



# Optegra Quality Report 2024/25



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# Welcome to Optegra by CEO, Dr Peter Byloos



Since we opened the doors to our first specialist eye hospital in 2008, Optegra Eye Health Care has gone from strength to strength and now operates 19 state-of-the-art hospitals and dedicated NHS clinics across the UK.

With the support of our esteemed consultant ophthalmic surgeons alongside highly trained, caring clinical and administrative teams, we have helped over 200,000 NHS patients enjoy a better quality of life after eye surgery since 2021.

Over the past year, our relationship with the NHS has further strengthened as we have secured additional contracts to provide cataract and glaucoma care. We have opened new NHS clinics and can therefore offer our support to patients in more regions, bringing care closer to them.

Our commitment to the NHS is also demonstrated through our extensive training programme – from upskilling clinicians and offering apprenticeships internally to continually raise standards, to internships for NHS resident doctors, and 80 CPD events for community optometrists, with record numbers attending.

On top of this we stay at the forefront of medical developments – including being the first ophthalmic independent provider to introduce AI to our patient pathways. We are also a leading authority in the field, presenting at industry events such as symposiums, conferences and also embarking on research partnerships into latest eye health treatments.

In addition to our NHS provision, Optegra provides a spectrum of vision correction treatments, from both traditional and advanced laser eye surgery options to refractive lens exchange and implantable contact lenses. We have also progressed our first ever treatment for dry Age-Related Macular Generation which has been very well received and is now available at more of our hospitals.

Outside of the UK, Optegra continues to have a strong European presence and so we have the added advantage of sharing best practice with clinics in Czech Republic, Poland, Slovakia and most recently in Holland. In total, we have to date completed over one million eye procedures from our 78 eye hospitals.

**Optegra Eye Sciences**  
Since its launch, Optegra has been a hospital group dedicated to the latest advances in treatments and technologies, and so it is in the unique position across independent ophthalmic providers of having its own research and development division.

For the past 15 years, Optegra Eye Sciences, a not-for-profit division of Optegra, has collaborated with industry and academia to research the latest eye health innovations.

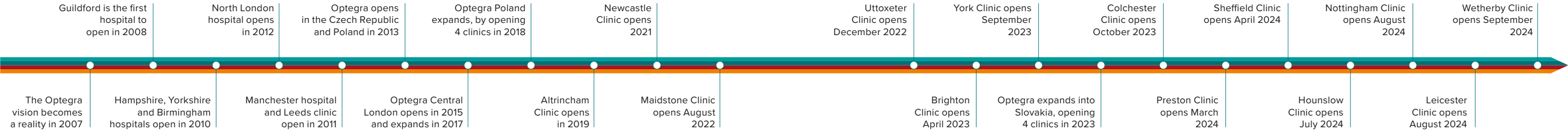
It has established robust partnerships with leading academics and medical supply companies to run various research studies from dry eye, cataract and refractive surgery and medical devices, to the role of AI in healthcare.

Excellent outcomes and patient satisfaction are essential, and Optegra Eye Sciences has responsibility for analysing and reviewing all outcomes data across the hospital group.

Optegra Eye Sciences is led by optometrist Prof Clare O'Donnell, who along with ophthalmic consultant surgeon colleagues, also presents at prestigious UK and international conferences – demonstrating that Optegra's knowledge and expertise is truly at the forefront of the industry.

In addition, it has developed a vast array of CPD events, run from all of the hospitals and clinics, to share Optegra's vast ophthalmic knowledge with colleagues across the industry. This year it has run more events than ever before.

This in-depth knowledge and analysis informs all clinical teams, ensuring the highest standards of care and excellent results for all Optegra patients.



# Optegra core values

Optegra has a well-established set of shared values that guide how colleagues interact with patients and with each other. These values continue to be a central focus, helping to ensure a positive impact on patient quality of life and supporting the organisation’s ongoing effectiveness.

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

Our statement of purpose shares this vision and is vital to our work everyday.

**“ ”**


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




# Optegra service overview 2024/25

## Cataract


**51,396**  
completed cataract surgeries



**17,263**  
virtual pre-op assessments completed through our IRIS platform



**16,000+**  
post-operative care appointments delivered through accredited community optometrists



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

**6,079**  
YAG laser treatments



## Age-Related Macular Degeneration (AMD)

**11,338**  
injections administered for AMD





## Statement of commitment from Optegra Managing Director, Mat Pickering



I am proud to introduce this NHS Quality Report, which highlights Optegra's work with the NHS over the past 12 months - a period of growth, opportunity, and meaningful impact.

This year, we expanded our hospital group with the launch of five new dedicated NHS cataract clinics - investments made to increase access to care in more regions, at no additional cost to the NHS.

As a result, we've had the privilege of treating more NHS patients than ever before: over 51,000 cataract procedures, more than 11,000 AMD injections, and the introduction of a new NHS glaucoma pathway which is proving to be very popular with patients and optometrists alike in its early stages.

All our patients benefit from timely treatment - within just weeks of referral - in five-star facilities, using the latest technologies, with industry-leading outcomes. Patient satisfaction remains high, as reflected in both our in-house research and independent Trustpilot reviews.

While our clinical results, detailed in this report, speak for themselves, what truly drives our team is the life-changing difference that improved vision makes - restoring independence, enabling people to work, drive, enjoy hobbies, and lead self-sufficient lives. This social impact underpins our commitment to delivering the highest standards of care.

For me personally, as Managing Director, this tangible, lasting impact is what makes our progress so meaningful.

Having worked in healthcare for over 25 years, I know how important it is to adapt and innovate, particularly as we address the needs of an ageing population and the challenges of NHS waiting lists. As the Health Secretary Wes Streeting recently acknowledged:

**"From July, the policy of this department is that the NHS is broken."**

The NHS faces real pressures - yet ophthalmology stands out as a specialty where waiting times have been significantly reduced, thanks in part to collaboration with independent providers like Optegra.

Highlights over the past year include:

- Launching five new dedicated NHS clinics
- Recruiting 80 new employees, bringing our UK staff to 514
- Launching extended, improved NHS services including glaucoma treatment and accessible AI pre-op assessments
- 99.2% of patients interviewed said their experience was good or very good

In the year ahead, we are focused on expanding our AI capabilities, further developing our NHS Resident Doctor programme, enhancing glaucoma services, and continuing to improve care for cataract patients. A full outline of our priorities for the coming year can be found on page 26 of this report.

This report reflects our passion for supporting the NHS and its patients. I hope it gives you a clear sense of our culture — where every decision is driven by a commitment to outstanding patient care. None of this would be possible without the dedication of every member of the Optegra team, from receptionists to consultants. I thank them all for their contribution.

Finally, in line with regulatory requirements, I confirm that to the best of my knowledge, all information contained in this report is accurate.

Mat Pickering

## Statement by Optegra UK Medical Director, Alastair Stuart



I was appointed Optegra UK Medical Director in January 2025 and am proud to take on this role and clinical responsibility, having worked with both the NHS and Optegra as an ophthalmic surgeon for many years.

While we are achieving excellent results and providing a broad variety of treatments, I am a firm believer that we should not stand still - we should always look for opportunities to improve.

Our work with the NHS helps many thousands of patients, and we have reviewed how we can improve this service. One opportunity this year has been to pilot a revolutionary new approach to NHS cataract care, featuring three new elements – same day consultation and procedure, bilateral treatment and drop-free post-op care.

While each of these elements have been clinically proven individually, we believe we are the first to offer all three together.

Having reviewed the excellent results, we are researching options to progress with drop-free surgery for all our NHS cataract surgeries and this is a priority for us as we enter the next 12 months.

Alongside these innovative approaches, we have increased our investment in training for clinicians, both within Optegra and in the broader ophthalmic community.

