



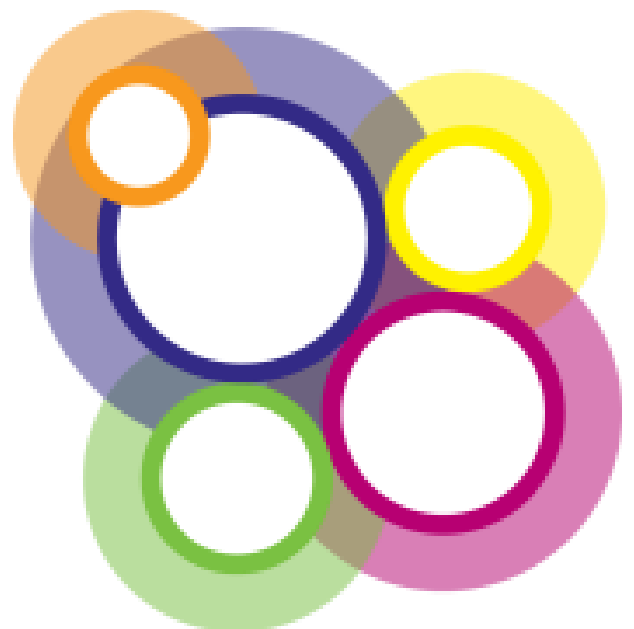
Partners in improving local health



North of England
Commissioning Support

Individual Funding Requests (IFR)

Guidance notes for referrers
(GPs and Referring Clinicians)



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1. Frequently Asked Questions

Why does a GP or Consultant have to apply for Individual Funding?

An Individual Funding Request (IFR) is a request to fund for a patient an episode of healthcare that currently falls outside the usual treatments and care routinely provided by the NHS.

The request may be for any type of healthcare, for a service, a piece of equipment/aid or a specific treatment or medicine. A GP or Consultant might consider their patient to have a condition that needs treatment where:

- There is no agreement to routinely provide a type of healthcare; *OR*
- It has been decided by the CCG that a treatment is not being funded; *OR*
- An individual has a specific healthcare problem.

A request must be received from a clinician to ensure that it is supported by a clinician involved in the patient's care and that the relevant clinical information can be provided as part of the request. This also ensures that a clinician has assessed the patient against any protocols in place and supported the patient through any existing commissioned pathways that may be available.

What is the referral process?

- The patient's clinical representative (usually a GP or Consultant, although admin support can facilitate this) will submit an electronic request using the online system for funding for the treatment.
- For requests that are covered by the Value Based Clinical Commissioning Policy the online system details a number of treatments that list the clinical criteria a patient needs to meet for funding to be approved. If the patient does not meet the clinical criteria the clinical representative would need to describe if the patient has any exceptional clinical circumstances.
- For all other requests, details about what treatment is being requested and any exceptional circumstances must be submitted under the 'other' category.

What are exceptional circumstances?

Exceptionality is defined as:

'The patient or their circumstances are significantly different from the general population of patients with the condition in question and the patient is likely to gain significantly more benefit from the intervention than might normally be expected for patients with that condition.'

How can I access the electronic request system?

The web based system can be found at this system can be accessed via <https://ifryh.necsu.nhs.uk> however this is only accessible via a secure N3 connection available to healthcare professionals.

What is the criteria in place?

The current copy of the criteria can be found on the front (log in) page of the IFR site. <https://ifryh.necsu.nhs.uk>.

2. How to Register

The online referral system is available at: <https://ifryh.necsu.nhs.uk>

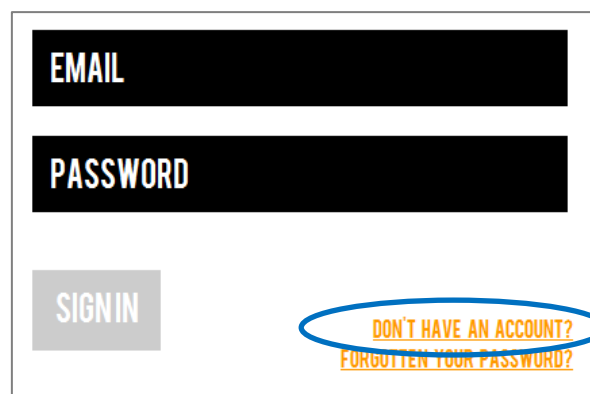
In order to use the system for the first time you will need to create an account.

Please note: If you already have an account and wish to amend the details against your account, please contact your local administrator for assistance; please do not create a second account.

Accounts can be created by GPs, referring clinicians or secretaries on their behalf. You can also create generic accounts for your organisation to utilise if you have a generic email address.

