

Corporate	CCG: CO30: Patient and Public Involvement; Reimbursement Policy
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Version Number	Date Issued	Review Date
V1	February 2017	February 2019

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Consultation Process:	CCG Head of Corporate Affairs Executive Committee

Policy Adopted From:	Lincolnshire East CCG
Approval Given By:	Executive Committee (21/02/2017)

Document History

Version	Date	Significant Changes
1	20/01/2017	New Policy

Equality Impact Assessment

Date	Issues
March 2017	Section 9.

POLICY VALIDITY STATEMENT

This policy is due for review on the latest date shown above. After this date, policy and process documents may become invalid.

Policy users should ensure that they are consulting the currently valid version of the documentation.

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1. Introduction

- 1.1 Section 242 of the Health and Social Care Act (2006) requires all NHS organisations to make arrangements to involve service users or their representatives in planning services, developing proposals for service changes and decisions on changes made to services.
- 1.2 Newcastle Gateshead CCG is committed to involving patients and the public in the design, delivery and review of its services. It has established a range of mechanisms through which patients, carers and the public can get involved.

2. Scope of the policy

- 2.1 This policy covers the involvement of patients and members of the public in the work of Newcastle Gateshead CCG. It does not cover direct involvement with member practices, which is subject to the policies of the relevant practice.

3. Aims of the policy

- 3.1 The main aim of this policy is to strengthen the involvement of patient and public voice in the design, delivery and review of services by:
 - Maximising participation in Newcastle Gateshead CCG activities by ensuring that people are fairly reimbursed for out of pocket expenses incurred as a result of their direct and active involvement
 - Reducing barriers to patient and public participation and ensuring that people are not excluded from participation
 - Ensuring that there is a single, consistent, fair and transparent process for reimbursing patients and the public for their involvement
 - Explaining the process of claiming and paying out of pocket expenses for patient and public involvement expenses
 - Defining the activity that people can be reimbursed for
 - Defining the activity that people cannot be reimbursed for
 - Defining the amounts payable for different types of out of pocket expenses.

4. Eligibility and exclusions for reimbursement

4.1 Who can claim?

- 4.1.1 Out of pocket expenses can be reimbursed for patients, carers or members of the public where they have been specifically invited to be involved in an activity that supports the design, delivery or review of CCG services.

4.2 Activity for which reimbursement can be claimed

- 4.2.1 Activities for which patients, carers and the public can claim include one-off activities for which they have been specifically asked to attend or regular attendance or membership of CCG meetings/boards/committees where they have specifically been asked to attend in a voluntary capacity to represent patient or public voice. 'Specifically invited' to attend does not include the targeting of general promotional material for open public events e.g. Gateshead Local Engagement Board.

4.3 Activity for which reimbursement cannot be claimed

- 4.3.1 Where a person has not been specifically invited to attend an involvement activity they are not eligible for reimbursement of out of pocket expenses. Attendance at roadshows, public meetings and forums, attendance at board meetings as a member of the audience and completion of surveys are not eligible activities for reimbursement.

4.4 Types of expenses

- 4.4.1 The following are considered out of pocket expenses and eligible for reimbursement if they are incurred as a direct result of attending the activity they have been invited to:
- Travel costs
 - Parking costs
 - Care costs.

More details on payment rates and eligibility for these specific costs are included in section 6.

5. Tax and benefits implications

- 5.1 For voluntary activity most expenses can be reimbursed without affecting tax and benefit entitlement, as long as the exact amount incurred is refunded and not 'rounded up'.
- 5.2 The provision of payment of care costs will be regarded as taxable income and may affect a person's benefits. Further advice and information can be obtained from the Benefits Agency or local tax office.
- 5.3 It is the responsibility of the participant to declare payments in relation to tax, state benefits and earnings.

6. Payment rates for out of pocket expenses

6.1 Travel costs

- 6.1.1 People are expected to use public transport or the most effective, environmentally friendly form of transport where practical.

