



Please contact: Access to Information
Team
Email: MLCSU.FOITeam@nhs.net
Direct tel: 01782 916875

13 February 2024

Dear

Re: Your request for information under the Freedom of Information Act 2000
Ref no: FOI-3767-LSC

Thank you for your request dated 16 January 2024.

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

1. I would like to understand the number of serious incidents or never events that have been recorded by ophthalmology departments in relation to missed follow up appointments for wet AMD or glaucoma monitoring. By Missed I mean delayed or remaining unbooked for hospital reasons such as lack of capacity rather than patient cancellations.

If it is possible to have this for the 2022/23 year versus 2023/24 year to date please.

Please find our response to your questions below:

2022/23 – 6 (1 reported as a Never Events (NE), the other 5 were Serious Incidents (SI's)

2023/24 year as of 6 February 2024 – 6 (all 6 were reported as SI's)

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 40 working days 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, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
www.ico.gov.uk

Yours sincerely

**Professor Sarah O'Brien,
Chief Nursing Officer**