

From: Phil & Rach Austen-Jones philandrachaj@gmail.com

Subject: Urgent - Care funding issue

Date: 10 June 2020 at 17:31

To: Maggie MacIsaac maggie.macisaac@nhs.net

Cc: BIBAWY, Peter (THE CAMBRIDGE PRACTICE) peterbibawy@nhs.net, WARD, Stuart (THE FRYERN SURGERY) stuartward@nhs.net

Bcc: Amanda Payne amanda@requestnursing.co.uk



Dear Maggie MacIsaac

It is with much frustration that I contact you.

I have just received a phone call from my wife's care agency. They have informed us that the problems that started our whole debacle with West Hampshire CCG over two and a half years ago have resurfaced.

In our letter of 29 January 2020, we stated, *"In the meantime, with the on-going concerns, we are unable to consent to West Hampshire CCG being involved in any aspect of the CHC process, including case management, until our case is resolved. North East Hampshire and Farnham CCG will need to take on the case management or delegate to an alternative appropriate organisation."*

Our care agency has informed us that West Hampshire CCG is still conducting the case management for the finances of the package. Needless to say, this is a serious data protection breach. WHCCG has proven that we were right to withdraw consent from them. As with the situation in 2017, they are refusing to pay the care agency any more than 55hrs per week. This is in contravention of the care package agreement and I have provided WHCCG and you with the evidence of the care package as I have described.

As such, the care agency are only receiving funding for the basic 55 hours per week. When we use more in a week, they are not being paid despite the fact that our package is an annual budget (based around the flexible use of 55hrs per week all year). They are now stating that unless this is resolved quickly, they will have to reduce the care that they provide. This will mean that the CCG is not fulfilling its legal duty.

Considering I have provided the evidence already, I trust that you be able to resolve this matter urgently.

Yours sincerely

Phil Austen-Jones