

30/11/2022

NN-ICB/22/106

Dear Requestor

**RE: Freedom of Information Request**

With reference to your request for information I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold the information that you have requested. A response to each part of your request is below.

In the request you asked:

1. Could you please describe the cataract referral process from a community optometrist through to a cataract surgery provider.

The current commissioned referral pathway for routine cataract referrals in **Mid-Nottinghamshire, South Nottinghamshire & Nottingham City** is as follows:

- Community Optometrist refers patient to their registered GP using a GOS18 referral form provided they meet the ICB's cataract referral criteria.
- The GP practice adds to the referral any relevant clinical info regarding the patient from their GP medical record (i.e. relevant history, specific needs).
- The GP practice inputs the referral on to the NHS e-Referral Service (e-RS) and forwards this to the triage provider. This is either HealthHarmonie (Mid-Nottinghamshire & South Nottinghamshire patients) or East Midlands Medical Services (working with the ICB's Referral Support Service) (Nottingham City patients).
- The triage provider reviews the referral and if suitable they contact the patient and offer them a choice of local providers to have their surgery. The choices offered are based on location and waiting times.
- The patient is booked an appointment with their chosen surgery provider.

The current commissioned referral pathway for routine cataract referrals in **Bassetlaw** is as follows:

- Community Optometrist refers the patient to the Referral Assessment Services provided by Primary Eye Care Services (PECs).
- PECs add additional clinical information from the NHS Spine to the referral and then send this on to their cataract pre-check service in the community.
- Once the pre-check is complete the referral is then directed to the provider chosen by the patient, co-ordinated by PECs.

2. Could you please describe how these referrals are sent / received: eg post, email, ERS, e-ERS

**Mid-Nottinghamshire, South Nottinghamshire & Nottingham City** - Referrals are sent from the optometrist to the patient's GP by hand (where the patient takes it directly to their GP practice) or by post, and onwards from this to triage via the NHS e-Referral Service (e-RS).

**Bassetlaw** – Referrals are sent using the OPERA system.

3. Within the process, if there is an intermediary such as a referral support service / management service / single point of access, could you please describe this and provide a contact email address for this service.

**Mid-Nottinghamshire & South Nottinghamshire** – HealthHarmonie ([health.harmonie@nhs.net](mailto:health.harmonie@nhs.net)) provide a triage and referral management service, receiving and reviewing referrals, offering patients a choice of provider and booking them an appointment with their chosen provider.

**Nottingham City** - East Midlands Medical Services ([admin@emmshealthcare.co.uk](mailto:admin@emmshealthcare.co.uk)) provide a triage service and they work closely with the ICB's Referral Support Service. The Referral Support Service ([Nottinghamcity.cas@nhs.net](mailto:Nottinghamcity.cas@nhs.net)) receive the referrals, forward them to East Midlands Medical Services via NHS.net to triage who return the triage outcomes, and subject to this the Referral Support Service offer patients a choice of provider and books them an appointment with their chosen provider.

**Bassetlaw** – Primary Eye Care Services ([info@primaryeyecare.co.uk](mailto:info@primaryeyecare.co.uk)) provide a Referral Assessment Service via a single point of access. Their role is outlined in Q1.

4. List the current cataract surgery providers and the address they operate from within the area

The following providers offer cataract surgery within the Nottingham & Nottinghamshire ICS area:

- **Nottingham University Hospitals NHS Trust** – operating from Queens Medical Centre, Derby Road, Nottingham, NG7 2UH
- **Sherwood Forest Hospitals NHS Foundation Trust** - operating from Kings Mill Hospital, Mansfield Road, Sutton in Ashfield, Nottinghamshire, NG17 4JL, and Newark Hospital, Boundary Road, Newark, Nottinghamshire, NG24 4DE
- **Doncaster & Bassetlaw Teaching Hospitals NHS Foundation Trust** - operating from Retford Hospital, North Road, Retford, DN22 7XF
- **Woodthorpe Hospital (Ramsay Health Care)** - operating from 748 Mansfield Road, Nottingham, NG5 3FZ
- **Spa Medica** - operating from Loxley House, Balderton Gate, Newark, Nottinghamshire, NG24 1UN
- **CHEC** - operating from Unit 1, Commodore Court, Nuthall Road, Nottingham NG8 5DQ

In addition to the above, there are:

- Other providers that patients can choose which are located outside of the Nottingham & Nottinghamshire ICS boundary e.g. **Newmedica** (Barlborough, Chesterfield), **Rotherham Hospital**, **Sheffield Teaching Hospitals**; and also
- Other operating sites belonging to some of the providers listed above which are also outside of the ICS boundary e.g. **Doncaster & Bassetlaw Teaching Hospitals** operating from Doncaster Royal Infirmary, **Spa Medica** (various sites).

If you are unhappy with the way in which your request has been handled, NHS Nottingham and Nottinghamshire Integrated Care Board (ICB) have an internal review procedure through which you can raise any concerns you might have. Further details of this procedure can be obtained by contacting Lucy Branson, Associate Director of Governance via [lucy.branson@nhs.net](mailto:lucy.branson@nhs.net) or by writing to FOI Team at NHS Nottingham and Nottinghamshire ICB, Sir John Robinson House, Sir John Robinson Way, Arnold, Daybrook, Nottingham, NG5 6DA.

If you remain dissatisfied with the outcome of the internal review, you can apply to the Information Commissioner's Office (ICO), who will consider whether the organisation has complied with its obligations under the Act and can require the organisation to remedy any problems. Generally, the ICO cannot make

a decision unless you have exhausted the complaints procedure provided by NHS Nottingham and Nottinghamshire ICB. You can find out more about how to do this, and about the Act in general, on the Information Commissioner's Office website at: <https://ico.org.uk/for-the-public/>

Complaints to the Information Commissioner's Office should be sent to:

FOI/EIR Complaints Resolution, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone 0303 123 1113 or report a concern via <https://ico.org.uk/concerns/>

Yours sincerely

Freedom of Information (FOI) Officer on behalf of *NHS Nottingham and Nottinghamshire Integrated Care Board*

[notts.foi@nhs.net](mailto:notts.foi@nhs.net)

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