



13 February 2019

FREEDOM OF INFORMATION – DECISION NOTICE

Dear Requester

FOI Reference Number: 000107

I refer to your email of 18 January requesting information in respect of retrospective continuing healthcare (CHC) claims.

I can confirm on behalf of Great Yarmouth and Waveney, North Norfolk, South Norfolk, Norwich and West Norfolk CCGs and in accordance with S.1 (1) of the Freedom of Information Act 2000 (FOIA) that we do hold some of the information that you have requested. A response to each element of your request is detailed below:

- *how many retrospective CHC claims have been received by the CCG over the past 5 years and how many were successful in their application for funding*
- *what criteria is used to make a decision on CHC claims that are retrospective. Please provide any checklist or similar documents used*

Responses

Please note that information for South Norfolk, West Norfolk and Norwich CCGs is held from November 2017. Information pre November 2017 is held by NHS England which can be contacted at

<https://www.england.nhs.uk/contact-us/foi/>

You may also find the following published data of eligible retrospective claims useful

<https://www.england.nhs.uk/statistics/statistical-work-areas/nhs-chc-fnc/>

For the five year period **Great Yarmouth and Waveney CCG** received **370 claims of which 38 were found eligible**. The service was outsourced to another NHS England organisation until November 2017 and was brought in house by NHS Great Yarmouth & Waveney CCG. The CCG continues to process retrospective close down claims alongside any current retrospective claims which may result in further eligibility decisions to be made by the CCG. The data provided includes the capture of claims during the 5 year period. Please note the CCG has not validated the data from the previous service provider and is subject to the current data available.

In addition to the below North Norfolk CCG has a record of 249* claims pre November 2017 of which 78* were eligible.

*Please note, the above figure is based on information held, however, the accuracy of reporting of these cases contained a period in which only those considered eligible were recorded. Therefore, this approximated information has been provided as the only information held.

CCG	Received Nov 2017 to Jan 2019	Number eligible/part eligible, Nov 2017 to Jan 2019
North	7	0
South	9	2
West	9	1
Norwich	5	0

I can confirm that the only tools used for eligibility recommendation is the national CHC checklist / DST in use for the period of the claim. See the following for example:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/746063/20181001_National_Framework_for_CHC_and_FNC_-_October_2018_Revised.pdf

The only other documents in use are for information gathering - health needs portrayal (HNP) completed by clinicians to identify records / needs and a questionnaire sent out to next of kin for completion. I have attached the HNP for your information – please note that this one is aligned to the previous framework domains.

I hope that this answers your queries with the information we currently hold, but if I can be of any further assistance please do not hesitate to contact me.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to

Arden & GEM CSU
FOI Team, Room 18
Scarsdale
Newbold Road
Chesterfield
S41 7PF

Email agcus.foi.norfolkwaveneyccgs@nhs.net

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided the CCG.

The Information Commissioner can be contacted at: Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF, telephone 0303 123 1113, email casework@ico.org.uk

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<http://www.nationalarchives.gov.uk/doc/open-government-licence/version/3/>

Yours faithfully

Philip Humphreys

FOI Manager, Arden & GEM CSU

**On behalf of
Great Yarmouth and Waveney,
North Norfolk, South Norfolk, Norwich and West Norfolk CCGs**