

POLICY AUTHORISATION FORM

1	NAME OF POLICY:	Enabling Patient and Public Engagement Patient and Public Reimbursement Policy	
	JOB TITLE OF AUTHOR:	Patient and Public Engagement Manager – Primary Care and Inclusion	
	SPONSOR:	Becky Parish, Associate Director, Engagement and Experience	
	NAME OF GROUP: (if applicable)	n/a	
2	EQUALITY AND DIVERSITY		
	An Equality & Diversity assessment has been completed <i>(Please contact the Equality & Diversity Lead)</i>		Date Completed:
	CONSULTATION		
	NAME OF GROUP (S) (complete where relevant)		DATE CONSIDERED
	Name of Local Committee or Specialist Group?		
	Name of Countywide Committee or Specialist Group? County Wide Policy YES / NO		
	Other relevant Forum/Individual?		
3	APPROVED BY GOVERNING BODY / IGQC		
	NAME i.e. Governing Body		DATE APPROVED
	*		*
	TO BE REVIEWED BY: (Author)		DATE TO BE REVIEWED:
	*		*
4	TO BE COMPLETED BY CO-ORDINATOR		
	DATE PUT ONTO POLICY REGISTER:		
	POLICY NUMBER:		
	DATE PLACED ON INTRANET:		

POLICY UPDATES/CHANGES (AFTER GOVERNING BODY/IGQC APPROVAL)				
Date	Summary of Changes	Author/Editor	Approved by	Version

The Policy Authorisation Form is part of the overall policy template and forms the front of the document and must be completed in all cases

Equality and Diversity - Part 2 of the form

The policy should be checked to see if it has any adverse effect on any personal group covered by Discrimination Legislation. In order to do this an 'Impact Assessment' must be completed. Further advice can be obtained from the Equality and Diversity Lead.

Approval & Review - Part 3 of the form

Once the Policy has been approved the name of the group / individual and date of approval should be included. The policy document should be sent to the Policy Co-ordinator to log on the Policy Register.

Review and amendments are the responsibility of the Author and Director of the Policy and a date for review must be set and included on the form. However, the Policy Co-ordinator will give a reminder to an author when a policy is overdue a review. The review date must be at least annually.

If, after a review, changes are made the document must be resubmitted, by the Author, for approval and therefore the 'Policy for Policies' must be followed again. Any changes should be included in the necessary 'Policy updates/changes' section at the beginning of the document.

CCG Policy Spreadsheet ' Information Register'- Part 5 of the form

The Policy Co-ordinator will input the approved policy onto the Policy Register and allocate a Policy Number which will be inserted onto the authorisation form and also communicated to the Author via email. The Policy Co-ordinator will also ensure that after a review a new version number is allocated and noted on the register.

Enabling Patient and Public Engagement

Patient and Public Reimbursement Policy

VERSION	1
POLICY NO	No 94
AUTHOR	Patient and Public Engagement Manager, Primary Care and Inclusion
SPONSOR	Becky Parish, Associate Director, Engagement and Experience
APPROVED BY	Quality & Governance Committee
APPROVAL DATE	April 2019
REVIEW DATE	May 2022



Gloucestershire
Clinical Commissioning Group

This document may be made available to the public and persons outside of the CCG as part of the CCG's compliance with the Freedom of Information Act 2000.

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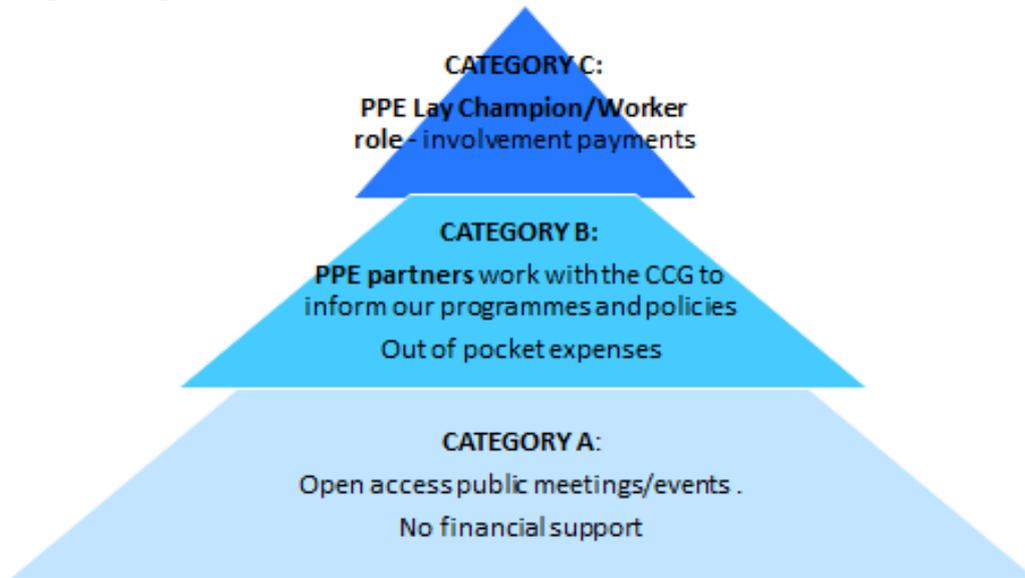
1. INTRODUCTION

