**Glossary of terms**

**ICB –** Integrated Care Boards (ICBs) are NHS organisations responsible for planning health services for their local population

**RSS –** Referral Support Service (also known as the Patient Choice Office)  
The team are responsible for the processing of new ophthalmology referrals from Community Optoms. For the SPoA this includes delivering the patient questionnaire to support patient outcomes, Patient Choice conversation and referral to secondary care

**SPoA –** Single Point of Access

**ISP –** Independent Sector Provider

**LOC –** Local Optical Committee

**RAS –** Referral Assessment Service – if a patient is referred to a RAS, no appointment date and time is provided at the point of referral. This is subject to secondary care triage in the first instance who will then contact the patient to confirm appointment.