

Appealing an NHS children's continuing care decision

Information for parents and carers



How do I appeal against a children's continuing care decision following assessment of my child's continuing care health needs?

NHS Bristol, North Somerset and South Gloucestershire Clinical Commissioning Group (CCG) would like to make sure you find it as easy as possible to appeal if you are unhappy about the decision regarding Children and Young People's NHS Continuing Care support.

If your child has been found to be not eligible for NHS Children's Continuing Care funding, following assessment and completion of a Decision Support Tool, you can appeal this decision. You will need to lodge your appeal no later than 28 days from the date of the letter informing you of the decision.

We will ensure that appeals are acted on fairly and resolved quickly. Appeals can be made if:

- You feel that the Children's Continuing Care assessment has not been completed accurately or has not been explained to you properly.
- You believe that Children's Continuing Care Panel have not followed the correct process.

If you wish to appeal a decision on any of the above grounds please write, giving the reasons for your appeal and provide any additional information that you wish to be considered to:



Appeals
Children's Continuing Care Administrator
NHS Bristol, North Somerset and South
Gloucestershire CCG
South Plaza
Marlborough Street
Bristol
BS1 3NX.

What happens next?

The CCG will acknowledge receipt of your appeal in writing.

1. The eligibility decision will be reviewed to check that the correct process for NHS Children's Continuing Care has been followed correctly.
2. You will be offered a local resolution meeting with your Continuing Care Nurse and the Head of Children's Complex Care. This can take place in your home.
3. If you think the information or evidence to consider the decision is not correct, you will be given 28 days to submit any additional information or evidence.
4. The Decision Support Tool and all new supporting evidence will be reviewed at the next available Children's Continuing Care Panel.

Following the local review panel, if you do not agree you can ask NHS England to review the decision.

If you remain unhappy with the decision you may request a further review by the Parliamentary and Health Service Ombudsman. Details can be found on the Bristol, North Somerset and South Gloucestershire CCG website <https://bnssgccg.nhs.uk/contact-us/customer-services/>

Further information

You can find more information about Children's Continuing Care in the National Framework for Children and Young People's Continuing Care (2016), a copy of which can be found on the Department of Health's website <https://www.gov.uk/government/publications/children-and-young-peoples-continuing-care-national-framework>

If you have any questions you can contact the Children's Complex Care Team Administrator on 0117 984 1656 or email: bnssg.cc.childrens@nhs.net