

**From:** PEARSON, Karen (NHS SOUTH EASTERN HAMPSHIRE CCG) karen.pearson11@nhs.net  
**Subject:** Urgent - Care funding issue  
**Date:** 12 June 2020 at 16:07  
**To:** philandrachaj@gmail.com



Sent on behalf of Maggie MacIsaac

Dear Phil,

I have had an urgent look into the payment to the care agency for Rachael's care. This has now been resolved and the agency will be paid according to what care is needed, in line with the annual budget agreed. I am sorry this happened.

Payment of all invoices should have transferred from West Hampshire CCG to Southampton City CCG several months ago. Due to the significant changes in the way we are working to manage the Covid situation, the transfer has taken longer than we planned. This has now been sorted. I can confirm that West Hampshire CCG are no longer managing any of this and all future payments will be authorised via Liz Hutchings at Southampton City CCG on my behalf. I am sorry this did not happen earlier.

As we have discussed over the last few months I would like to ensure all the concerns you have had, get fully reviewed and that you have managed to speak to Niche, who I know were going to contact you to agree with you the process for doing this. I also hope that Michaela James from the Continuing Care Team at Surrey Downs CCG, has managed to keep in contact with you and agree a way forward for assessing Rachael's needs.

I hope we can move forward quickly with this to resolve the concerns you have had and to make sure we are supporting Rachael in her care.

Thank you raising this urgent issue with me.

On a practical matter Michelle in my office is now on maternity leave and Karen Pearson is always happy to help. Liz Hutchings can equally be a point of contact on anything immediate.

Maggie

**Maggie MacIsaac**

**Chief Executive  
Hampshire and Isle of Wight Integrated Care System  
Southampton City, West Hampshire and Hampshire and Isle of Wight Partnership of  
Clinical Commissioning Groups**

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