From a symposium offering hands-on wet lab training, to increasing our NHS Resident Doctor training and a full schedule of CPD events for community optometrists - we have helped educate thousands of colleagues in the latest ophthalmic advances.

Optegra optometrists have increased responsibilities such as providing YAG laser treatments, which is needed for around 10 per cent of post-cataract patients; and many have secured their Independent Prescribing qualification. Likewise, our nurses have been trained to provide AMD injections.

As well as latest technologies and premium Johnson & Johnson lenses, we have also invested in AI to relieve our clinical teams of administrative tasks, which is freeing up clinicians' time to therefore be able to support more patients more quickly.

All our surgical treatments, whether NHS or private, are provided by leading ophthalmic consultant surgeons across the UK, all of whom are amongst the most respected in their fields. Each surgeon is a Fellow of the Royal College of Ophthalmologists (RCO) and on the GMC Specialist Register for Ophthalmology.

All of these elements combined, mean I am pleased to report industry leading clinical outcomes.

Amongst our cataract patients, data from the past 12 months shows 99.3% with no recorded operative complications (vs. NOD benchmark 98.2%) and 95% of eyes within +/- 1D of predicted post-operative refraction (vs benchmark Gale et al 2009, 85% and Lundstrom et al 2013, 93%).

As we look ahead, I am committed to continually improving our services, ensuring that established pathways are followed, taking accountability for patient safety, and advancing our offerings - from AI to NHS glaucoma care - always striving to uphold the highest possible standards.

Mr. Alastair Stuart



# Optegra new locations launched 2024/25

Optegra continued to invest in NHS service delivery by opening five dedicated NHS clinics, each equipped with diagnostic rooms, consultation spaces and a surgical theatre.

- Throughout the past year, Optegra launched:
- Optegra Eye Clinic Preston - March/April 24
  - Optegra Eye Clinic Sheffield - April 24
  - Optegra Eye Clinic West London - July 24
  - Optegra Eye Clinic Nottingham - August 24
  - Optegra Eye Clinic Leicester - August 24

In addition, to improve accessibility and reduce patient travel, Optegra established new diagnostic clinics within NHS centres in:

- Stockport
- Oldham
- Havant

These community-based clinics enable patients to attend pre- and post-operative assessments closer to home, with only the ophthalmic procedure taking place at the main hospitals in Manchester and Hampshire.

This approach supports improved patient convenience and continuity of care.



# Optegra hospitals

Optegra Eye Health Care provides high quality NHS treatment within 17 of its dedicated eye hospitals and specialist clinics in England.

Two further hospitals – Optegra Central London in the Harley Street district, and the newly acquired Optegra Bowcliffe Hall Eye Clinic, in Wetherby – are currently for private patients only.

Across all the UK hospitals Optegra has 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.

Our consultant surgeons 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.

The surgeons are supported by specialist optometrists, registered nurses and healthcare technicians.

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

This includes a UK Operations Director, UK Director of Clinical Services, Area Head of Operations, Area Optometrist Leads and Area Head of Clinical Services. All work together to ensure a safe, caring and efficient pathway for patients.

Each hospital location also has a dedicated Head of Sales and team of Account Development Managers 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 78 specialist eye clinics and hospitals.

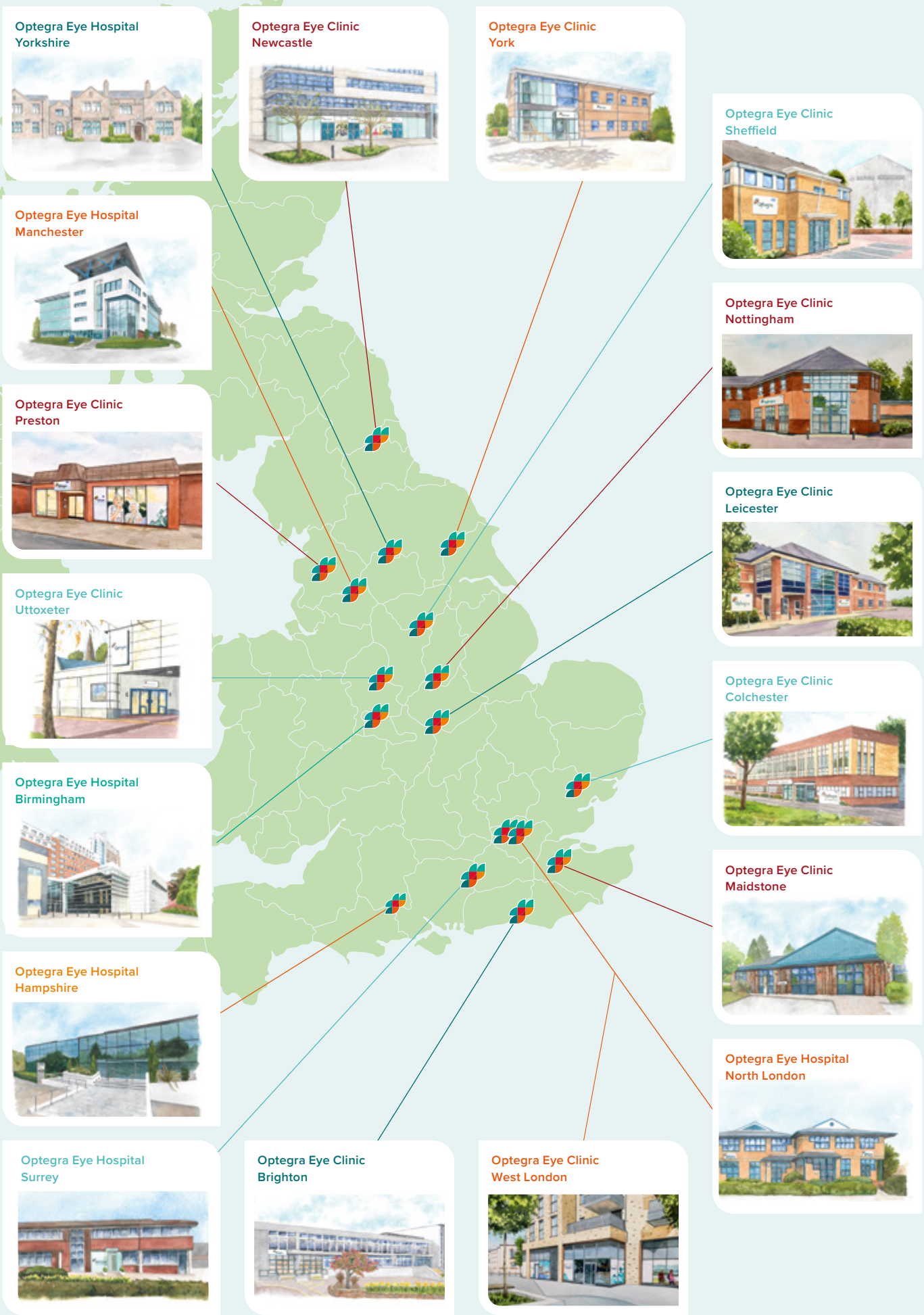
## NHS treatments provided per hospital:

Hospital/clinic	Cataract	YAG laser capsulotomy*	Age-Related Macular Degeneration	Glaucoma
Birmingham	✓	✓		
Bradford	✓	✓	✓	✓
Brighton	✓	✓		
Colchester	✓	✓		
Hampshire	✓	✓		
Leicester	✓	✓		
Maidstone	✓	✓		
Manchester	✓	✓	✓	✓
Newcastle	✓	✓		
North London	✓	✓		
Nottingham	✓	✓		
Preston	✓	✓		
Sheffield	✓	✓		
Surrey	✓	✓		
Uttoxeter	✓	✓		
West London	✓	✓		
York	✓	✓		

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



# Optegra UK NHS locations



## Part 3

# Review of our quality performance during 2024/2025

### 3.1 Service quality and governance

To ensure Optegra provides the best possible care and experience to every single patient, we have a robust internal quality assurance programme at a clinical level. During the reporting period, formal clinical inspections were carried out at all sites on two occasions.

