

**Ref: CCG November 0020 2016**

Corporate Services  
NHS Liverpool Clinical Commissioning Group  
The Department  
Lewis's Building  
Renshaw Street  
Liverpool  
L1 2SA

Email: [foi@liverpoolccg.nhs.uk](mailto:foi@liverpoolccg.nhs.uk)

14<sup>th</sup> December 2016,

Dear Sir/Madam,

**Re: Freedom of Information Request**

Thank you for your Freedom of Information request that we received on 17<sup>th</sup> December 2016, with regards to NHS continuing healthcare.

Request/**Response**

	November 2014 to October 2015	November 2015 to October 2016
<p>What is the <b>average (i.e. mean) time</b> taken by your CCG to conduct NHS continuing healthcare assessments?</p> <p>The time period should be calculated from receiving the initial checklist to notifying the applicant of the eligibility result.</p>	<b>10.3 days.</b>	<b>9 days.</b>
<p>What is the <b>longest time period</b> your CCG has taken to make a decision on an application for NHS continuing healthcare?</p> <p>The time period should be calculated from receiving the NHS Continuing Healthcare checklist to informing the family of the decision that has been made in writing.</p>	<b>57 days.</b>	<b>40 days.</b>

We wish to take this opportunity to inform you that a formal complaints and internal review procedure is available to applicants who are unhappy with responses provided to FOI

requests. You can formally request an internal review within a reasonable period of time (2 calendar months) from the date this response was issued.

Where you are not satisfied with the decision of the internal review you may apply directly to the Information Commissioners Office (ICO) for a further review of that decision. Generally, the ICO cannot make a decision unless you have exhausted our complaints procedure in the first instance.

The ICO can be contacted at:

Information Commissioners Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
[www.ico.gov.uk](http://www.ico.gov.uk)

Should you require any further information, clarification regarding this response or do not feel that your request has been answered as you would expect, please contact us to discuss.

Yours sincerely,

**Customer Relations Lead**  
**NHS Liverpool CCG**