- 1.1. NHS Gloucestershire CCG (GCCG) is committed to working together with patients, carers and the public to improve the health of our population. This commitment is reflected in GCCG's Constitution.
- 1.2. Patient and Public Engagement (PPE) is about ensuring that patients, carers and the wider public have the opportunity to shape the development of local health services. It encompasses a whole range of different activities: from engaging the public in prioritisation and planning, and getting feedback about experiences, to providing information to patients and others about services.
- 1.3. For engagement to be effective, people need to feel supported, and for their contribution to be valued. There are many ways to do this including: being thanked; receiving acknowledgement; or seeing the improvements made as a result of people's engagement.
- 1.4. In valuing the contribution of patient, carer and public stakeholders, GCCG recognises that it needs to remove the financial barriers that can prevent participation. Patients, carers and the public should not be out of pocket as a result of their engagement with GCCG so reasonable expenses will be reimbursed, as outlined in this policy.
- 1.5. In producing this policy GCCG have given regard to The Public Sector Equality Duty, which came into force in April 2011. The PSED requires the CCG, in the exercise of its functions, to have due regard to the need to:
 - Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act;
 - 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.

2. PURPOSE

- 2.1 This policy describes the principles and practices for reimbursing stakeholders for their engagement in the work of GCCG. This policy has adapted the categories for reimbursement of expenses as described in NHS England's '10 Steps to Even Better Engagement' for use in Gloucestershire:

Categories of engagement and expenses policy



- 22 This policy normally applies to stakeholders who help GCCG with its work and who are resident or work in Gloucestershire CCG's boundaries (county boundary of Gloucestershire). Where stakeholders from out of county are invited to participate in engagement/consultation activities within Gloucestershire, this policy applies.
- 23 This policy does not apply to paid staff of other organisations who are attending in their capacity as paid staff of that organisation
- 24 Reimbursement is made for patient and public stakeholders who have been invited to attend an engagement event or meeting relating to a specific project or work stream being delivered by GCCG. This could include work being undertaken at any stage of the commissioning cycle, including planning strategies, considering service changes, or providing input to procurement processes. Where reimbursement is available the eligibility and entitlement will be made clear to stakeholders at the point at which they are invited to attend.
- 25 Reimbursement is also made to attendees of the Gloucestershire Patient Participation Group (PPG) Network who are not attending in their capacity as paid staff of other organisations.
- 26 Reimbursement is **not** made for people attending GCCG meetings held in public such as Governing Body meetings or the Annual General Meeting.
- 27 Reimbursement is **not** made for people attending 'drop in' sessions, such as Information Bus visits or community events where open invitation applies.

28 The policy is to be implemented by members of staff employed by GCCG or third party bodies or agencies acting on behalf of GCCG.

3. ROLES AND RESPONSIBILITIES

3.1 Associate Director, Engagement and Experience

3.1.1 The Associate Director, Engagement and Experience is responsible for the relevance, accuracy, content and proper release of this policy.

3.2 Managers

3.2.1 Managers are responsible for ensuring this policy is adhered to within their own area, taking appropriate action when required, and ensuring that those within their area of responsibility are made aware of the policy and their responsibilities.

3.3. Employees

3.3.1 All employees are responsible for complying with this policy and any associated guidance that may be produced. All GCCG staff:

- i. have a duty of care towards stakeholders who become involved in engagement activities;
- ii. are responsible for providing clarity to stakeholders about the scope of their engagement, and what reimbursement they can expect from GCCG;
- iii. must only approve reimbursement on possession of the appropriate signed claim form and receipts.

