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Freedom of Information request: 20180904-2

Thank you for your request for information dated 4 September 2018. Your request has been managed under the terms of the Freedom of Information Act 2000.

Response

Who delivers your end to end continuing healthcare service? Please select one of the below options a. CCG b. CCG plus CSU/Private Company c. CSU/Private company
Answer
NHS Birmingham and Solihull CCG does hold the information requested. C. NHS Midlands and Lancashire Commissioning Support Unit.
Question 2
If the CCG utilises a private company, please provide the following information: a. Name of the provider: b. Annual cost of the services in 17/18 c. Contract start and end dates
Answer
N/A
Question 3

Does the CCG have a standardised method for allocating resources for CHC (e.g. setting and agreeing an indicative personal health budget(PHB))?

Answer

NHS Birmingham and Solihull CCG does hold the information requested.

Yes - for personal health budgets.

Question 4

How is this managed? (In-house/outsourced to a private provider/outsourced to a CSU or local authority)

Answer

NHS Birmingham and Solihull CCG does hold the information requested.

Service provided by NHS Midlands and Lancashire Commissioning Support Unit, as part of the continuing healthcare service.

Question 5

Please name the system used by the CCG to determine the PHB (e.g. Imosphere, Norfolk model, Manchester model, locally developed etc.)

- a. Is this a needs-based or points-based system*?
- b. What was the annual cost to the CCG in 17/18 for using this system?
- c. What are the contract start and end dates?

Answer

NHS Birmingham and Solihull CCG does hold the information requested.

A locally developed, needs based system.

Question 6

Does the CCG use any third-party nurse assessment teams to support any part of the CHC assessment process?

- a. If so, please name the supplier
- b. Please provide a brief description of the service (supporting assessments, re-assessments etc.)
- c. What was the annual cost to the CCG in 17/18?
- d. What are the contract start and end dates?

Answer

NHS Birmingham and Solihull CCG does hold the information requested.

The CSU have used third party assessment teams

- a. Examworks and CHS
- b. Undertaking reviews
- c. Part of the CHC contract

- d. The contract end date was 31 May 2018 (1 year contract).

Question 7

What CHC case management system is used (e.g. QA, Broadcare, Caretrack etc.)?

- a. What was the annual cost to the CCG in 17/18?
- b. What are the contract start and end dates?
- c. Did the CCG procure these services via a framework? If so, please provide the name of the framework

Answer

NHS Birmingham and Solihull CCG does hold the information requested.

Broadcare is used by the CSU, on behalf of the CCG.

- a. The cost is part of the CHC service.
- b. N/A
- c. N/A

Question 8

How does the CCG manage the brokerage? (In-house/outsourced to a private provider/outsourced to a CSU/outsourced to a local authority)?

Answer

NHS Birmingham and Solihull CCG does hold the information requested.

Brokerage is provided by the CSU, as part of the CHC service.

Question 9

Does the CCG use a framework with agreed rates or a preferred supplier list for:

- a. Residential/ nursing Care providers
- b. Domiciliary Care Agencies

Answer

NHS Birmingham and Solihull CCG does hold the information requested.

No – the CSU, on behalf of the CCG, use a database of quality checked providers.

Question 10

Does the CCG review their contracts/costs for care suppliers each year?

Answer

NHS Birmingham and Solihull CCG does hold the information requested.

The review of costings is carried out annually by the CCG finance team and the CSU contracts team communicate the CCG decision.

In terms of reviewing the contracts, the CSU ensure that they are up to date in line with national guidance. The current contract term is two years (April 2017 to March 2019).

Question 11

Does the CCG use an e-Brokerage system (e.g. Adam HTT, E-Brokerage etc.)?

- a. If so, please provide the name of the supplier
- b. What was the annual cost to the CCG in 17/18?
- c. What are the contract start and end dates?

Answer

N/A

Question 12

Does the CCG have costed care plans for residential care suppliers?

Answer

NHS Birmingham and Solihull CCG does hold the information requested.

Yes

Question 13

Do any of the systems used by the CCG for CHC (e.g. assessments, allocation of resources, brokerage, case management) integrate?

- a. If so, please provide further detail with regards to which systems integrate with each other

Answer

N/A

Question 14

Have you had any third-party consultants in to review the CCGs CHC processes and practices, or whereby the third party looked into the CCGs end-to-end delivery of CHC in the last 2 financial years (15/16 – 17/18)?

- a. If so, please provide the name of the organisation
- b. Please provide a brief description of the services
- c. What was the cost for completing this work?

Answer

NHS Birmingham and Solihull CCG does hold the information requested.

No

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If you would like to provide some feedback about how well you think the CCG responded to your request, and whether there is any information you would like to see proactively made available, please do so via the following link:

<https://www.birminghamandsolihullccg.nhs.uk/about-us/freedom-of-information/foi-feedback-form>

If you have any queries or concerns, or are dissatisfied with the service you have received in relation to your request, please do not hesitate to contact me. If you wish to request a review of the decision please email the Senior Information Governance Manager via bsol.foi@nhs.net in the first instance.

In addition, if you are not satisfied with the outcome of your complaint or review, you may apply directly to the Information Commissioner for a decision. Generally, the Information Commissioner's Office cannot make a decision unless you have exhausted the complaints procedure provided by the CCG.

The Information Commissioner can be contacted via:

- Writing to: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
- Calling: 0303 123 1113
- Online: <https://ico.org.uk/global/contact-us/>

Yours sincerely,

CCG FOI Team

NHS Birmingham and Solihull Clinical Commissioning Group