Dear

Further to your request for information dated 26 September 2017 the information requested is below

1. **Is your CHC process managed in-house? Or is part or all of the process outsourced to a 3rd party (e.g. CSU, Local Authority, Independent provider)? If outsourced, please state the name of the organisation and the services outsourced (all CHC, assessment, brokerage, invoice validation etc.)**

   NHS Dartford Gravesham and Swanley Clinical Commissioning Group’s CHC’s process is managed in house.

2. **Please provide the name and contact details for your head of CHC.**

   Janet Manuel, Head of Specialist Assessments and Placements Team

   Santha MacKenzie, Head of Specialist Assessments and Placements Team (Mental Health)

3. **How many staff are engaged (including employees, contractors and agency staff) in managing your CHC process? Please indicate how many staff are involved with (a) managing patients and (b) managing finances.**

   It is not possible to answer this question accurately as the team that manages the CCG’s CHC process, The Specialist Assessment and Placements Team, acts on behalf of three North Kent CCGs, (Dartford, Gravesham and Swanley, Medway and Swale). Staff within this team support a range of other areas
including Children’s Continuing Care, Specialist Placements (Mental Health, Transforming Care, Children & Young People, Neuro-Rehabilitation, Out of Area Mental Health Treatment) & Personal Health Budgets.

4. How many active CHC funding appeals are you currently processing? 11

5. How many funding assessments are currently awaiting completion? 25

6. In financial year 16/17 what was the average number of days from completion of DST assessment to commissioning active provision?

Our team measures and reports on the length of time required to determine eligibility for NHS Continuing Healthcare from the point of referral as part of national reporting. A lead Nurse Assessor is identified for every patient found to be eligible for NHS Continuing Healthcare to ensure that appropriate care packages are in place in a timely fashion. The team’s Broadcare patient management database does not however include a performance report to answer this question as requested.

7. In financial year 16/17 what was your total CHC spend?

£11,445,000.00

8. Does the CCG use any third party technology solutions to record patient information relating to CHC (Broadcare, Swift, Caretrack, QA Plus etc.)? If so, which solution(s)? If not how is this information recorded? (e.g. Excel)

Yes, Broadcare.

9. Does the CCG use any third party technology solutions to record financial information (Broadcare, Caretrack, QA Plus etc.)? If so, which product(s)? If not, please advise how are invoices validated against care package details?

Yes, Broadcare

10. What is the renewal date of your current third party technology solution?

March 2018

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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                   |