

## Contact us

Continuing Healthcare  
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## Concerns and complaints

We aim to provide you with a high quality service at all times. However, if you have any concerns, complaints or comments about your experience of our service then please tell a member of the continuing healthcare team or contact the PALS and complaints team on freephone 0800 328 7971.

Complaints can be sent to:

The Complaints Manager  
Buckinghamshire Clinical Commissioning  
Group  
Albert House, Queen Victoria Road  
High Wycombe, Buckinghamshire  
HP11 1AG

Tel: 0800 328 5640

**New Email:**

[bucksccg.palscomplaints@nhs.net](mailto:bucksccg.palscomplaints@nhs.net)

If you would like to have information translated into a different language, please contact the Equality and Diversity Team at:  
[EqualityandInclusion@oxfordhealth.nhs.uk](mailto:EqualityandInclusion@oxfordhealth.nhs.uk)

**Arabic** يُرجى الاتصال بنا إذا كنتم ترغبون في الحصول على المعلومات بلغة أخرى أو بتسبيق مختلف.

**Bengali** আপনি এই তথ্য অন্য ভাষায় বা আলাদা আকারে পেতে চাইলে অনুগ্রহ করে আমাদের সাথে যোগাযোগ করুন।

**Urdu** اگر آپ یہ معلومات دیگر زبان یا مختلف فارمیٹ میں چاہتے ہیں تو برائے مہربانی ہم سے رابطہ کریں۔

**Chinese** 若要以其他語言或格式提供這些資訊，請與我們聯繫

**Polish** Aby uzyskać informacje w innym języku lub w innym formacie, skontaktuj się z nami.

**Portuguese** Queira contactar-nos se pretender as informações noutro idioma ou num formato diferente.

Oxford Health NHS Foundation Trust  
Trust Headquarters  
Warneford Hospital, Warneford Lane  
Headington, Oxford OX3 7JX

Switchboard 01865 901 000  
Email [enquiries@oxfordhealth.nhs.uk](mailto:enquiries@oxfordhealth.nhs.uk)  
Website [www.oxfordhealth.nhs.uk](http://www.oxfordhealth.nhs.uk)

Become a member of our Foundation Trust  
[www.ohfnhs.uk/membership](http://www.ohfnhs.uk/membership)

Continuing Healthcare is part of our Older  
People Directorate.

OH 106.20

**NHS**

**Oxford Health**  
NHS Foundation Trust



Continuing Healthcare

**Personal Health  
Budgets (PHB)**

## What is a personal health budget?

If you are eligible for NHS Continuing Healthcare funding and able to remain in your own home, you will receive this funding as Personal Health Budget.

A personal health budget is the amount of money the NHS allocates for a care and support package to meet your assessed needs. The amount of funding is allocated in line with our Equality and Choice policy, so we are fair and consistent in our decisions about care funding.

A personal health budget can be managed in three ways: Notional Budget, Direct Payment or 3rd Party and we will talk to you about what these options mean.

## How do PHBs work ?

Together with your Continuing Healthcare Team you will develop a personalised care and support plan. This sets out your personal health and wellbeing needs, the health outcomes you want to achieve, the amount of money in the budget and how you are going to spend it.

- You are not allowed to spend the money on gambling, debt repayment, alcohol, tobacco or anything unlawful.
- A personal health budget cannot be used to buy emergency care – in case of accident, you would go to A&E like everyone else.

- A personal health budget also cannot buy primary care services such as seeing GP or buying medication.

## How can I use my personal health budget ?

This will be clearly outlined in your personalised care and support plan and agreed with your healthcare manager.

You will spend the budget in ways to meet your agreed health and wellbeing outcomes.



For example:

- Care provision you chose; this may be from an agency, or, you may directly employ a Personal Assistant
- Positive ways to maintain your lifestyle such as social and leisure activities
- You will be able to increase the options for you and your informal carer in having a respite break.

These are just a couple of examples to give you an idea of what your budget could be spent on. Your healthcare manager will discuss with you other options that may be appropriate for your needs.



## The main things to know about personal health budgets

Your care and support should be safe and effective. It should be a positive experience for you and people in your life. A personal health budget should make things better for you and give you more control over decisions that matter to you.