

# Reimbursement of Expenses for patients and carers Policy

(for patients and carers attending CCG meetings and events to support patient engagement activities)

**Version 1.2**

**December 2014**

## Policy details

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Date ratified by Executive Committee	25.11.14
Author	U Nawaz
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## Version control

Version	Date	Author	Status	Comment
1.0	21 January 2014	Suzi Shettle	Draft for comment/ approval	Draft for comments
1.1	24 January 2014	Suzi Shettle	Comments from Lay Member for Patient and Public Involvement Denise Crone incorporated	Latest version to be received by Remuneration Committee
1.2	9 December 2014	Usman Nawaz	Updated clause 4.2.2 to clarify rate of reimbursement for patient representatives	Authorised by Executive Committee 25 November 2014

## EQUALITY STATEMENT

Surrey Downs Clinical Commissioning Group (Surrey Downs CCG) aims to design and implement services, policies and measures that meet the diverse needs of our service, population and workforce, ensuring that none are placed at a disadvantage over others. It takes into account the Human Rights Act 1998 and promotes equal opportunities for all. This document has been assessed to ensure that no-one receives less favourable treatment on grounds of their gender, sexual orientation, marital status, race, religion, age, ethnic origin, nationality, or disability. Members of staff, volunteers or members of the public may request assistance with this policy if they have particular needs. If the person requesting has language difficulties and difficulty in understanding this policy, the use of an interpreter will be considered.

Surrey Downs CCG embraces the four staff pledges in the NHS Constitution. This policy is consistent with these pledges.

## EQUALITY ANALYSIS

This policy has been subject to an Equality Analysis, the outcome of which is recorded below.

		Yes, No or N/A	Comments
1.	Does the document/guidance affect one group less or more favourably than another on the basis of:		
	<ul style="list-style-type: none"> <li>Race</li> </ul>	N	
	<ul style="list-style-type: none"> <li>Ethnic origins (including gypsies and travellers)</li> </ul>	N	
	<ul style="list-style-type: none"> <li>Nationality</li> </ul>	N	
	<ul style="list-style-type: none"> <li>Gender</li> </ul>	N	
	<ul style="list-style-type: none"> <li>Culture</li> </ul>	N	
	<ul style="list-style-type: none"> <li>Religion or belief</li> </ul>	N	
	<ul style="list-style-type: none"> <li>Sexual orientation including lesbian, gay and bisexual people</li> </ul>	N	
	<ul style="list-style-type: none"> <li>Age</li> </ul>	N	
	<ul style="list-style-type: none"> <li>Disability - learning disabilities, physical disability, sensory impairment and mental health problems</li> </ul>	N	
2.	Is there any evidence that some groups are affected differently?	N	Reimbursement appears equal for all groups. However, no note is made to provide assistance to claimants if necessary. Consideration should be made to adding this.
3.	If you have identified potential discrimination, are there any exceptions valid, legal and/or justifiable?	N/a.	
4.	Is the impact of the document/guidance likely to be negative?	N	
5.	If so, can the impact be avoided?	N/a.	
6.	What alternative is there to achieving the document/guidance without the impact?	N/a.	
7.	Can we reduce the impact by taking different action?	N/a.	

Names and Organisation of Individuals who carried out the Assessment	Date of the Assessment
<i>Jade Brelsford</i>	<i>Jan 2013</i>
<i>Justin Dix</i>	

### **Alternative formats**

To help ensure that this policy is as accessible as possible, this document is available in alternative formats and languages. To request a copy of this policy in large print, audio, Braille (or another format) or in an alternative language please email [contactus.surreydownscg@nhs.net](mailto:contactus.surreydownscg@nhs.net) or call our Communications team on 01372 201721.

## 1. Introduction

- 1.1 Under the Health and Social Care Act (2012) Surrey Downs Clinical Commissioning Group (CCG) has a legal duty to involve the local population in the planning and commissioning (buying) of healthcare services.
- 1.2 The CCG is committed to involving patients and the public in its work and supports the principle that people should not be out-of-pocket when working with the organisation.
- 1.3 Patient engagement is central to how the CCG operates and is not the responsibility of one team or individual.
- 1.4 Each CCG department or team is responsible for arranging reimbursements relating to their specific areas of work.
- 1.5 This policy is for CCG staff who are working with members of the public and carers and summarises the process that should be followed for reimbursing expenses.
- 1.6 The policy is to also inform CCG staff so that they have clarity on what patients and public representatives can expect in terms of reimbursement and the process to follow when submitting claims.

