

# Why Choose Optegra

for **Cataract Treatment?**



Free local  
cataract  
treatment  
within weeks  
not months

Five star cataract surgery in five-star facilities.  
Leading consultants | Excellent outcomes



# Contents

---

**2**

Why choose  
Optegra?

---

**3**

What are  
cataracts?

---

**4**

Patient journey  
at a glance

---

**5**

What we do

---

**6**

Our hospitals

---

**8**

Meet our  
patients

---

**9**

Our patient  
portal

---

**10**

Quality of care

---

**12**

FAQs

---

**14**

Advanced  
options

# Why choose Optegra?

With cataract surgery comes the chance to change your vision for the better. The procedure can only be carried out once, so you deserve to have access to all the appropriate options.

## Why do so many patients choose Optegra?

- Your NHS procedure will be carried out in a dedicated Optegra Eye Hospital furnished to a five-star standard.
- Your treatment is entirely free – there are no additional charges at any point.
- Reduced waiting times – you'll have your first consultation typically within 2-3 weeks of referral.
- Fast appointments - normally you will be in hospital for no more than 2 hours.
- Free on-site parking.
- Expert eye consultants highly regarded within the medical community and respected in their field, using state-of-the-art technology.
- The highest standard of aftercare, with help on hand 24 hours a day should the need arise.



## NHS cataract surgery at Optegra

**Over 142,227**  
cataract surgery  
procedures  
performed to  
date

**97%** of  
patients were  
satisfied with  
their results

**99%** of patients  
would recommend  
treatment to their  
family or friends if  
they needed it

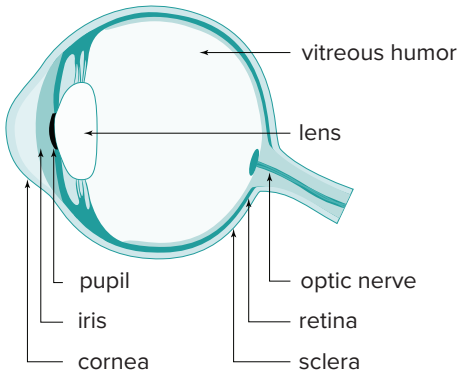
Referral to  
consultation in just  
**1-2 weeks** and  
referral to treatment  
in just **3-4 weeks**

*(Results based on feedback from 3,342 patients)*

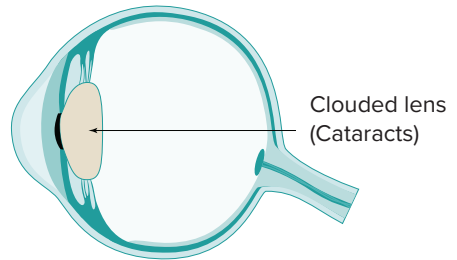
# What are cataracts?

A cataract is the natural clouding of the lens of the eye. Over time, this clouding causes blurred vision, rather like looking through frosted glass. Cataracts can also cause colours to fade and may cause glare or double vision.

Normal eye



Eye with a cataract



Normal Vision



Vision with a cataract



At present, the only treatment for cataracts is surgery. If the cataract is not removed, vision will gradually deteriorate.

# NHS Cataract Patient Journey

At Optegra we work with our AI assistant, Iris to give patients the best experience pre and post treatment. We're confident Iris will give you the right information at the right time to suit you.



## 1. Diagnosis & Referral

After being referred to Optegra by your optometrist, our NHS team will process your referral and contact you within three days for a telephone assessment.



## 2. Pre-assessment & Booking

After being referred to Optegra by your optometrist our AI assistant, Iris, will contact you and complete a quick and simple pre-assessment. Iris will ask a short series of questions to help us better understand your unique eye health.



## 4. Booking Surgery

Following your initial appointment, our NHS team will be in contact to arrange your surgery date at a time that suits you.



## 3. Initial Appointment

Vision and diagnostic tests will be conducted by our healthcare team. An optometrist will then assess your suitability for surgery, answer your questions, and complete the first stage of consent.



## 5. Day of Surgery

Our dedicated team will guide you through some pre-surgery checks and complete second-stage consent. The procedure itself should be pain-free and last around 15 mins. After surgery you will return to the ward and a nurse will explain post-operative care and next steps. Your total visit time will be no more than 2 hours.



