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Arnot Hill Park  
Arnold  
Nottingham  
NG5 6LU

Direct Dial: 0115 8831838

Email: [FOI.NNE@nottinghamnortheastccg.nhs.uk](mailto:FOI.NNE@nottinghamnortheastccg.nhs.uk)

Dear Mr E James,

**RE: Freedom of Information Request 16/245**

With reference to your request for information I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold the information that you have requested. A response your request is outlined below on behalf of NHS Nottingham North and East Clinical Commissioning Group

1) Is the continuing healthcare and funded nursing care process managed in-house, or is part or all of the process outsourced to a 3rd party (CSU, Council, Independent provider etc.). If outsourced, please state the name of the company and the services outsourced (all CHC, assessment, brokerage, invoice validation etc.)

A continuing care assessment and review service is outsourced to a third party: Nottingham CityCare Partnership. All CHC and funded nursing care assessment and reviews are carried out by CityCare including fast track cases and section 117 cases. The service includes brokerage and invoice validation.

2) Please provide the name and contact details of the individual responsible for continuing healthcare at the CCG.

Kerry Brooks, CHC Relationship Manager, Rushcliffe CCG, 165 Loughborough Road, Ruddington, Notts NG11 6LQ, Tel: 0115 883 7880, [mail@rushcliffeccg.nhs.uk](mailto:mail@rushcliffeccg.nhs.uk).  
Rushcliffe CCG commission CHC on behalf of the 5 CCGs in Nottinghamshire County.

3) How many people are involved with the continuing healthcare process internally?

3-4

4) Does the CCG or any contracted provider managing CHC have a connection to the Exeter System and regularly check this? If not how does the CCG become aware of patient deaths?

The continuing care provider has access to the Exeter system and also an information management software (QA Plus) which links to Spine information which provides details of patient deaths.

5) Does the CCG use any third party tech solutions to record patient information relating to CHC (Broadcare, Swift, Caretrack, QA Plus etc.)? If not how is this recorded?

The continuing care provider uses QA Plus to record patient information relating to CHC.

6) Does the CCG use any third party tech solutions to record financial information (Broadcare, Caretrack, QA Plus etc.)? If not how are invoices validated against care package details?

The continuing care provider uses QA Plus to record financial information and validate invoices.

7) Does the CCG contract care packages from a framework with agreed rates? If so what percentage of contracts are secured on and off framework?

Please see the attachment for this information.

8) Please provide the average no. of patients receiving CHC and FNC funding in the last financial year, and a breakdown for each category:

- a. CHC Patients 559 (including fast track)
- b. FNC Patients 343

These are cumulative totals for fully funded care ie. all the people found eligible during 2015/16.

9) Please provide the total number of suppliers that the CCGs uses for CHC & FNC, split by:

- a. Residential Homes
- b. Nursing Homes
- c. Homecare Agencies
- d. Other (please specify)

Please see the attached document for this information.

10) Please state the average number of care packages in the last financial year, split by:

- a. Residential Homes
- b. Nursing Homes
- c. Homecare Agencies
- d. Other (please specify)

Please see the attached document for this information.

I trust this information answers your request. Should you have any further enquiries or queries about this response please do not hesitate to contact me. However, if you are unhappy with the way in which your request has been handled, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Freedom of Information Officer  
Nottingham North & East CCG  
Civic Centre  
Arnot Hill Park  
Arnold  
Nottingham  
NG5 6LU

If you are dissatisfied with the outcome of the complaints procedure, you can apply to the Information Commissioner's Office, who will consider whether the organisation has complied with its obligations under the Act, and can require the organisation to remedy any problems. Generally, the ICO cannot make a

decision unless you have exhausted the complaints procedure provided by the CCG. You can find out more about how to do this, and about the Act in general, on the Information Commissioner's Office website at: <https://ico.org.uk/for-the-public/>

Complaints to the Information Commissioner's Office should be sent to: FOI/EIR Complaints Resolution, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF telephone 0845 630 6060, email [mail@ico.gsi.gov.uk](mailto:mail@ico.gsi.gov.uk)

Yours sincerely

Freedom of information Officer  
[FOI.NNE@nottinghamnortheastccg.nhs.uk](mailto:FOI.NNE@nottinghamnortheastccg.nhs.uk)

Direct Line: 0115 8831838  
Nottingham North and East Clinical Commissioning Group  
Civic Centre, Arnot Hill Park, Arnold, Nottingham NG5 6LU  
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