These inspections resulted in formal reports and agreed action plans, contributing to continuous improvement in patient safety and compliance with regulatory standards.

Overall compliance to standards across all sites during this period was 84% compared to 80% in the previous reporting period.

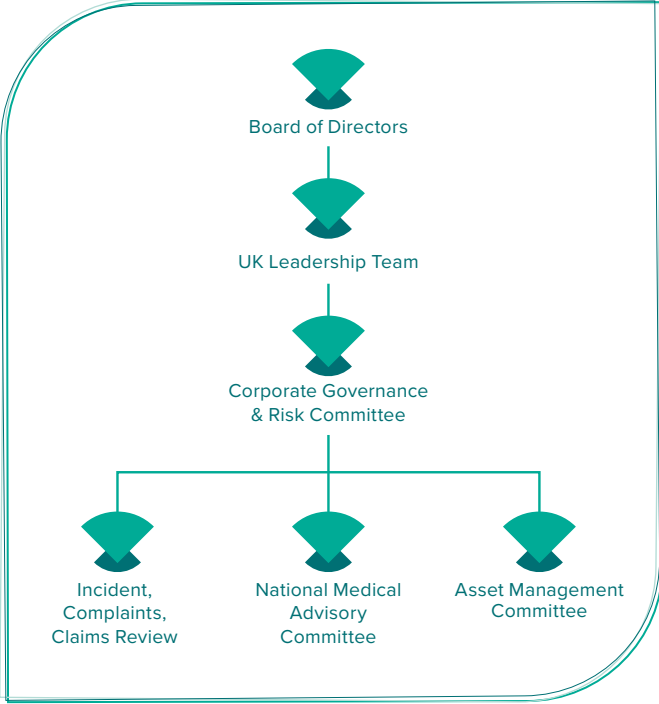
In 2025/26, we will continue to strengthen clinical quality through our internal inspection programme and by working collaboratively with external partners.

Optegra will also continue to embed continuous learning through the patient safety incident response framework, learning from patient safety events and seeking feedback from those who use our services.

#### Governance structure

Optegra has an established governance structure in place at every level of the organisation, providing a clear framework for communication, continuous improvement, and high standards of clinical care.

A formal meeting structure supports an integrated approach to all aspects of governance, including patient safety, clinical and non-clinical risk, information governance, and financial oversight.



Governance is overseen by the Corporate Governance and Risk Committee, which acts as the link between site-level operational delivery and the Board of Directors. In addition, the National Medical Advisory Committee provides clinical leadership by offering expert advice and guidance from consultants, ensuring that clinical perspectives are incorporated into strategic and operational decision-making.

Reliable clinical systems for safety monitoring

Optegra has established systems in place to monitor and support patient safety, clinical effectiveness, and continuous improvement across all services. These include:

1. RADAR safety and risk management platform

Optegra uses the RADAR software platform to support incident reporting, risk management, audit processes, and patient feedback. The system enables in-depth analytics that help identify trends, assign actions, and monitor follow-up. This contributes to shared learning, the dissemination of best practice, and the development of a culture focused on continuous improvement and patient safety.

2. Open Eyes clinical outcomes monitoring

Optegra clinicians collect data on clinical outcomes, operative and post-operative complications and patient satisfaction for a range of procedures as part of routine care, using an electronic patient record (EPR) system called Open Eyes. Key outcome metrics include clinical effectiveness, complication rates, and patient satisfaction.

This data is reported quarterly to:

- The Board of Directors
- Medical Advisory Committees
- Governance Committees
- Individual surgeons

A dedicated Vision Correction Working Group meets quarterly to review clinical outcomes, identify trends, and benchmark performance. Any variances are investigated, and improvement actions are taken. Clinical outcomes are also benchmarked externally to ensure high standards.

3. Reporting to the Private Healthcare Information Network (PHIN)

Optegra submits quarterly data to the Private Healthcare Information Network (PHIN) for all privately funded care. This includes:

- Number of patient admissions
- Friends and Family data
- Adverse events data

4. Reporting and learning from serious incidents

All serious incidents are reported and investigated in line with national requirements. Optegra promotes a culture of openness and transparency, working with Integrated Care Boards (ICBs) and/or the Care Quality Commission (CQC) to support system-wide learning and quality improvement.

5. Membership in the Independent Healthcare Providers Network (IHPN)

Optegra is an active member of the IHPN, which facilitates collaboration and the sharing of best practice across the independent sector.

Clinical audits

Clinical audits are a key mechanism for assessing Optegra’s compliance with established clinical standards. The audits provide valuable insight into both areas of good practice and opportunities for improvement, supporting transparency with internal teams and external stakeholders.

In the period April 2024 to March 2025, 612 clinical audits were undertaken across all sites with an average compliance of 98%. Average compliance results are high but nevertheless as policy dictates clinical teams are expected to address areas of non-compliance and repeat audits until compliance is achieved.

Audit area	Average Result 2024-25
Care and support audit V2	97%
Decontamination and clinical waste audit	98%
Environmental hygiene audit	97%
Five steps to safer surgery	96%
FP10 Prescribing audit new	91%
Hand hygiene audit V3	99%
Lens implant checking audit V2	99%
Medicines documents and records HoCS audit new	87%
Medicines management monthly audit	99%
Scrub procedures hygiene audit V2	99%
WHO huddle theatre brief/debrief documentation audit	98%

Safeguarding

In line with statutory responsibilities, Optegra ensures that all staff receive safeguarding training to recognise people potentially at risk of harm, and to take appropriate action when concerns arise.

During the reporting period, four safeguarding concerns were raised by staff. All concerns were reviewed by Optegra’s Designated Safeguarding Lead and addressed at a local level. None of the cases met the threshold for referral to a local safeguarding board, but each was appropriately managed in line with internal safeguarding protocols.

Optegra remains committed to creating a safe environment for patients and staff, and continues to monitor safeguarding practices through governance oversight and ongoing staff training.

Incidents

Optegra has a robust reporting culture, with all incidents reported on RADAR. During the reporting period, 80% of all incidents reported were classified no harm or low harm.

The rate of reported incidents per 1,000 bed days peaked in October 2024. This anomaly is attributable to Optegra recording incidents related to the trial of a new Artificial Intelligence (AI) platform for pre-operative assessments. The data collected was critical in identifying areas for improvement to enhance the platform’s functionality.

Optegra is committed to continuously improving incident reporting and analysis to ensure patient safety.

Significant incidents that require investigation are reviewed weekly as part of the Patient Safety Incident

Response Framework (PSIRF). In addition, they are reviewed biweekly at Optegra’s Incidents, Complaints, and Claims Committee and reported monthly at board level. Serious incidents are also reported externally to the relevant Integrated Care Board (ICB) and the Care Quality Commission (CQC).

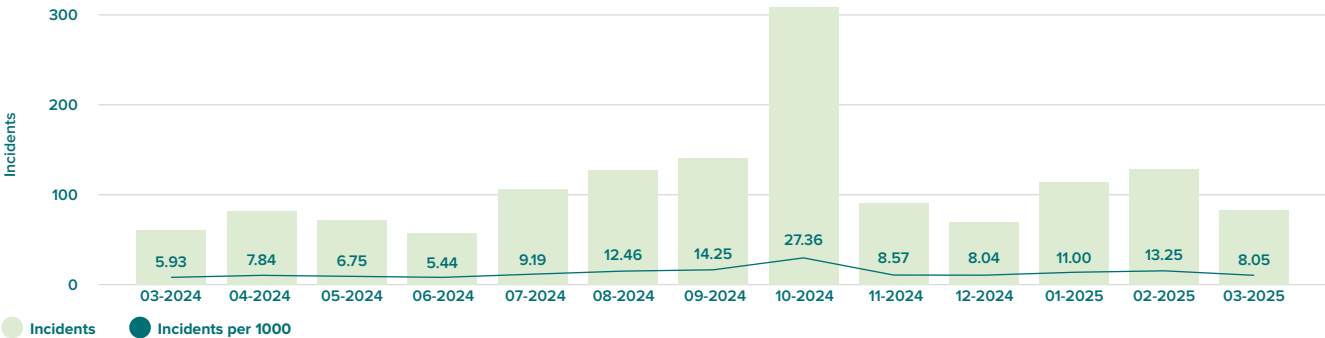
In the 2024/25 period, Optegra reported 17 significant incidents involving NHS-funded patients to the relevant ICBs. Of these, five were endophthalmitis cases. Each case was thoroughly investigated, and no commonalities or trends were identified that would necessitate changes to clinical protocols within Optegra.

