

# **Patient and Public Involvement Reimbursement of Expense Policy**

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**Authorship: Sally Brown**

**Committee Approved:CEC/Remuneration Committee**

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**Equality Impact Assessment**

**Sustainability Impact Assessment**

**Target Audience: All S&RCCG Employees**

**Policy Reference No:SRCCGP200**

**Version Number: 1.00**

**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.

<b>New Version Number</b>	<b>Issued by</b>	<b>Nature of Amendment</b>	<b>Approved by &amp; Date</b>	<b>Date on Intranet</b>
1	Sally Brown	Version 1	Business Committee	N/A
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## 1. Introduction

As part of the implementation of the changes under the Health and Social Care Act 2012, Scarborough and Ryedale Clinical Commissioning Group (S&RCCG) has 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.

## 2. Engagement

If the services provided, commissioned, or contracted by the 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.

The CCG is committed to offering involvement opportunities to all its population including carers, people with disabilities and those individuals with additional needs. A wide range of patients and the public, with different needs and experiences will be encouraged and supported to be involved.

## 3. Impact Analysis

### 3.1 Equality and Diversity

The CCG makes a clear statement in its Constitution on how it will meet its public sector equality duty. It has an Equality and Diversity Strategy and Implementation Plan which sets out how it will meet its duties. This includes setting equality objectives and a plan to show how those objectives will be delivered. The CCG's equality objectives are given below:

Objective 1 Theme: Accessible information	Provide accessible information and work with patients and carers to develop and test the accessibility of information.
Objective 2 Theme: Equality Data	To use data more effectively to promote equality in all decisions made by the CCG.
Objective 3 Theme: Engagement	To strengthen stakeholder, community and patient engagement and work in partnership to advance equality and reduce health inequalities and advance equality.
Objective 4 Theme: Health Inequalities	To reduce health inequalities for people with learning disabilities. To reduce inequalities for Transgender patients
Objective 5 Theme: Workforce	To maintain a well supported, empowered motivated and engaged workforce.
Objective 6 Theme: Leadership	To ensure that leadership is inclusive at all levels.

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.

### 3.2 Sustainability

Impact Assessment has been completed. The CCG will hold meetings that minute this assessment.

### 3.3 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.

CCG staff should be aware that they cannot make any promises to participants regarding influencing changes to future policies or CCG decisions in return of their support and engagement.

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 Commissioning Support Unit corporate strategy and policy manager.

## 4. Scope

- Members of the public taking part in CCG approved events
- Patient engagement events
- Participation in a focus group
- Speaking at CCG events (e.g. AGM, training events)
- Lay support for CCG events (e.g. setting up for workshops)
- Promotional /raising awareness activities (community events)

### 4.1 What expenses are covered?

The CCG will reimburse reasonable and proper expenses incurred as a consequence of direct involvement in the work of the CCG such as travel, parking, post or photocopying charges. The exact nature of expenses to be claimed and the process for authorisation and payment of claims should be established in advance. This is simply to ensure that costs can be forecast and budgeted for from operational budgets. All claim forms will be authorised by the budget holder responsible for the Project lead.

The following travel related expenses will be reimbursed, provided receipts are attached to the claim form:

- AfC mileage rates will be used to reimburse approved travelling expenses.
- bus/coach fares
- train fares (standard class only, ideally booked in advance)
- car parking charges

### **Taxis**

There will be no reimbursement of taxis or private hire vehicles unless prior agreement with the project lead of the CCG has been sought. Taxis will only be used in exceptional circumstances for example for those who are unable to use other forms of public transport.

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

The reimbursement of reasonable and proper expenses incurred as a consequence of direct involvement in the work of the CCG such as travel, parking, post or photocopying charges should not affect patients and the public in receipt of benefits.

### **4.2 What expenses are not covered?**

The CCG will not refund individuals for the purchase of equipment such as computers, mobile telephones or stationery. Individuals should discuss alternative arrangements with the Project Lead of the CCG.

Attendance at open public meetings **does not** qualify for reimbursement of expenses e.g. CCG Annual General Meeting costs, or where members of the public attend a launch or similar event which is open to everyone. The formal involvement of individuals in meetings will qualify e.g. where an individual is actively involved in contributing to an event or conference.

### **Arrangements for the Reimbursement of Expenses**

Expenses will only be reimbursed on receipt of a validated and signed expenses claim form. Claim forms should be provided by the budget holder responsible for the Project Lead. Details on how to complete the claim form is attached to the policy as Appendix 1. The claim form is attached to the policy as Appendix 2.

Your Project Lead can assist with problems in completing the expenses claim forms.

