

Your Beacon Consultation

Introduction

Through our Information and Advice Service, Beacon offers 90 minutes of free in-depth expert advice on NHS Continuing Healthcare (CHC) in England. This is usually provided on the phone, but we can also arrange video calls using Microsoft Teams.

As part of this 90-minute consultation, your Beacon adviser will be able to:

- Provide in-depth and detailed advice on your CHC matter and current situation.
- Review any relevant documents prior to and/or during the consultation.
- Recommend your next steps.

You can spread your 90 minutes of free advice across more than one consultation.

Documents

It is often useful to send documents to your adviser before your consultation. This will help your adviser to gain an in-depth understanding of your current situation and provide more tailored advice. Documents can be sent via email or post. We prefer email because it is free and quick.

Email to: documents@beaconhc.co.uk

Post to: Beacon, 10 Napier Court, Barton Lane, Abingdon, Oxfordshire OX14 3YT

If you wish to send documents prior to your consultation, please be aware of the following:

- We accept electronic documents **in PDF or Microsoft Word (.doc/.docx) formats only - documents in other formats (e.g. jpeg or other picture formats) cannot be accepted.**
- If you do not have access to scanning facilities or you are only able to email documents in single pages (therefore generating multiple files for a single document), please send your documents by post instead.
- Please send all documents as soon as possible to allow time for the adviser to review them. We ask that documents are received at least one working day prior to the consultation time.
- Please include a covering e-mail / letter with your name and return address. For postal documents, please indicate whether you would like your documents returned. If you do not wish for your documents to be returned, they will be scanned and uploaded to our secure electronic system, and then the paper copies will be securely destroyed.
- The time taken to review your documents is included within your 90-minutes of advice so only send in documents that will be relevant to your query.

Which documents should I send?

It can sometimes be difficult to know which documents to send so we have produced the table below to help you decide which documents may be most relevant. If you are unsure if a document is relevant, please call us on 0345 548 0300 to discuss.

CHC Stage				
Pre-assessment (before Checklist or Decision Support Tool)	Local Resolution (first appeal stage)	Independent Review (second appeal stage)	Retrospective Assessment	Complaint
A summary of patient's needs.	Decision Support Tool (DST)	Decision Support Tool (DST)	Timeline of Events	Timeline of Events
Draft Decision Support Tool (DST) or Checklist*	Appeal Letter*	Appeal Letter	Needs Portrayal Document	Complaint Letter*
Previous Decision Support Tool (DST)*	Eligibility Decision Letter	Local Appeal Decision Letter	Decision Support Tool (DST)	Response Letters*
	Panel Notes*	Local Appeal Panel Minutes		Submission to the Ombudsman*
		Appeal Letter or Questionnaire to NHS England*		*If applicable

Frequently Asked Questions

How can I be best prepared for a consultation?

As CHC can be complex and each case uniquely complicated, we recommend taking the following steps so that you can make the most of your consultation:

- Read Beacon's Navigational Toolkit. If you do not have this, please contact us and we will send this to you.
- Find a quiet space where you are not going to be distracted or interrupted during the consultation.
- Have the documents you wish to discuss with you and as organised as possible.
- Make a list of questions or topics that you would like to discuss with your adviser.
- Have a pen and paper readily available so that you can make notes if you need to.

If I have more than one consultation, will it be with the same adviser?

We endeavour to keep you with the same adviser each time but should you need to book an urgent consultation and the previous adviser is unavailable at the required time, we will book you with an alternative adviser. After each consultation, your adviser will make notes of the conversation and

these notes will be available for the next consultation to ensure that each adviser fully understands your situation and the advice that you need. All our advisers are experts in CHC.

Will the adviser call me, or do I have to call them?

The adviser will call you on the number that you provided at the time of booking.

Will the adviser be able to draft an appeal letter on my behalf?

Your adviser will be able to provide advice on drafting an appeal letter, but they will not be able to draft it on your behalf. If you would like the adviser to review a draft you have written, they will be able to provide feedback and suggestions.

What if I have follow-up questions?

If you have any more questions after your consultation, please call us back and we will attempt to provide an answer as quickly and easily as possible, although we may need to book another consultation if your question requires further discussion. You can spread your free 90 minutes of advice across more than one consultation.

Will you share any of my information with the NHS or other organisations?

Beacon will not share any of your personal information with the NHS or any other organisation unless you have instructed us to do so. For more information on our Privacy Policy, please visit <https://www.beaconchc.co.uk/privacy/> or ask your adviser for a copy of the policy.

I have a question about my consultation, but it is not listed above.

If there is anything you are unsure of, please call us on 0345 548 0300.



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