

NHS Continuing Healthcare Appeals

A decorative graphic consisting of a grey horizontal bar at the top, a white inverted V-shape in the center, and a blue horizontal bar at the bottom, all spanning the width of the page.

Personal Health
Commissioning

APPEALS

This leaflet explains what happens when a decision has been made that you are **not** eligible for Continuing Healthcare (CHC) funding.

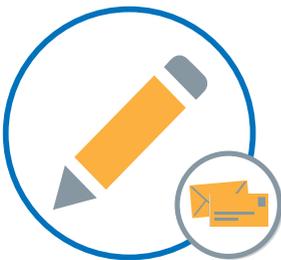
If you do not agree with this decision, you can ask for this to be reviewed. This is sometimes called an 'appeal'. This leaflet explains how you can do this.

WHAT HAPPENS IF I AM NOT ELIGIBLE FOR NHS CONTINUING HEALTHCARE?

NHS Dorset Clinical Commissioning Group (CCG) will send you a letter telling you that you are not eligible for NHS Continuing Healthcare. This is called a decision letter. It will include a copy of the full assessment used to make that decision.



WHAT HAPPENS IF I DO NOT AGREE WITH THE DECISION?



The decision letter will ask you to write back giving details of the reasons why you are requesting a review. You should include any additional evidence or information that you believe was not considered at the initial assessment.

You must ask for a review within 6 months of the date of the decision letter.

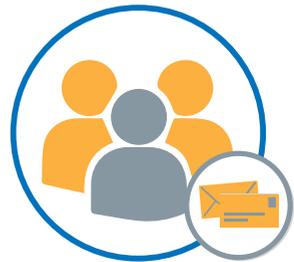
WHAT DO YOU DO WHEN YOU HAVE RECEIVED MY REVIEW REQUEST?

We are expected to investigate your case and let you know the outcome within 3 months of receiving the reasons why you disagree with the decision.

There may be occasions where it is not possible to complete the review in this time frame. If this happens we will keep you up to date with the reasons for the delay.

We can only review information relating to the original assessment. If your needs have changed since that time, you might need a new assessment.

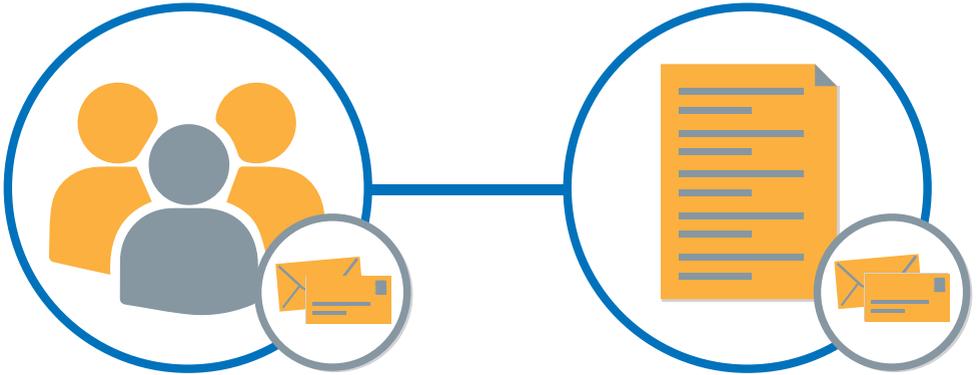
We will review the decision with any additional information you have sent. We will make sure we have all the information required for the review. Once we have all the information we need, we will contact you to arrange a 'local meeting'. We will confirm these arrangements in writing.



WHAT HAPPENS AT THE LOCAL MEETING?

This is an informal meeting. You will be able to tell us why you disagree with our decision and ask us any questions you may have.

We will be able to give you detailed information on how we reached our decision about your eligibility.



At the local meeting, please remember we can only discuss information about the situation at the time of the original assessment. If there has been a change in your health needs since that time, you may need a new assessment.

WHAT HAPPENS AFTER THE LOCAL MEETING?

There are a few different things that can happen after the local meeting:

- If you are happy with the information you have heard, you can choose to withdraw your request for a review and we will close the file.
- If the CCG does not feel that the information provided changes the original decision, we will close the file.
- If we think there have been changes in your health needs since the last assessment, we may carry out a new assessment.
- If there is information you have provided that means a review of the original decision would be appropriate, the CCG will carry out a 'clinical review'.



We will write to you to let you know the outcome of the local meeting.

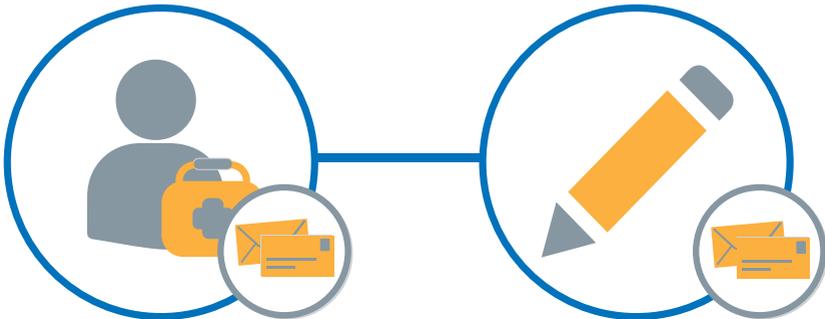
WHAT IS THE CLINICAL REVIEW?

The clinical review is undertaken by a healthcare professional at the CCG. They will review all the information provided and recommend whether the original decision:



- Is 'Upheld' – this means that having reviewed all the information provided, they agree with the original decision, and you are not eligible for CHC.
- Is 'Overturned' – this means that having reviewed all the information provided, they agree with your reasons why you felt the decision was incorrect and you are eligible for CHC funding.
- Is 'Partially Upheld' – this means that having reviewed all the information provided, they agree with some of your reasons from the evidence you provided.

The healthcare professional will send their recommendation to the CCG decisions team and a final decision will be made. We will write to inform you of the outcome of the clinical review within 28 days of reaching a decision.



WHAT IF I STILL DO NOT AGREE WITH THE DECISION?

After the local meeting or the clinical review, the CCG may decide that the original decision is upheld. This means you are not eligible for CHC.

If you still do not agree with this decision, you can ask NHS England to undertake an independent review. Details of how to do this will be contained in the outcome letter sent to you.

CAN I TURN DOWN THE OFFER OF A LOCAL MEETING?

Yes, you can refuse the offer of a local meeting but this means that we will have to review your case without you being there. This may also affect your ability to challenge the CCG decision through an NHS England independent review.

Please bear in mind that NHS England will expect everything possible to have been done locally to resolve your request. It can decline a request for an independent review if the CCG's local procedures have not been followed fully.

WHO TO CONTACT FOR FURTHER DETAILS:

If you have internet access, please visit:
www.dorsetccg.nhs.uk/services.

If you would prefer to speak to a member of the
NHS Dorset CCG Personal Health Commissioning Team, please
call us on **0300 303 4410** from **8.30am – 5pm**, Monday to Friday.