

## What happens next?

- NHS Gloucestershire will write to you within two days of the panel meeting and tell you what their decision is.
- NHS Gloucestershire will also write to your GP and consultant (if you have one) and tell them what the decision is.
- If you came to the appeal meeting, the panel will send you a copy of your notes, **within four working days**, for you to check.
- You will get a copy of the final report **within ten working days** of the appeal meeting.

## What else can I do?

You can't ask NHS Gloucestershire to hear a second appeal. But you can use the NHS Complaints Procedure and the Health Service Ombudsman. You can also get legal advice if you are still unhappy with the decision.

## Useful names and addresses:

### NHS Gloucestershire Complaints Department

Sanger House, 5220 Valiant Court,  
Gloucester Business Park, Brockworth,  
Gloucester, GL3 4FE

Tel: **08456 598201**

Fax: **08454 221853**

To receive this information in other languages please write to:

এ তথ্য বাংলায় পেতে হলে দয়া করে এ ঠিকানায় লিখুন:  
如要索取中文訊息，請致信：

ગુજરાતીમાં આ માહિતી મેળવવા માટે કૃપા કરી અહીં લખો:

Aby otrzymać tę informację w języku polskim, prosimy zwrócić się na piśmie do:

یہ معلومات اردو میں حاصل کرنے کیلئے، برائے  
مہربانی لکھیں:

FREEPOST RRYY-KSGT-AGBR,  
GUIDE & PALS,  
NHS Gloucestershire, Sanger House,  
5220 Valiant Court, Gloucester Business  
Park Gloucester, GL3 4FE

To receive this information in other formats (e.g. Braille, Audio and Large Print), you can also speak to GUIDE & PALS by calling Freephone 0800 0151 548.

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**NHS**

Gloucestershire

Gloucestershire Care Services

# health

Interventions  
not normally  
funded by  
the NHS

How to make  
an appeal

[www.nhsglos.nhs.uk](http://www.nhsglos.nhs.uk)



Gloucestershire Health  
Community

This leaflet is about appeals you can make against decisions that NHS Gloucestershire has made **not** to pay for your treatment or operation.

### What is an appeal?

When a first decision has been made and you don't agree with it, you can ask for the decision to be looked at again. This is called an **'appeal'**.

### What is the appeal against?

There are some treatments and operations that we, the NHS in Gloucestershire, do not usually pay for. These are called **'interventions not normally funded'**.

Some people ask us to consider paying for these treatments or operations in very special circumstances.

Sometimes we will pay for a treatment or operation that is on the list, if we feel that a particular case is an exception to our normal funding rules. You can find out more by reading the **'interventions not normally funded'** leaflet.

### How should I prepare for the appeal?

Once your request for an appeal has been received, we will write to tell you when and where the appeal

will be held. We will also offer to meet with you prior to the appeal to discuss what will happen during the appeal and how you can prepare.

### Can I make an appeal?

You can appeal if you answer **'yes'** to the following

- Have you already asked us to make an exception and fund your treatment or operation, **and you disagree with our decision?**
- Do you have new reasons why you think you should have the treatment or operation?

### How do I make an appeal?

- You must write to NHS Gloucestershire **within 10 days** of being told about the decision not to pay for your treatment or operation
- You should say in your letter why you don't agree with the decision taken.
- You should also say in your letter if your circumstances have changed since the first decision was made.

### What happens during an appeal?

The 'appeal panel' will meet and look over your case notes from when we made the first decision.

They will look to see that the decision was made fairly. They will also look to see that all relevant information was taken into account.

They will also be looking to see whether your particular case can be considered an exception to our normal funding rules. You can help by providing copies of any letters, papers or other documents which you feel support and strengthen your case.

You can come to the first part of the appeal meeting if you want to, and you can bring someone with you for support.

After you have talked the panel through your case and left the meeting, the panel will make their decision.

### Who are the 'appeal panel'?

They will be three people from NHS in Gloucestershire including at least one doctor. They will **not be** any of the same people who made the first decision.