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Date: 19<sup>th</sup> October 2017

Our Ref: ID 939



**Wirral**

**Clinical Commissioning Group**

NHS Wirral Clinical Commissioning Group  
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## Re: Freedom of Information Request

Thank you for your request for information made under the Freedom of Information Act 2000 which was received into this office on 26<sup>th</sup> September 2017.

### You Asked for:

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.)
2. Please provide the name and contact details for your head of CHC.
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.
4. How many active CHC funding appeals are you currently processing?
5. How many funding assessments are currently awaiting completion?
6. In financial year 16/17 what was the average number of days from completion of DST assessment to commissioning active provision?
7. In financial year 16/17 what was your total CHC spend?
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)
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?
10. What is the renewal date of your current third party technology solution?

## **Our Response:**

1. NHS South Cheshire CCG, NHS Vale Royal CCG, NHS Eastern Cheshire CCG, NHS West Cheshire CCG and NHS Wirral CCG have a joint committee that oversees a CHC Service which serves each locality. The staff within the service are hosted by NHS South Cheshire CCG.
2. The Head of Continuing Healthcare (CHC) is Tracey Cole [tracey.cole3@nhs.net](mailto:tracey.cole3@nhs.net)
3. a) There are 77.4 Full time Equivalent staff employed ( as at August). There were a further 6 people paid for work employed via an agency or as a contractor (although these are not full time). These costs are shared across the CHC service and are not directly attributable to an individual CCG.  
b) 2.0 Working Time Equivalent.
4. 6 funding appeals are currently being processed.
5. 101 funding assessment are currently awaiting completion.
6. The average number of days from the completion of the DST assessment to commissioning active provision is 19.
7. £38,738,167 was the total CHC spend for 2016/17.
8. Broadcare & IEG4.
9. Broadcare & Adam.
10. Broadcare - 01/04/2018, IEG4 - 01/06/2018, Adam - 31/03/2020

We hope this information is useful, however if you require any further information please do not hesitate to contact a member of the Corporate Affairs Team (contact details at the top of this letter)

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