

# **PATIENT and PUBLIC INVOLVEMENT - Reimbursement of Expenses Policy**

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**The on-line version is the only version that is maintained. Any printed copies should, therefore, be viewed as ‘uncontrolled’ and as such may not necessarily contain the latest updates and amendments.**

## POLICY AMENDMENTS

Amendments to the Policy will be issued from time to time. A new amendment history will be issued with each change.

New Version Number	Issued by	Nature of Amendments	Approved by & Date	Date on Intranet

## CONTENTS

SECTION	SECTION TITLE	PAGE OR PAGES
1	Introduction	4
2	Objective	4
3	Engagement / Policy Development	4
4	Responsibilities	4
5	Definitions and Examples	4
6	Impact Analysis 6.1 Equality 6.2 Sustainability 6.3 Bribery Act 2010	5
7	Principles of Involvement & Reimbursement	6
8	How to Claim	7
9	Support for individuals participating in ongoing involvement activities	8
10	Undertaking Activities	8
11	Code of Conduct	9
12	Confidentiality	9
13	Concerns, Complaints and Disputes	9
14	References	10
15	Review	10
	Appendix 1 – Declaration Form	11
	Appendix 2 - Non Disclosure of Confidential Information	12
	Appendix 3 - Equality Impact Assessment	Separate

## 1. Introduction

As part of the implementation of the changes under the Health and Social Care Act 2012, Clinical Commissioning Groups (CCGs) are now developed as an informed and forward thinking group of clinical leaders to take on the responsibility of commissioning health and care services for their residents.

If the services provided, commissioned or contracted by North Lincolnshire CCG are to be effectively and appropriately developed, the patient and public unique perspective needs to be at the centre of the discussions. The CCG is committed to involving patients and the public in the planning, delivering and monitoring of local health services.

## 2. Objective

This policy provides guidance on the CCG's approach to providing reimbursement to patients the public who give up their time to get involved in the recognition that they should not be out of pocket with their expenses.

## 3. Engagement / Policy Development

This policy has been developed after researching both the need for such guidance and policy produced by other NHS trusts.

North Lincolnshire CCG staff were consulted in the development of this policy which is approved by the Remuneration Committee.

## 4. Responsibilities

### Directors

Directors are responsible for ensuring organisational compliance with the duty to involve patients and the public in the planning, design and evaluation of services.

### Managers

Managers are responsible for ensuring that appropriate Engagement and Involvement activity takes place and that both staff and volunteers are appropriately supported.

### All Staff

All staff are responsible for adequately supporting and recognising the contribution made by participants who give up their time to support the work of the CCG.

## 5. Definitions and Examples

### Reimbursement

Contribution to mileage and some public transport costs for individuals participating / getting involved in meetings and events.

### Voluntary Patient and Public Involvement in CCG Activity

An individual taking part in patient and public involvement activities who is not getting paid for their time.

### **Examples of on-going involvement may include:**

- Lay representation on the Governing Body and other Committees /Sub-Committees/Groups
- Expert Patients Programme volunteer tutors delivering self-management techniques

### **Examples of ad-hoc and one-off involvement may include:**

- Participation in a focus group
- Speaking at CCG events (eg AGM, training events)
- Lay support for CCG events (eg setting up for workshops)
- Attending Experience Led Commissioning (ELC) Events
- Promotional / raising awareness activities (community events)
- Membership of interview panels for staff appointments
- Patient engagement events

### **Exclusions**

Involvement / attendance at open public meetings does not qualify for reimbursement of expenses e.g. CCG Annual General Meeting.

## **6. Impact Analysis**

### **6.1 Equality**

The CCG is committed to:

- Eliminating discrimination and promoting equality and diversity in its Policies, Procedures and Guidelines, and
- Designing and implementing services, policies and measures that meet the diverse needs of its population and workforce, ensuring that no individual or group is disadvantaged.

To ensure the above, this Policy has been analysed for its Equality Impact. As a result of performing the analysis, the policy does not appear to have any adverse effects on people who share *Protected Characteristics* and no further actions are recommended at this stage.

### **6.2 Sustainability**

As a result of performing the analysis, the policy does not have any specific effects in terms of sustainability. The purpose of the policy is to encourage members of the public to attend involvement meetings organised by the CCG and reimburses individuals for their personal travel expenses. It is recognised that the form of transport would be down to the individual's personal choice and circumstances and is not within the gift of the CCG to influence. During the assessment, however, it became apparent that the policy could do more to proactively promote car sharing by offering a passenger rate.

