



Liverpool

Clinical Commissioning Group

Corporate Services

NHS Liverpool Clinical Commissioning Group

The Department

Lewis's Building

2 Renshaw Street

Liverpool

L1 2SA

Ref: 59680

4th July 2019

Email:

Email: foi@liverpoolccg.nhs.uk

Dear

Re: Freedom of Information Request

Thank you for your Freedom of Information request that we received on 20th June 2019, with regards to personal health budgets.

Request / Response:

Case Management

1. Who provides the case management for your CCGs patients in receipt of a PHB?

Response: Liverpool CCG is currently reviewing their commissioning arrangements for management of PHB's, to develop clear lines of responsibility with commissioned providers. This is part of a CHC service review being undertaken by Midlands and Lancashire Commissioning Support Unit.

2. Do you use an Agency with registered nurses to provide clinical oversight if this is not from a District Nurse or the PHB/CHC Team?

Response: No

3. Will you share job descriptions for you Band 6/7s CHC assessors if this role includes case management?

Response: Please email the team at mlcsu.care@nhs.net

4. If so would you be happy to share contact details?

Response: Please email the team at mlcsu.care@nhs.net

Setting the Personal Health Budget

1. Do you use a Budget Setting Tool?

Response: No

2. If yes, what is the name of the Budget Setting Tool?

Response: N/A

3. If no what method to set the budget do you use?

Response: We have agreed rates for domiciliary care that are used to inform an indicative budget for an individual with a care package in the community.

Personal Health Budget Payment Method

Direct payments/self-managed account

1. How do you make direct payments to an individual's bank account?

Response: Following Checks and approval of the PHB, the patient or representative will confirm the bank details where the funds should be transferred each month. In some cases this will be to a dedicated direct bank account, in other cases a third party will manage the funds on behalf of the patient and may support the patient with payments for such items as Payroll/HMRC and insurance.

The Value of the Monthly PHB will be found on the PHB agreement and which is signed by all parties.

A supplier is set up in the accounting system, Oracle. The appropriate fraud checks are performed, and once confirmed each month the Liverpool Finance team will set up a PHB payment request to be paid before the 1st of the month in which the payment relates. (In initial set up, given the checks required, this can sometimes be backdated).

The PHB will then be approved by the Liverpool CCG budget holder responsible for Continuing Health Care / PHBs and paid on the next available BACS run. The Payment can take up to 3 days to clear the bank and BACS payments are usually made every Tuesday and Thursday.

Does -

2. The Local Authority transact these on our behalf

Response: N/A

3. If so what method do they use? e.g. payment card, directly into bank account etc.

Response: N/A

4. Does the local authority charge for these transactions and if so how much? e.g. % per payment or service set amount

Response: N/A

Or/And

5. The Commissioning Support Unit transact these on our behalf

Response: N/A

6. If so what method do they use? e.g. SBS Choices, process in place using the CCGs SBS finance ledger etc.

Response: N/A

7. And is there an additional charge to the package to transact these payments?

Response: N/A

8. If so what is this charge? E.g. % or set cost

Response: N/A

9. What is the name of your Commissioning Support Unit?

Response: Midlands and Lancashire Commissioning Support Unit

Or/And

10. The Clinical Commissioning Group has an in house process

Response: Yes; see above

11. If an in-house process what is this process?

Response: Yes; see above

Monitoring and auditing the Budgets

1. How often do you carry out a review on a Personal Health Budget for auditing purposes?

Response: The finances are reviewed every year in line with the Personal Health Budget policy

2. Do you have a set process?

Response: In the prior year due to the small number of direct PHBs in place, a bulk audit exercise was performed during July – October 2018. However, given the increase in the number of PHBs, the Liverpool CCG has decided to

perform this exercise on a rolling basis, with a sample PHB's being reviewed every 2/3 months.

We use a set PHB audit tool which was developed in house and is based upon the principals found in the attached "Guidance on Direct Payments for Healthcare: Understanding the Regulations" produced by NHS England.

3. Who is involved in the audit process?

Response: The financial services team of the Liverpool CCG will lead the audit, but will provide the outputs and seek any advice or help from the Midlands and Lancashire CSU nurse team, the Finance management accounts team and the internal budget holders. The results are provided to the nursing teams to disseminate and review. In some circumstances, under or overpayments are identified which may result in an amendment to the budget if required, and following extensive discussions and agreement with the patient regarding the reasons.

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,

**Corporate Services Team
NHS Liverpool CCG**