

28/11/2023

NN-ICB/23/546

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 each part of your request is below.

In the request you asked:

1. *Does your ICS manage any patient referrals centrally, or is this only done by a Trust?*

*Please detail the specialty / modality that have centrally managed referrals, either by the ICS or Trust. Please name the Trust or Trusts that are responsible for centrally managing referrals.*

*Greater Notts Referral Support Service (GNRSS), which sits within Nottingham and Nottinghamshire ICB, manage and process referrals for our population within Nottingham City 'Place', South Notts 'Place' (which includes Rushcliffe, Nottingham North & East, Nottingham West) and Mid Notts 'Place' (but for Consumable Specialty only).*

*There is no central referral management system for the remainder of specialties for our Mid-Notts 'Place' or for our Bassetlaw 'Place'. In these instances, referrals are sent directly via e-Referral Service (ERS) to the Trusts (i.e., Doncaster and Bassetlaw NHS Trust or Sherwood Forest Hospitals NHS Foundation Trust).*

*Details in relation to our four 'Places' can be found at <https://healthandcarenotts.co.uk/care-in-my-area/>*

*The GNRSS process referrals for: Allergy, Audiology, BCC Dermatology, BEMS, Cardiac & Thoracic Surgery, Cardiology, Carers Breaks, Cataract/Glaucoma Transfers, Clinical Hematology, Clinical Immunology, Colorectal Surgery, Consumables, Dermatology, Diabetic Medicine, Endocrinology, ENT, Family History of Breast Surgery, Gallstones, General Medicine, General Surgery, Geriatric Medicine, Gynaecology, Infectious Diseases, MOSAIC (combined pain & orthopaedic service), MSK Physio, Nephrology, Neurology, Neurosurgery, Ophthalmology, Oral & Maxillofacial Surgery, Orthotics, Paediatric orthoptic, Paediatrics, Plastic/cosmetic procedures, Podiatry, Psychological Therapy, Respiratory Medicine, Rheumatology, Sleep Medicine, Sports and Exercise Medicine, Trauma & Orthopaedic, Urology, Varicose Veins, Vascular Surgery and Vasectomy.*

2. *If your ICS or Trusts do not currently manage referrals centrally, do you have any plans to? What is the timeline? Which organisation will lead this?*

*N/A.*

3. What clinical networks operate across your ICS (e.g. endoscopy, pathology, cardio, cancer, etc)?

*N/A, as there are no clinical networks involved in central referral management.*

4. How does referral management work in these networks? Are network specific referrals managed centrally by the ICS or are these referrals managed centrally by the network? Please give details of any networks that centrally manage referrals. If this is not in place currently are there any plans to do so? Please outline what networks and timeline?

*As per Q3, there are no clinical networks involved in central referral management.*

*GNRSS receive referrals from GPs via E-Referral and via email for Consumables/ Mosaic. These referrals are then processed to be triaged, offered choice and booked into a relevant provider (Secondary Care). We have five working days for majority of our specialities to be processed.*

*Please see response to Q1 in relation to which specialties GNRSS processes referrals for.*

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)

*All information we have provided is subject to the provisions of the Re-use of Public Sector Information Regulations 2015. Accordingly, if the information has been made available for re-use under the [Open Government Licence \(OGL\)](#) a request to re-use is not required, but the license conditions must be met. You must not re-use any previously unreleased information without having the consent of NHS Nottingham and Nottinghamshire Integrated Care Board. Should you wish to re-use previously unreleased information then you must make your request in writing (email will suffice) to the FOI Lead via [notts.foi@nhs.net](mailto:notts.foi@nhs.net). All requests for re-use will be responded to within 20 working days of receipt.*