

Nene Clinical Commissioning Group

Patient and Public Involvement Re-imbursement Policy

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Patient and Public Involvement Reimbursement Policy

Document Management	
Title of Document	Patient and Public Involvement Reimbursement Policy
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Description	To detail the policy of the organisation in relation to re-imbursement of reasonable expenses to patients and public members who are involved in engaging with NHS Nene CCG to support decision making
Target Audience	All staff, Governing Body and members of sub-committees, Patient Congress, Patient Engagement Groups, Patients and Public
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Associated Documents	NHS Nene CCG Communications and Engagement Strategy

Patient and Public Involvement Reimbursement Policy

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1. Introduction

Many patients and public begin their involvement as volunteers and are happy to give their time freely without expecting payment. This might be through responding to surveys, attending open forum meetings or supporting events.

Government policy actively encourages the involvement of patients and public in the development and delivery of local services. Patient and public involvement in commissioning is about enabling people to voice their views, needs and wishes, and to contribute to plans, proposals and decisions about services. Our use of the term 'patients and the public' includes everyone who uses services or may do so in the future, including carers and families.

NHS Nene CCG is committed to embedding patient and public involvement and it is our intention to be visible in the community, engage and listen to our stakeholders to ensure they inform and shape commissioning decisions.

It is best practice to reimburse patients and the public for their involvement. This guidance document outlines how this should be consistently achieved.

2. Definitions

The term **volunteer** refers to patients and the public who offer their time and skills on a voluntary basis.

The term **reimbursement** refers to the refunding of specific expenses or costs that patients and public have incurred during their involvement.

The term **payment** refers to a general fee payment to reward patients and public for their time and expertise, unless otherwise stated

The term **NHS Nene CCG Staff Lead** refers to any member of staff with delegated authority from a Director to approve expenses.

3. Rationale for reimbursement policy

A policy for reimbursement is required so that:

- Patients and public who act as volunteers are reimbursed according to open and consistent criteria, thus ensuring equitable access for all involved in how services are planned, developed and delivered
- There is open, fair and transparent process for reimbursing expenses.

4. Scope

This policy is for all NHS Nene CCG staff and should be used when involving patients and public in any communications and engagement meetings and events. The policy is for reimbursement of expenses for NHS Nene CCG involvement only and expenses must be approved by an NHS Nene CCG staff member prior to request / submission.

5. What expenses are covered

The level of reimbursement will depend on the level of participation / involvement activity, as outlined in the table in section 11 of this document. **For more involved work that requires payment time and co-production activities there is legislation that must be taken into account regarding payment for time; details of this legislation can be found at HM Revenue and Customs website www.gov.uk/volunteering/pay**

Examples of expenses:

- **Travel** (i.e. mileage, public transport and taxi services)

The guidance from HM Revenue & Customs regarding how much should be paid is at <http://www.hmrc.gov.uk/rates/travel.htm>

- **Refreshments** – this should include lunch for whole day activities
- **Parking costs** – where the participant has only parked for the duration of the event
- **Individual support needs** (i.e. signer, translator, personal care support) for people should be highlighted and negotiated with the relevant senior manager and payment of expenses agreed in writing in advance of the meeting
- **Care expenses** such as sitting services / childcare (this should be with an Ofsted inspected provider) is the responsibility of the individual to organise. An official invoice must be produced to evidence the expense and kept on record
- **Administrative** – if a patient or member of the public is asked to undertake specific tasks that require administration, reasonable costs, that have been agreed beforehand in writing, for stationery, postage, photocopying and telephone calls will be met. Receipts must be produced to support expenditure. Where possible the person leading the meeting should make provision for these activities.

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Which reimbursement is applicable will be determined by the NHS Nene CCG lead staff member on the type of involvement patients and public have been asked to participate in. All expenses must be approved by a NHS Nene Staff Member.

6. Methods of payment

Payment of claim

Payment of expenses will be the responsibility of each service area budget holder and therefore a recording mechanism should be put in place, in compliance with financial standing instructions. There is no central budget for expenses and all submissions must be approved by a NHS Nene CCG staff member. The claim form is attached (appendix 1).

Staff should be aware that it can be difficult for people on low incomes to wait for reimbursement. The preferred method of payment of expenses is by BACS. For claimants who do not have a bank account, special arrangements may need to be made in advance of the day of the meeting and with authorisation of senior budget manager and in accordance with Standard Financial Instructions.

It should be noted that NHS Nene CCG has an account with a taxi company and taxis may be organised if claimants advise they are unable to pay in advance.

7. Responsibilities of patients and public

Volunteers who are in receipt of benefits and are considering paid or unpaid involvement should speak with their personal adviser at Jobcentre Plus or other relevant organisation before starting their involvement. People must always prioritise Jobcentre Plus (or other governing body) requirements in order to avoid sanctions leading to a risk of loss of benefit. They should let their adviser know that they have been asked to participate in 'patient and public involvement.' This is so organisations such as Jobcentre Plus are aware due to strict rules regarding repaid expenses and earnings.

Patients / Public / Volunteers must:

- Understand and agree the terms of involvement and ensure the involvement is on behalf of NHS Nene CCG
- With regard to expenses such as travel costs, choose the most cost effective, yet safe, means available to them
- Discuss and agree in advance with the NHS Nene CCG lead staff member responsible in respect of any expense requests to ensure they are eligible for reimbursement. This should be done prior to any involvement and there should not be an assumption that an event is eligible.

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- If attending an event as a representative of two organisations, ensure that expenses are only claimed once
- Keep and provide copies of receipts of the expenses being claimed.