6.1.2 Newcastle Gateshead CCG will reimburse travel costs incurred by people as a result of patient and public participation for the following in line with HR34 Travel Expenses policy (July 2016):

- Mileage rate per mile for use of their own car for the return journey from their home to the place the activity is taking place
- Motorcycle rate per mile
- Bicycle rate per mile
- Passenger allowance (where a lift is given to another participant this is added to the mileage rate) per mile
- Refund commercial return bus fare/metro ticket (on production of ticket)
- Refund second or standard class train fares (on production of ticket).

6.2 Parking costs

6.2.1 Parking costs incurred as a result of attending the activity will be refunded for the period of the activity on production of a receipt or ticket.

6.3 Care costs

6.3.1 Care costs can only be claimed where they are incurred as a direct result of the person's involvement in the activity they have been invited to take part in. These expenses should be agreed in advance with the lead manager for the activity and supported by receipts from a registered provider (e.g. nursery, adult care provider).

6.3.2 Adult care and childcare expenses, where agreed in advance with the lead manager, will be reimbursed at a maximum of £20 per full day and £10 per half day.

6.3.3 Participants may not claim for care provided by a member of the household, family or friends. Participants can also not claim for care that is already provided by or is available from another organization.

7. Processes for reimbursement

7.1 Responsibilities

7.1.1 Newcastle Gateshead CCG is responsible for:

- Identifying a lead for any activity for which reimbursement of patients and public may apply
- Ensuring that the relevant claim forms are available for completion on the day of the activity or by return SAE envelope
- Ensuring that relevant receipts from participants making claims are kept
- Where possible providing a copy of the Patient and Public Involvement Reimbursement Information Leaflet to potential participants before they commit to becoming involved
- *Ensuring that all claims are processed in a timely manner.*

7.1.2 Patients, members of the public and carers making claims for reimbursement are responsible for:

- Choosing the most cost effective form of travel
- Agreeing in advance with the lead any care costs to be incurred
- Keep and provide receipts of the expenses being claimed
- If using their own vehicle, ensure it is appropriately insured
- Ensure that any expenses claimed do not breach benefit conditions.

7.2 Reimbursing out of pocket expenses

7.2.1 When reimbursing patients and members of the public the following should be adhered to:

- Claims should be made through the Patient and Public Expenses Claim Form.
- A completed and signed form, with relevant receipts provided, should be returned to the finance team for processing of the payment
- Expenses should be claimed within one month of the end of the month in which they have been incurred
- Receipts will be required for all expenses that are to be reimbursed. Where receipts are not provided discretion must be used by the lead for the activity in determining if expenses can be reimbursed or not
- Normally reimbursement will be made by credit transfer to a nominated bank or building society
- Expenses may be reimbursed in cash on the day of involvement at the discretion of individual managers and generally only for claims under £15. The lead manager for the involvement activity will be required to give 10 working days' notice to finance team in order to arrange an appropriate cash float
- Claims will only be accepted for use of private car and motorcycle:
 - For the most direct route available
 - If the vehicle is covered by full third party insurance, including cover against risk or injury to, or death of, passengers and damage to property and that policy is maintained at the date of the claim
 - If the vehicle has a current MOT certificate, is maintained at all times in a roadworthy condition as agreed by terms of the insurance policy covering the vehicle
- The driver holds a valid and current driving license for the class of vehicle being used. So long as the terms of the insurance policy covering the vehicle covers any loss or damage caused to the vehicle while using it when participating in Newcastle Gateshead CCG patient and public involvement activities
- Newcastle Gateshead CCG will not pay the cost of fines or other penalties that a participant may face for breaking motoring laws, nor will it pay parking fines or clamping charges
- Newcastle Gateshead CCG may request verification of any of the above at any time, for example by asking for a copy of an MOT certificate or valid certificate of insurance.

8. Related legislation and policies

8.1 The following legislation and policies are related to this policy:

- Section 242 of the NHS Health and Social Care Act, 2006
- Equality Act 2010
- Reward and Recognition: The Principles and Practice of Service User Payment and Reimbursement in Health and Social Care, Department of Health, 2006

9. Monitoring, Review and Archiving

9.1 Monitoring

9.1.1 The Governing Body will agree a method for monitoring the dissemination and implementation of this policy. Monitoring information will be recorded in the policy database.

