



West Midlands

**POLICY FOR THE REIMBURSEMENT OF EXPENSES OF PATIENTS,
SERVICE USERS, CARERS AND MEMBERS OF THE PUBLIC ENGAGED
IN IMPROVING HEALTH SERVICES**

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Subject	Policy for the reimbursement of expenses of patients, service users, carers and members of the public engaged in improving health services.
Date of Implementation	August 2008
Date of Review	May 2010
Responsible Executive Director	Director of Operations
Responsible Manager	Governance and Corporate Affairs Manager (Secretary to the Authority)
Policy Location	Symphony Information Portal –
Policy Equality Impact Assessment	This policy will be impact assessed as part of the wider review of all corporate policies.

1. INTRODUCTION

Patient, carer and public involvement within the health service is key to developing and delivering responsive health services. For effective involvement, people need to feel supported and for their contribution to be valued, respected and to have an impact. Therefore they should be treated with courtesy and dignity, being offered clear information on what they are to be involved in, how they can participate, what expenses will be met and refreshments as standard.

NHS West Midlands (SHA) is committed to the involvement of patients, carers and members of the public in all areas of its work, to ensure their influence on changes to the way services are planned or provided. This is to ensure that patient-centred services are delivered as described in the NHS Plan of July 2000 and in accordance with the legislation covered in Section 242 of the NHS Act 2006 and Section 233 of the Local Government in Health Act 2007.

It is anticipated that much of the interaction NHS West Midlands will have with Patients and Citizens in the region will be via the extensive Citizen Panel, (managed by Ipsos MORI) and this panel will be available for individuals and teams to test out and develop ideas with.

In addition the SHA will be carrying out a number of surveys with the wider public, again to test out ideas, and to gauge the impact of strategic NHS change.

This policy is designed to support engagement to complement this work.

The SHA aims to prevent cost becoming a barrier to involvement by providing fair and appropriate reimbursement of expenses for the service users, patients, carers and other members of the public who participate in events activities, projects, and reference groups, at the invitation of the SHA.

2. PRINCIPLES

This policy aims to:

- Ensure that people contributing their views are not out of pocket as a result of participation;
- Be clear about the policy, its remit and means of delivery from the outset so that people can make an informed choice about becoming involved;
- Consider additional payments to individuals who are specifically invited to share their expertise or undertake tasks equivalent to that of freelance consultants at events or training organised by the SHA. This is likely to be rare and only offered when sufficient budget is available and with due reference to the rules on tax and revenue, with full and prior agreement of the relevant lead manager for that project;
- Agree reimbursement practice with partner organisations for joint events and to communicate the arrangements to participants.

3. REIMBURSEMENT

3.1 Travel and subsistence

Everyone invited to participate in SHA events, whether as a one off workshop or recruitment panel, or joining short term committees or working groups, as agreed by the SHA and whose expenses are not

paid by another organisation, is entitled to claim expenses. Agreement should be made in advance for them to do so, in line with this policy. This will not include Board meetings or other events which take place in public and are open to people to choose to attend of their own choice.

Expenses to be reimbursed include:

- Travel and parking, including alternative transport arrangements when necessary;
- Receipted costs for caring arrangements, paid at rates up to £10 per hour. Should a higher rate be requested, this will need to be agreed in advance with the project lead based, on the individual's needs, and for which receipts will need to be submitted;
- Interpretation as required;
- Subsistence, if the attendance (including travel) exceeds 5 hours and refreshments are not provided at the venue, expenses for refreshments can be claimed;
- Accommodation should a patient, carer or service user be travelling out of the area to attend an event or conference on behalf of the SHA; the timings of which would mean it was unreasonable to expect travel from home to the venue and back could occur within a day.
- Incidental costs such as printing, postage and telephone calls;
- Payment in advance or the provision of travel tickets may be made if essential for the attendance of the participant;
- Payments to be made in cash at the event whenever possible;

Further information is set out in Appendix 1.

NOTE: Due to NHS accounting rules, all expenses except mileage should be submitted with receipts using the Claim for Expenses Form – Appendix 2, and expenses should be claimed within 3 months.

For patients, carers, or members of the public attending regular meetings, steering or project groups there details should be captured

3.2 Additional payment:

When an individual or a representative of a group is requested to undertake specific work like giving a presentation, or providing training, payment for the individual's time, including preparation, should be agreed in advance with both the lead manager and the Head of Engagement. Current rates (DH Reward and recognition 2006) are:

£50 for a half day and £100 for a full day. These should also comply with Minimum wage legislation.