The endophthalmitis rate for 2024 was 0.01% (NOD benchmark 2024 0.02%). Optegra continues to monitor endophthalmitis cases closely and benchmark rates against external data to ensure high standards of patient safety.

Optegra reported two never events to the Learning from Patient Safety Events (LFPSE) platform. Both incidents involved the insertion of the incorrect lens at the same site, resulting from errors in the biometry settings, which calculated the lens power for a different lens to the one actually inserted.

In response to the incidents Optegra informed the CQC and took immediate action across all sites, to lock biometry machines to the standard NHS lens settings, to prevent this type of incident occurring again. Subsequent national audits have continued to ensure these protocols remain in place and no further incidents of this nature have since been reported. All actions have been reported to the relevant ICB who conducted a deep dive investigation and the cases were closed.

Incidents





Patient Safety Incident Response Framework (PSIRF)

During this period, Optegra rolled out and embedded the PSIRF investigation process. As a result, incidents are now investigated using the Systems Engineering Initiative for Patient Safety (SEIPS) or structured joint review methodology. Moving forward Optegra will incorporate a wider range of data sources into the PSIRF process to inform quality improvement and take a view on patient safety partners.

Complaints

During 2024/25 75 formal complaints were logged onto RADAR which is static from the previous 12-month period, despite increased activity. 22 complaints were not resolved at stage 1 and moved to stage 2 of the complaints process, of which six were from NHS-funded patients. One complaint was escalated to stage 3, the NHS Ombudsman.

The adjudication decision reflected that the patient had suffered an element of distress which had an impact on her mental health following an unexpected outcome of her cataract surgery, and the patient was awarded a gesture of goodwill. Optegra accepted the adjudication decision and committed to introducing a new process to ensure patients diagnosed with anisometropia (eyesight imbalance) are managed consistently following cataract surgery.

All themes and lessons learned from complaints are shared with hospitals to enhance the quality of complaint responses. These are also reported to the Board through the Corporate Governance and Risk Committee to ensure ongoing improvements.

“ ”

I had cataract surgery at Optegra Eye Clinic Brighton and the whole experience was excellent – the staff could not have done more to make me feel comfortable. The treatment was professional and caring and I was left with 20/20 vision in that eye.

Alastair, from Worthing

Care Quality Commission

During this period Optegra has registered and opened five new sites.

Location	Date registered
Nottingham	July 24
West London	July 24
Leicester	August 24

Location	Date opened
Preston	April 24
Sheffield	April 24

Inspections

There have been no inspections conducted by the CQC in this time period.

Current Inspection Status – all sites

Hospital/Clinic	CQC Inspection status (current date)
Birmingham	Good (2017)
Bradford	Good (2021)
Central London	Good (2022)
Hampshire	Good (2021)
Manchester	Good (2022)
Newcastle	Good (2023)
North London	Good (2023)
Surrey	Good (2017)
Brighton	Registered
Colchester	Registered
Leicester	Registered
Maidstone	Registered
Nottingham	Registered
Preston	Registered
Sheffield	Registered
Uttoxeter	Registered
West London	Registered
York	Registered

3.1 Clinical outcomes

Clinical outcomes data at Optegra are routinely collected as part of standard care in our Electronic Medical Record (EMR) system, Open Eyes. We submit outcomes data to the National Ophthalmology Database audit (NOD).

We benchmark our results against NOD data and other internationally renowned reference standards to support quality assurance and to identify and act on any areas where we can further improve.

We have developed a bespoke clinical outcomes reporting system and outcomes dashboards. These tools enhance our analysis and reporting of clinical and patient-reported outcomes across all our sites and procedures.

The Optegra Eye Sciences team has also strengthened how outcomes data are disseminated and interpreted across the organisation. Regular biweekly, monthly and quarterly reports are reviewed with our hospital teams, Medical Advisory and Clinical Governance Committees, our Clinical Outcomes Review Committee and our Board of Directors.

Cataract surgery outcomes:

51,396 procedures carried out

99.3% with no recorded operative complications (vs. NOD benchmark 98.2%)

Visual outcomes for cataract surgery:

96% of eyes achieved 6/12 or better (best measured), vs. NOD benchmark of 92% including cases with co-pathology

59% of eyes achieved 6/6 or better (best measured), vs. NOD benchmark of 46%

Refractive outcomes:

95% of eyes within +/- 1D of predicted post-operative refraction (vs benchmark Gale et al 2009, 85% and Lundstrom et al 2013, 93%)

PCR rates:

0.18% unadjusted (vs. NOD benchmark 0.79%)

Infection rates:

0.01% Endophthalmitis (vs. NOD benchmark, 2024, 0.02%)

AMD surgery outcomes:

82% of 246 wet AMD patients seen between April 2024 to March 2025 had the initial phase of treatment completed within 10 weeks (vs. NOD benchmark 66%).

Within those, eligible data from Optegra Manchester was available for 66 patients, 67 eyes with at least nine months completed follow-up. (Others are earlier in their treatment journey.)

72 letters was the most common vision score at nine months after treatment, which is a good standard of vision and better than driving standard (NOD benchmark at 12 months is 65 letters).

67% of treated eyes (vs. NOD benchmark 43% of eyes at one year) could read 70 letters or more (close to driving standard) at just nine months after treatment. This compared favourably to baseline where only 41% of eyes could read 70 letters or more.



### 3.3 Patient outcomes

#### Safety culture

Optegra is committed to fostering a strong and proactive safety culture, supported by its core values and underpinned by systems that prioritise patient and staff wellbeing.

One of our guiding principles is:

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

To support this, Optegra has a Freedom to Speak Up policy which encourages all staff to raise concerns in a safe and supportive environment and describes the process that staff follow to report any concerns.

Our Health and Safety Policy sets out responsibilities and arrangements for maintaining a safe working environment, covering all aspects of staff and patient health, safety and welfare.

Additional measures in place to promote patient safety include a 24/7 on-call system supported by our nurses and optometrists. While the need for urgent out-of-hours intervention is rare, Optegra is equipped to open hospital facilities when required to assess and treat patients. We also offer emergency clinic appointments for patients requiring urgent review.



#### Patient satisfaction

In 2023, Optegra launched a patient portal to enhance communication and patient engagement. This enables over 2,000 patients each month to easily view upcoming appointment details, review letters and emails from Optegra, and submit feedback about their care. This supports accessibility and patient-centred care.

In addition, we run a collaborative project with community optometrists aimed at streamlining our patient reported outcomes processes, to ultimately benefit both clinical decision-making and patient experience.