3.4 All Stakeholders

3.4.1 Some stakeholders may feel that they do not need or even should not be offered expenses. However, it is important that all stakeholders involved in the work of GCCG are clear about their entitlements, and that there is no stigma attached to claiming expenses

3.4.2 Stakeholders who are involved in the work of GCCG must adhere to the following:

- i. Stakeholders are required to choose the most cost-effective means available to them, for example the use of public transport wherever possible and practical
- ii. Claims for reimbursement must be submitted using the approved claim form see appendix 1 together with the appropriate receipts.

- iii. Stakeholders are responsible for declaring any income received to the relevant benefits office/agency and HMRC for tax purposes; see iv and 3.5 below.
- iv. Irrespective of whether a stakeholder is in receipt of benefits or not, reimbursements may be liable to tax and it is strongly advised that they contact the local tax office to determine any tax liabilities

3.5 Stakeholders in receipt of Benefits

It is the responsibility of the stakeholder to comply with the conditions of their benefits. Amendments to the Social Regulations in 2009 allow service users and carers receiving benefits, to claim their out of pocket expenses [reimbursement] without affecting their benefit payments. However, as regulations and legislations are subject to change, GCCG strongly advises Stakeholders to inform the relevant benefits agency and Jobcentre Plus as appropriate before they start. For further advice on benefits and tax please see appendix 2.

3.6 Human Resources

- 3.6.1 Human Resources will be responsible for providing advice as to the application of this policy when set against other GCCG policies and for any employee contractual requirements.

4. POLICY DETAILS

4.1 Expenses that can be reimbursed

- 4.1.1 Reimbursement will only be available to those stakeholders indicated in 2.2 and 2.4 above, and in all cases, stakeholders will be informed if they are entitled to claim reimbursement.

- 4.1.2 The types of out of pocket expenses for which stakeholders will be reimbursed include:

- i) Travel within Gloucestershire. Any travel outside this area must be approved in writing prior to travel by the Senior Manager Engagement and Inclusion.
- ii) The following types of travel will be reimbursed:
 - a) Car Mileage in line with Her Majesty's Customs and Revenue Service (HMRC) recommendations for volunteer drivers;
 - b) Public Transport [second class fare where applicable] when accompanied by receipts or tickets indicating the price paid for travel;
 - c) Taxis (by prior consent from the CCG) and where there is a

justification on the grounds of:

- Disability, where the nature of the disability requires this specific mode of travel;
- Multiple people travelling to the same place and is cheaper than other forms of transport.

d) Car parking fee when accompanied by the parking ticket

- iii) Carers and support workers: the hourly costs of the carer/support worker where these costs are not normally covered elsewhere (for example via service user support payments from other public funds e.g. social services). This must have prior approval by the Patient and Public Engagement Manager/Head of Insight.
- iv) Interpreters: Cost of an interpreter/s if required. This must have prior approval by the Associate Director, Engagement and Experience or Senior Manager – Engagement and Inclusion.

4.13 The schedule of rates to be applied will be that published on GCCG's website. The schedule may be updated independently of this policy to take into account any guidance from HMRC and or inflation. A schedule of the current reimbursement rates is provided at appendix 3.

4.2 Circumstances where reimbursement will not be paid

4.2.1 Reimbursements will **not** be paid in the following circumstances:

- Attendance at an open meeting such as a general public meeting
- Participation in open public surveys or consultations
- Where a stakeholder is employed by and is representing that organisation/group
- Where a stakeholder is already receiving reimbursement through other routes
- Reimbursement will only be paid to cover those expenses from the stakeholder's place of residence or work to the location of the engagement event or meeting
- Parking fines or any other fines that may be incurred in attending a stakeholder event or meeting.

5 CONSULTATION

The author should provide assurance that appropriate consultation has taken place and that the policy has been considered accordingly within the CCG. Sufficient time must be allowed to enable proper consultation on policies

before submission to the Governing Body or authorised group. Consultation could take place with the following:-

- *Professional or service area groups within the CCG who may have an interest*
- *GCCG Core Team*
- *Countywide counterparts*
- *Patient and Public Engagement Partners*
- *GCCG Governance and Quality Committee*
- *Gloucestershire Health Community i.e. CCG and Trusts*
- *Service users/external stakeholders if appropriate*
- *Other partners as deemed appropriate*

6. TARGET AUDIENCE

- 6.1 This policy is aimed at all CCG employees, whether in a permanent or temporary position, jointly employed with a partner organisation, on the bank, an agency/contract worker, volunteer or in an apprenticeship role.
- 6.2 This policy is also aimed at all patient, carer and public stakeholders who are involved or engaged in the work of GCCG.
- 6.3 It applies to all areas of the organisation without exception.

