

Our ref:
Please contact:
Email:
Personal assistant:
Direct tel:

25 June 2024

Dear,

Re: Your request for information under the Freedom of Information Act 2000
Ref no: FOI-4081-LSC

Thank you for your request dated 4 June 2024.

We can confirm that the ICB does hold the information you requested.

Please find our response to your questions below:

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).

OPERA is the EeRS platform used across Lancashire and South Cumbria. West Lancashire currently do not utilise OPERA, but this will be available from October 2024 in line with the Tier 1 Ophthalmology service.

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

All Cataract referrals are referred via a single point of access (SPoA) route or via Referral Management centre (RMC).

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).
 - **East Lancashire - Choice offered by Optometrist SPoA**
 - **Blackburn with Darwen - Choice offered by Optometrist SPoA**
 - **Blackpool – Choice offered via RMC**
 - **Fylde & Wyre - Choice offered via RMC**
 - **Chorley & South Ribble - Choice offered via RMC**
 - **Greater Preston - Choice offered via RMC**
 - **West Lancashire – Choice currently offered via ISIGHT**
 - **Morecambe Bay - Choice offered by Optometrist SPoA**
 - **North Cumbria - Choice offered by Optometrist SPoA**

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

**Referral Management Centre
RMC, Suite 2, Leyland House, Centurion Way, Leyland**

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.

Patients are offered minimum of five providers. Choice is monitored in the RMC via regular call auditing. Staff must also be signed off on staff training matrix covering the understanding of offering choice.

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.

Please refer to the attached documents.

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

If the RMC are unable to contact the patient then a copy of the National e-Referral appointment request letter (with the patient choice details) are either posted out, or where a patient has signed up to the NHS app, the information will be emailed.

Attached are example copies of a National e-Referral appointment request letter (with the patient choice details) and an example of a National e-Referral reminder letter. A reminder letter is sent out to patients who fail to book an appointment – Urgent after 8 days, routine after 21 days.

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 this by contacting the FOI team by email at MLCSU.FOITeam@nhs.net or by post to Leyland House, Lancashire Business Park, Leyland, PR26 6TR, specifying why you require a review.

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 CCGs FOI complaints procedure. The ICO can be contacted at:

Information Commissioner's Office, Wycliff House, Water Lane, Wilmslow, Cheshire, SK9 5AF
www.ico.gov.uk

Yours sincerely

Professor Craig Harris – Chief Operating Officer

**On behalf of Kevin Lavery
ICB Chief Executive**