Both the recipient and the manager should be aware of the implications for the individual in terms of tax liability and/or the potential impact on the individual's state benefits, together with the relevant employment law. Should an individual receive payment they will be required to declare this to the Inland Revenue as a self employed person or have tax and national insurance contributions deducted. If the individual is in receipt of certain state benefits they will need to declare the payment to their local jobcentre plus or citizens advice bureau. Therefore advice on the ramifications for both parties should be sought from the relevant authorities or advisory bureau.

3.3 Best Practice

Where possible reimbursement of expenses will be made immediately in cash to patients or members of the public at the meeting/activity they are taking part in. This method is most suitable for one-off meetings, and an estimate of the cost should be made if possible in advance, so the correct amount of cash can be made available to the participant on the day.

Details of expenses will still need to be recorded on Travel and Expenses Claim form, and receipts will need to be collected for public transport or incidental costs.

Where this method is not practical, for example where there are large numbers of people, or where is difficult to predict the level of reimbursement required it is acceptable to distribute claim forms at the meeting or event, and either collect them in on the day, or ask for them to be completed and returned via the SHA freepost address.

The department or directorate responsible for organising the activity has responsibility for ensuring that:

- Funds are available from the directorate budget to cover reimbursement;
- All claim forms are completed with relevant information, and receipts are attached as appropriate. (to comply with NHS West Midlands Standing Orders and Standing Financial Instructions);
- All forms are processed by the finance department, and payments are made within 2 weeks of attendance.

3.4 **Process for reimbursement:**

Whenever people are engaged in an activity with the SHA they should receive clear guidance on the reimbursement policy and methods of claiming the costs. Forms will be available on Symphony, along with this policy.

4. MONITORING AND REVIEWING THIS POLICY

This Policy will be reviewed bi-annually.

5. USEFUL REFERENCE

Sources of additional information are set out in Appendix 2.

ADDITIONAL INFORMATION ON REIMBURSEMENT OF EXPENSES AND ASSOCIATED COSTS

Travel - People are requested to use public transport or the most cost effective, environmentally friendly form of transport where practical. Where this is not the case, due to disability or caring responsibilities or remoteness of the venue, then people can claim a mileage rate, currently agreed at **40 pence per mile** (as recommended by Volunteering England as the maximum rate. This does not require recipients to complete a tax declaration). Participants are requested to share cars where possible to reduce congestion and cost to the environment and the NHS.

Where required, because of health needs or exceptional circumstances, the costs of a taxi can be met with prior agreement of the lead manager. It is also recognised that for some people the provision of special transport arrangements will be required and should be discussed and arranged by the lead manager in agreement with the patient/service users concerned.

Parking costs will be met for the duration of the meeting, but not parking fines. A receipt or ticket should be produced and attached to the claim form for reimbursement.

Subsistence covers meal and drink costs when these are not provided during the event. A guideline for these costs is: a maximum of £10 for lunch or breakfast and £15 for an evening meal. These will only be payable when the activity and travel time together exceed 5 hours and no provision is made at the venue/event. We would expect people to exercise sensible moderation in respect of dietary needs, and value for public money. If costs are likely to exceed the guidance please agree a sensible approach with your manager.

Replacement care or essential assistance costs can be met for registered child care or support costs from registered care providers, but should be discussed and agreed in advance with the lead manager as these costs may require an invoice, or alternatively a receipt. Re-imburement will be via a cheque, If the person has already been registered on the SHAs finance system these will be paid into their bank account

Agreed attendance at conferences or external meetings on behalf of the SHA - If a patient or member of the public is to attend an event on behalf of NHS West Midlands expenses and the cost of the event will always be reimbursed. The SHA should aim to arrange prepaid travel, accommodation and meals where possible to keep the out of pocket expenses low for the individual(s). No event or accommodation costs can be covered without prior agreement.

If Interpretation or different formats are required ideally this should be arranged in advance by the SHA if this is not possible then the SHA should make individual arrangements with suppliers

Incidental costs - These could include photocopying costs, mail costs, telephone costs etc. In general the person leading the meeting/activity should reduce to a minimum any need for people involved to require external resources by providing a free post address or arranging for stamped addressed envelopes, printing copies of documents and providing photocopying facilities, etc.

In exceptional circumstances, where this is not possible, reasonable costs could be covered in negotiation beforehand with the lead or contact person responsible for the meeting. It may be easiest to provide replacement goods such as paper, printer cartridges etc if that is easier, using internal stationery processes. Receipts should be produced to support any expenditure.

