

**FOI Request: Retrospective Reviews**  
**Our Reference Number: 1314204**

**1. The number of claims received by the CCG following the Department of Health announced cut-off:**  
206

**2. The number of staff engaged/being engaged to carry out retrospective reviews and current assessments respectively;**

No staff are directly employed by the CCG. CHC is provided to the CCGs by NHS Central Eastern CSU.

Response from NHS Central Eastern CSU: Presently we have 3x band 7, 4x band 4, 1x band 2 and 1x band 8B. We have just closed job adverts for 4x Band 7, 4x band 4 and 1x band 5.

**3. Where additional staff is being sought, an estimate for when you expect the recruitment process to be completed'**

Recruitment process is complete. Interviews have taken place and staff should be in post by the end of September.

**4. The estimated timeframe for completion of both retrospective reviews and current assessments (on average) once a team is in situ, if not already;**

**Where additional staff is being sought, an estimate for when you expect the recruitment process to be completed'**

We do not hold this information. This will depend on a number of factors including length of review period, retrieval of records. Capacity for current assessments is under discussion with CCG's.

**5. Whether the retrospective review team and current assessment team are based in the same office. If not what are the addresses and contact details for the respective teams;**

No, they are based in separate offices:

CHC Department  
NHS Central Eastern CSU  
Phoenix Court  
Christopher Martin Road  
Basildon  
Essex  
SS14 3HG

CHC Department  
NHS Central Eastern CSU  
8 Collingwood Road  
Witham  
Essex  
CM8 2TT

**6. The name and contact details for the individual with overall responsibility for the Continuing Healthcare Department;**

**Southend – Linda Dowse, Chief Nurse**

Within Central Eastern CSU, overall responsibility for CHC sits with Mary Currie, Director of Clinical Services.

Contact details:

Under section 40(2) of the Freedom of Information Act 2000, a public authority does not have to provide information where that information is considered personal information under the Data Protection Act 1998. We believe that the direct contact details you have requested falls into this category, and therefore will not be supplying this as a result.

Guidance states that personal information can be released where it is deemed the staff member in question is either public facing or senior/decision making, however, it also states that this should only be done where "the legitimate interest can only be met, or fully met, by the disclosure of information which identifies individuals". The CCGs (except for NHS North East Essex, who have decided to

release email addresses) feel that the legitimate interests of this request can also be fulfilled by providing the generic contact details of the organisation. These are available here:

<https://www.southendccg.nhs.uk/contact-us>

**7. The name and contact details for the Chair/ Chief Executive of your CCG;**

Names:

Under section 21 of the Freedom of Information Act 2000, a public authority does not have to provide information in response to a request when that information is reasonably accessible to the applicant by other means. The information you have requested can be accessed here:

<https://www.southendccg.nhs.uk/our-board>

Contact details:

Under section 40(2) of the Freedom of Information Act 2000, a public authority does not have to provide information where that information is considered personal information under the Data Protection Act 1998. We believe that the direct contact details you have requested falls into this category, and therefore will not be supplying this as a result.

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**8. Confirmation whether any part of the retrospective review/ current assessment process is being outsourced, whether internally within the NHS or to a private party;**

Continuing Healthcare, as a service, is outsourced to NHS Central Eastern CSU. This includes the retrospective review/ current assessment process.

**9. If work is being outsourced, to whom and what is their address and contact details;**

CHC Department  
NHS Central Eastern CSU  
Phoenix Court  
Christopher Martin Road  
Basildon  
Essex  
SS14 3HG

**10. If work is being outsourced to an agent/ independent party, do they possess delegated authority to deal with cases of this nature;**

We are commissioned by the CCG's to undertake this work so there is a service specification and SLA in place. Staff also have honorary contracts.

**11. Where this firms cases are in relation to your waiting list;**

We do not hold this information. Cases are recorded by patient name, not by solicitor.

**12. Is there anything that we can do to assist the CCG in relation to these cases in order to expedite the claims to a conclusion?**

No, we do not think there is any assistance that can be provided.