

Reference: FOI.ICB-2627/154

Subject: Ophthalmology Single Point of Access

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

QUESTION	RESPONSE
I am writing to request information under the Freedom of Information Act 2000 regarding ophthalmology referral management and Single Point of Access arrangements commissioned by your Integrated Care Board. For the purpose of this request, I am using the term “Single Point of Access” broadly to include any commissioned service or digital pathway that receives, manages, triages, validates, redirects, or clinically assesses ophthalmology referrals at system or ICB level before onward referral to secondary care, community ophthalmology, optometry, or another provider. If your ICB has commissioned such a service, please could you provide the following information:	
1. Please could you confirm whether your ICB has commissioned a system-level Single Point of Access, referral management service, triage service, or equivalent arrangement for ophthalmology referrals?	The ICB currently has a Referral Management Service but this function will shortly cease in line with NHS England requirements.
2. The name of the provider delivering the service.	N/A – this is carried out inhouse
3. The start date and end date of the current contract.	N/A – this is carried out inhouse

4. The length of the contract, including any extension options.	N/A – this is carried out inhouse
5. The annual contract value, or the annual value attributable to the ophthalmology Single Point of Access if the service forms part of a wider contract.	N/A – this is carried out inhouse
6. Whether the ophthalmology Single Point of Access forms part of a wider referral management, clinical assessment, community services, digital platform, or other contract.	Forms part of the current elective care Referral Management Service
7. If it is part of a wider contract, please provide the overall contract scope and total annual contract value, where available.	N/A – this is carried out inhouse
8. If your ICB has not commissioned a system-level Single Point of Access or equivalent arrangement for ophthalmology, please could you confirm whether there are any current plans, proposals, procurements, pilots, business cases, or approved programmes to commission such a service? If plans do exist, please could you provide any available details, including expected scope, anticipated timescales, procurement status, and indicative budget or planned annual value.	N/A

The information provided in this response is accurate as of 28 July 2026 and has been approved for release by Helena Fuller, Deputy Director of Business, Strategy and Planning for NHS Bristol, North Somerset and South Gloucestershire ICB.