Once your account is created all funding requests can be submitted via the online system and you can login at any time to either enter a new referral or to view your existing referrals.

To create an account you must first select the link for '[DON'T HAVE AN ACCOUNT?](#)' as shown below:



The image shows a login form with two input fields labeled 'EMAIL' and 'PASSWORD'. Below these fields is a 'SIGNIN' button. To the right of the 'SIGNIN' button, there is a link that reads 'DON'T HAVE AN ACCOUNT? FORGOTTEN YOUR PASSWORD?'. This link is circled in blue.

You will then be taken to the following screen:

Sign up
Please register to enable you to submit electronic IFR referrals

Full Name

Email

Job title

Password Good

Re-type Password

Filter Organisation type by All CCG Hospital Other

Groups

- Demonstration CCG
- East Riding Of Yorkshire CCG
- Example CCG
- Hambleton, Richmondshire and Whitby CCG
- Harrogate and Rural District CCG
- Hull CCG
- North East Lincolnshire CCG
- North Lincolnshire CCG
- Scarborough and Ryedale CCG
- Vale Of York CCG

Organisations

- A12345 "Sample Surgery"
- 007 "Test practice"
- B12345 "Y&H Demo Surgery"

Terms and conditions

By signing in to and using this system I:

- confirm that the information which I provide is accurate;
- acknowledge that I will keep my log in details private and secure and that I will not permit anybody else to use it or any session established with the IFR System. I will take all reasonable steps to ensure that I always leave my workstation secure when I am not using it by logging out of the IFR System and/or engaging a password protected screen saver. If I suspect my log in has been compromised by a third party I will report this to the admin team as soon as possible;
- agree that I will only use my log on to the IFR System and all personal information in accordance with The NHS Confidentiality Code of Practice as available on the www.nhs.gov.uk site and (where applicable) in accordance with my contract of employment and with any instructions relating to the IFR System which are notified to me;
- agree not to deliberately corrupt, invalidate, deface, damage or otherwise misuse information stored on the IFR System. This includes, but is not limited to, the introduction of computer viruses or other malicious software that may cause disruption to the services or breaches in confidentiality;
- acknowledge that my log on details may be changed at any time without notice.

I agree to the terms and conditions

The following sections must be completed:

- Full name
- Email
- Job Title
- Password
- Re-type Password

You should enter your name, the email address which you wish the online system to send your referral alerts to and your job title. NHSMail compliant email addresses are required, i.e. @nhs.net or @[trustname].nhs.uk

You must also create a memorable password. Please note that the password must be at least 6 characters long and include one upper case, one lower case and one numerical.

If you wish to sign up as a practice rather than as an individual then you can use a shared generic NHS Mail email address to create an account.

Please note: Please note that any email alerts which are sent regarding the funding request will be sent to the email address which you use in this part of the registration process. However you can log into the system at any time to check the progress of your applications. There is an option to have a referral reassigned to another person who has an online account by contacting the IFR Administrator. This could be done if the original referrer is due to be unavailable for a period of time.

Filter Organisation Type

Select 'CCG' to filter the list; it is important you select the correct CCG for which the patients reside within.

Groups

From the "groups" list it is imperative that you select a CCG at this point. If your organisation covers more than one CCG area then you should select as many CCGs as applicable. If your organisation does not fall under one of the CCGs listed then you need to select the CCG which is appropriate to the patient you are applying for funding for; for example if the patient is registered with a Vale of York GP practice then you would select Vale of York CCG from the groups list. If you are unsure what to select at this point please contact your local IFR Administrator (contact details can be found at the end of this document).

Organisations

This will then list all "Organisations" in that CCG section and you should select your organisation from the list. If your organisation does not appear in the list you should contact your local IFR Administrator (contact details can be found at the end of this document) with the following details:

- Organisation Name
- Code – this is your organisations ODS code, ie A12345 / ABC etc
- Full address including postcode
- The CCG or Hospital which your organisation is associated with

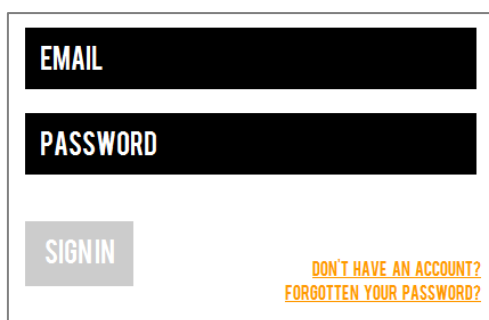
Your local IFR Administrator (contact details can be found at the end of this document) will confirm when your organisation has been set up within the system and you can then continue with the registration process.

