



**Staffordshire and
Stoke-on-Trent**
Integrated Care Board

Our Ref: PW/AKB/FOI/0124/665

Stafford Education & Enterprise Park
Weston Road
Stafford
ST18 0BF

25th January 2023

Telephone: 0300 123 1461

Sent by email

Dear

FOI-0124-665

Your request for information under the Freedom of Information Act 2000

Thank you for your request for information received on the 6th January 2024. We can confirm that the Staffordshire and Stoke-on-Trent Integrated Care Board can provide the following information.

An anonymised copy of this response will be made publicly available on the ICB website.

Please see our responses in blue below:

We would like to request information pertaining to the referral pathways for General Ophthalmology & Cataracts within the NHS Staffordshire and Stoke-on-Trent ICB Region.

- 1. Could you please confirm the processes in which patients are offered choice for eligible providers and referred into these services, and, if possible, provide a referral pathway flow?**

Staffordshire and Stoke-on-Trent (SSOT) has a referral management centre called "Choice and Referral" which manages cataract referrals. When patients have been referred to Choice and Referral, the team make contact with patients directly. The team talk the patient through their choice options then use this information when they review providers that are on E-Referral Service (ERS). The patient is then offered the choice of five providers. The majority of our ophthalmology patients choose providers that are geographically closest to them based on their postcodes.

Chair: David Pearson MBE

Chief Executive Officer: Peter Axon

In Northern Staffordshire there is a commissioned Tier 3 community service for general ophthalmology. This is in addition to services provided by the NHS Trust. Referrals to the tier 3 service are managed by the Choice and Referral Team.

2. We would also ask for confirmation of the Service Specifications along with a list of contracted providers?

Please find attached Service Specifications as requested.

Contracted cataract providers: Spamedica, Community Health and Eye Care Ltd, Optegra.

Contracted Tier 3 Community Ophthalmology provider: Community Health and Eye Care Ltd.

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 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

Yours sincerely

Paul Winter
Associate Director of Corporate Governance