## 2. Scope of the policy

- 2.1 The purpose of this policy is to ensure that there is one system for people to claim expenses and to ensure timely reimbursement so that people giving up their time voluntarily to contribute to the CCG's work are not financially disadvantaged in attending groups and meetings.
- 2.2 This policy is intended to cover a wide range of circumstances through which the public, patients and carers work with Surrey Downs CCG in the planning and development of services. It is not designed to address the expense claims of paid CCG employees.
- 2.3 The policy does not apply to the reimbursement of treatment costs or any other costs relating to health, social care or caring services.
- 2.4 Patients, carers and members of the public will only be entitled to reimbursement of expenses where these are considered appropriate and approved by a lead manager.
- 2.5 This policy covers most occasions when the CCG will reimburse expenses. Usually these will be where the CCG invites people to work with the organisation and asks them to confirm their intention to attend meetings and events.

2.6 This policy does not apply where the public attend an event which is open to everyone (e.g. the public meeting of the CCG Governing Body), or other meetings without specific invitation to assist in NHS business.

### **3. Types and levels of patient and carer involvement**

3.1 There are many different types of patient and carer involvement. Within Surrey Downs CCG these are likely to include:

- Attendance at planning and strategic meetings such as Programme Boards, steering groups and locality Sub Committee meetings
- Specific meetings relating to the delivery of services, focus groups or other communication activities
- Meetings and events relating to the procurement of healthcare services, where patients and carers are contributing to the development of service specifications

Involvement is not only about attending meetings. Whilst the CCG is unable to reimburse the cost of people giving up their time, patients and carers can incur expenses through the work they do locally to support the CCG (e.g. printing costs, venue hire and refreshments) and consideration should also be given to reimbursing these costs where the individual is acting on the CCG's behalf and where considered appropriate.

### **4. Types of expenses**

4.1 In giving up their time to support the CCG patients and carers may incur a range of costs. These include:

- Travel costs
- Parking costs
- Replacement care/child care
- Printing and other costs
- Venue hire

#### **4.2 Travel costs**

4.2.1 If a patient or carer incurs public transport costs in order to attend a CCG meeting and these costs have been agreed with the lead CCG manager hosting that meeting these costs can be reimbursed back to the individual, providing receipts and the necessary documentation are submitted. However, costs will only be eligible for reimbursement if these are considered reasonable and appropriate by the lead manager.

- 4.2.2 If a locality patient representative, patient or carer attends an event or meeting by car, they are eligible to claim mileage where this is considered appropriate and reasonable. This must be agreed with the lead manager. If it is agreed that mileage will be paid, this will be reimbursed according to the Mileage Allowance Payment rates set by HMRC<sup>1</sup> (changes to the rate will be reflected in the claim form updates).
- 4.2.3 Where appropriate, in advance of the meeting, the lead CCG manager can agree the cost of a taxi.
- 4.2.4 Under this policy, claims will be paid directly to the individual following the meeting or event. In exceptional circumstances it may be possible to pay the cost of transport in advance of the meeting.
- 4.2.5 Receipts should be produced to support a claim wherever possible. If a receipt is not available then the lead manager must sign to acknowledge this.

### **4.3 Parking costs**

- 4.3.1 Where a car is used, parking costs can be claimed to cover the duration of the meeting. Receipts and car park tickets should be submitted to support any claims.
- 4.3.2 Parking fines and any other fines will not be reimbursed.

### **4.4 Accommodation**

- 4.4.1 In the unlikely event that someone is attending a meeting that requires that they arrange overnight accommodation any costs to be reimbursed should be agreed with the lead CCG manager for that meeting well in advance and prior to costs being incurred. The CCG is unable to reimburse any accommodation costs unless a prior agreement has been made.
- 4.4.2 The CCG's normal subsistence rates will apply although allowance will need to be made for any special requirements following discussions with the lead manager. Receipts must be presented along with claims.

### **4.5 Replacement care**

- 4.5.2 If the individual attending the meeting or event provides substantial care for a dependent person (adult or child) and requires replacement care to be arranged, they should in the first instance talk with the lead CCG manager responsible for the meeting.
- 4.5.3 If care support is part of an organised care plan, agreement to cover any increased provision and costs incurred should be agreed between the carer and the CCG lead manager before the meeting takes place. The principle will be that the actual costs incurred of replacement care will be reimbursed where this is considered appropriate.

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<sup>1</sup> 45p per mile – September 2014

## 4.6 Other costs

4.6.2 These could include photocopying costs, mail costs and printing costs etc. In general the person leading the meeting or engagement should make provision for these activities, such as providing Freepost or stamped addressed envelopes and photocopying facilities etc. In exceptional circumstances, where this is not possible, reasonable costs may be reimbursed if agreed beforehand with the lead person responsible for the meeting. Receipts should be produced to support expenditure.

