



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

Our Ref: PW/AKB/FOI/0624/863

Stafford Education & Enterprise Park  
Weston Road  
Stafford  
ST18 0BF

11<sup>th</sup> June 2024

Telephone: 0300 123 1461

Sent by email

Dear

**FOI-0624-863**

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

Thank you for your request for information received on the 3<sup>rd</sup> June 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:

**I am writing to make a request for information under the Freedom of Information Act 2000. I am seeking information regarding the use of Patient Choice for Cataract surgery within your Integrated Care System (ICS).**

- 1. Could you please confirm if your ICS use an Electronic Eyecare Referral system (s)? If so, please state which system (s) you use (by place if necessary).**

The ICS use Cinapsis EeRS. This is operational in Northern Staffordshire and is in progress to be implemented across the rest of the county. Cataract referrals are made using the OPERA System.

- 2. Could you please confirm if referrals for Cataract surgery within your ICS go via a Single Point of Access/Choice Centre or equivalent?**

Yes, cataract referrals go via the ICB Choice and Referral Team.

- 3. Could you please confirm at which point of the pathway, patient choice of cataract surgery provider is offered to the patient. (Optician/GP or Single Point of Access).**

**Chair:** David Pearson MBE

**Chief Executive Officer:** Peter Axon

Patient choice of cataract surgery provider is offered to the patient by the Choice and Referral Team.

**4. If the answer to question 2 is yes, please provide the name and contact details for the centre.?**

Please see attached document.

**5. If the answer to question 2 is yes, please provide details on how choice is offered to patients. E.g. Distance, Wait times. Number of providers offered?**

The Choice and Referral Team use the E-Referral Service (ERS) to offer choice of providers for cataract surgery. This is usually the five geographically closed providers based on the patient's postcode.

**6. If the answer to question 2 is yes, please provide a copy of the script used by the single point of access (or equivalent) when offering choice to patients?**

Good morning/ good afternoon. My name is \_\_\_\_\_ and I'm calling from the NHS.

Please may I speak to \_\_\_\_\_? (need to ask for first name and last name). It's about an NHS appointment. Please can you confirm your date of birth?

*Once the patient has confirmed that they are the person named and confirmed their date of birth, the reason for the appointment can be discussed.*

**This is about booking an appointment for your cataract.**

Can I just ask, are you able to lie flat?

You have a choice of locations:

*Read options from screen*

**Where would you like to go?**

*Then either book or request an appointment with the provider.*

**The clinic/ hospital will send you confirmation of your appointment.**

*Check address details with patient.*

**7. If the answer to question 2 is yes, please provide a copy of the choice letter sent to patients.**

Patients are usually contacted by telephone. Where a letter needs to be sent, please see attached document.

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**  
**Associate Director of Corporate Governance**