7. COMMUNICATION

- 7.1 The GCCG Team Brief will be used to inform 'all employees' of this policy.
- 7.2 This Policy will also be published on the employee intranet (CCG live) with links to this provided in Team Brief.
- 7.3 This Policy will be made available to the public and persons outside of GCCG.

8. REFERENCES

NHS England (2015) Working with our patient and public voice partners: reimbursing out of pocket expenses and engagement payments. <https://www.england.nhs.uk/wp-content/uploads/2017/08/patient-and-public-voice-partners-expenses-policy-oct-17.pdf> (accessed 28/02/2019)

Bristol, North Somerset and South Gloucestershire CCGs (2018): [Patient and Public reimbursement policy](#) (accessed 15/2/19)

Health and Social Care Act 2012
<http://www.legislation.gov.uk/ukpga/2012/7/contents/enacted> (accessed 28/02/2019)

NHS Constitution 2013 <https://www.england.nhs.uk/2013/03/nhs-constitution/>
(accessed 28/02/2019)

Appendix 1

Approved Claim Form

[Name of Event] - Mileage Claim Form

11M Payables K415
 Phoenix House
 Topcliffe Lane
 Wakefield

Please complete and email to : david.cook12@nhs.net

First Name		Surname	
Address			
		Postcode	

Name of Bank Account into which claim to be paid

Sort Code	
Account Number	
Account Name	

Invoice Number	EXP08JUL16
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Reason for claim: Travel to XXXXXX for XXXXX	
Date of Visit : [DATE]	
Travel Claim: (mileage claims payable at HMRC rates 45p per mile for cars and 24p per miles for motorcycles) Starting Point (postcode) Total Miles travelled	X 45p or 24p = Amount claimed: £ : p

DECLARATION I confirm that the above details are correct

Full Name _____ Date _____

FOR COMPLETION GCCG ADMINISTRATION

Cost Centre	On travel costs, car	Authorised and Approved by	Amount to be paid
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	mileage code		
709677	52197005		

Appendix 2

Advice on benefits and tax

Independent advice on the implications for tax and/or benefits can be sought from a range of advice agencies:

- i) Your Circle can help direct you. Please use their website <https://www.yourcircle.org.uk/Categories/5> to explore the support available to you.
- ii) Additional information may be available on the National Council for Voluntary Organisations (NCVO) website at: <https://www.ncvo.org.uk/> by typing: Volunteering and Benefits into the search box.
- iii) Guidance from the Social Care Institute for Excellence “Paying people who use services and carers who receive benefits and take part in engagement, participation and co-production” is available online at: <http://www.scie.org.uk/publications/ataglance/ataglance50.asp>
- iv) For general guidance on tax, HM Revenue and Customs guidance EIM71105 “Research volunteers, lay participants and participants in clinical trials” is available online at: <https://www.gov.uk/government/organisations/hm-revenue-customs> and by typing EIM71105 in the search facility.

Appendix 3

Reimbursement Rate Matrix

TYPE OF REIMBURSEMENT		RATES	ADDITIONAL NOTES
Travel	Car mileage [per miles]	£0.45p	Based on HMRC ¹
	Motorcycle [per mile]	£0.24p	Based on HMRC allowance
	Parking	Actual cost	Receipt required
	Public Transport	Actual cost of bus fare <ul style="list-style-type: none"> For travel by train, second class train fare only 	Receipt required
	Taxi - where no public transport is available or is suitable and only with agreement from relevant CCG officer	Actual cost	Receipt required
Interpreters [Includes British Sign Language and language interpreters]	Can be arranged by GCCG Senior Manager for Engagement and Inclusion	Contract cost	Interpreter must be qualified and registered, e.g. ASLI or equivalent for British Sign Language.
Substitute Care	Child Care	Actual cost	Must be a registered child minder
	Carers Relief	Actual cost	n/a

¹ Rates of reimbursement are in line with Her Majesty's Revenue and Customs (HMRC) Service recommendations, taken from the HMRC website and correct as at April 2017. When PPV Partners are travelling by personal vehicle, they must have a valid UK driving licence, and the vehicle must have valid insurance, tax and MOT certificate. HMRC approved mileage rates:

First 10,000 business miles in the tax year

Each business mile over 10,000 miles in the tax year

Cars and vans	45p	25p
Motorcycles	24p	24p
Bicycles	20p	20p