

West Hampshire CCG

15 February 2018

Dear Heather Hauschild

RE: CHC Review – Rachael Austen-Jones

Following our upheld complaint from November 2017, we are deeply disappointed to inform you that there continue to be serious flaws in the processes for reviewing the CHC package for Rachael Austen-Jones.

1. The CCG Joint Operational Policy and the National Framework have not been followed when making the recommendation of MDT at the end of the review meeting on 23rd January 2018. Pauline Dorn, Head of CHC, agrees that the meeting demonstrated that Rachael has a Primary Health Need.
2. We sent a formal complaint regarding the process for the January review on 7th February 2018. The outcome of the complaint has been determined in contravention of the complaints policy.

Pauline Dorn, having only completed ten working days for the CCG, explained that she does not know the full details of relevant policies. Despite this, she informed us that the recommendation for MDT will go ahead irrespective of whether processes have been appropriately followed.

There are other unresolved issues that the complaints team are aware of. At this time, we cannot have faith in the processes to resolve these satisfactorily.

As a result, we can have no faith in the processes to determine the outcome of the review. Please let us know if you wish to investigate this matter personally or, if you would prefer, that we now refer this matter to the Parliamentary and Health Ombudsman.

This is having an increasingly detrimental impact on the health of our family and is extremely disappointing considering your response to us in December 2017. You stated:

The decision support tool review meeting should be facilitated when there is an indication, when aligned with the initial decision support tool, that there may be a change in outcome of NHS Continuing Healthcare eligibility.

These sentiments have been expressed to the CHC team but they refuse to change the recommendation due to a wholly inappropriate post meeting review of evidence by Meriel Chamberlain. No discussion was had with us and her judgement is at best negligent, at worst is gross misconduct, considering the evidence available. This is yet another failure to follow due process which is being ignored by the CHC and Complaints Teams.

We await your response.

Mr P Austen-Jones
Mrs R Austen-Jones
Dr S Austen-Jones

Cc: Leo Docherty MP