



Go through the Personal Health Budgets leaflets in this order

Personal Health Budgets Information 1

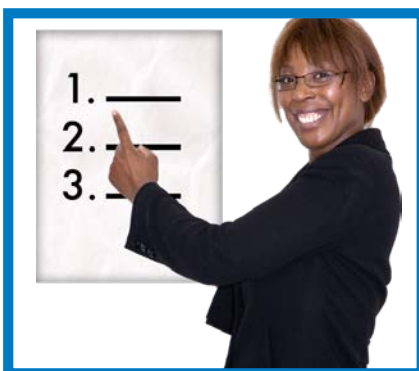
Personal Health Budgets (PHB) Process 2

Direct Payments 3



When does the personal health budgets process start?

The personal health budgets process starts if you are eligible for NHS Continuing Healthcare. NHS Greenwich staff will give you information about personal health budgets, direct payments for health care and the personal health budgets process.



The personal health budgets process

There are 7 steps to the in the process, these are:

- Work out your health and wellbeing needs (or your goals).
- Find out how much money is in your personal health budget.
- Make your Support Plan – this means working out what things or services you need to buy, to keep you healthy and well.
- Decide if you or someone else should manage the money.
- Get your support plan approved by NHS Greenwich.
- Buy the health services or support you need.
- Check your support plan is working, and you feel healthy and well.



More information about step 1:

Work out your health and wellbeing needs

- You need to think about your needs, like what is important to you, what needs to change and what you want to achieve in your life. These things are your goals, and could be like wanting to get out and about more, or having the chance to do something that means a lot to you.
- You must also think about what is a risk to your health and wellbeing.
- You choose the goals or outcomes you want - your Continuing Healthcare Coordinator will check there is a good action plan that manages the risks to your health or wellbeing.



More information about step 2:

Work Find out how much money is in your personal health budget.

- Early on, you will be told how much money (approximately) is in your personal health budget (this is called your 'indicative budget').
- Everyone's personal health budget is worked out to fit their needs, including the support that comes from family and friends. We use the same system to work out everyone's budget, so everyone is treated fairly.
- Your personal health budget does not count as income, so it won't change any welfare benefits you already get.
- You can't 'top up' or add to your personal health budget with your own money or money from someone else.





More information about step 3:

Make your Support Plan

- YOU decide what support and help you need. To make your plan, you need to think about how you want to live your life, and how support will fit.
- Think about the personal goals you want, and how you can achieve them. There are often different ways to get to your goal, it is important that you use ways that work best for you.
- You can be as creative as you like in planning your support. You don't have to use "traditional" or conventional services, as long as you can show that you will reach your goals.
- You need to make sure your plan is affordable, which means being sure you don't spend more than what is in your personal health budget. You might need to get quotes and find out costs from different organisations to get the best deals to fit you.
- You can ask anyone you like (including friends or family) to help make your support plan. You can also get help from your NHS Continuing Healthcare Coordinator, or an independent support planner from the Greenwich Choice and Control Consortium (this help is free).
- Asking others to help plan your support can be really useful, as other people can sometimes see ways of doing things you may not have thought of. But, this can mean sharing your personal information, which sometimes takes longer, so do be aware of this.





More information about step 4: **Decide if you or someone else should manage the money.**

- You choose how to manage your personal health budget, depending on how much responsibility you want.
- If you want to control your budget you can choose a Direct Payment (DP) for health care. There are 2 different types of DP account. There is more information about the DP accounts in the leaflet “Direct Payments for health care”.
- If you want others to arrange your support and manage your budget, you can choose a notional budget. This means staff from NHS Greenwich will arrange everything from your support plan for you.
- If you want another organisation to look after your budget you can choose a third party arrangement. This means the other organisation will manage your budget and arrange your support for you.



More information about step 5: **Get your support plan approved by NHS Greenwich.**

- When you have finished your support plan, it is shown to the Continuing Healthcare Coordinator from NHS Greenwich. The Continuing Healthcare Coordinator decides if your support plan is ok or if you need to make changes. (There is more information about this in the leaflet “Personal health budgets – information for patients and families”)
- The Continuing Healthcare Coordinator may decide your plan needs more work. NHS Greenwich staff will help you to make changes to it so that the Continuing Healthcare Coordinator agrees to your plan.





More information about step 6: **Buy the health services or support that you need.**

- If you want NHS staff to buy and manage your support, NHS Greenwich staff will discuss choices with you, so you can decide which you prefer.
- If you want a Direct Payment for health care, you will get information and help to find out about different services, and how to buy them. You will get a lot of this help from Greenwich Carers' Centre, and NHS Greenwich staff.
- Some of your support plan ideas may be creative or different, you may have to search the Internet to find out costs and information.
- Greenwich Carers' Centre has made a website for Greenwich, called P2P. The website is a marketplace for social care services in Greenwich. You can choose and book support workers on line. Staff at Greenwich Carers' Centre can help you use the website if needed.
- You will also get information and support to help you buy services or with employing your own staff.



More information about step 7: **Check your support plan is working, and you feel healthy and well.**

- Your Continuing Healthcare Coordinator (from NHS Greenwich) will review your support at different times, and check that you are reaching your goals.



To find out more about personal health budgets in Greenwich, contact the Continuing Healthcare Team at Greenwich Clinical Commissioning Group
E-mail: greccg.continuingcare@nhs.net Telephone: 020 3049 9000.