9.2 Review

9.2.1 The Governing Body will ensure that this policy document is reviewed in accordance with the timescale specified at the time of approval. No policy or procedure will remain operational for a period exceeding three years without a review taking place.

9.2.2 Staff who become aware of any change which may affect a policy should advise their line manager as soon as possible. The Governing Body will then consider the need to review the policy or procedure outside of the agreed timescale for revision.

9.2.3 For ease of reference for reviewers or approval bodies, changes should be noted in the 'document history' table on the front page of this document.

NB: If the review consists of a change to an appendix or procedure document, approval may be given by the sponsor director and a revised document may be issued. Review to the main body of the policy must always follow the original approval process.

9.3 Archiving

The Governing Body will ensure that archived copies of superseded policy documents are retained in accordance with Records Management: NHS Code of Practice 2009.

10. Equality Impact Assessment

- 10.1 An Equality Impact Assessment screening has been carried out on this policy by the Newcastle Gateshead CCG Head of Corporate Affairs. No adverse impact was identified for any group, although potential support needs were identified for older people and disabled people related to completing forms to claim reimbursement. A potential benefit to carers was identified as the policy puts in place reimbursement for care costs, reducing barriers to participation. The policy includes procedures for a cash float for those who require public transport payment on the day or for those who do not have a bank account or require payment on the day.
- 10.2 An Equality Impact Assessment (EIA) is a process of analysing a new or existing service, policy or process. The aim is to identify what is the (likely) effect of implementation for different groups within the community (including patients, public and staff).

We need to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act 2010
- Advance equality of opportunity between people who share a protected characteristic and those who do not
- Foster good relations between people who share a protected characteristic and those who do not

This is the law. In simple terms it means thinking about how some people might be excluded from what we are offering.

The way in which we organise things, or the assumptions we make, may mean that they cannot join in or if they do, it will not really work for them.

It's good practice to think of all reasons why people may be excluded, not just the ones covered by the law. Think about people who may be suffering from socio-economic deprivation or the challenges facing carers for example.

This will not only ensure legal compliance, but also help to ensure that services best support the healthcare needs of the local population.

Think of it as simply providing great customer service to everyone.

As a manager or someone who is involved in a service, policy, or process development, you are required to complete an Equality Impact Assessment using this toolkit.

Policy	A written statement of intent describing the broad approach or course of action the Trust is taking with a particular service or issue.
Service	A system or organisation that provides for a public need.
Process	Any of a group of related actions contributing to a larger action.



STEP 1 - EVIDENCE GATHERING

Name of person completing EIA:	Pauline Fox, Head of Corporate Affairs, Newcastle Gateshead CCG
Title of service/policy/process:	PPI reimbursement policy (CO30)
Existing: <input type="checkbox"/> New/proposed: <input checked="" type="checkbox"/> Changed: <input type="checkbox"/>	
What are the intended outcomes of this policy/service/process? Include outline of objectives and aims	
The aim of the policy is to strengthen the involvement of patient and public voice in the design, delivery and review of services through fair reimbursement of reasonable out-of-pocket expenses	
Who will be affected by this policy/service /process? (please tick)	
<input type="checkbox"/> Staff members <input checked="" type="checkbox"/> Other If other please state: patients and public	
What is your source of feedback/existing evidence? (please tick)	
<input type="checkbox"/> National Reports <input type="checkbox"/> Staff Profiles <input type="checkbox"/> Staff Surveys <input type="checkbox"/> Complaints/Incidents <input type="checkbox"/> Focus Groups <input type="checkbox"/> Previous EIAs <input checked="" type="checkbox"/> Other	
If other please state:	
The CCG has a wide range of mechanisms in place to hear the voice of patients and the public. A need to fairly reimburse reasonable and pre-agreed out of pocket expenses has been identified through discussions with individuals and local groups.	

