

When will I hear back from the Appeals Panel?

The decision of the Appeals Panel will be sent in writing to the requesting clinician (and copied to the patient) within 10 working days of the date of the Appeal decision.

The Appeal Panel decision is the final decision of the CCG; the next step would be formal complaint – see below.

Making a Complaint

If you remain unhappy after going through the Appeals process, you have the right to refer the matter via the CCG Complaints procedure.

To make a Complaint please contact the Patient Relations team for the CCG either:

In writing: Patient Relations Team; NHS North Yorkshire Clinical Commissioning Group; Civic Centre; Stonecross, Northallerton, DL62 UU

Email: nyccg.patientrelations@nhs.net

Phone: 01609 767630

Contact Us

If you would like this leaflet in a different format, such as large print, braille or in a different language, please contact us.

Write to us at:

NHS North Yorkshire Clinical Commissioning Group
Patient Relations
Civic Centre,
Stonecross
Northallerton
DL6 2UU.

Tel: 01609 767630

For further information please visit our website:

<https://www.northyorkshireccg.nhs.uk/>



North Yorkshire
Clinical Commissioning Group

**My Individual
Funding
Request has
been declined**

**What can I do
now?**

This leaflet explains the process if you wish to appeal and who to contact to make a complaint

So your Individual Funding Request has been declined—what can you do now?

NHS Harrogate and Rural District Clinical Commissioning Group (CCG) has an individual panel assess each application and make our decisions. We aim to make these difficult decisions in a way which is fair, consistent and equitable which is underpinned by our policy.

The full detailed IFR policy is available on our website here:

<https://www.hambletonrichmondshireandwhitbyccg.nhs.uk/documents/6631319/7977773/HRW+CCG+IFR+Policy/e14479ee-60dc-4e6f-9199-3369a2b314ff>

As you have been declined funding for your treatment, you will have been sent a letter confirming this decision. Your referring clinician will also have received a clinical letter outlining the reasons for declining funding (which you can request a copy of).

IFR Appeals Process

In the first instance, if you wish to discuss this further, you should contact your GP or Consultant that submitted the request on your behalf. If there is no new information to be submitted, but you and/or your clinician feel that the CCG may not have followed its own policies and procedures, or that the IFR Panel did not properly take into account all relevant information at the time your case was considered, you may request that the case be considered by the Individual Funding Request (IFR) Appeals Panel.

All requests for Appeal must be submitted by your referring clinician **within 3 months** of the date of the decision letter from the IFR Panel, and must clearly outline the grounds upon which the Appeal is being made.

Once the CCG has received the request to appeal against the decision of the IFR Panel (providing all necessary clinical information has been made available), appeals will usually be considered within 30 days.

The Appeals Panel will review the correspondence, clinical evidence, and any other information considered by the IFR Panel in reaching its original decision. Please note that the panel **will not review or change the outcome** of the original panel.

Where possible the clinicians on the appeal panel will differ from those who made the original decision to decline funding.

It will consider whether the IFR Panel:

- followed the CCG's own procedures and policies
- considered all relevant factors and did not take into account immaterial factors
- made a decision that was not so unreasonable that it could be considered irrational or perverse in the light of the evidence
- had all the relevant evidence before it for consideration.

At the discretion of the Appeals Panel, they will either:

- reject the appeal and support the original decision of the IFR Panel
- identify a problem with the original process or consider that the evidence needs reconsideration by referral back, with full documentation, to the next IFR Panel meeting.

The Individual Funding Request Process including Appeals Panel

