

Datix ID: 41690

Corporate Services
NHS Liverpool Clinical Commissioning Group
3rd Floor, The Department
2 Renshaw Street
Liverpool
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Email:

Email: foi@liverpoolccg.nhs.uk

25th October 2017

Dear

Re: Freedom of Information Request

Thank you for your Freedom of Information request that we received on 26th September 2017 with regards to Continuing Health Care (CHC).

Request / **Response:**

1. Is your CHC process managed in-house? Or is part or all of the process outsourced to a 3rd party (e.g. CSU, Local Authority, Independent provider)? If outsourced, please state the name of the organisation and the services outsourced (all CHC, assessment, brokerage, invoice validation etc.)

Response: The CHC process is managed by Midlands and Lancashire Commissioning Support Unit

2. Please provide the name and contact details for your head of CHC.

Response: The contact details for the Head of CHC are as follows:

Lorraine Norfolk, Head of CHC / IPA, email: l.norfolk1@nhs.net

3. How many staff are engaged (including employees, contractors and agency staff) in managing your CHC process? Please indicate how many staff are involved with (a) managing patients and (b) managing finances.

Response: Clinical Staff 9.4 wte; Administrative Staff 3.8 wte

4. How many active CHC funding appeals are you currently processing?

Response: Please see the table below

CCG	Cases received	Eligible	Not eligible	Part eligible	IRP
LIVERPOOL					
2014/2015	8	3	5	0	0
2015/2016	8	0	8	0	0
2016/2017	23 (7 cases on-going)	6	10	0	0

5. How many funding assessments are currently awaiting completion?

Response: There are currently 3 funding assessments awaiting completion.

6. In financial year 16/17 what was the average number of days from completion of DST assessment to commissioning active provision?

Response: Midlands & Lancashire CSU are unable to provide this information as they commenced the contract from 1st April 2017. Please redirect this query to NHS England (england.contactus@nhs.net) who hold the historic data.

7. In financial year 16/17 what was your total CHC spend?

Response: Please refer to the response to FOI 40053 that can be found on our publication scheme that contains this information

<http://www.liverpoolccg.nhs.uk/media/2628/40053-response-ccg-spending-spreadsheet.pdf>

<http://www.liverpoolccg.nhs.uk/contact-us/freedom-of-information/past-foi-requests/2017/august/>

8. Does the CCG use any third party technology solutions to record *patient information* relating to CHC (Broadcare, Swift, Caretrack, QA Plus etc.)? If so, which solution(s)? If not how is this information recorded? (e.g. Excel)

Response: Yes – Adam CMS

9. Does the CCG use any third party technology solutions to record *financial information* (Broadcare, Caretrack, QA Plus etc.)? If so, which product(s)? If not, please advise how are invoices validated against care package details?

Response: Yes – Adam CMS

10. What is the renewal date of your current third party technology solution?

Response: The DPS contract started at the end of 2015 and will be renewed at the end of 2019.

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

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

Joanne Davies
Corporate Services