Terms and conditions

Once you have selected your organisation from the list you must then read and confirm that you agree to the terms and conditions associated with the use of the system before you can complete your registration.

3. How to login

Once you have created your account go back to the home screen and enter your username (email address) and password.



The image shows a login interface with two input fields: 'EMAIL' and 'PASSWORD'. Below the fields is a 'SIGNIN' button. To the right of the button are two links: 'DON'T HAVE AN ACCOUNT?' and 'FORGOTTEN YOUR PASSWORD?'.

Forgotten Password

If at any time you forget your password from the home screen click the link "[FORGOTTEN YOUR PASSWORD](#)" as shown below.

EMAIL

PASSWORD

SIGN IN

[DON'T HAVE AN ACCOUNT?
FORGOTTEN YOUR PASSWORD?](#)

This will take you to another page where you should enter the email address which you used when creating your account, and then selecting “reset password”(as below).

Password reset request

Please enter your email address and we will send you a link enabling you to reset your password.

EMAIL

Reset password

You will receive an email with a link to the system where you can enter a new password. Once you have done this it will take you back to the home screen and you will be able to login as usual.

4. Creating a new funding request

Once you have logged into the system you can create a new request by selecting the “new referral” tab (circled below). This will take you to a screen where you need to select which treatment / procedure you are applying for funding for.

If the treatment is for a drug request then you should select “Drug Referral” from the treatments not listed section and then manually type in the title of the drug which is required.

If the treatment / procedure the patient requires is not listed then you should select “other” from the treatments not listed section and then manually type in the title of the treatment / procedure which is required.

If your patient requires more than one treatment / procedure from the list then a new referral should be submitted for each.

New Referral My Referrals

Please select a treatment

Breast Procedures
Breast Augmentation (Enlargement)
Breast Prosthesis Removal and/or Replacement
Breast Reduction
Gynaecomastia
Inverted nipple correction
Mastopexy
Revision Mammoplasty
Breast Asymmetry

Dental Procedures
Apicetomy
Dental Implants
Orthodontic treatments for essentially cosmetic nature

Ophthalmic Interventions
Autologous Serum Eye Drops
Excimer laser for cases with poor refraction after corneal transplant or cataract surgery

Laser Treatments
Hair Removal (hirsutism)
Removal of tattoos
Resurfacing procedures: Dermabrasion, Chemical Peels and Laser Treatment

Plastic Surgery
Abdominoplasty / Apronectomy
Blepharoplasty
Circumcision
Face Lift or Brow Lift
Liposuction
Pinnoplasty
Removal of benign skin lesions
Removal of lipoma(ta)
Repair of lobe of external ear
Rhinoplasty
Thigh lift, buttock lift and arm lift, excision of redundant skin or fat?

Miscellaneous
Ganglia
Hair Grafting - Male pattern baldness
Cholecystectomy (for asymptomatic gall stones)
Hyperhidrosis treatment with Botulinum Toxin
Tonsillectomy
Varicose Veins
Reversal of Male Sterilisation
Reversal of female sterilisation
Infertility Treatment
Carpal Tunnel Syndrome
Vaginoplasty, Labial Vulvoplasty and Vulvar Lipoplasty

Treatment not listed
Other
Drug Referral

For this example the treatment which has been selected is from the plastic surgery section, “Breast Reduction”.

For treatments where there is a value based clinical commissioning policy (VBCCP) a checklist will be attached to the request (see next page). The checklist should be completed as much as possible.

Background

Excessively large breasts can cause physical and psychological problems. Breast reduction procedures involve removing excess breast tissue to reduce size and improve shape.

Guidance for the Breast Reduction checklist

Breast reduction may only be funded in accordance with the guidance specified within the policy. Please answer the questions detailed below to demonstrate if your patient meets the guidance.

NB:

For the procedure to be effective at least 500 gms of tissue should be removed from each breast - this table provides guidance on assessment:

Chest Measurement Cup Size 32/34=> E 36=> EE (approx 6.5 inches difference between breast and bust measurement) 38=>F 40/42=>F

*Once women have reached this size, they are likely to have a significant weight problem which should be addressed prior to surgery.

Surgery for primary cosmetic reasons is not eligible for NHS funding

Acceptance Criteria

YES to Q1 or Q2 and YES to Q3 and Q4.

Referral Checklist for Breast Reduction

Is there documented evidence of significant chronic or repeated neck ache or, backache that has not responded to conservative management and in the opinion of the surgeon, breast reduction is likely to significantly reduce the level of pain?

