



# North East and North Cumbria

Our Reference HM\North East and North  
Cumbria ICB\FOI ICB581

NECS – John Snow House  
Durham University Science Park  
Durham  
DH1 3YG

Tel: 0191 301 1300  
E-mail: [necsu.icbfoi@nhs.net](mailto:necsu.icbfoi@nhs.net)

07 November 2023

## **Freedom of Information Act 2000 – Request for Information – NHS North East and North Cumbria Integrated Care Board (NENC ICB)**

Thank you for your request received by North of England Commissioning Support (NECS) on 18 October 2023 for information held by NHS North East and North Cumbria Integrated Care Board (NENC ICB) under the provisions of the Freedom of Information Act 2000.

NENC ICB covers the areas of County Durham, Gateshead, Newcastle, North Cumbria, North Tyneside, Northumberland, South Tyneside, Sunderland and Tees Valley (which covers the 5 councils that make it up – Darlington, Hartlepool, Middlesbrough, Redcar & Cleveland and Stockton-on-Tees).

### **Details of Request and Reply**

Can I ask the following about patient choice?

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?

*NENC ICB do not have a referral management centre.*

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

- \*cataracts
- \*glaucoma
- \*wet AMD
- \*oculoplastics

*Choice of provider for onward referral to ophthalmology would take place with the patient and the GP Practice.*

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?

*As above, choice of provider conversations take pace with the patient and the GP Practice.*

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

*As question 1, NENC ICB do not have a referral management centre.*

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log. Therefore, a version of our response which will protect your anonymity will be posted on the NHS ICB website <https://northeastnorthcumbria.nhs.uk/>.

If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me on the above telephone number or at the above address.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to the Senior Governance Manager using the contact details at the top of this letter quoting the appropriate reference number.

If you are not content with the outcome your complaint, you may apply directly to the Information Commissioner for a decision. Generally, the Information Commissioner cannot make a decision unless you have exhausted the complaints procedure provided by the North of England Commissioning Support Unit.

The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

[www.ico.org.uk](http://www.ico.org.uk)

Any information we provide following your request under the Freedom of Information Act will not confer an automatic right for you to re-use that information, for example to publish it. If you wish to re-use the information that we provide and you do not specify this in your initial application for information then you must make a further request for its re-use as per the Re-Use of Public Sector Information Regulations 2015 [www.legislation.gov.uk](http://www.legislation.gov.uk) . This will not affect your initial information request.

Yours sincerely

*Hilary Murphy*

**Hilary Murphy**  
**Information Governance Officer**