

Our Ref: PW/AKB/FOI-11-161

Stafford Education & Enterprise Park  
Weston Road  
Stafford  
ST18 0BF

10<sup>th</sup> November 2022

Telephone: 0300 123 1461

Sent by email

Dear

**FOI-11-161**

**Your request for information under the Freedom of Information Act 2000**

Thank you for your request dated the 7<sup>th</sup> November 2022. We can confirm that the Staffordshire and Stoke-on-Trent Integrated Care Board does hold the information that you have requested. Please see our responses in blue below

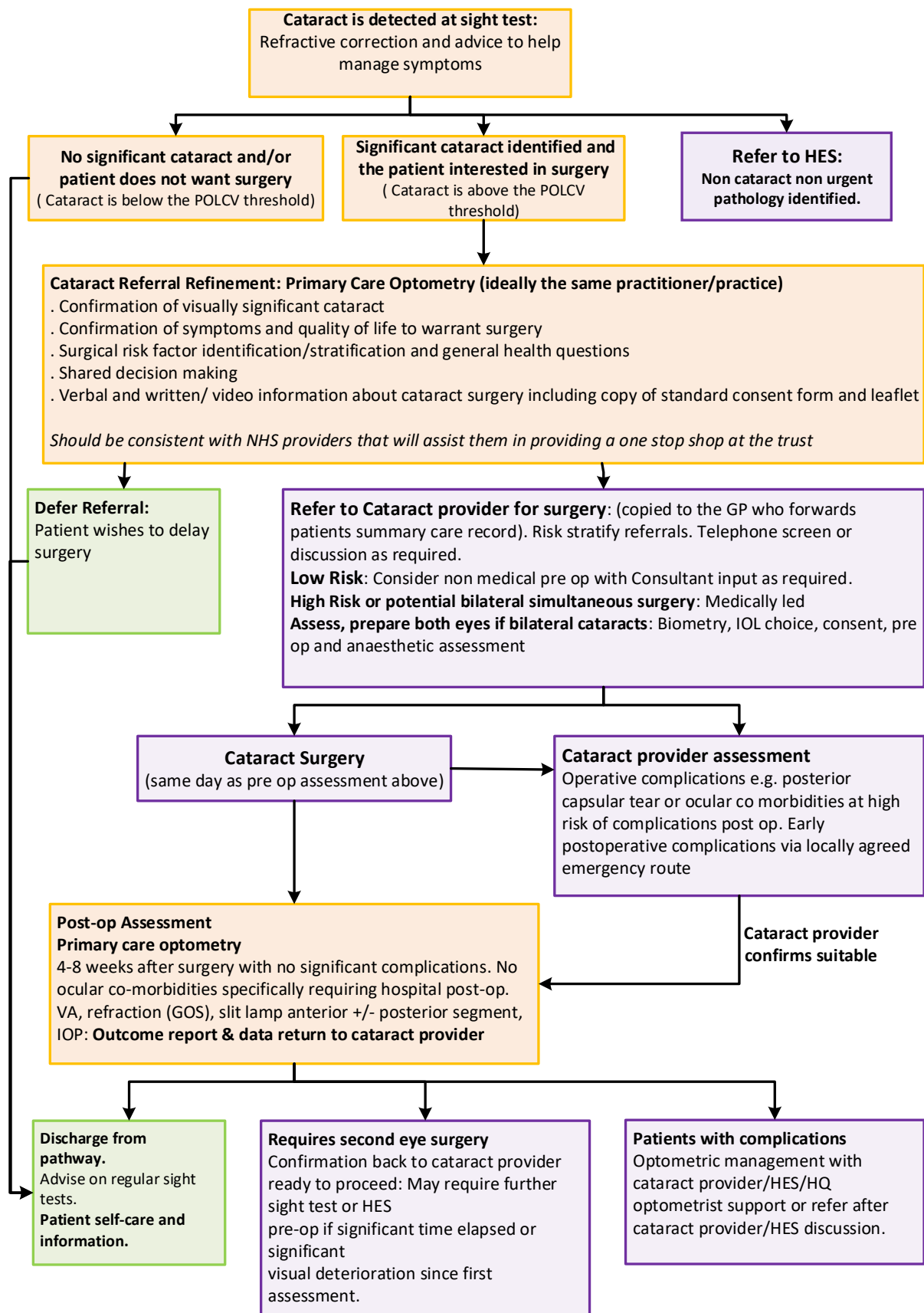
**The information is relating to ophthalmology services and specifically around the provision of cataract pathways and providers. This information may be available from the ICB planned care team / ophthalmology leads.**

**Questions:**

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

Please see diagram below (second page) as requested.

## CATARACT PATHWAY



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

Referrals can be received in three ways:

- I. Referral by Optometrists to the Choice and referral centre by E-Mail, who then forward the referral to the patients chosen provider after contacting the patient and offering them choice to four/five providers closest to their home. Or if the patient has a specific request, then so long as they are on the ERS system the referral will be sent there.
- II. Referral by the GP to the Choice and Referral Centre via ERS, who then forward the referral to the patients chosen provider after contacting the patient and offering them choice to four/five providers closest to their home. Or if the patient has a specific request, then so long as they are on the ERS system the referral will be sent there.
- III. Referral is sent directly to the patients chosen provider by the Optometrist via OPERA after the Optometrist has offered the patient informed choice.

**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?**

All referrals in Stoke on Trent/North Staffordshire are sent to the choice and referral centre. See the above first two bullets in terms of the process.

In the South/East of Staffordshire, there is no intermediary service available currently.

E-Mail address for the Choice and Referral Centre:  
[choice.referralcentre@nhs.net](mailto:choice.referralcentre@nhs.net)

**4. List the current cataract surgery providers and the address they operative from within the area?**

Patients have the right to choose their secondary care provider as per the choice agenda. Patients can choose any provider that is listed on ERS.

**Right of Appeal**

Should you require any further information or clarification regarding this response please do not hesitate to contact us. If you are dissatisfied with the response, you are entitled to request an internal review which should be formally requested in writing and must be within two calendar months from the date this response was issued.

**To request an internal review**

You can request an internal review by contacting the Staffordshire and Stoke-on-Trent Integrated Care Board FOI team by emailing the team at [StaffsStokeFOI@staffsstoke.icb.nhs.uk](mailto:StaffsStokeFOI@staffsstoke.icb.nhs.uk) or by post to the address at the top of this letter.

If you are not content with the outcome of your internal review, you may apply directly to the Information Commissioner's Office (ICO) for a decision. Generally, the ICO cannot make a decision unless you have exhausted the Staffordshire and Stoke-on-Trent Integrated Care Board's FOI complaints procedure.

The ICO can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

[www.ico.gov.uk](http://www.ico.gov.uk)

Yours sincerely

**Paul Winter**  
**Deputy Director of Corporate Governance,**  
**Compliance & Data Protection/Data Protection**