

Our Ref: GH/CHC
SENT VIA EMAIL



North Region CCG Accountable Officer
North Region CCG Chief Nurse

Gill Harris, Chief Nurse
3 Piccadilly Place
Manchester
M1 3BN

Email: Gill.Harris5@nhs.net

EA: Nicola Pollard
Telephone: 0113 825 5189
Email: N.Pollard@nhs.net

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Dear Colleague

NHS Continuing Healthcare- Draft Redress Guidance

NHS England is planning to publish a draft of the refreshed NHS Continuing Healthcare – Redress Guidance on Thursday 5 February 2015. The Guidance will be on NHS England’s website for comment/feedback for six weeks, until Thursday 19 March 2015. It is hoped then to publish the final version, subject to comments, shortly after that.

The current guidance on redress for NHS CHC cases was published by the Department of Health in 2007, however the Parliamentary and Health Service Ombudsman (PHSO) has revised its own guidance “Principles for Remedy” on this area and the refreshed Guidance reflects this.

The draft refreshed Guidance maintains the same basic principles of fairness that has always applied; that is to ensure that individuals are put back in the financial position that they should have been in. The draft Guidance does not remove the requirement for CCGs to consider the specific circumstances of each individual case when determining the appropriate level of redress

It is envisaged that when published, the final Guidance would apply with immediate effect from the date of publication, and will apply to cases where an eligibility decision for NHS CHC has been made and the need for redress has been identified by the CCG. The PHSO is aware that this Guidance has been developed.

We would ask CCGs to include a link on their website to the refreshed draft guidance on the <http://www.england.nhs.uk/ourwork/pe/healthcare/redress-guidance-ccgs/> which provides the opportunity to give feedback.

Further information is available from your regional NHS CHC lead.

Yours sincerely

A handwritten signature in black ink, appearing to be 'Gill Harris', written in a cursive style.

Gill Harris
Chief Nurse, NHS England (North)