



NEL,
1 Lower Marsh,
London,
SE1 7NT

Email: NELCSU.foi@nhs.net

Dear Katja,

Reference: FOI.19.MERT257

13 March 2020

Re: Freedom of Information request

Thank you for your request under the *Freedom of Information Act 2000* (the Act). This response is provided on behalf of NHS Merton Clinical Commissioning Group (CCG). Your request along with the CCG's response is detailed below.

1. Could you provide the name of any service(s) you commission to provide Independent Advocacy Support to people going through Continuing Health Care processes (adult) or Continuing Care (children)?

NHS Merton CCG does not hold this information. The CCG Continuing Health Care (CHC) do not commission an Independent Advocacy Support Service specifically for people going through Continuing Health Care processes (adult) or Continuing Care (children).

NHS England commission an advice service from Beacon - it provides free advice from Continuing Health Care advisers funded by NHS England. Further details can be found on;
<https://www.england.nhs.uk/healthcare/>

2. Could you provide the name of any service(s) you commission to provide Independent Advocacy Support to people accessing personal wheelchair budgets?

The CCG Continuing Health Care do not commission an Independent Advocacy Support Service specifically for people accessing personal wheelchair budgets.

3. Could you provide the name of any service(s) you commission to provide Independent Advocacy Support to people accessing or using personal health budgets processes (both adult and children)?

The CCG Continuing Health Care do not commission an Independent Advocacy Support Service specifically for people accessing or using personal health budgets processes (both adult and children).

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NEL,
1 Lower Marsh,
London,
SE1 7NT

www.nelcsu.nhs.uk

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We will record your contact and request details in order to monitor and improve the service we provide and in order to discharge our statutory obligations under the Act. This information will be handled in accordance with the NHS Confidentiality Code of Practice and the *Data Protection Act 2018*.

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You are required not to use personal data which is provided to you for electronic marketing (telesales, fax, e-mail) to our staff and comply with the Privacy and Electronic Communications (EC Directive) Regulations 2003. Provision of such personal data in response to a Freedom of Information or Environmental Information request does not constitute consent from the individual concerned.

The *Data Protection Act* gives individuals rights to prevent processing likely to cause substantial unwarranted damage or unwarranted distress (section 10) and to prevent processing for the purposes of direct marketing (section 11). You should be aware that selling, giving or sharing of personal data could breach the *Data Protection Act*. NEL advises staff of their rights on behalf of Clinical Commissioning Groups.

Review procedure



If you feel that we have not met the requirements of the Freedom of Information Act 2000, you should contact the FOI Team at: NELCSU.foi@nhs.net

If you remain dissatisfied, you can ask us to review our decision by making a written request for an internal review. In order to assist with the review, you should include your address, a description of the original request and the reasons why you are dissatisfied. Please send this to:

Email

NELCSU.foi@nhs.net

Postal address

NEL CSU,
1 Lower Marsh,
London,
SE1 7NT

Website address

www.nelcsu.nhs.uk

The review will be handled by more senior staff who were not involved in the original decision. Although this will not apply to Section 36 claimed exemptions in accordance with Department of Health Directive, your request will still be reviewed. We aim to complete all internal reviews within 20 working days. If you then wish to appeal you should contact the Information Commissioner for an independent review at the following address:

Telephone

01625 545745

Postal address

The Information Commissioner,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire, SK9 5AF

Website address

www.ico.gov.uk

Feedback

Your feedback is welcome to help us improve the service we provide. Please send comments or suggestions to our address.

Yours sincerely,



Freedom of Information Team

NEL

