

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.

Print date: April 2010. Review April 2012 (LT55)



Gloucestershire

Gloucestershire Care Services

health

Your guide to
Interventions
not normally
funded by
the NHS

www.nhsglos.nhs.uk



Gloucestershire Health
Community

What is an intervention not normally funded?

This is treatment or operation that the NHS in Gloucestershire does not normally pay for.

We will not pay because these treatments or operations are:

- not necessary;
- not effective; or
- of low priority.

All the treatments and operations that we do not usually pay for are on a list. You can get a copy of this list from NHS Gloucestershire, or on the internet at: www.nhsglos.nhs.uk

Who writes the list?

Doctors and other NHS staff from Gloucestershire write the list and look over it every few months to keep it up to date.

What is 'an exception' to this list?

Sometimes we will pay for a treatment or operation that is on the list. This happens when:

- your particular circumstances are such that the general rule we have set about paying for that procedure does not reasonably apply to you.

e.g. there may be particular features of your illness or condition that mean that a treatment that would be much more effective for you than it would be for other people with the same illness or condition.

How can I apply for you to pay for my treatment or operation?

- Ask your GP to write to NHS Gloucestershire.
- If you want, ask your hospital doctor (if you have one) to write to NHS Gloucestershire as well.

- You can also write to the NHS Gloucestershire to put things into your own words.

What happens next?

A small group of people from the NHS will consider your case.

One of them will be a GP (not on your own).

If they think you have an 'exceptional capacity to benefit' we will pay for your treatment or operation.

At all times your details will be kept as confidential as possible.

Your doctor will be kept of the informed of the decision.

What else can I do?

- You can appeal against the decision.
- You can find out how to do this by reading 'How to make an appeal' leaflet. You will receive this with your decision letter.