

From: PEARSON, Karen (NHS SOUTH EASTERN HAMPSHIRE CCG) karen.pearson11@nhs.net
Subject: Sent on behalf of Maggie MacIsaac: Urgent - Care funding issue
Date: 18 June 2020 at 16:04
To: philandrachaj@gmail.com



Sent on behalf of Maggie MacIsaac

Dear Phil

Thank you for your email on 14 June. I am pleased that I was able to quickly sort out some of the immediate issues regarding funding of Rachael's care package hours. I am now also very keen to ensure that we work with you to review your residual concerns, and particularly those referenced when we met in December last year, so that we can provide answers to these. Following your email, I have just spoken to Emma Foreman from Niche.

We recognise that you would like us to convene a meeting with staff who can answer the questions you posed - as a recipient of care that we commission it is imperative for you to know that the decisions we made either were, or were not, in line with local and national policy. We also need to know and understand this. The purpose of Niche undertaking the investigation is to ensure that we are able to give you full and final answers on the points that you have made.

Can I suggest that we arrange an initial meeting with yourself, Niche and some key members of staff from within West Hampshire CCG so that everyone can listen and be clear on your concerns and questions. Niche will then work with you and relevant staff to provide an independent report on their findings. When this is complete, and the report has been confirmed as factually accurate by all parties, then we can then meet again, with Niche and staff who have been involved, to discuss the report. Next steps for us for the future and also for you specifically need to be in our minds.

If you do not feel an initial meeting with yourself and wider team members would be useful, I will still want to ensure that I have the answers to your concerns so that I can fully respond to you. I would therefore need to ask Niche to proceed with an internal independent review. It would of course be much better to do this together

I hope we can agree a way forward and I look forward to hearing from you about the approach you would like us to take.

Many thanks

Maggie

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