

**Reference:** FOI.ICB-2324/277

**Subject:** Patient Choice; Ophthalmology

*I can confirm that the ICB does hold the information requested; please see responses below:*

QUESTION	RESPONSE
<p>1) Can you explain how the 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?</p>	<p>BNSSG Referral Service process referrals on e-Referral and populate choices using knowledge of local pathways, as well as consideration of providers inclusion criteria and whether a patient will meet this. There are instances where 5 choices are not able to be provided, such as for highly specialised services or when the patient is not clinically appropriate to be referred to Independent Sector Providers or where there is not enough local services or providers that the ICB has a contract with to be offered to the patient.</p>
<p>2) Can you advise, for ophthalmology within the region, which providers are included in that choice conversation for the provision of: *cataracts *glaucoma *wet AMD *oculoplastics</p>	<p>BNSSG Referral Service does not have a choice conversation with the patient; they populate choices and send a letter to the patient with these choices detailed for the patient to select.</p> <p><b>Cataracts</b> – Bristol Eye Hospital; SpaMedica*; Newmedica*; Practice Plus Group*; Somerset Surgical Services*.</p> <p><b>Glaucoma</b> – Bristol Eye Hospital; Weston General Hospital; Royal United Hospital, Bath; Newmedica*</p>

	<p><b>Wet AMD</b> – These referrals are clinically triaged by an Optometrist to ascertain urgency as this impacts the pathway and the provider choice that can be offered.</p> <p><b>Oculoplastics</b> – Bristol Eye Hospital; Newmedica*; Royal United Hospital, Bath; Practice Plus Group*.</p> <p><i>*Independent Sector Provider choices only offered where patient meets the provider’s inclusion criteria.</i></p>
<p>3) Can you confirm how the referral centre gathers up to date information about provider capacity for each of the specialities above, to be discussed in the choice conversation?</p>	<p>BNSSG Referral Service are sent information regarding waiting times from GP Liaison Managers within Independent Sector Providers. Indicative waiting times are also published on e-Referral system for all providers.</p>
<p>4) If the referral management centre function is delivered by a commissioned provider, how do you ensure they are fulfilling patient choice?</p>	<p>N/A – BNSSG Referral Service is part of BNSSG ICB.</p>

***The information provided in this response is accurate as of 23 October 2023 and has been approved for release by Rosi Shepherd Chief Nursing Officer for NHS Bristol, North Somerset and South Gloucestershire ICB.***