Evidence	What does it tell me? (about the existing policy/process? Is there anything suggest there may be challenges when designing something new?)
National Reports	We have consulted the relevant national reports about steps to improve public and patient participation.
Staff Profiles	N/A
Staff Surveys	N/A
Complaints and Incidents	N/A
Staff focus groups	N/A
Previous EIA's	N/A
Other evidence (please describe)	



STEP 2 - IMPACT ASSESSMENT

What impact will the new policy/system/process have on the following staff characteristics: (Please refer to the 'EIA Impact Questions to Ask' document for reference)

Age A person belonging to a particular age

Neutral

Disability A person who has a physical or mental impairment, which has a substantial and long-term adverse effect on that person's ability to carry out normal day-to-day activities

Potential support needs have been identified for older people and disabled people related to completing forms to claim reimbursement.

Gender reassignment (including transgender) Medical term for what transgender people often call gender-confirmation surgery; surgery to bring the primary and secondary sex characteristics of a transgender person's body into alignment with his or her internal self perception.

Neutral

Marriage and civil partnership Marriage is defined as a union of a man and a woman (or, in some jurisdictions, two people of the same sex) as partners in a relationship. Same-sex couples can also have their relationships legally recognised as 'civil partnerships'. Civil partners must be treated the same as married couples on a wide range of legal matters

Neutral

Pregnancy and maternity Pregnancy is the condition of being pregnant or expecting a baby. Maternity refers to the period after the birth, and is linked to maternity leave in the employment context.

Neutral

Race It refers to a group of people defined by their race, colour, and nationality, ethnic or national origins, including travelling communities.

Neutral

Religion or belief Religion is defined as a particular system of faith and worship but belief includes religious and philosophical beliefs including lack of belief (e.g. Atheism). Generally, a belief should affect your life choices or the way you live for it to be included in the definition.

Neutral

Sex/Gender A man or a woman.

Neutral

Sexual orientation Whether a person's sexual attraction is towards their own sex, the opposite sex or to both sexes

Neutral

Carers A family member or paid [helper](#) who regularly looks after a child or a [sick](#), [elderly](#), or [disabled](#) person

There is a potential benefit to carers was identified as the policy puts in place reimbursement for care costs, reducing barriers to participation.



STEP 3 - ENGAGEMENT AND INVOLVEMENT

How have you engaged with staff in testing the policy or process proposals including the impact on protected characteristics?

CCG staff have been involved in drafting and approving the policy. The policy will not impact on staff.

Please state how staff engagement will take place:

N/A



STEP 4 - METHODS OF COMMUNICATION

What methods of communication do you plan to use to inform staff of the policy?

Verbal – through focus groups and/or meetings Verbal - Telephone

Written – Letter Written – Leaflets/guidance booklets

Email Internet Other

If other please state:



STEP 5 - SUMMARY OF POTENTIAL CHALLENGES

Having considered the potential impact on the people accessing the service, policy or process please summarise the areas have been identified as needing action to avoid discrimination.

No areas of challenge identified.

**STEP 6- ACTION PLAN**

Ref no.	Potential Challenge/ Negative Impact	Protected Group Impacted (Age, Race etc)	Action(s) required	Expected Outcome	Owner	Timescale/ Completion date
Non applicable.						

Ref no.	Who have you consulted with for a solution? (users, other services, etc)	Person/ People to inform	How will you monitor and review whether the action is effective?
Non applicable.			

**SIGN OFF**

Completed by:	Pauline Fox
Date:	2 March 2017
Signed:	
Presented to: (appropriate committee)	Verbally reported to Executive Committee, 21/2/17
Publication date:	With the policy

APPENDIX 1

Information to help member of the public to claim expenses

What to expect when attending a meeting?

Newcastle CCG will aim to:

- Make sure that you are aware of your role at the meeting/event
- Make sure that the meeting/event is at a convenient time and place
- Make sure that you know what the meeting/event is about and that there is a member of staff who can brief you on the meeting
- Send notes and agendas for meetings/events in reasonable time so you can prepare properly
- Inform you how you can affect any decisions that are being made
- Inform you what we are going to do about the things you have commented upon.
- Make sure that information, including notes or meetings can be read and understood by everyone who is directly involved.

1.

2.

1.

2.

Who do you ask if you have any queries or concerns?

