

21/11/2023

NN-ICB/23/497

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 partially hold the information that you have requested. A response to your request is below.

In the request you asked:

1) Can the ICB explain how their referral management centre is offering patient's the choice of 5 providers for consultant led, elective care for Ophthalmology? Do they have an algorithm or protocol they can share with me?

Patient choice for consultant led, elective care in Ophthalmology is offered by:

- The ICB's Referral Support Service for patients registered with a GP in Nottingham City.
- HealthHarmonie (commissioned provider) for patients registered with a GP in Mid-Nottinghamshire and South Nottinghamshire.
- Primary Eyecare Services (commissioned provider) for patients registered with a GP in Bassetlaw.

Providers offering patient choice do so using the NHS e-Referral Service (e-RS). When a referral to a particular service is required a minimum of 5 provider choices are offered to patients, with provider options offered being dependent on the postcode of the particular patient. The choices offered are taken from e-RS which provides a list based on where a patient lives, and from this list patients are provided with providers' waiting times (where available) and any other information about the providers which they request.

Providers offering patient choice in Ophthalmology do not use an algorithm or protocol to undertake this service.

2) Can the ICB advise for ophthalmology within the region, which providers are included in that choice conversation for the provision of:

- cataracts
- glaucoma
- wet AMD
- oculoplastics

Providers that are included in a choice conversation with a patient will be dependent on where the patient lives. Therefore there is no single list of provider options, as the list will be generated by the e-RS system for each patient referral. An exception to this is wet AMD. If a patient is referred for suspected wet AMD they are not normally offered patient choice due to the clinical urgency of this condition, this is considered to be outside of the scope of patient choice arrangements.

Below are the ophthalmology providers the ICB holds a contract with, which will be options for patients to choose in addition to any non-contracted providers that are available on eRS dependent on the patient's postcode.

- Nottingham University Hospitals NHS Trust
- Sherwood Forest Hospitals NHS Foundation Trust
- Doncaster & Bassetlaw Teaching Hospitals NHS Foundation Trust
- Woodthorpe Hospital (Ramsay Healthcare)
- Newmedica
- SpaMedica
- CHEC (Community Health and Eyecare)
- University Hospitals of Derby and Burton NHS Foundation Trust
- Sheffield Teaching Hospitals NHS Foundation Trust
- University Hospitals of Leicester NHS Trust
- Spire Healthcare
- United Lincolnshire Hospitals NHS Trust
- Chesterfield Royal Hospital NHS Foundation Trust

3) Can the ICB confirm how they gather up to date information about provider capacity for each of the specialities above, to be discussed in the choice conversation?

Information concerning appointment and treatment waiting times is gathered (where available) from the e-RS system and shared within choice conversations with patients.

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 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*

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