### **6.3 Bribery Act 2010**

The CCG follows good NHS business practice as outlined in the Business Conduct Policy and has robust controls in place to prevent bribery. Due consideration has been given to the Bribery Act 2010 in the development of this policy document and it is felt that the Bribery Act is particularly relevant to this policy.

The reimbursement of expenses made to participants is in no way intended as a bribe and they should feel free to express their views openly and honestly.

It should be noted that the act makes bribery a criminal offence and there are four offences:

- bribing, or offering to bribe, another person:
- requesting, agreeing to receive, or accepting a bribe:
- bribing, or offering to bribe, a foreign public official:
- failing to prevent bribery:

All individuals should be aware that in committing an act of bribery they may be subject to a penalty of up to 10 years imprisonment, an unlimited fine, or both. They may also expose the organisation to a conviction punishable with an unlimited fine because the organisation may be liable where a person associated with it commits an act of bribery.

Further information on the Bribery Act can be found at [www.opsi.gov.uk/acts](http://www.opsi.gov.uk/acts). A list of frequently asked questions is available from the CSU Corporate Strategy and Policy Manager.

## **7. Principles of Involvement & Reimbursement**

The CCG is committed to offering involvement opportunities to all its population including carers, people with disabilities and those individuals with additional needs. Reimbursement of costs incurred as part of the involvement activity will always be viewed positively and take into account any financial implications for the individual.

### **Involvement**

The contribution patients and the public make will be recognised and valued. This can be done in a variety of ways for example, being thanked, positive feedback and acknowledgement, practical assistance, training, personal development or seeing the impact of the work and changes made as a result of involvement.

Patients and the public will be given the right information at the right time to be able to make an informed choice about how and on what terms they want to be involved.

Commissioners/Service providers will discuss and agree with participants the terms of involvement prior to them committing to it. Involvement in unpaid activity does not require the participant to register as a volunteer.

Individuals will not be left out of pocket or put at risk of being financially worse off as a result of their involvement in service improvement.

### **Reimbursement**

A wide range of patients and the public, with different needs and experiences will be encouraged and supported to be involved. The way that reimbursement of expenses is settled should not needlessly create barriers that deter them from being involved.

Reimbursement for costs incurred through the use of an individual's own transport will generally be paid at the rate of 33 pence per mile. This is in line with the NHS Employees Agenda for Change Reserve Rate for non business essential travel. The CCG will also reimburse passenger costs at 5 pence per mile and will refund direct

costs incurred through use of public transport upon receipt of a valid ticket. If an individual has special transport requirements these should be disclosed at the earliest opportunity and the CCG will reimburse in full appropriate taxi, passenger transport, or ambulance costs.

The amount of reimbursement will normally be calculated from the participant's usual residence to the event and return. Any deviation from this should be disclosed at the earliest opportunity and appropriate payment agreed with the Project Lead.

***Parking/speeding fines and/or loss of personal belongings will not be reimbursed by the CCG.***

### **Catering / Subsistence**

Where catering is required, the CCG will normally arrange for all catering to be provided for all the participants at the meeting/event so individuals will rarely be expected to incur individual subsistence expenses. However, in the rare instances where these may need to be reimbursed, the rates of reimbursement will be in line with Section 18 of the current NHS Agenda for Change Handbook.

### **Other Reimbursements**

Where any other expenses need to be incurred, these should be agreed in advance, and reimbursed in line with the CCG's petty cash policy.

### **Links to Benefits**

On the whole, reimbursement of travel expenses does not affect patients and the public in receipt of benefits.

## **8. How to Claim**

Paperwork is necessary to safeguard both the CCG and the participant and it will therefore be accessible and easy to understand. Paperwork to claim reimbursement will be kept to a minimum.

In the majority of cases, reimbursement will be provided at the event through a petty cash payment on production of receipts, where appropriate. Individuals will be asked to complete a declaration form (Appendix 1) and sign a petty cash voucher. The Project Lead is responsible for ensuring that the petty cash voucher is fully completed, signed and attached to the declaration form and any available receipts.