This data shows:

**99.2%** of 26,980 people who used our service said their experience was good or very good. (Source: NHS friends and family test)

Further Optegra research with 1,474 patients shows:

**98%** of patients felt their consultant showed them understanding when assessing their need for treatment

**98%** of patients felt their consultant explained everything in a way that was easy to understand

**99%** had confidence that the consultant would deliver the appropriate care

**98%** said they were treated with respect and dignity while in the hospital

And CATQUEST Patient Reported Outcome Measures (PROMS) data shows:

**86** out of every 100 people said that their ability to perform everyday visual tasks improved after cataract surgery

#### Patient feedback

Feedback from our patients includes:

- ‘A first-class service from beginning to end. Could not fault any aspect of my care today. Thank you so much’
- ‘Brilliant, top service, it’s marvellous’
- ‘The whole experience has been very well managed. A very professional team making the whole process brilliant. Thank you’

Optegra has also received almost 7,000 independent reviews on the Trustpilot platform, with an average rating of 4.8 out of 5, including a very high level of patient satisfaction.

“ ”

**Optegra Sheffield is an NHS clinic but has a private feel. I was made to feel so welcome, was reassured and supported and the facilities are immaculate and so impressive.**

**My sight is fantastic now and I feel so much more confident and able to drive. I do not even need glasses for driving, so there is no stopping me now!**

Jo Dial, 75, was treated at Optegra Eye Clinic Sheffield

#### Education and support for patients

Optegra provides a range of patient information booklets and materials on eye conditions and treatments, and we have expanded our website and information hub to include more details on our procedures, consultants, facilities, patient journey and patient testimonials.

We also run patient educational events where patients and their relatives are invited to attend our facilities to find out more. Our Eye Sciences team and consultants regularly provide content on eye conditions to channels accessible to patients including popular social media platforms, newspapers, magazines, websites, radio and television.

Recent topics include looking after your sight, cataract, macular degeneration, eyelid lumps and bumps, floaters, dry eye, ageing eye, menopause and eyes, patient choice and new treatment options for eye conditions including dry AMD. We were delighted to welcome Mr. Carl Harrison from the Macular Society to our Manchester facility as part of AMD Awareness month.



Optegra Consultant Saj Mahmood (L) and Carl Harrison from the Macular Society (R) chat to patients and relatives about macular health and AMD.

### 3.4 Information governance

Over the past 12 months, Optegra has continued to evolve into one of Europe’s most digitally enabled, clinically-led providers of eye health services.

Our strategic focus on pathway standardisation, technological innovation, and clinical excellence has delivered significant benefits for patients, clinicians, and commissioners across all markets in which we operate.

In 2024/25, we have successfully embedded several transformational digital tools that are redefining the way we deliver cataract care and supporting services:

#### 1. Digital and AI enabled pathways

In 2024/25, Optegra launched “Iris”, our proprietary AI-powered assistant designed to support both pre-operative assessments (POAs) and post-operative follow-up for cataract patients. This innovation represents a major step forward in our commitment to digital-first, scalable care models.

Through Iris, we are now able to:

- Digitally triage cataract referrals, collecting structured medical histories ahead of time.
- Conduct virtual pre-operative assessments, reducing administrative burden and streamlining scheduling.
- Automate post-operative follow-up, where patients receive reminders, reassurance, and symptom-checks via voice bot — improving both safety and satisfaction.

18,000

AI post-operative assessments completed by Iris in this reporting period

2,600+

Post-op checks conducted by Iris across 10 Optegra sites

95%

Average Net Promoter Score (NPS) patient feedback on Iris, underscoring both trust and convenience in the new model

To further improve the patient journey, we also launched a website-integrated chatbot, available 24/7 to guide patients through common questions on treatment options, appointments, and aftercare — freeing up staff time while offering immediate support.

Together, these tools are laying the foundation for a fully digital, standardised, and patient-centred pathway, capable of supporting the high-volume demands of NHS services and private patients alike.

#### 2. Launch of refractive platform

Our transition to the end-to-end electronic medical record system has enabled full digitisation of the clinical journey across our UK sites. This includes paperless assessments, structured outcomes reporting, and real-time clinical decision support.

The rollout has resulted in measurable operational efficiencies - reducing paper usage by 1.1 million sheets annually and freeing over 500 clinical hours per week previously used for manual processing.

#### 3. Electronic patient portal and registration

The Patient Portal, launched in 2023, continues to expand in functionality, enabling patients to access correspondence, view appointments, and submit medical information securely.

We introduced the Electronic Patient Registration Form, reducing paperwork at reception and allowing for improved data capture at the point of referral.

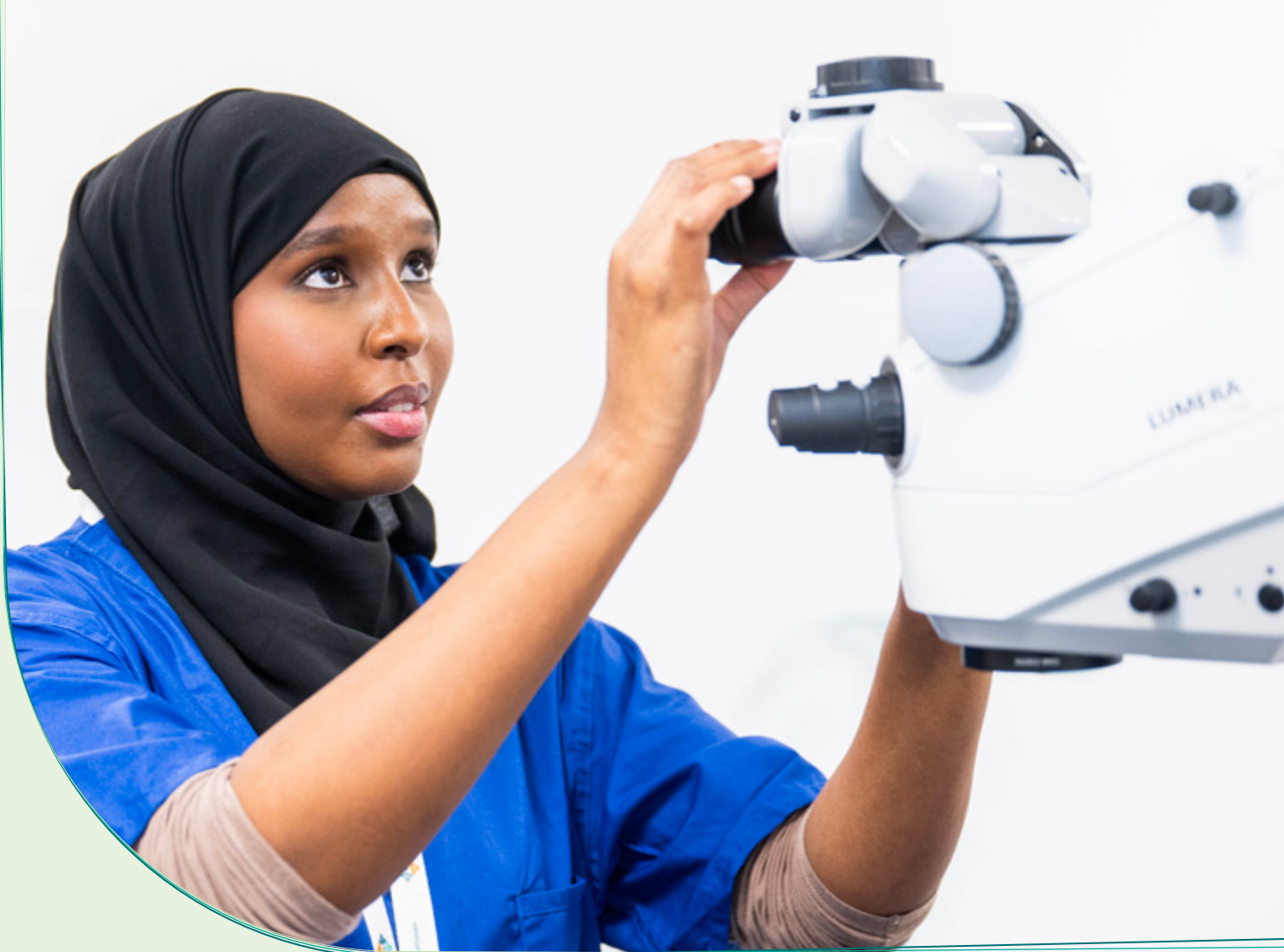
#### 4. Clinical data and AI innovation

As part of a funded Knowledge Transfer Partnership (KTP) with Manchester University, Optegra is developing predictive AI models to enhance care pathways. By leveraging machine learning on real-world data, we aim to proactively identify patients most at risk of progression or complications.

