

Receive appeal notification

**Acknowledge notification within 2 working days - Should contain offer of an informal resolution meeting (within a further 10 working days)**

The meeting will be an opportunity for the individual to:

- Receive clarification of anything that they have not understood
- Have an explanation from the CCG representative with regards to how the CCG has arrived at the decision of 'not eligible' to receive NHS CHC – this will reference the completed DST and PHN test
- Describe additional information that has not been obtained by the MDT that the individual believe needs to be considered
- Describe additional information that was available to the MDT that the individual believes was not given due consideration.

Notes of informal resolution meeting sent within **5 working days of the meeting**. Including an offer of a formal local resolution meeting if not satisfied.

Appellant asked to confirm response to informal resolution meeting outcome letter, within 10 working days. If no response is received it is assumed outcome is satisfactory. and case will be closed

Informal resolution meeting declined by appellant

If applicant wishes to proceed with a formal LRM the CCG will coordinate a meeting date within **5-10 working days** (meeting to take place within 4 weeks of their request for a formal LRM)

Following formal LRM meeting local team to provide the appellant with a written summary of the meeting and Independent review panel details **within 15 working days**.

Local team to inform CHC/CYP Officer of the outcome of the meeting