

NHS Continuing Healthcare Local Dispute Resolution Process

Local Resolution

If you feel unhappy with the decision regarding NHS Continuing Healthcare (NHS CHC) you will need to make a request for a review in writing no later than 6 months from the date of notification of the eligibility decision, to:

Assistant Director
Continuing Healthcare
Wigan Borough Clinical Commissioning Group
College Avenue
Wigan
WN1 1NJ

When your request for a review is received you will be invited to meet with the Assistant Director, Continuing Healthcare and Head of Continuing Healthcare (Lead Nurse). The meeting will be held to discuss the issues of concern and will also provide an opportunity to discuss the rationale for the eligibility decision. Notes of the meeting will be taken and sent to you.

If following the meeting you remain dissatisfied with the outcome you may wish to request an Independent Review.

Independent Review (NHS England)

There is an Independent Review Panel responsible for ensuring that referrals for NHS CHC are dealt with fairly and consistently.

The purpose of the Panel is to check that appropriate procedures have been followed by Clinical Commissioning Groups in reaching a decision about eligibility and/or that the application by the Clinical Commissioning Group of the eligibility criteria has been properly applied.

Anyone wishing their case to be referred to an Independent Review Panel should write, no later than 6 months following notification of the eligibility decision to the Assistant Director Continuing Healthcare, address as above.