



Lincolnshire
Integrated Care Board

Lincolnshire Integrated Care Board

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14 November 2023

FREEDOM OF INFORMATION – DECISION NOTICE

Dear Requester

FOI Reference Number: 71758

I refer to your email of 20 October 2023 requesting information in relation to elective care for Ophthalmology.

I can confirm on behalf of NHS Lincolnshire Integrated Care Board (ICB) and in accordance with S.1 (1) of the Freedom of Information Act 2000 (FOIA) that we do hold the information that you have requested. A response to each element of your request is detailed below.

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 us?

The Elective Activity Coordination Hub (EACH) will contact the patient and offer them the choice of providers available on the NHS e-Referral Service (e-RS) based upon post code location. Where there are 5 options all 5 will be offered.

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

***cataracts**

United Lincolnshire Hospitals NHS Trust (ULHT)
North West Anglia NHS Foundation Trust (NWAFT)
Sherwood Forest Hospitals NHS Foundation Trust (SWFT)
North Lincolnshire and Goole NHS Foundation Trust (NLAG)
Nottingham University Hospitals NHS Trust (NUH)
Ramsey Healthcare

Circle

Spa Medica

New Medica

ACES

***glaucoma**

ULHT
NWAFT
SFHT
NLAG
NUH
ACES
COTATS (Suspected glaucoma only)

***wet AMD**

Is regarded as an urgent referral and is referred to acute services only:

ULHT
NWAFT
SFHT
NLAG
NUH

***oculoplastics**

ULHT
NWAFT
SFHT
NLAG
NUH
ACES

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?

Acute Trusts do not provide any information on appointment capacity and waiting times – the majority of acute trusts do not publish appointments on e-RS. Patients are directed to the national My Planned Care Platform but advised that the waits on there can be slightly misleading due to the way they are calculated and includes urgent patients who are seen quicker and therefore reduces the average waiting time. Routine patients may wait longer than the time 'published'.

Independent Sector Providers (ISPs) do provide information on their waits and waiting times – ISPs do publish appointments on e-RS which enables the EACH to book patients directly into appointments.

4) If the referral management centre function is delivered by a commissioned provider, how does the ICB ensure they are fulfilling patient choice?

The referral management centre function is commissioned and managed by the ICB. All calls are recorded and can be monitored.

I hope that this answers your queries with the information we currently hold, but if I can be of any further assistance please do not hesitate to contact me.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to

Arden & GEM Greater East Midlands Commissioning Support Unit
FOI TEAM/Corporate Communications Team
1st Floor, St John's House
East Street
Leicester
LE1 6NB

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided the ICB.

The Information Commissioner can be contacted at: telephone 0303 123 1113,
email icocasework@ico.org.uk and <https://ico.org.uk/global/contact-us/>

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Yours faithfully

Lindsay Parker
Senior Freedom of Information Officer

***On behalf of
NHS Lincolnshire ICB***