Yes No **Unknown**

Is there documented evidence of intractable intertrigo that has not responded to conservative treatment?

Yes No **Unknown**

Has the patient tried wearing a professionally fitted brassiere to relieve the symptoms?

Yes No **Unknown**

Does the patient have a preoperative body mass index (BMI) of less than 27.0 kg/m²?

Yes No **Unknown**

update checklist

Once the checklist has been completed you should select “save & continue” which will take you to the next stage of creating a funding request.

This is the IFR application form.

You will see that the IFR reference number has been generated and can be found in the top left hand corner of the screen, next to the treatment / procedure title (see above). You should provide the patient's details and as much supporting information as possible for the treatment / procedure you are requesting, with particular emphasis on the exceptional clinical circumstances regarding the request.

Exceptionality is defined as the patient or their circumstances are significantly different from the general population of patients with the condition in question and the patient is likely to gain significantly more benefit from the intervention than might normally be expected for patients with that condition.

All fields marked with a red asterisk are mandatory and must be completed before the request can be submitted.

The system also allows you to upload additional documentation / evidence in support of the application.

Once you have completed the application details you can either select "save" which will save the form for later if you are awaiting further information, or you can select "submit" which will submit the request to your local IFR Administrator (contact details can be found at the end of this document). Please note the IFR team do not have sight of applications until they have been submitted by the referrer.

Any requests you have pending or completed will sit in the "My Referrals" tab. The status of the application will advise you of what stage of the process the request is.

The screenshot shows the 'My Referrals' dashboard. At the top, there are two tabs: 'New Referral' and 'My Referrals', with the latter being selected and circled in red. In the top right corner, it says 'Signed in as Referrer | Edit profile | Sign out'. Below the tabs is a search bar with the label 'Name:' and a 'Search' button. A table of referrals is displayed with the following columns: 'Ref no', 'Forename', 'Surname', 'Submitted', and 'Status'. The table contains one entry: Ref no 1, Forename [redacted], Surname 'Diston', Submitted '24/09/2012', and Status 'incomplete'. To the right of the table is a 'HELP' section with a question mark icon. The help text reads: 'Welcome to your dashboard, from here you can view all of your referrals', 'Click on any referral to view and/or amend it's details', 'You have 1 referral in total', and 'You have 1 referral recently rejected as incomplete'.

4.1 Supporting Documents

If you have supporting documents they can also be saved to the referral. Documents that are held as part of your clinical system need to be closed and saved to a folder or your desktop to enable you to upload them. This process is the same as if you were attaching a document to an email. If you are not able to do this please contact your local IFR Administrator (contact details can be found at the end of this document) who will advise the best course of action.

5. Requests for further information

Once your IFR has been submitted it will be triaged by the IFR admin team. If the IFR administrator or clinical triage requires more information in order to facilitate a decision to be made, then this will be done via the online system. You will receive an automated email asking you to log into the system to provide the relevant information. Please do not respond to the email.

Please note: Please ensure that that any additional information requested by the IFR administration team is provided within **four weeks** otherwise your funding request will be closed.

6. Communication of the Decision

The IFR system sends a notification to the referring clinician advising that a decision has been made and they need to log into the IFR system to view the decision letter. The letter is in PDF format and can be saved to the patient's medical records. The IFR team will send a hard copy of the decision letter to the patient for information.

7. Reconsideration of Decision

Where cases are not supported by the Individual Funding Requests Panel, individuals have the right to request the Panel reconsider their decision, only on the presentation of new clinically significant information / evidence.

Requests for reconsiderations can only be made by the GP or referring clinician; they cannot be made by the patient themselves. They should be made within 3 months of the date the original decision was made and submitted via the IFR system.

The referring clinician should state why the reconsideration request is being made and what the new information / evidence is.

Please note: Please ensure that that any reconsideration request is submitted on the original IFR. A new request should **not** be created.

Requests for reconsiderations of decisions received from non-referring clinicians or directly from patients will be returned to the sender and advised of the procedure outlined above.

8. Local IFR Administrator Contact Details

Team	CCGs	Contact Details
Yorkshire Team	Hambleton, Richmond and Whitby CCG Harrogate and Rural CCG Scarborough and Rydale CCG Vale of York CCG	01904 571158 /01904 571156 necsu.exceptions@nhs.net
Humber Team	East Riding CCG Hull CCG North Lincolnshire CCG North East Lincolnshire CCG	01482 672055 NEL CCG - nel.ifr@nhs.net NL CCG - nl.singlepatients@nhs.net ERY CCG - ERYCCG.ifr@nhs.net Hull CCG - HULLCCG.ETP@nhs.net