## 7. Discharge

Please schedule regular sight tests with your local optometrist to maintain optimal vision.



## 6. Post-Operative Assessment

Your post-op assessment will take place in one of two ways:

- With your community optometrist. We'll send post-op details to your optometrist and the second-eye assessment will be in the community.
- With Iris AI, if available in your area. You will receive a call from Iris within 2 weeks of your treatment completion.



# What we do

As an independent healthcare provider, we are in a privileged position to assist people with the highest standards of medical care as we work together to restore individuals' vision, which in turn can improve much more—lifestyle, confidence, independence, and joy.

We see this happening every day in our hospitals, and we are incredibly proud to achieve this. We do not take this responsibility lightly.

We constantly review our services and medical outcomes, develop partnerships with the nation's leading consultant ophthalmologists, nursing staff, and optometrists, and we support NHS Trusts. Additionally, we invest in the latest technologies and provide

training to NHS doctors within Optegra. In case you are not familiar with Optegra, we were founded in 2007 when Ned Johnson, then chairman of Fidelity, had eye surgery himself which transformed his life and led to his desire for others to share this experience. His dream was for the highest quality eye surgery to be more widely available, affordable and with five-star service. And so Optegra was born.

Since then, we have grown throughout the UK and Europe, becoming a specialist eye hospital group with over 36 hospitals and clinics and are delighted to now be opening brand new clinics across the UK, bringing the highest quality NHS cataract surgery in a timely manner reducing unnecessary wait.

**“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





# Our locations

Some of our locations also have local Diagnostic Clinics designed to bring our cataract services even closer to you



**Optegra Eye Hospital  
Surrey**



**Optegra Eye Hospital  
Bradford**



**Optegra Eye Hospital  
Hampshire**



**Optegra Eye Hospital  
Birmingham**



**Optegra Eye Hospital  
Manchester**



**Optegra Eye Hospital  
North London**



**Optegra Eye Clinic  
Newcastle**



**Optegra Eye Clinic  
Maidstone**



**Optegra Eye Clinic  
Uttoxeter**





Optegra Eye Clinic  
Brighton



Optegra Eye Clinic  
York



Optegra Eye Clinic  
Colchester



Optegra Eye Clinic  
Preston



Optegra Eye Clinic  
Sheffield



Optegra Eye Clinic  
West London



Scan the QR code to  
find out more about your  
nearest hospital or clinic



Optegra Eye Clinic  
Nottingham



Optegra Eye Clinic  
Leicester



# Meet our patients



Here is what our patients say about us on TrustPilot...

First class - Everyone at Optegra was pleasant, friendly and very helpful in relieving any nerves or reservations I might have been experiencing. Staff were cheery and I was treated with kindness and respect throughout the procedure...

Mrs Susan Smith

Optegra were absolutely brilliant in every way. I was delighted to get a fast referral for cataract surgery to the pristine Whiteley facility where all staff were very friendly and knowledgeable. Procedure was quick and painless.

EI H

...excellent care and treatment at all stages of my cataract operation. Everything was explained clearly and all my anxieties addressed and questions answered. I am nervous of hospitals, but this was a positive experience for me...

Hilary

...I would like to say that I thank all the Doctors and all the Nurses who are working in the Hospital. I am very happy of your competency, and how you take care of your patients.

Issiaga Camara

Friendly staff, warm environment, hospitable and knowledgeable staff. Highly technical equipment and staff who are prepared to go the extra mile...

Mrs Caroline Ogunsola

Truly a five star organisation. Following post operative assessment, I have perfect vision without any need for corrective lenses whatsoever. The customer service and care are beyond reproach.

Christopher Rees

Optegra Eye Health Care is rated Excellent

Based on 3,651 reviews



How did we do?

