

When will I hear back from the Appeals Panel?

The decision of the Appeals Panel will be sent in writing to the requesting clinician (and copied to the patient) within 10 working days of the date of the Appeal decision.

The Appeal Panel decision is the final decision of the CCG; the next step would be formal Complaint.

Making a Complaint

If you remain unhappy after going through the Appeals process, you have the right to refer the matter to the CCG's Complaints procedure.

To make a Complaint please contact the Patient Relations team for the CCG:

In writing: Patient Relations, NHS Hambleton, Richmondshire & Whitby CCG, Civic Centre, Stone Cross, DL6 2UU

Email: HRWCCG.PatientRelations@nhs.net

Phone: 01609 767624

Contact Us

If you would like this leaflet in a different format, such as large print, braille or in a different language, please contact us.

Write to us:

NHS Hambleton, Richmondshire and Whitby Clinical Commissioning Group

Civic Centre
Stone Cross
Northallerton
North Yorkshire, DL6 2UU

Tel: 01609 767600

Email: HRWCCG.HRWCCGenquiries@nhs.net

For further information please visit our website:

<http://www.hambletonrichmondshireandwhitbyccg.nhs.uk>

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*Hambleton, Richmondshire and Whitby
Clinical Commissioning Group*

My Individual Funding Request has been declined

What can I do now?

This leaflet explains the process if you wish to appeal and who to contact to make a complaint

So your Individual Funding Request has been declined—what can you do now?

NHS Hambleton, Richmondshire and Whitby Clinical Commissioning Group (CCG) has an Individual Funding Request (IFR) policy which sets out how we

We aim to make these difficult decisions in a way which is fair, consistent and equitable which is underpinned by our policy.

If you have been declined funding for your treatment, you will be sent a letter explaining the reasons for this decision.

The letter will offer you the opportunity to request a copy of the detailed clinical letter which will have been sent to the clinician who made the request on your behalf. It should also include this leaflet.

IFR Appeals Process

If there is no new information to be submitted, but you and/or your clinician feel that the CCG may not have followed its own policies and procedures, or that the IFR Panel did not properly take into account all relevant information at the time your case was considered, you may request that the case be considered by the Individual Funding Request (IFR) Appeals Panel.

All requests for Appeal must be submitted in writing **within 3 months** of the date of the decision letter from the IFR Panel, and must clearly outline the grounds upon which the Appeal is being made.

Once the CCG has received the request to appeal against the decision of the IFR Panel (providing all necessary clinical information has been made available), Appeals will usually be considered within 30 days.

clinical evidence, and any other information considered by the IFR Panel in reaching its original decision. Where possible the clinicians on the appeal panel will differ from those who made the original decision to decline funding.

It will consider whether the IFR Panel:

- followed the CCG's own procedures and policies
- considered all relevant factors and did not take into account immaterial factors
- made a decision that was not so unreasonable that it could be considered irrational or perverse in the light of the evidence
- had all the relevant evidence before it for consideration.

At the discretion of the Appeals Panel, they will either:

- reject the appeal and support the original decision of the IFR Panel
- identify a flaw in the process followed to reach the previous decision such that the decision of the original IFR Panel may be overturned without referral back to the IFR Panel
- consider that the evidence needs reconsideration by referral back, with full documentation, to the next IFR Panel meeting.

The Individual Funding Request Process including Appeals Panel

