



## NHS North West London CCG

### Short guide to referring a new PHB to the PPL PHB Service

This short guide provides guidance on how to complete a new PHB referral to the PPL PHB service.

Once the referral form is completed and submitted, the PPL support planning team will contact the individual within 2 working days to arrange an appointment (either face to face or virtually) to commence the support planning process.

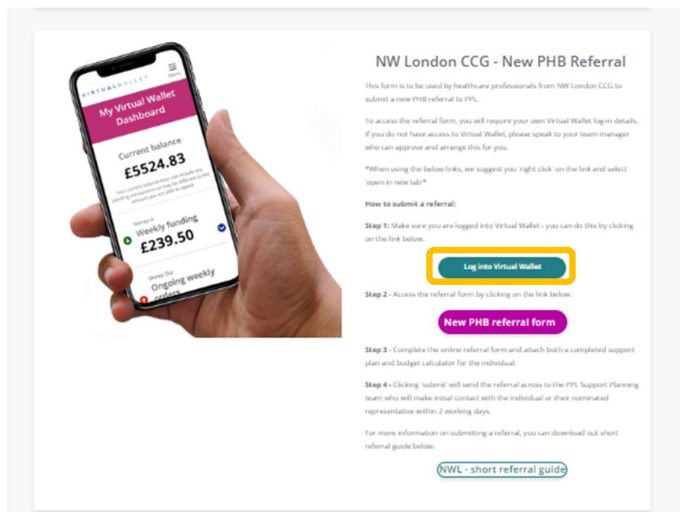
When the support planning process is complete, the package will be returned to the CCG for approval before the individuals Virtual Wallet account is activated.

Support will be provided by PPL to ensure the individual is able to access and manage their PHB using Virtual Wallet.

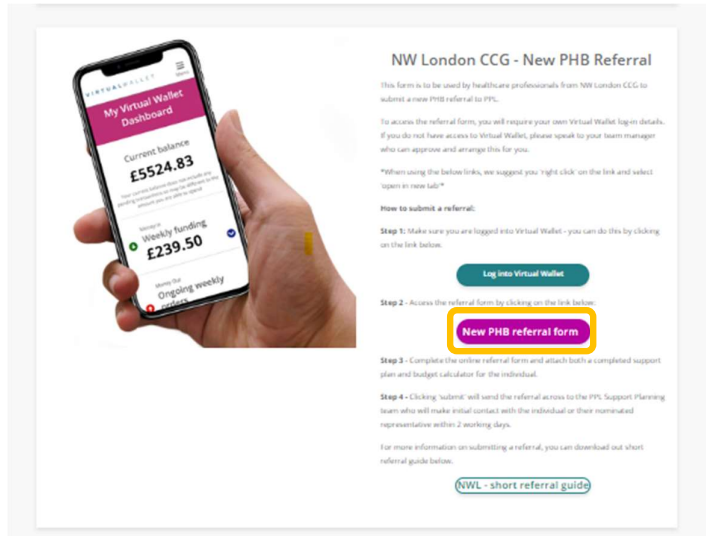
Referrals to the PPL PHB service can only be submitted by approved NW London healthcare professionals who have been granted access to Virtual Wallet and you will need to log into Virtual Wallet to access the form. If you do not have access to Virtual Wallet, but believe you should have access to submit referrals, please speak to your line manager in the first instance.

#### Step 1 - Log into Virtual Wallet.

- Type the following web address into your browser [www.myvirtualwallet.co.uk/professionals/northwestlondon](http://www.myvirtualwallet.co.uk/professionals/northwestlondon). We suggest you save this address to your favourites list.
- Click on the 'Log into Virtual Wallet' button as in the screenshot below:



**Step 2** – Return to the [www.myvirtualwallet.co.uk/professionals/northwestlondon](http://www.myvirtualwallet.co.uk/professionals/northwestlondon) home page and click on the ‘New PHB referral form’ link, as in the screenshot below:



### **Step 2 - Complete the online referral form**

To complete the form you will require:

- The individuals personal details - name, contact number and email address
- Nominated representatives name, contact number and email address (if appropriate)
- The individuals completed PHB support plan
- The individuals completed budget calculator

Any referrals missing any information or attachments cannot be processed and will be returned to the submitting healthcare professional.

When you press ‘submit’ on the referral, it is sent to the team at PPL for processing.

### **Step 3 – Support planning**

The PPL support planning team will contact the individual within 2 working days of the referral being submitted to arrange a convenient time for an initial discussion, either virtually or in person.

The length of time it takes to complete the support planning process to be completed is determined by a number of factors, including the availability of the individual and the complexity of their individual requirements.

### **Step 4 – Set-up on Virtual Wallet**

Once the support planning process is complete, the PPL support planning team will complete a referral to pass the complete package to the Virtual Wallet support team. This referral will include information on what level of support the individual will require to access their Virtual Wallet account.

At this point, the Virtual Wallet support team will contact the identified care providers to support them through their registration on Virtual Wallet. At the same time, the PHB holders Virtual Wallet account will be created, and the appropriate level of funding allocated.

Once the care providers are registered on Virtual Wallet, the Virtual Wallet support team will create a link between the provider and PHB holder and create bookings for the services that have been agreed.

When this process is complete, the PHB holder and/or their authorised representative will receive their Virtual Wallet username and temporary password via email. In addition, a hard copy Welcome Pack will be sent to them by post.