

NHS Continuing Healthcare

Following their unsatisfactory experience of the local NHS Continuing Healthcare assessment process a family contacted [Healthwatch](#)

If like this family you are seeking funding through NHS Continuing Healthcare you may want to take advantage of some **free expert advice** by calling Beacon on **0345 548 0300** or visit www.beaconchc.co.uk

You may like to read Age UK's NHS Continuing Healthcare and NHS funded-nursing care [factsheet](#) which contains useful information for people of all ages

We followed up with the local team on the fact the family were not told in the letter they received about their **right** to have a local decision independently reviewed by NHS England

Without giving personal information we were able to establish human error had important information was missed

We recognise there is much demand for this service and welcome how seriously the team has taken this matter, and their commitment to improve the use of templates



We would encourage **YOU** to share your story, good or bad, with us so we can support those who plan, buy, monitor and provide health and care to improve services by learning from peoples lived experiences

healthwatch
West Sussex



0300 012 0122



@healthwatchws

@NHSadvocacy



@healthwatchwestsussex

www.healthwatchwestsussex.co.uk

Billingshurst Centre, Roman Way, Billingshurst, West Sussex, RH14 9QW