

Newmedica Bristol Update

4th November 2020

Dear colleagues,

I trust you are all safe and well as we move into a month of national shut-down.

Pleased reassured that during this latest lockdown, we remain open delivering our full ophthalmology service for routine and elective services. I would be grateful if you can let patients know, should they ask, that we are working to ensure their care will continue to happen.

Local testing remains a concern and we have maintained the requirement that patients isolate for 14 days prior to surgery unless they can undertake a COVID test and provide with a negative result within 72 hours of surgery as per a text or email. We conduct a COVID screening call at 72hrs prior to surgery and again when the patient arrives onsite. If we are concerned that a patient has not followed the isolation protocols, or they present with COVID symptoms, their appointment and procedure may be cancelled.

Our website has a dedicated page containing **Coronavirus information** (<https://www.newmedica.co.uk/coronavirus>) including how we are managing our services. This includes a short film which illustrates the changes made at our clinics which should help to reassure any anxious patients.

Referrals & Referral to Treatment Time (RTT)

We are fully open to referrals for both NHS and private patients. Our current wait time for first appointment to surgery is approximately 6 to 8 weeks for NHS patients and sooner for private patients. Please see a full list of our ophthalmology services and exclusions below:

- General
- Cataracts
- Vitreoretinal surgery (private patients only)
- Pterygium (Outpatient only)
- Glaucoma (Outpatient only)
- Oculoplastics* & Lacrimal (Outpatient & theatre procedures)
- YAG Laser (Capsulotomy, Selective Laser Trabeculoplasty Peripheral Iridotomy)
- Medical Retina (not Wet AMD)
- Excision and biopsy of eyelid lesion
- Chalazion*
- Blepharoplasty*
- Irrigation of nasolacrimal duct
- 3-snip Punctoplasty
- Punctal plugs

*Subject to INNF criteria

Exclusions:

- Cataract
 - Under 18 years old
 - Severe dementia / learning difficulties
 - Unable to transfer independently (need for hoists)
 - Need for general anaesthesia
 - Indwelling defibrillator
 - Recent cardiac event
- YAG
 - Under 18 years old
 - Severe dementia
 - Severe learning difficulties
- Retina
 - Under 18 years old
 - General Ophthalmology
 - Emergency (unless Newmedica surgical patient) / CUES)

We continue to operate out of our mainstay location of Litfield House in Clifton Village, Bristol (<https://www.litfieldhouse.co.uk/>), providing a full ophthalmology clinic and surgical services. Additionally, to increase our capacity, we have now opened our new service in Langford Surgery, South Bristol (<https://www.mendipvale.nhs.uk/>), delivering a full range of ophthalmology outpatients and minor surgery and also, will be opening a cataract only outpatients and surgical service in Frome Medical Centre, Somerset (<https://www.fromemedicalpractice.co.uk/>) very soon; I will update you once I have start date over the coming weeks.

Patient Satisfaction

Please take a look at our NHS.UK patient feedback for Bristol:-
(<https://www.nhs.uk/services/clinic/newmedica-surgical-centre-bristol/P141969/ratings-and-reviews>)

Contact us:

If you have any questions please give us a call:

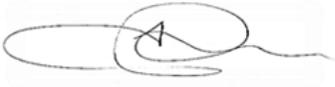
- Service Manager: **0117 440 4632**
- General enquiries: **0117 335 0160**

Email us (remember – please use nhs.net for anything patient specific):

- bristol@newmedica.co.uk
- newmedica.bristol@nhs.net
- Newmedica.referrals@nhs.net

Again, my sincere thanks for your continued referrals and please do not hesitate to contact us should you have any enquiries or concerns.

Very best wishes

A handwritten signature in black ink, appearing to be 'Julian Phillips', written on a light-colored background.

Julian Phillips

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