SOME USEFUL SOURCES OF FURTHER INFORMATION:

<http://www.dwp.gov.uk/lifeevent/benefits/index.asp>

Jobcentre Plus

<http://www.jobcentreplus.gov.uk/cms.asp>

To find your local Jobcentre Plus

<http://www.jobcentreplus.gov.uk/JCP/Aboutus/Ouroffices/LocalOfficeSearch.aspx>

Citizens Advice Bureau (CAB)

Website: www.citizensadvice.org.uk

To find your local CAB and for other useful information use:

www.citizensadvice.org.uk/winnn6/contact_us/contactus/cita_offices.htm

If you do not have internet access, details of your local CAB can be found in local telephone directory, from your local public library, or local council office.

Employment Law and the National Minimum Wage

The following websites provide a broad range of information on Employment Law and related areas:

Direct Gov: www.direct.gov.uk

The Department of Trade and Industry website:

<http://www.dti.gov.uk/employment/pay/national-minimumwage/index.html>

HM Revenue and Customs

To find out more about Tax and National Insurance:

- **Website:** www.hmrc.gov.uk
- National Insurance Registration Helpline - 0845 9157006.
- Self Assessment (Income Tax) order line 0845 9000 404
- Self Assessment (Income Tax) Helpline - 0845 9000444
- Tax & Benefits Confidential - an advice line that offers people operating in the hidden economy confidential help and information to help them put their affairs in order - 0845 608 6000
- Helpline for newly Self-Employed - enables the self-employed to register for National Insurance, Tax and VAT. Arranges advice/support via seminars/visits from Business Support Teams and offers callbacks for follow up/additional help - 0845 9154515
- To search for your local Enquiry Centre for a face to face service, see www.hmrc.gov.uk/enq/index.htm

Volunteering England
Regents Wharf
8 All Saints Street
London N1 9RL
United Kingdom
0)845 305 6979
Fax: +44 (0) 20 7520 8910
Email: volunteering@volunteeringengland.org
www.volunteering.org.uk

Department of Health (2006) '**Reward and recognition: The principles and practice of service user payment and reimbursement in health and social care. A guide for service providers, service users and carers**'

A substantial guide explaining good practice in paying and reimbursing people involved in health and social care service improvement. Contact the DH Publications Orderline, PO Box 777, London SE1 6XH. Telephone: 0870 155 54 55. Fax: 0162 372 45 24. Or download from the Department of Health website www.dh.gov.uk



Claim for Expenses (for one off attendance at meetings or events)

Expenses for patients, Carers or members of the public participating in engagement or project work with the strategic health authority

Thank you for participating in the event today, if you want to claim back certain costs of attending please see below:

These include Bus or second class rail travel from your home, or mileage at 40p per mile. (In exceptional circumstances the cost of taxi travel will be considered).

In addition any replacement carer or child care costs will be reimbursed.

Please complete this form and attach receipts (e.g. Bus tickets, rail tickets, or receipts for provision of care- these should be from individuals registered with the local authority to provide paid care) no payment can be made without valid receipts/evidence of claim.

If there is not the facility to be paid on the day via petty cash, it could take up to 2 weeks for the cost to be reimbursed.

Name:(Cheque will be issued in this name)
 Address (Cheque will be sent to this address)

 Postcode
 Daytime phone (in case of a query)
 Details of Travel:
 Bus..... amount claimed: (please attach tickets)
 Train..... amount claimed: (please attach tickets)
Mileage
 Miles from home to the venue
 (Paid at 40p per mile)
 Replacement carer costs (including child care)
 Hours of care: From.....to.....
 Cost per hour.....total.....
 (Please attach receipt from registered care provider)
 Signature..... Date.....

Please complete the following form, and either hand it with any receipts to one of the facilitators. Alternatively if you haven't got receipts available please complete the form at home and return it to the **freepost** address:

PO Box 6727, St Chads Court, 213 Hagley Rd, Birmingham. B16 9RG

A cheque will then be sent to you in the post.

Thank you.

Appendix 4

If you are involving people in meetings and events on a regular on ongoing basis you should set them up on the SHAs finance system, letter A explains to them what they should do, and the form (appendix 4a) should be filled in by the person concerned and submitted to finance by you.

At each meeting they should complete a standard expense form, which should also be passed to the SHA finance department.

Their expenses will then be paid straight into their bank account.

Letter re setting people up on the system

Appendix 4a

Supplier form NA1

GUIDANCE

- Where the form says Registered company name and address – please ask the person to put their name and full address.
- In the 'TICK WHERE RELEVANT' box add 'Lay member' at the bottom
- Fill in 'Time at current address, and provide previous address if you have been resident for less than 3 years
- Miss out box entitled 'Purchasing department details'
- Miss out box entitled 'Accounts/ invoicing details'
- Fill in box marked 'Remittance advice details'
- Fill in Bank account details
- Sign, print and date the form.