Please discuss any queries or concerns that you may have with the event organiser or alternatively contact a member of the Engagement Team on

Telephone:

0191 2172996

Email ngccg.enquiries@nhs.net

Who is this leaflet for?

Anyone who has been asked by Newcastle Gateshead Clinical Commissioning Group to participate as a patient or member of the public in the business of Newcastle Gateshead CCG. For example, you have been asked to attend an event for the following reasons:

Attend a meeting about the planning and development of services

Be involved in the work of Newcastle Gateshead CCG, this could be as a member of a focus group or steering group.

What can I claim for?

Newcastle Gateshead CCG aims to encourage and support participants who contribute to work within the organisation.

When invited to attend any event you will be given an expense claim form, alternatively these will be available from the person responsible for organising the event on the day. Where possible, receipts should be attached to the expense claim form.

You can expect to claim reasonable out of pocket expenses for attending meetings or for being involved in the work of Newcastle Gateshead CCG as detailed overleaf.

Travel Costs

You can claim for your travel costs to and from the meeting place in line with HR34 Expenses policy (July 2016). Our current rates for reimbursement are:

- Cars or vans – 45p a mile
- Motorcycle – 24p a mile
- Bicycle – 20p a mile
- Passenger mileage – 5p per mile
- Bus/metro and train fares will be paid at the cost on the ticket or receipt but please note train expenses will need to be agreed in advance.

Car parking

Parking costs incurred as a result of attending the activity will be refunded for the period of the activity on production of a receipt or ticket.

Carer costs

Carer costs can only be claimed where they are incurred as a direct result of the person's involvement in the activity they have been invited to take part in. These expenses should be agreed in advance with the lead manager for the activity and supported by receipts from a registered provider (e.g. nursery, adult care provider).

Adult care and childcare expenses, where agreed in advance with the lead, will be reimbursed at a maximum of £20 per full day and £10 per half day. Participants may not claim for care provided by a member of the household, family or friends. Participants can also not claim for care that is provided by or is available from another organization.

How can I claim?

Completed Travel Claim Forms should be returned to the Engagement Officer at the CCG event or by post to North of England Commissioning Support (NECS) Riverside House, Goldcrest Way, Newburn Riverside (Business Park) Newcastle Upon Tyne NE15 8NY

Travel Claims will normally be paid by BACs (credit transfer) and your bank details will be required.

Cash payments can be made on the day for bus/metro tickets.

APPENDIX 2

Dear Sir/Madam,

Payment by BACS

Newcastle Gateshead CCG's preferred method of payment is via BACS. This, as you are no doubt aware, ensures a fast and efficient transmission of funds directly into your bank account.

A remittance advice will be emailed to your designated email address giving full details of the sums being transmitted.

To ensure that we have the correct details for your account, please could you kindly complete and return the form at the bottom of this letter.

If you require any further help, please do not hesitate to contact the Engagement Team telephone 0191 2172996 or email ngccg.enquires@nhs.net

Yours faithfully

Newcastle Gateshead CCG

Payee details		Payee's Bank/Building Society Details	
Name		Bank/Building	
Address		Address	
Postcode		Sort Code	
Email		Account No	
Signature			

Please return this completed form to the engagement or by post to, North of England Commissioning Support (NECS) Riverside House, Goldcrest Way, Newburn Riverside (Business Park) Newcastle Upon Tyne NE15 8NY

APPENDIX 4

**Out of pocket cash on the day expenses claim form
for service users, carers and the public**

Details about you			
Name			
Address			
Postcode			
Details about the meeting or event you attended			
Name of Meeting			
Who organised the event?			
Date of event			
Where was the event?			
Details of your claim			
Details	Amount	Receipt	No Receipt
	£	Please tick	Please tick
Cars or vans – 45p per mile			
Bus/Train fares at cost			
Car Parking fees at cost			
Bicycle 20p per mile			
Carer Costs (Maximum £20 per day, £10 per half day)			
Passenger mileage 5p per mile			
Taxi at cost			
Total received			
Date			
Signature			

Please attach any relevant receipts

APPENDIX 5

**Standard Operating Procedure
Cash payments on the day for the involvement of patients, carers
and the public**