Details regarding benefits entitlement are available here:

<https://www.gov.uk/browse/benefits/entitlement>

8. Disputes

Where a patient or member of the public believes that they are entitled to claim expenses or are unhappy with the amount of expenses they receive, they are encouraged to resolve this with the NHS Nene CCG lead staff member responsible for the involvement. If the dispute cannot be satisfactorily resolved it will be escalated to the responsible Director for a decision.

9. Key Principles of Good Practice

Wherever possible this guidance supports the principles of good practice for recognition and reimbursement for the involvement of patients and public as follows:

- Patients and public who are in receipt of benefits should be provided with the right information and support to prevent a breach of their benefit conditions. Patients and public are responsible for confirming with their benefits adviser regarding any benefit responsibilities and NHS Nene CCG do not accept liability.
- Vulnerable patients and public should be supported to liaise with Jobcentre Plus staff (or other relevant organisation) so no breach of benefits is made
- Patients and public should not be left out of pocket or put at risk of being financially worse off as a result of their involvement
- NHS Nene CCG lead staff member and patient or member of the public will discuss and agree the terms of involvement by completing a Reimbursement Agreement form (appendix 2) prior to committing to it
- Patients and public are given the right information prior to engagement or involvement activities to be able to make an informed choice about how and on what terms they want to be involved
- A wide range of patients and public with different needs and experiences are encouraged and supported to be involved. The way that reimbursement of expenses is settled should not needlessly create barriers that deter people from being involved
- Patients and public are reimbursed according to open, fair and consistent criteria that take into account the level of involvement, the type of work and the skills and expertise required
- Paperwork to claim payment and reimbursement is kept to a minimum. Where paperwork is necessary to safeguard both NHS Nene CCG and the patient or public member, it should be accessible and easy to understand (appendix 1 – Patient Reimbursement Expenses Form.)

10. Useful contacts

Benefits advice from Citizens Advice Bureau – www.adviceguide.org.uk

Disability Rights UK issue user friendly guide to benefits and part time work – Tel: 020 7250 3222

www.volunteering.org.uk

www.hmrc.gov.uk

www.nenecg.nhs.uk/public-patient-involvement/

www.england.nhs.uk/participation/

11. A quick guide to reimbursement

Involvement Level	Recommended Reimbursement
<ul style="list-style-type: none"> Public meetings (attendance) Open event Completion of online survey / consultation Social media e.g. Facebook / Twitter 	No reimbursement
<ul style="list-style-type: none"> Focus Group (invited) Conference speaker / assisting with organisation / facilitation Consultation meeting 1:1 / face to face (patient and public views shared as part of an open consultation) Recruitment and selection panel Mystery shopper / Quality Visits Recurrent involvement in a research project Patient and public forums / locality groups (invited) Service specific Board meetings 	<p>Out of pocket expenses e.g.</p> <ul style="list-style-type: none"> Travel and parking Subsistence refreshments / lunch Individual support needs <p>(all the above with adherence to Inland Revenue advice and NHS Nene CCG manager agreement)</p>

12. Guide for Staff

1. Agree that the patient / public member is attending an NHS Nene CCG meeting that meets the criteria set out in Section 11 and that it is relevant and appropriate to the aims and objectives of Nene CCG
2. All proposed claims must be approved prior to attendance at an event and a Reimbursement Agreement Form completed (appendix 2)
3. Agree with the patient / public member the out of pocket expenses they will be claiming and that it is the most cost effective means available to them
4. Ensure that all receipts are seen and approved
5. If a taxi is to be used this can be pre-booked using NHS Nene CCG account
6. Ensure that the Patient Reimbursement Expenses Form (appendix 1) is completed correctly and authorised by the budget holder
7. The cost and budget for the reimbursement is the responsibility of the department / service who is arranging the public engagement event / meeting
8. The organising manager is responsible for arranging and payment of the venue / refreshments / lunch as required for the event.

13. References

1. NHS England, *Patient and public participation in commissioning health and care: statutory guidance for clinical commissioning groups and NHS England*
2. NHS Nene CCG, *Communication and Engagement Strategy 2017-19*

Patient Representative Expense Claim Form

Name:

Address:

Mileage is paid in accordance with the guidance from HM Revenue & Customs

<http://www.hmrc.gov.uk/rates/travel.htm>

Date	Meeting Details	Mileage / Other Expenses	£	Approved By
GRAND TOTAL				

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All expenses may be paid by BACS direct into your Bank Account or by cheque. Please complete the boxes below with your account details. These details will be kept securely and confidentially.

A remittance advice slip will be posted to you when payment has been made.

Name of Bank:	
Address of Bank:	
Account Name:	
Sort Code:	
Account Number:	

Declaration

I confirm that the expenses submitted are a true, accurate record of expenses that I am entitled to claim and that it has been agreed with a Nene CCG Manager. I understand that if I knowingly give false information I may be liable for prosecution and civil recovery proceedings. I consent to the disclosure of information to and by the organisation and to be provided where necessary to the Local Counter Fraud Specialists.

Signed:

Date:

Authorisation by NHS Nene CCG lead manager

I confirm I have checked the claim and to the best of my knowledge, the individual above is entitled to reimbursement of the amounts stipulated. I understand that if I knowingly give false information this may result in disciplinary action and I may be liable for prosecution. I confirm the expenses claimed on the form were necessarily incurred by the person above in the performance of voluntary public and patient involvement on behalf of NHS Nene CCG.

Signed: Name:

Date:

Patient Reimbursement Agreement Form

This form must be completed prior to any attendance at an event if a patient / public member is intending on claiming expenses.

Name:

Address:

Date	Meeting Details	Attending on behalf of (Directorate / Committee)	Expenses to be claimed (e.g. mileage, train, taxi)	Approved By (Name & Signature)



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