This initiative complements ongoing enhancements in our clinical outcomes reporting, particularly around Posterior Capsular Rupture (PCR) and AMD indicators, ensuring we meet the highest standards for clinical governance and transparency.

#### 5. Clinical Research Capability

We are preparing the infrastructure for large-scale real-world clinical research by linking our digital patient registration data with structured PROMs and consented data capture. This positions Optegra at the forefront of ophthalmic research innovation and public-private research collaboration.



#### 6. Information governance and cyber readiness

In alignment with NHS requirements, we have:

- Completed our 2024 Data Security and Protection Toolkit (DSPT) with all mandatory criteria met.
- Launched a new Electronic Data Protection Audit Framework, combining brief, accessible audits with targeted training, supported by Data Protection Champions across every clinic.
- Continued investment toward full Cyber Essentials certification, working with our new IT partner to safeguard patient data in line with best practices.

In conclusion, our focus remains clear: to deliver high-volume, high-quality ophthalmology using standardised, scalable, and digital-first pathways. In doing so, we reduce variation, improve efficiency, and enhance patient experience, while enabling more sustainable and resilient operations across our markets.

The achievements of 2024/25 reflect our commitment to continuous improvement, patient-centred innovation, and the responsible use of data and technology in healthcare. With AI and digital transformation now embedded in our operating model, we are confident in our readiness to meet the growing demand for eye care with quality, agility, and integrity.

“ ”

I had an initial online appointment to provide all my basic information – it wasn’t until I was about halfway through answering the questions that I realised I wasn’t speaking to an actual person but a computer!

When you talk to AI and technology it can sometimes feel clinical but Iris didn’t sound like that at all, it was a very positive experience. Iris was very personable and the whole process was very easy and positive.



Len Browne, a patient at Optegra Eye Clinic Newcastle, shared his experience of Iris





## 3.5 Workforce

Optegra is committed to providing all employees with access to training and development opportunities that support both professional growth and service quality. A number of structured initiatives have been introduced to ensure equitable access to learning across the organisation.

In 2025 we have had a renewed focus on driving training through funded courses and the apprenticeship Levy. We have had 45 people signed onto paid courses and have onboarded 13 apprentices onto a variety of cross-functional schemes. We see these as mutually beneficial to individuals and to the business.

One key initiative is the Performance Development Review (PDR) process. Conducted quarterly, PDR meetings offer dedicated time for each employee to engage with their line manager to discuss development goals, training needs, and career progression. This structured approach ensures that all staff receive consistent support and that development opportunities are aligned with individual aspirations and organisational objectives.

Optegra continues to invest in the development of its clinical workforce to support service expansion and improved patient access. The majority of our optometrists have now completed the Independent Prescribing (IP) qualification, enabling them to manage a broader range of conditions without requiring onward referral.

In addition, many of our optometrists have been trained to deliver YAG laser treatments, reducing waiting times by increasing treatment capacity outside of consultant-led clinics.

As Optegra expands its services into the management of glaucoma, further training and development opportunities are being introduced for optometrists, healthcare technicians, and registered nurses, ensuring that staff are equipped with the skills needed to deliver safe, high-quality care in this specialised area.

“ ”

**I felt very comfortable at the clinic, all the staff gave me a warm welcome and there was a relaxed atmosphere. I felt like I was in safe hands.**

**Having YAG has made a world of difference to my eyesight – it is now so sharp and vivid. I've worn glasses for over 40 years so being free of them now is a revelation. I don't have to worry about losing them, breaking them, forgetting where they are or paying to upgrade my lenses. It's a liberating feeling.**

Peter Conway, 77, had YAG at Optegra Uttoxeter



### Equality and diversity

Optegra's employee-led diversity and inclusion group, BeYou, continues to grow, with new members joining and a regular programme of events and communications delivered throughout the year.

The group aims to promote an inclusive working environment where all employees feel respected, supported, and empowered to bring their authentic selves to work. BeYou plays a key role in supporting Optegra's wider equality, diversity, and inclusion objectives and contributes to fostering a positive and inclusive organisational culture.

BeYou's aims are 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:

- Organised a sponsored walk for our corporate charity Guide Dogs, as well as a webinar with a guide dog user for National Inclusion Week
- Provided advice around online safety at home and at work for Safer Internet Day
- Set up a walking challenge amongst hospital teams for World Health Day
- Marked Stress Awareness Month with personal experiences shared by some of Optegra's Mental Health First Aider colleagues
- Supported Pride Month with colleagues representing Optegra at the Manchester Pride Parade
- Spotlighted Lent, Ramadan, Diwali, Eid, Passover, Hanukkah, Christmas, Easter, Mental Health Awareness Week, International Women's Day, Dementia Action Awareness Week and Carers Week with information and colleague stories

### Freedom to speak up

Optegra has further extended its Freedom to Speak Up (FTSU) Network and now has three designated FTSU Guardians, with at least one champion in every hospital and within our business support function. This means that all employees have access to a local and trusted point of contact to raise concerns in a safe and supportive environment.

### Mental health first aiders

To strengthen support for staff wellbeing, Optegra runs a Mental Health First Aiders (MHFA) programme. Trained MHFA representatives are available at all hospital sites to provide immediate support to colleagues experiencing mental health concerns or emotional distress.

Mental Health First Aiders offer confidential advice, initial support, and signposting to appropriate external services where needed. This initiative forms part of Optegra's broader commitment to creating a psychologically safe and supportive workplace environment.

### Gender pay gap reporting

Recent reporting indicates continued progress in reducing the gender pay gap across the organisation. Analysis shows that male and female colleagues performing roles at equivalent levels receive equal remuneration. Optegra remains committed to monitoring pay equity and supporting fair and inclusive employment practices.

### Staff survey

We achieved some excellent results in our staff survey during 2024-25:

- 88% employees completed the survey
- 72% average happiness/engagement at work
- 71% recommend Optegra as a place to work
- 85% know what is expected of them at work
- 83% promote our services
- 84% feel they do something worthwhile
- 83% had a good working relationship with their manager
- 81% are happy with the hours they work



### 3.6 Education and training for healthcare professionals

#### Education and support

Optegra's Eye Sciences Team develops a range of accredited educational programmes designed for healthcare professionals, including technicians, nurses, optometrists, and doctors. These programmes are offered in both face-to-face and interactive online formats, ensuring accessibility and flexibility for participants.

Our hospital training days cover a range of topics from life support training, clinical outcomes and the latest innovations.

The training initiatives support the continuous professional development (CPD) of staff, helping to maintain high standards of care across our services.

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.

We continue to offer six-monthly placement opportunities for trainee optometrists from the University of Manchester's prestigious MSc in Optometry Programme. These placements provide valuable hands-on experience and professional development. We are pleased that several of these colleagues have chosen to continue their careers at Optegra following the successful completion of their course.



Optometrist training day at Optegra Surrey

#### Symposium

In addition, we have developed and hosted the fifth annual Optegra Eye Sciences and ZEISS symposium, titled 'Hands-on with latest innovations in Ophthalmology,' which took place at Aston University in Birmingham.

This event brought together a diverse group of eyecare professionals, including healthcare technicians, optometrists, ophthalmic nurses and surgeons from the UK and Europe.

With 150 people registered for the event, the symposium offered a range of interactive learning opportunities, including lectures, hands-on workshops, research poster presentations, and case discussions. It focused on key areas such as medical retina, cataract and refractive surgery, and glaucoma.