Where the total reimbursement at the event/meeting is likely to exceed £20, the participants may be required to receive their reimbursement through their bank account. Individuals will be asked to complete the declaration form (Appendix 1) and will receive payment within 30 days. For people who are involved in regular or on-going activities, this is the preferred route for payment.

The Project Lead will:

- Provide the participant with contact details to obtain information on the implications on benefits of receiving reimbursement of expenses
- Give help with the completion of expenses claims forms if required
- Where possible, refund small amounts of expenses in cash on the day of the activity in line with the CCG's Petty Cash Policy. Larger amounts will be paid as quickly as possible in a payment method appropriate for the recipient. They will

ensure that this is done in a confidential and sensitive manner, acknowledging a need for privacy.

The Participant will:

- Complete the expenses claim form with all the necessary information and attach receipts.
- Notify the Project Lead in advance of any petty cash reimbursement needs.
- Where approval is given for expenses to be incurred on a regular basis, notify the Project Lead of any change in circumstances which may impact on their role and re-imburement of expenses.

## **9. Support for individuals participating in ongoing involvement activities**

In some circumstances, for ongoing involvement activities, support may be required to enable people to develop their skills and contribute effectively.

The term “Project Lead” will be used to describe the member of staff who is supporting the “champion” in the involvement activity. The “Project Lead” must demonstrate compliance with mandatory Equality and Diversity Training.

The Project Lead will:

- Support the participant with the registration process and identify training needs, where appropriate
- Offer participants individual support as and when required
- Facilitate preparation for specific tasks
- Offer a review of the participation activity undertaken on a regular basis
- Provide participants with an indication of the expenses the CCG will be able to reimburse.

The Participant will:

- Discuss their personal training needs with the Project Lead
- Bring general issues to the attention of the Project Lead
- Engage in the review of the participation activity undertaken
- Identify the out of pocket expenses they are likely to incur in order to participate and preferred method of reimbursement.

## **10. Undertaking Activities**

The CCG will:

- Provide the necessary facilities to enable participants to engage fully
- Work flexibly with participants to accommodate any needs they may have

The Project Lead will:

- Ensure communication and access needs are addressed

- Ensure that the participants are fully briefed on their role prior to the task being started and that they are given all relevant documentation and background information
- Ensure the participant is supported fully during the activity
- Thank the participant for their involvement and keep them informed of subsequent outcomes

The Participant will:

- Ensure the Project Lead is made aware of any communication and access needs prior to the activity
- Inform the Project Lead at the earliest opportunity if unable to attend for any reason
- Follow guidance from the Project Lead on the general conduct of the activity
- Act as a critical friend, helping the Project Lead to have a constructive discussion and explore both the positive and the negative aspects of issues raised.

## **11. Code of Conduct**

The principles listed below make up the Code of Conduct and reflect a summary of the expectations attached to contributing to the NHS in any unpaid capacity.

- Involvement necessitates respect for all others, be they staff, other volunteers, patients, service users/carers.
- Individuals/groups must be recognised and respected for their own beliefs, irrespective of whether they differ from our own.
- Cultural and ethnic diversity must be acknowledged and valued, and at all times equality and fairness must be promoted.
- Discrimination of any kind (be it direct or indirect) will not be tolerated.
- Language or actions perceived to be aggressive, intimidating or abusive will not be tolerated.
- Practice in a non-judgemental manner and not to impose our own beliefs, values or opinions on anyone else.
- The highest regard for confidentiality must be understood and maintained (including the protection of patient identification and respect for privacy)
- Share any concerns we may have (be it related or of a personal nature) with the appropriate staff contact.

## **12. Confidentiality**

Anyone voluntarily involved in CCG business may have access to information of a sensitive nature. Where this is the case, they will be required to sign a confidentiality agreement (Appendix 2). It is the responsibility of the Project Lead to ensure they have access to this, as appropriate.

## **13. Concerns, Complaints and Disputes**

If either the participant or project lead has a concern, complaint or dispute in relation to reimbursement, these should be resolved locally between the participant and their Project Lead.

If either side feels the need for third party involvement, a member of the engagement team should be informed. They can then discuss with those concerned the options available and how to take the matter forward. If necessary, the complaints process should be followed.

