**NHS Continuing Healthcare (Adults) Local Resolution Procedure**

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| **Appeal Received** |
| **🡫** |
| **Appeal is Acknowledged – Enclosing Public Information Booklet for information, Consent / Questionnaire for completion - Within 5 working days -** |
| **🡫** |
| **Is Questionnaire, Consent and Authority to Act returned within 10 days** |
| **Yes** | **No** |
| **🡫** | **🡫** |
| **Implement Stage 1** | **Close Appeal** |
| **🡮 Stage 1 – CCG requests the Healthcare Professional to undertake Stage 1 using the returned Questionnaire as the basis for the discussion.****Written Summary of the Stage 1 discussion to be produced - Within 10 working days -** |
| **🡫** |
| **Further DST required?**  |
| **Yes** | **No** |
| **🡫** |  |
|  **- Within 28 days of Stage 1 discussion -** |  |
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| **If a Stage 2 Formal Meeting is requested. Records need to be collated.** **The meeting should be set up - Within 2 months (45 working days) of request -** |
| **🡫** |
| **Written Record of the meeting to be produced - Within 10 working days -**  |
| **🡫** |
| **A request for an Independent Review should be made to NHS England -Within 6 months - from the date of the decision letter following the Stage 2 meeting** |