

Telephone: 01473 770 169

Email: complaints@suffolk.nhs.uk

Telephone: 0300 330 5454

Email: nhscomplaints@voiceability.org

www.nhscomplaintsadvocacy.org

- If new evidence becomes available after a decision not to fund has been made by an IFR Panel, then the correct procedure is to request a Reconsideration supported by the new evidence.
- If you do not feel that the Individual Funding Request Panel followed due process, you can ask the Clinical Commissioning Group to review its decision.

This panel is chaired by a member of the senior leadership team and will also include a non-executive director and a senior doctor.

The review panel checks:

- That the funding panel considered all the evidence provided by your clinician correctly.
- Whether new evidence has emerged that was not available at the time your request, which might alter the funding decision.
- That the funding panel acted in accordance with the applicable CCG policies.

An intention to request a Reconsideration or a Review must be lodged in writing within one calendar month of the date of the IFR decision letter.

I don't understand this process, is there anyone I can talk to?

If you wish to talk to someone about the IFR process, then contact the Patient Advice and Liaison Service on 0800 389 6819 or email PALS@suffolk.nhs.uk

If you would like this information in another language or another format, including audio tape, braille or large print, please call 01473 770 014.

Jeżeli potrzebujesz pomocy w zrozumieniu tych informacji w swoim języku zadzwoń na podany poniżej numer.

Polish

Se precisar de ajuda para ler estas informações em outra língua, por favor telefone para o número abaixo.

Portuguese

Jeigu jums reikia suprašti šia, informacija, kita kalba prašom skambinti šiuo numeriu apačioje

Lithuanian

Kung kailangan mo ng tulong para maunawaan and inpormasiy on sa pamamagitan ng ibang salita, maaaring tumawag sa

Tagalog

Ci vous avez besoin d'aide pour comprendre cet information an une diferente langue, s'il vous plait contacter le numero ci dessous. Merci.

French

এই লেখাটি যদি অন্য ভাষায় বুঝতে চান তাহলে নিচের নম্বরে ফোন করুন

Bengali

NHS Ipswich and East Suffolk Clinical Commissioning Group

Rushbrook House, Paper Mill Lane
Bramford, Ipswich, IP8 4DE

Telephone: 01473 770 000

ipswichandeastsuffolk.ccg@nhs.net

www.ipswichandeastsuffolkccg.nhs.uk



@IESCCG



/NHSIpswichandEastSuffolkCCG

NHS West Suffolk Clinical Commissioning Group

West Suffolk House, Western Way
Bury St Edmunds, Suffolk, IP33 3YU

Telephone: 01284 758 010

getinvolved@westsuffolkccg.nhs.uk

www.westsuffolkccg.nhs.uk



@NHSWSCCG



/nhswscg

Patient Guide to Individual Funding Requests



This guide will help you understand more about Individual Funding Requests (IFR).

An IFR is an application made by your GP or health professional, on your behalf, for a medical treatment which is not routinely paid for by the local NHS Clinical Commissioning Group (CCG).

The CCG is the organisation that is responsible for commissioning most local healthcare services. Resources are limited and they have to be managed to secure the best health results for as many people as possible.



What are Individual Funding Requests (IFRs)?

IFRs are requests for specific treatments which are not routinely paid for by the CCG. IFRs will be considered for funding if they fall within the categories below:-

- Where no existing CCG commissioning policy exists.
- For consideration as exceptional circumstances.

What do you mean by exceptional circumstances?

In order for the funding request to be considered there must be some unusual or unique clinical factor about the patient that suggests that they are:-

- Significantly different to the general population of patients with the condition in question.
- Likely to gain significantly more benefit from the treatment than might be expected from the average patient with the condition.

The fact that the treatment is likely to be successful in producing the desired or intended result for a patient is not in itself, a basis for agreeing funding. It is for the requesting clinician to make the case for exceptional status on behalf of the patient.

How is funding requested?

Firstly you should speak to your GP or Consultant. Clinicians should consider the appropriateness of a referral for treatment outside the normal range of CCG commissioned services. If, after considering the request, the referral for treatment is thought to be appropriate, your clinician will complete an IFR application form and send to the IFR Team for consideration.

Who decides whether to fund the intervention?

The CCGs have set up an Individual Funding Request Panel made up of GP's from both Ipswich and East and West Suffolk, Consultants in Public Health Medicine and other Clinicians who will consider all requests against the guidelines (produced by Local Public Health) for treatment and the evidence provided by your clinician to arrive at a decision whether your circumstances justify exceptional funding being approved. Any panel member would

need to declare an interest if they knew the patient and would not be able to vote.

What decisions can the panel make?

The panel will either:-

1. Agree to the funding.
2. Defer the decision until further information has been received (up to 3 months).
3. Decline the request.

Following the panel's decision the CCG will write to your GP / referring clinician confirming the decision and giving the reasons for that decision.

Why do you need my personal confidential data?

When the CCG Individual Funding Panel discuss your request, they need to have all the relevant information, to allow them to fully consider the request. We also need to know your name and address so that we can correspond with you as well as your GP or hospital clinician. All staff working for the NHS has a duty to ensure that your information is secure and confidential and is only shared when there is a legitimate reason to do so. When a clinician completes a request for you they will be required to complete a patient consent section to confirm that the request has been discussed with you and that you agree to the sharing of your personal information.

What if I don't agree with the decision?

The decision of the Individual Funding Request Panel cannot simply be challenged because you or your clinician disagrees with the outcome. If you are unhappy with the decision, you have the right to make a complaint to the responsible commissioner and you should follow the Clinical Commissioning Group's complaints procedure.