Share your Optegra Experience  
Simply scan the QR code or visit:  
[www.trustpilot.com/evaluate/optegra.com](http://www.trustpilot.com/evaluate/optegra.com)

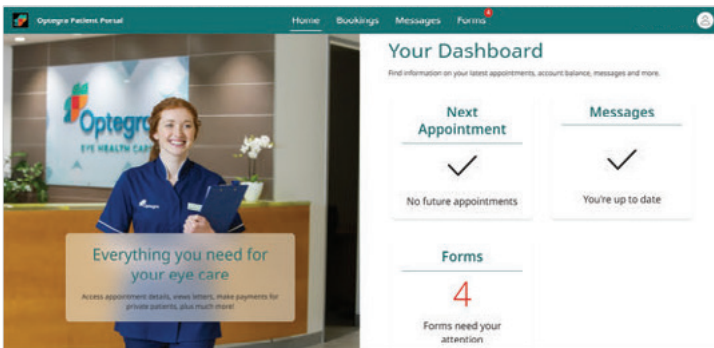
# Our patient portal

Our patient portal is for both NHS and private patients, providing the fastest and most convenient means to access information about your eye health anytime, anywhere, and on any device.

- ✓ Manage your Optegra online profile
- ✓ Check time & date of upcoming appointments
- ✓ All NHS procedures are free of charge and no payments will be expected.
- ✓ Review any correspondence from Optegra
- ✓ Make payments for private procedures

## How to access your secure online account:

- Open your browser and enter web address: [www.optegraeyes.com](http://www.optegraeyes.com)
- Click on Sign In
- If this is your first time you need to register for Patient Portal by clicking on Sign up now
- Create your account by entering your email, name and selecting a password
- Verify your account by entering your Optegra Patient ID, then enter your Date of Birth and select a Verification Method
- Once you have received your code enter this and your account is setup ready to use



Scan this QR code to watch our patient portal sign-in video

## Quality of care

We take great pride in consistently delivering the highest quality care throughout all our hospitals. Our dedicated teams are deeply committed to adhering to best practice guidelines and continually assessing and enhancing our services to provide the utmost care and outcomes for our patients.

We actively seek input from our patients, regularly inviting them to provide feedback to help us monitor our performance. This valuable feedback is diligently reviewed by our senior leaders and serves as the cornerstone for our action plans, ensuring an ongoing commitment to continuous improvement.

At Optegra, we are unwavering in our dedication to upholding exemplary clinical and professional standards across every facet of our business. We selectively recruit individuals with the finest skills and extensive experience to ensure that we consistently deliver the highest standard of care. Regular skill assessments and continuous training are integral to achieving and maintaining peak performance across all our teams.

We foster a culture of transparency and encourage our staff to openly and honestly report any issues,

regardless of their significance. This approach enables us to conduct comprehensive reviews, and the resulting insights are widely shared to promote best practices across all our teams and facilities.

“ ”

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







## What do I need to bring with me to my appointment?

Please bring all spectacles that you frequently wear and a copy of your most recent prescription if you have it. It is useful for us to know about other medications that you are taking, so it is worth noting these down. If you take Warfarin, please bring your INR book.

## Is there a waiting room where the person bringing me can sit?

Your chaperone is welcome to wait in our spacious waiting room with comfortable seating. However, if you feel you will require assistance during your appointment or have a carer and would like them to attend the appointment with you, then please speak to a receptionist on arrival. We will do our best to accommodate your wishes.

## Is parking available?

We have free onsite parking available at most of our hospitals, however please check on arrival if a parking permit is required and our reception team will assist you with this.

There are allocated bays for disabled parking and we have disabled access. Please ensure you have your blue badge clearly displayed. If you need assistance from your car to the hospital entrance then please let us know in advance.

## Do you offer transport to appointments?

It is possible for your GP to arrange transport to Optegra, subject to meeting their criteria. You should contact your GP surgery in the first instance to discuss the options available.

## Is it possible to travel to the hospital by public transport?

Options for public transport will vary according to your location. We have detailed information about travel options on our website [www.optegra.com](http://www.optegra.com)

## Can I drive to my appointment?

You cannot drive to your appointments. At the consultation appointment, it is likely that you will be given eye drops to dilate your pupils, and these can make your vision blurry for up to six hours afterwards.

After your surgery appointment, it can take up to 48 hours for your eyes to settle and you should not drive until you can clearly see a number plate 20 meters ahead.

## Is my first appointment for surgery or consultation?

Your first appointment with our clinical team is for an initial consultation to discuss your procedure and it will give you the opportunity to ask any questions you may have. After this appointment, the surgery will be scheduled between two to six weeks later.

### **How long will each appointment take?**

Please allow up to two hours for each appointment.