## **14. References**

Department of Health (August 2006) Reward and Recognition

Department of Health (October 2008) Involving people and communities - A brief guide to the NHS duties to involve and report on consultation

Humber Mental Health Teaching NHS Trust (September 2003) Code of Practice for Voluntary Service User and Carer Involvement in Mental Health Services

North and East Yorkshire & Northern Lincolnshire Strategic Health Authority (October 2004) Policy for the Reimbursement of Expenses to Patients, Service Users, Carers Members of the Public and Lay Representatives when participating in SHA Patient and Public Involvement Activity and Contracted Activity

Selby and York Primary Care Trust (June 2002) Policy for the reimbursement of Expenses of Patients, Service Users, Carers and Lay Representatives

North East London Mental Health NHS Trust (July 2005) Policy for Payments to Service Users and Carers for Involvement in Trust Activities

## **15. Review**

This Policy will be reviewed within two years from the date of implementation. The Reimbursement Rates will also be reviewed on a regular basis in line with national guidance.

Minor amendments (such as changes in title) may be made prior to the formal review, details of which will be monitored/approved by the North Lincolnshire CCG.

Such amendments will be recorded in the Register and a new version of the document issued.

APPENDIX 1

REIMBURSEMENT DECLARATION FORM

NAME (Please print): \_\_\_\_\_

HOME ADDRESS: \_\_\_\_\_

\_\_\_\_\_ Post Code: \_\_\_\_\_

Email: \_\_\_\_\_ Tel/mob No: \_\_\_\_\_

MEETING/EVENT ATTENDED: \_\_\_\_\_

Venue: \_\_\_\_\_ Date: \_\_\_\_\_

**BANK DETAILS (IF APPLICABLE)**

Name of Bank: \_\_\_\_\_ Sort Code: \_\_\_\_\_

Account Holder: \_\_\_\_\_ Account No: \_\_\_\_\_

**TRAVEL EXPENSES (Please attach tickets or receipts)**

- Rail Fare (Standard Class) £ \_\_\_\_\_
- Bus Fare £ \_\_\_\_\_
- \_\_\_\_\_ miles @ 33p per mile £ \_\_\_\_\_
- Passenger \_\_\_\_\_ miles @ 5p per mile £ \_\_\_\_\_
- Parking £ \_\_\_\_\_
- Taxi Fare\* £ \_\_\_\_\_
- Other (please describe below) £ \_\_\_\_\_

\*State reason taxi required, e.g. mobility problems, rural transport problems, late night/early morning travel

• **TOTAL CLAIM** £ \_\_\_\_\_

I declare that this claim is true and correct and the result of travel undertaken at the request of North Lincolnshire Clinical Commissioning Group (CCG).

**I did/did not\* receive reimbursement in cash in full at the meeting/event.**

Signed: \_\_\_\_\_ Dated: \_\_\_\_\_

Approved by: \_\_\_\_\_ Job title: \_\_\_\_\_

**Please hand this completed form to the Project Lead or post to North Lincolnshire Clinical Commissioning Group, Health Place, Wrawby Road, Brigg, DN20 8GS**

**APPENDIX 2**

**NON-DISCLOSURE OF CONFIDENTIAL INFORMATION**

The NHS has a legally binding obligation not to disclose information of a confidential nature concerning patients' illnesses, their affairs or CCG and staff business and likewise, they have a duty to draw attention to their staff and volunteers to this obligation.

Participants must not disclose, either during or after the termination of their volunteering activity period, any information of a confidential nature relating to the CCG, its patients or any further third party without first obtaining the written permission of the CCG of the party concerned.

Disclosure of confidential information can occur either directly or indirectly and staff and volunteers have a duty to ensure that indirect disclosure does not occur due to the unauthorised access to, or misuse of information.

Any unauthorised disclosure of such information will be regarded as a serious breach of discipline and, therefore, action will be taken. If the volunteer has left the organisation, legal action may be considered by the CCG. An unauthorised disclosure is an offence under the Data Protection Act 1988 and as such the Information Commissioner or Director of Prosecution could commence proceedings against the individual.

Staff should also be aware of and adhere to the relevant Information Governance Policies. Any unauthorised disclosure of such information will be regarded as a serious breach of discipline and therefore, appropriate disciplinary action will be taken.

I have read and understood the above

\_\_\_\_\_  
(Signature)

Name (Block Capitals) \_\_\_\_\_

Address \_\_\_\_\_

Date \_\_\_\_\_