## 5. Locality patient representatives

5.1 The CCG has four locality patient representatives who work closely within the localities to shape local plans and represent the views of the local population.

5.2 In recognition of the important role played by these individuals in engaging with the local community the CCG will reimburse all reasonable expenses for these individuals. This includes:

- Travel costs associated with attending a CCG led meeting (this does not include GP practice meetings or meetings of GP practice patient groups or forums which should be covered by the practice)
- Parking and travel costs associated with attending a CCG led meeting which the individual has been invited to attend

5.3 If locality patient representatives are asked to seek the views of local patients or support the CCG by carrying out local engagement activities (eg. conducting questionnaires or surveys), the lead CCG manager for this area of work is responsible for ensuring freepost/ stamped addressed envelopes, access to photocopies and any other materials are provided to prevent these individuals from being out of pocket.

If other costs are likely to be incurred locality patient patients should discuss these in advance with their Locality Manager or the Communications team.

## 6. Patient Advisory Group

6.1 The CCG has a Patient Advisory Group that provides advice and feedback to the CCG on healthcare issues, informing commissioning plans and priorities. The group includes patient and carer representatives as well as representatives from voluntary organisations including the Council for Voluntary Services, Age Concern and the British Red Cross.

6.2 If group members are attending as patients, members of the public or carers, the CCG will reimburse all reasonable costs for these individuals. This includes:

- Travel costs associated with attending a Patient Advisory Group meeting
- Parking costs associated with attending a Patient Advisory Group meeting which the individual has been invited to attend



- Replacement care if this has been agreed in advance

## **7. Responsibilities**

- 7.1 Patient engagement is central to how the CCG operates and is not the responsibility of one team or individual.
- 7.2 Each CCG department or team is responsible for arranging reimbursements relating to their specific areas of work.
- 7.3 It is the responsibility of the lead manager to make patient and carer representatives aware of the CCG's policy in reimbursing expenses and to ensure any claims are submitted in a timely way.
- 7.4 All CCG staff should familiarise themselves with this policy and the CCG's process for reimbursing expenses.

## **8. Process for claiming expenses**

- 7.1 Anyone requiring reimbursement of expenses should expect to be able to submit a claim on the day they attend a meeting or event and be reimbursed within 20 days and sooner where possible.
- 7.2 Cheque requests can be made to the CCG's finance team using the form in Appendix A. Copies of all receipts should be submitted with the claim. Lead CCG managers are responsible for photocopying claim forms and any receipts submitted and keeping a file copy in case it is required later.
- 7.3 Claim forms should be offered to all people likely to make a claim before the meeting starts.
- 7.4 If someone is not able to, or does not wish to, make the claim on the day (particularly if they wish to make a number of claims at the same time), they should be given a Freepost envelope to enable them to return the form at their convenience and without incurring a cost (these are available from the communications team).
- 7.5 A maximum of one month's claims can be submitted at any one time.
- 7.6 Payment to individuals will be made via online bank transfer (where account details are supplied) or by cheque, posted to the address provided on the claim form.
- 7.7 The CCG lead manager is responsible for ensuring that payment is made speedily. All claims must be made within six weeks of actual expenditure.
- 7.8 Receipts should support claims wherever possible. Where claimants are not able to produce receipts, the lead manager must sign on the claim form to endorse the claim.
- 7.9 Each CCG department or team is responsible for arranging reimbursements relating

to their specific areas of work and all expenses will be charged against individual team budget codes and cost centres.

- 7.10 Any managers requiring advice on the process for reimbursing expenses can contact the communications team.

## **9. Policy review**

- 9.1 This policy will be reviewed on a regular basis, and at least annually, to ensure the CCG is reimbursing costs incurred by patients and carers contributing to the CCG's work in line with best practice.

# Appendix A



**Surrey Downs  
Clinical Commissioning Group**

## PAYMENT REQUEST FORM

<b>Financial Services</b>	
Supplier	No
Site	
Payment Id No	

**CCG Reference No** SDCCG/PRF

**Payable to**

**Address**

**Postcode**

**Reason for payment**

**Any special instructions**

**Amount**

**Finance code**

**Authorised by** **Telephone no.**

*(please note:- this person must email the request to [99HFinancialServices@SouthCSU.nhs.uk](mailto:99HFinancialServices@SouthCSU.nhs.uk))*

**Date**

**FOR BACS PAYMENTS**

**Bank Name**

**Bank Branch**

**Sort Code**

**Account Number**

**Account Name**

**Other Ref No**