A highlight of the event was our keynote international speaker, Dr Miguel Amaro, Head of Retina Unit at Hospital CUF Tejo and Head of Ophthalmology, Hospital CUF, Torres Vedras, Portugal. He gave an enlightening presentation on the application of Optical Coherence Tomography (OCT) and Ultra-wide field (UWF) imaging in cataract and refractive surgery.

The symposium also featured an expert panel who facilitated lecture sessions and 10 interactive workshops including topics such as YAG laser capsulotomy, biometry, corneal topography, OCT and independent prescribing. Hailed as a great success from attendees' feedback, with 100% of respondents saying they would attend a similar event in future, this is becoming a 'not to be missed' annual CPD event which Optegra are proud to organise and facilitate.



The Optegra Zeiss Symposium



Optegra team and industry colleagues at BSRS meeting

#### Research

Optegra continues to share research findings and the audits of our outcomes data with the wider professional and scientific community. Over the past year our work was shared at international congresses, educational and industry meetings including ESCRS, UKISCRS and BSRS.

Optegra Eye Sciences also continues to participate in research collaborations with industry and academic partners.

The latest grant collaboration between Professor Hema Radhakrishnan and Dr Ajay Harish, both from the University of Manchester, and Optegra Eye Sciences is an exciting data science project designed to explore how artificial intelligence can be used to support clinical decisions in cataract and refractive surgery for patient benefit. This project is well underway and our latest KTP Associate Mr Anthony Man (above) looks forward to sharing our findings in due course.

Furthermore, we have a number of exciting research collaborations aimed at advancing ophthalmic care. These studies include evaluating new intraocular lens designs, the use of AI in clinical workflow and patient experience, and the efficacy of new treatment options for both wet and dry AMD.



(l-r) Dr Ajay Harish, Professor Hema Radhakrishnan, Professor Clare O'Donnell, Anthony Man

#### Resident doctors in training

Following last year's successful launch of our surgical training programme for Ophthalmology Resident Doctors, Optegra has so far welcomed nine resident doctors to train in NHS cataract surgery at five sites across the UK. Two more sites are in discussion with their local NHS educational leaders.

Residents are attached to their local Optegra unit for weekly theatre sessions as part of their NHS timetable, firmly embedding Optegra's NHS units within the local healthcare landscape.

Residents value the focussed and efficient environment, free of the many distractions that inevitably arise in a multi-purpose NHS hospital.

They receive one-to-one, tailored training from Optegra's expert surgeons. For more junior residents this allows them to rapidly acquire and improve their skills, while for the more experienced it provides an opportunity to complete higher volumes of cases, and a safe and supportive environment within which to take on more complex cases.



### Continuing Professional Development (CPD)

Over the past year, we have significantly enhanced our CPD offerings, aiming not just to meet but exceed our communities' needs.

Our refreshed approach provides a broad range of diverse educational events placing a strong emphasis on collaboration, feedback, and accessibility.

In addition to popular face-to-face events and monthly webinars, we now regularly host in-house peer review sessions, Patient Pathway Masterclasses, and new joint partnership wet lab events. These initiatives provide interactive and flexible learning opportunities.

**In 2024/25 we have provided:**

**80**

CPD events for community optometrists, of which 65 were face-to-face and 15 were webinars

**3**

Of these three were Super CPD events where we were able to offer up to 12 CPD points, in conjunction with the GOC

**800**

optometrists attended the face-to-face events

**6.5k**

optometrists attended the webinars

With speakers including academics, doctors and internationally renowned experts in their fields, we can host a webinar programme with a variety of subjects. These have included glaucoma, myopia, menopause and eye healthcare, cataract surgery, emergency eyecare and referrals.

Attracting hundreds to each event, we are committed to ensuring our colleagues in the community have high-quality, engaging CPD experiences.

In addition, some bespoke events have been created. Professor Clare O'Donnell and Mr Amir Hamid ran a tailored CPD event for community optometrists at Johnson & Johnson's Vision Experience Centre in Pinewood.



### 3.7 Engagement with primary care optometry

Optegra places high importance on building and maintaining strong relationships with the optometry community. Throughout 2024, this engagement has remained a key priority and has continued to develop in both strength and depth.

A dedicated team of 30 field-based Optegra Account Development Managers operates nationally to support this work. The team actively engages with optometry professionals across the country, facilitating access to NHS referral pathways and helping to ensure that patients receive timely, high-quality care in a seamless and efficient manner.

Regular engagement takes place with optometrists, dispensing opticians, practice directors, and optical business owners. These interactions focus on sharing up-to-date information about referral protocols, waiting times, clinical outcomes, and the full range of services offered by Optegra.

Alongside our ongoing engagement efforts, Optegra has continued to invest in the professional development of the optometry community. In 2024, we delivered 80 Continuing Professional Development (CPD) events across the UK, many of which were hosted at our hospital sites.

These events are frequently co-delivered by our Account Development Managers in collaboration with Optegra surgeons, hospital-based optometrists and clinic managers. This multidisciplinary approach provides valuable clinical insights while fostering stronger local partnerships.

Several sessions were also delivered in partnership with some of the UK's largest optical groups, further extending the reach and impact of our educational offering. These CPD events remain a key component of our commitment to supporting optometry professionals in achieving their development goals and maintaining clinical excellence.



# Review of priorities set for 2024/25

We said	To use AI to drive efficiency for both Optegra and our patients	We said	To launch our Electronic Data Protection Audits, with benefits to Optegra and our patients. We will prioritise the Electronic Patient Registration Form as this allows us to begin other activities including data collection for our clinical research projects
We did	<ul style="list-style-type: none"><li>— We have fully embedded an AI-driven pre-operative assessment platform that enables our cataract patients to access their routine pre-operative assessment consultation at a time and venue of their choosing.</li><li>— Our AI platform has been expanded to include a convenient virtual post-operative assessment option where appropriate, a new patient webchat function that provides access to a wealth of information, and a new feature for confirming appointment details.</li></ul>	We did	<p>In support of Electronic Data Protection Audits, we have launched an Electronic Patient Registration Form, that allowed us:</p> <ul style="list-style-type: none"><li>— Secure and structured collection of clinical data</li><li>— Faster, more accurate population of patient records</li><li>— Collection of data for future clinical research projects, including real-world evidence studies and patient-reported outcomes</li><li>— Greater transparency and traceability for patients and regulators</li></ul> <p>This rollout reflects our ongoing investment in digital innovation to deliver safer, smarter, and more sustainable eye care across Optegra.</p>
We said	To expand the NHS Junior Doctor programme	We said	To implement a full learning management system to enhance the “Skills for Health” platform and ensure real time access to all employees’ training records
We did	<ul style="list-style-type: none"><li>— We have expanded our NHS junior doctor training programme both in number of trainees and training locations.</li></ul>	We did	<ul style="list-style-type: none"><li>— Launched the new ‘Learnspace Pro’ Learning Management System incorporating Skills for Health and a variety of e-Learning materials.</li><li>— The new system enables us to form user cohorts and sophisticated reporting at a click of a button demonstrating organisational compliance in real time.</li><li>— Implemented a monthly training approvals panel, to provide apprenticeships and paid training for employees.</li></ul>
We said	To further invest in facilities and equipment	We said	To launch a new Rewards & Recognition scheme to recognise and award strong employee contributions
We did	<ul style="list-style-type: none"><li>— We have increased our footprint with a number of new NHS clinics and some sites now offering glaucoma services to patients e.g. Manchester.</li><li>— We have invested in new diagnostic devices including state-of-the-art biometry devices, OCTs and new lasers.</li></ul>	We did	<ul style="list-style-type: none"><li>— We introduced the Kudos recognition platform which offers numerous benefits to enhance workplace culture and employee engagement. By facilitating consistent and efficient recognition, Kudos ensures that appreciation becomes an integral part of organisational culture. Its peer-to-peer recognition feature promotes transparency and fosters a culture of appreciation, boosting morale and collaboration among employees.</li><li>— Overall, Kudos helps reduce turnover rates, increase productivity, and create a positive work environment where employees feel valued and motivated.</li></ul>
We said	To fully embed our patient feedback processes and increase the number of patients providing feedback across all our sites, through a collaborative PROMs project		
We did	<ul style="list-style-type: none"><li>— We have embedded our patient satisfaction and PROMs data through a multi-channelled approach offering paper based, online and SMS options.</li></ul>		
We said	To formally roll out a Patient Safety Incident Response Framework (PSIRF) across the business and extend the project to incorporate complaints		
We did	<ul style="list-style-type: none"><li>— PSIRF has been rolled out and embedded nationally across Optegra and extended this to incorporate complaints.</li></ul>		

