Dear

Further to your request for information please see the information below.

We do not have a specific choice and equity policy. The CCG ensures that Continuing Healthcare services are provided in-line with the National Framework for NHS Continuing Healthcare and NHS-funded Nursing Care which describes patient centred care as the norm for care delivery. This means placing the individual, their perception of their support needs, and their preferred models of support at the heart of the assessment and care-planning process. When deciding on how an individual’s needs are met, patient’s wishes and expectations of how and where care is delivered are taken into account, along with the benefits and risks of different types of provision, and fairness of access to resources.

With specific regard to patient choice the framework directs, for patients who meet Continuing Healthcare eligibility criteria, that:

- The NHS provides care packages that meet patient’s needs
- Patient preferences inform care package development and the care setting
- Patients should be made aware of the models of care support available with support given to help plan their future support
- Comparative costs and value for money can be taken into account when determining the model of support to be provided. In doing so a range of factors should be considered including cost comparison, an individual’s preference of living environment and family situation, assessed needs and agreed outcomes

If you have any queries or concerns please contact me. Please remember to quote the reference number above in any future communications.
If you are unhappy with the service that you have received in relation to your request and wish to make a complaint or request a review of our decision you should write to Complaints. NHS Dartford Gravesham and Swanley Clinical Commissioning Group 2nd Floor Gravesham Civic Centre Gravesend Kent DA12 1AU or email at dgsccg.complaints@nhs.net

If you are not content with the outcome of your complaint or review, you may apply to the Information Commissioner for a decision. Generally the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the Clinical Commissioning Group. The Information Commissioner can be contacted at:

Information Commissioners Office,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire
SK9 5AF
Telephone: 08456 306060 or 01625 54 57 45
www.ico.gov.uk

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