The CCG will make sure that payment is made as quickly as possible but this can take up to 3 – 4 weeks. Payment is usually made by BACS payment, however, if someone does not have a bank account a cheque will be issued.

## **5. Policy Purpose and Aims**

The purpose of this document is to provide guidance on reimbursement to patients and the public who give up their time to get involved with the CCG in health and social care planning and decision making. The policy will show what patients and the public can expect to be reimbursed for their valuable contribution and to ensure that they are not out of pocket with their expenses.

## **6. Definitions**

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. The agreed terms of involvement will be formally documented via an engagement letter to the individual concerned. Involvement in unpaid activity does not require the participant to register as a volunteer.

Individuals wishing to volunteer can reclaim reasonable and proper expenses they incur whilst carrying out their duties such as travel costs, post, or photocopying charges. Expenses will be paid with reference to the 'NHS Agenda for Change Terms and Conditions':

<http://www.nhsemployers.org/PayAndContracts/AgendaForChange/mileage/Pages/Mileage-allowances.aspx>

## 7. Roles/Responsibilities/Duties

**The Senior Management Team** is responsible for ensuring organisational compliance with the duty to involve patients and the public in the planning, design and evaluation of services. They are also responsible for approving this policy and any making further changes, as necessary.

**Managers** are responsible for ensuring that appropriate engagement and involvement activity takes place and that both staff and patients and public are appropriately supported.

**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 and ensure they are aware on the type of expenses they can claim and the process they should follow.

### Undertaking Activities

Chief Officer Sally Brown is responsible for ensuring systems and processes are in place. Chief Officer to disseminate policy and monitor claims.

The CCG will:

- Encourage involvement, providing facilities to enable full engagement where possible
- Work flexibly with participants to accommodate any needs they may have

The Project Lead will:

- 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 communication and access needs are addressed
- Be available to meet with the participants at an agreed time before the activity and address any specific concerns or questions
- Ensure the participant is supported fully during the activity
- Meet with the participant after the activity takes place
- Thank the participant for their involvement and keep them informed of subsequent outcomes
- Give help with the completion of expenses claims forms if required

The Participant will:

- Prepare for activities as agreed with the Project Lead
- 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
- Discuss with the Project Lead any concerns they may have about the activity
- Complete the expenses claim form with all the necessary information and attach receipts.

## **8. Implementation**

Patient Representative and Communication and Engagement Committee made aware of this policy. This policy will be brought to their attention when they take part in any engagement or join the S&RCCG.

*'Breaches of this policy may be investigated and may result in the matter being treated as a disciplinary offence under the CCG's disciplinary procedure'.*

## **9. Training and Awareness**

Included is an induction booklet for patient representatives.

## **10. Monitoring and Audit**

The Communication and Engagement Committee will monitor access to the claims.

## **11. Policy Review**

This Policy will be reviewed within one year from the date of implementation along with the reimbursement rates in line with national guidance.

## **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 5). It is the responsibility of the Project Lead to ensure they have access to this, as appropriate.

## **13. Code of Conduct**

All participants with on-going involvement will comply with and sign the code of conduct agreement attached as (Appendix 6)

## **14. Health and Safety**

The CCG has a Health & Safety policy that needs to be observed at all times. This is available on the CCG website or by contacting the Commissioning Support Unit engagement team.

## **15. No Smoking Policy**

The CCG operates a No Smoking policy that needs to be observed at all times. This is available on the CCG website or by contacting the Commissioning Support Unit engagement team.

## **16. Concerns/Complaints/Disputes**

If either the participant or project lead has a concern, complaint or dispute, 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 CCG engagement team should be informed. They can then discuss with those concerned the options available and how to take the matter forward.

## **17. Monitoring Compliance with an Effectiveness of this Policy**

An annual audit of recipients will be undertaken to assess compliance.