# Priorities for 2025/26

Looking ahead to 2025/2026, Optegra commits to the following priorities:

- 1

To extend our NHS glaucoma treatment – including sites such as Manchester, Bradford, Hampshire, Central London, Nottingham and Birmingham
- 2

To launch and secure insourcing contracts that enhance capacity, support the NHS workforce and help reduce patients’ waiting times for ophthalmic treatment
- 3

To further innovate our NHS cataract pathway to improve the patient experience and clinical outcomes
- 4

To further expand our resident doctor training by increasing the number of training sites and trainees, and by enhancing our programme to include wet lab and didactic training features
- 5

To expand Iris (AI) to the full patient journey and integrate with the patient portal and digital platforms. Also expand multilingual and accessibility features
- 6

To strengthen information governance frameworks, target full Cyber Essentials Plus accreditation and fully align with NHS Digital interoperability standards
- 7

To incorporate wider sources of information into the PSIRF process to inform quality improvement and take a view on patient safety partners
- 8

To support professional development within Optegra with a new managers induction programme, a new mentoring scheme and re-launch of our Future Leaders programme
- 9

To increase our research collaborations with industry and academia, and host an International Optegra Clinical Symposium open to clinicians from the UK and overseas






# 6.1 Commissioner statement – Leicester, Leicestershire and Rutland ICB

LLR ICB welcome Optegra Eye Health Care’s Quality Account for 2024-25 and we thank them for the opportunity to comment. This account covers all areas of quality undertaken by Optegra over the past year and demonstrates their commitment to safe, effective and patient focussed care through the service they offer nationally and in more recent months to the Leicester, Leicestershire and Rutland population.

As an ICB we have only become involved with Optegra Eye Hospital directly in the last two quarters of 2024-25, however clearly this Quality Account identifies priority areas of quality improvement that have been made throughout the year. We are pleased to recognise these as they demonstrate Optegra’s strong commitment to quality and ongoing improvement.

We support their 2025-26 quality priorities and look forward seeing how these develop over the forthcoming year. In future Quality Accounts we would like to see more reference to Leicester, Leicestershire and Rutland patient quality recognising the contribution this service has on delivering safe and effective services together with collaboration in the LLR System.

We look forward to how our relationship with Optegra Eye Health Care will develop in the drive towards improved quality outcomes for the patients and people of Leicester, Leicestershire and Rutland.

  
Kay Darby  
Chief Nursing Officer LLR ICB



# 6.2 Commissioner statement – NHS West Yorkshire ICB


On behalf of NHS Bradford District and Craven Health and Care Partnership West Yorkshire Integrated Care Board (WYICB), I welcome the opportunity to feedback to The Optegra Eye Hospital on its 2024/2025 Quality Report. The Quality Account has been shared with key members across the Bradford District and Craven Health and Care Partnership (BDCHCP).

We are pleased to see Optegra’s sustained commitment to supporting the NHS in delivering high-quality ophthalmic care, particularly in light of the increasing demands on NHS services. This includes the continued expansion of NHS clinics, the uptake of new glaucoma pathways, and the innovation around digital platforms such as IRIS demonstrate responsiveness to system pressures and a clear focus on patient access and outcomes.

We commend Optegra’s proactive stance on workforce development, particularly the expansion of its NHS junior doctor training programme, the ongoing education of optometrists and nurses, and the focus on equity, inclusion, and wellbeing. These efforts are critical to building a sustainable and resilient eye care workforce.

It is particularly encouraging to see Optegra’s commitment to transparent incident reporting, learning through PSIRF, and continuous quality improvement. The integration of digital innovation, including AI supported triage and pre/post operative assessments,

is also notable and reflects forward thinking approaches to care delivery. Looking ahead, we support the 2025/2026 priorities outlined in the report, especially further expansion of glaucoma care, investment in research and education, and enhanced digital infrastructure aligned with NHS standards. It is welcoming that the current Care Quality Commission (CQC) inspection maintains the overall rating of ‘Good,’ across all CQC domains. I would like to thank you and your staff for the achievements made in 2024/25. The Optegra Eye Hospital Quality Account for 2024 to 2025 is an excellent demonstration of your on-going commitment to continuously improve the quality and safety of patient focused care. Finally, I am required to confirm that NHS Bradford Districts and Craven Health Care Partnership has reviewed the Quality Account and believe that the information published provides a fair and accurate representation of Optegra’s quality initiatives and activities over the last year.

  
Matt Sandford  
Director of Partnership and Place  
Deputy Accountable Officer BDC ICB





# 6.3 Commissioner statement – Suffolk & North East Essex ICB

The Suffolk and North East Essex (SNEE) Integrated Care Board (ICB) confirm that Optegra have consulted and invited comment regarding the Annual Quality Account for 2024/2025. This has been submitted within the agreed timeframe and SNEE ICB are satisfied that the Quality Account provides appropriate assurance of the service.

SNEE ICB have reviewed the Quality Account and the information contained within the Quality Account is reflective of both the challenges and achievements within the organisation over the previous twelve month period.

SNEE ICB look forward to working with clinicians and managers from the service and with local service users to continue to improve services to ensure quality, safety, clinical effectiveness and a good service user experience is delivered across the organisation.

This Quality Account demonstrates the commitment of Optegra to provide a high quality service.



Lisa Nobes  
Chief Nursing Officer  
Suffolk & North East Essex Integrated Care Board



# 6.4 Commissioner statement – Surrey Heartlands ICB

Surrey Heartlands Integrated Care System (SH ICS) welcomes the opportunity to comment on the Optegra Eye Health Care Quality Account for 2024/25. The ICS is satisfied that the Quality Account has been developed in line with national guidance and gives an overall accurate account and analysis of the quality of services provided.

The 2024-25 financial year has presented a challenging picture for health and social care and a focus on extended waiting times has been a strong feature in the challenges faced. However, Optegra is reporting shorter waiting times for patients requiring ophthalmic surgery within the Surrey geography. Optegra continues to expand its offering and has launched several new hospital sites in support of NHS services.

We would like to acknowledge the efforts of all staff to deliver safe and effective care along with their on-going commitment to improve patient experience and drive to deliver continuous quality improvement to the services offered.

Reflecting on the 2024/25 Optegra priorities, Surrey Heartlands ICS would like to acknowledge the achievements made against the quality priorities and

the organisation’s transparency in sharing the challenges faced, across the eight priorities.

The ICB would like to particularly acknowledge the advances in cataract and glaucoma services, the introduction of AI technology into hospital sites and for expanding more options for patients to register their feedback to help shape service improvement across the organisation.

Optegra has set nine ambitious quality priorities for 2025/26. Along with some new priorities some are an expansion on the previous year’s aims; for example, increasing NHS Junior Doctor Training and the development of PSIRF to incorporate patient experience and its place in continuous improvement.

Surrey Heartlands ICB looks forward to working with Optegra in 2025/26 and will be keen to track Optegra’s progress against their stated priorities.



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







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