and ensuring timely treatment to patients.
- Continuation of your e-clinics allowing patients to discuss initial questions during consultation from the convenience of their own home, minimising their time in, and travelling to and from, your hospitals. This provides more flexibility and efficiency.
- Providing opportunities for individuals to up-skill, with CPD training events and expanding your CPD offering as a priority.

The report includes a review of last year's priorities which included:

- On-going reviews to ensure capacity and resource is available to support NHS colleagues' recovery plans.
- Actively engaging with the Royal College of Ophthalmologists and Deanery with plans in place for first doctors to join in June 2023.
- Increasing the number of face-to-face CPD events at your hospitals by offering an event, at least once

a quarter per site, with the ability to offer five CPD points at some of these events; and in addition you extended your offerings to allow dispensing opticians to also benefit from your training.

- Project Future Vision being formed with a commitment to making a significant investment going forward by upgrading your systems. This involved introducing Compucare, a system providing more automated processes, integration with external providers and a Patient Portal for self-service.
- The introduction of new timings around pre-op assessments, which meant all patients were contacted within 72 hours of your service receiving their referral. This included a pre-op assessment resulting in a reduction of DNAs and cancellations as well as reducing the number of visits patients needed to make to a hospital/clinical site, as conducted over the phone.
- Post-op follow-ups in the community being increased to 93%, allowing patients to be seen back at their local accredited optometrist as a priority.

These priorities will continue to be developed in 2022/2023 together with a commitment to:

- Continuing the expansion plans and help support the NHS with its continued recovery plans and within wider geographical regions.
- Further development of your clinical and administration systems and your Patient Portal to strengthen patient experience.
- Implementation of "Open Eyes" to support paperless paper journey.
- Introducing Patient Safety Incident Response Framework (PSIRF) with engagement from ICB lead.
- Development of Medical Practitioners Assurance Framework (MPAF) during 2023 to strengthen the existing processes to ensure all requirements set out in the MPAF document are met.

The current CQC inspection maintains the overall rating of 'Good', across all CQC domains, maintaining the rating from April 2018.

Patient feedback is encouraged through patient surveys with many excellent reviews.

Bradford and Craven welcome the reference to safe-guarding in this year's Quality Account. On a place-based basis our Safeguarding Adults Specialist Practitioner has been working with Optegra Yorkshire to strengthen the safeguarding position of the Bradford hospital.

It is also noted that no serious incidents have been declared through the national StEIS portal concerning Optegra Eye Hospital Yorkshire within the last financial year.

Finally, I am required to confirm that NHS Bradford District and Craven HCP has reviewed the Quality Account and believe that the information published provides a fair and accurate representation of Optegra Eye Hospital's quality initiatives and activities over the last year.

I can also confirm that the statements of assurance have been completed demonstrating achievements against the essential standards.

NHS Bradford District and Craven HCP has taken reasonable steps to validate the accuracy of information provided within this Quality Account and can confirm that the information presented appears to be accurate and fairly interpreted; the Quality Account demonstrates a high level of commitment to quality in the broadest sense and we support the positive approach taken by the Optegra Eye Hospital.

Kind regards,



Nancy O'Neill  
Chief Operating Officer  
Bradford District Health and Care Partnership





# Commissioner's statements

## - Surrey Heartlands

Surrey Heartlands ICB, on behalf of Guildford and Waverley Health and Care Alliance, welcomes the opportunity to comment on the Optegra Eye Health Care Quality Account for 2022/23. The ICB is satisfied that the Quality Report has been developed in line with the national requirements. Surrey Heartlands ICB can only provide feedback on Optegra Eye Hospital Surrey in Guildford, where services are commissioned by the ICB.

The ICB recognise that after the COVID-19 pandemic there have been new challenges and a significant increase in volume of NHS cataract patients being treated. We acknowledge Optegra's priorities to provide high quality, safe care to all patients through a robust safety culture, and standardised clinical pathways. It is reassuring to read that there is a clear governance structure in place to support the free flow of patient safety information, and to support the identification and mitigation of any potential risk. This is further supported by the high compliance rate results of clinical audits undertaken by the service throughout the year to meet statutory, national and local requirements.

The ICB believes the Quality Account has clearly set out a summary of the quality of services provided at Optegra Eye Health Care.

There is detail on quality performance and priorities for Optegra in 2022/23 which includes strengthening relationships between community optometry colleagues, as well as supporting ICBs and Trusts in the delivery of elective recovery plans. Optegra has actively managed the increase in NHS demand by launching two new NHS cataract clinics, which we hope will have a positive impact.

Other priorities for 2022/23 have been achieved through the introduction of new pre-operative care assessments, meaning patients are contacted within 72 hours of the service receiving the referral; reducing the numbers of people not attending appointments (DNAs) and cancellations, and ensuring the timely management of patients. The ICB see this as further supporting delivery of high-quality patient experience.

The ICB applaud Optegra's workforce initiative and the agreement in place with Royal Surrey Foundation Trust, where junior doctors will gain training within the service. We see this as a practical and beneficial project in supporting staff development.

As well as acknowledging the ongoing quality improvement work, we also note the following achievements:

- Post-op follow-ups in the community increased to 93%, allowing patients to be seen back at their local accredited optometrist.
- On-going review to ensure capacity and resource is available to support NHS colleagues' recovery plans.
- Introduction of Compucare, a system providing more automated processes, integration with external providers and a Patient Portal for self-service.

The ICB believe the 2023/24 priorities will help ensure Optegra continues to deliver safe and effective care, with the implementation of the new Patient Safety Incident Response Framework (PSIRF), and new assurance processes. The ICB will work in partnership with the service and support the implementation of PSIRF.

We look forward to the year ahead and working in collaboration with Optegra to ensure our Surrey patients receive the best outcomes.



Clare Stone  
ICS Director of Multi-Professional Leadership  
and Chief Nursing Officer, Surrey Heartlands







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