## **18. References**

Patient Representative Induction Booklet

## **19. Associated Documentation**

Meeting Etiquette information

### **How to complete the claim form for reimbursement of expenses**

1. Please put your name and telephone number on the form so that we can contact you if necessary. Our preferred method of payment is by BACS as this is cost effective for the CCG as well as the fastest and most convenient method for you. As people's bank account details can change at any time we do require you to complete your bank account details (see appendix 3) for each and every claim submitted. If you do not have a bank account and wish to receive a cheque please complete the appendix 4 form and sign the declaration.
2. Please be assured that all details provided will be treated and stored confidentially. The claim form is what is referred to as a primary document, because it details the costs incurred by the CCG and therefore has to be kept for 6 years for statutory audit and tax reasons. All other forms are classed as secondary documents and will be kept for 18 months for internal audit reasons. The CCG currently uses a company called 'Shred It' for the disposal of its confidential paperwork & files. 'Shred It' use a method of shredding our confidential waste straight into the vehicle that collects it so that it is unreadable as soon as it leaves the CCG. The CCG believes this method gives maximum assurance that confidential waste is dealt with appropriately and securely.
3. Make sure you have also included the name of the Scarborough and Ryedale Commissioning Group Project Lead. We need this so that we can arrange authorisation of the expenses claim and to arrange a prompt payment.
4. Please put the date of each activity, or event you attended in the first and second columns.
5. "Car Mileage" – if you used your car, please write the total number of miles to the meeting and back again. The CCG will calculate the cost of the car mileage when received for processing for payment using the current NHS public mileage rate.
6. "Travel Fares" – please enter any expenditure on buses, trains, taxis or a combination of such. Receipts must be provided. Please refer to point 7 of the policy for appropriate use of taxis.
7. Under "Other Expenses" please list any other costs you have paid for such as parking charges and then enter the actual costs in the next column.
8. Please remember to attach receipts for all expenses claimed, where applicable, or other proof of expenditure, for example tickets from parking machines.
9. Please sign your completed form and send to your named Project Lead or to the Head of Finance.
10. Claim forms must be returned as soon as possible, and no later than two months after the event. Claims submitted after this time may not be paid.

**LAY REPRESENTATIVE / PARTICIPANT EXPENSES CLAIM FORM**

Please complete the form in Block Capitals Name of Lay Representative/Participant:

Full Address:

Postcode:

Telephone No: Email:

Date of Activity	Activity attended	Project lead/ authorising budget holder	Expenses to be claimed (e.g. mileage, public transport, alternative care arrangements etc) (45p per mile)	Time spent / or miles travelled
			<b>Overall totals</b>	

I take responsibility for informing the Benefits Agency/Tax Office of any earnings I receive from participating in CCG activity.

Participant's signature:..... Date:

<p><b>Please return to</b>                  Stacey Mabbott                  Executive Assistant to the Governing Body                  Scarborough and Ryedale CCG  <i>Obo NHS North Yorkshire and York</i>                  Scarborough Town Hall - York House                  St Nicholas Street                  Scarborough, North Yorkshire                  YO11 2HG  <a href="mailto:stacey.mabbott@nhs.net">stacey.mabbott@nhs.net</a></p>	<p><b>For completion by Staff Authorising Payment Only</b></p> <p>Name of staff authorising payment:                  .....</p> <p>Title:                  .....</p> <p>Signature:                  .....</p> <p>Cost Centre Code: .....</p> <p>Budget code: .....</p>
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**Reimbursement Form**

**Bank details for payments via B.A.C.S**

Please complete form using **BLOCK CAPITALS**

<b>Payee name:</b>	Title:
	Forename:
	Surname:
<b>Bank/Building Society Name:</b>	Name:
<b>Account details:</b>	Sort code:
	Account No:
	Roll number (if applicable):

**Signature:** ..... **Date:** .....

**Please send this completed form to:**

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**NHS Scarborough and Ryedale Clinical Commissioning Group**  
 Scarborough Town Hall - York House  
 St Nicholas Street  
 Scarborough  
 YO11 2HG

**Reimbursement Form**

**Payment via Cheque**

**If you do not have a bank account please complete the details below**

Please complete form using **BLOCK CAPITALS**

<b>Name on cheque to be payable to:</b>	
<b>Address to send the cheque to:</b>	
<b>Declaration:</b>	Postcode: I agree for my expenses to be paid to the above person  Name: .....  Signature: .....  Date: .....

**Please send this completed form to:**

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**NHS Scarborough and Ryedale Clinical Commissioning Group**  
 Scarborough Town Hall - York House  
 St Nicholas Street  
 Scarborough  
 YO11 2HG

## **NON-DISCLOSURE OF CONFIDENTIAL INFORMATION**

The NHS has a legally binding obligation not to disclose information of a confidential nature concerning patients' illnesses, or their affairs as well as those relating to personal staff information. The NHS also has a duty to draw this obligation to the attention to their staff and volunteers.

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 be aware of and adhere to the relevant CCG Information Governance Policies.

I have read and understood the above

.....  
(Signature)

Name (Block Capitals) .....

CCG Project Lead .....

Date .....

## CODE OF CONDUCT

The principles listed below make up the Code of Conduct, and reflect a summary of the conditions attached to volunteering in or 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
- Report any possible breaches of this code to your staff contact and Engagement Lead

I have read and understood the above

.....  
(Signature)

Name (Block Capitals) .....

CCG Project Lead .....

Date .....