### **If both eyes need cataract surgery, can I book both my surgeries at the same time?**

No, you will have your surgeries on two separate dates. You will have an optometrist complete a post-operative check four to six weeks after the first cataract is removed, and once this report has been received, your second surgery will be scheduled.

### **Will I be awake during the procedure?**

Yes, however, you will receive local anaesthetic to the eye and offered a relaxant should you require it.

### **Can I rearrange my appointment?**

We understand that circumstances can change and you may need to change your original appointment. If so, please contact us on 0207 509 4186 or email [optegra.bookings@nhs.net](mailto:optegra.bookings@nhs.net) as soon as possible. You can also manage all your appointments via our patient portal.

### **I have run out of eye drops – what should I do?**

If you have run out of eye drops and require some more, please call our clinical line on 0207 509 4186 (lines open from 8am to 5pm). We can arrange for drops to be sent to you or you can collect them from the hospital.

### **How long do I wear the eye shield for?**

Most cataract patients are given a shield to take home, which protects your eye and keeps it as clean as possible. We recommend leaving the shield on overnight for one week, unless your surgeon has advised you otherwise.

### **How long will it take for my eyes to recover from surgery?**

Recovery time will vary depending on the patient, but on average it takes four to six weeks for your eyes to settle down and adjust.

### **Can I return to work immediately after surgery?**

Most cataract patients can return to work after around three days. If you work in a dusty or smoky environment, it is recommended to delay return to work by two weeks.

### **How long should I wait after surgery before I can fly?**

We recommend you wait at least one week before taking a short haul flight, and two weeks before going on a medium/long haul flight (three hours or more).



# Advanced Cataract Surgery options

If you have a strong preference to enjoy a life less reliant on spectacles after cataract surgery, then one or more of the technologies shown here could help us to achieve your goals. In accordance with Royal College of Ophthalmologists & General Medical Council guidance, we outline some of the major developments in intraocular lens (IOL) technology that Optegra provide in their private cataract surgery service.

Patients referred through NHS services can consider any of the options outlined below by requesting transfer to our private cataract surgery service.

## Multifocal Lens Implants

These implants offer the prospect of a very high level of spectacle freedom for normal day to day (distance) viewing, as well as close viewing such as reading menus, magazines and using a smartphone.

## Extended Focus Lens Implants

These implants offer the best prospect for gaining spectacle freedom for working with computer displays/ laptops whilst still providing excellent far distance vision.

## Laser Eye Surgery at Optegra

**Over 15,199** laser vision correction procedures performed, 4,705 of which with the latest SMILE technology

**99%** of patients were satisfied with their results

**99%** of patients would recommend treatment to their family or friends if they needed it

*(Results based on feedback from 1,117 patients)*

## Refractive Lens Exchange Surgery at Optegra

**Over 21,971** RLE procedures with advanced technology implants

**99%** of patients are able to read small newsprint without glasses

**96%** of patients were satisfied with their results

**98%** of patients would recommend treatment to their family to friends if they needed it

**91%** of patients achieve 20/20 vision or better

*(Results based on feedback from 1,133 patients)*

## Enhanced Depth of Field Lens Implants

These implants provide an enhanced viewing experience at the 1-3 metre range – and are especially useful to consider for patients who want minimum optical side effects but also value enhanced vision performance in the far intermediate range.

## Toric Lens Implants

These implants are designed to counteract astigmatism – an optical anomaly often arising from corneal shape abnormalities. Some degree of astigmatism is present in around 20% of patients seen for cataract treatment.

Multifocal and EDOF IOLs are also available in Toric format to help improve outcomes where astigmatism is found to be present.

Advanced technology lens implant options can be considered by anyone who is keen to minimise their reliance on glasses after cataract surgery. Just ask your clinician whether you could be suitable for advanced cataract surgery and they will be glad to help you understand your options.

Please note that those electing to consider private cataract surgery are free to choose an alternative service provider should they wish.



**Without  
astigmatism**



**With  
astigmatism**

To find out more information about our private cataract treatment options please contact us today on **0800 086 1064**







---

Contact us at:

[Optegra.com/nhs](https://www.optegra.com/nhs)  
**0207 509 4186**

---

Follow us on:



@optegrauk



@OptegraEyeHospitals



@Optegra