

# Individual Funding Requests (IFR) Services – 2023-24

## About Us



### Supporting 3 Integrated Care Systems

Plus clients from secondary care and local authorities



### 25+ Staff

including Administrators, Public Health, GPs, Nurses, Medics, Pharmacists, Physios



### £4.2m

Costs deflected



### 100%

Customer satisfaction (Net Promotor Score)



### Products & Services

Exceptional Case Management, Policy Compliance & Referral Management, Policy Development, Public Health Advice and Guidance, Datix administration support

## Clinical Policy Development



**>100**

Policies Harmonised



**87+**

Policies reviewed



**>100**

Meetings and groups administrated



## Public Health Advice & Guidance



### Service Dedicated Public Health Consultants



**>600**

Rapid Evidence Reviews



## Diversification



### Datix

Technical support  
LFPSE transition support

## Clinical Policy Implementation



**900+**

Exceptional case requests



**37%**

Exceptional case approval rate



**>5k**

Policy compliance checks



**20+**

Exceptional Case Panels



**0**

**0/3**

Appeals upheld



## Diversification



### Waiting List

Management & Signposting