

Patient and Public Expenses Policy

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Version Control

Version	Date	Author	Status	Comment / Details of Amendments
0.1	11.12.14	Engagement and Patient Experience Lead	Draft	Policy drafted Sent to Head of Strategy and Corporate Services and Head of Engagement and Communication for comments
0.2	15.12.14	Engagement and Patient Experience Lead	Draft	Amends from Head of Strategy and Corporate Services and Head of Communications and Engagement incorporated
0.2	15.12.14	Engagement and Patient Experience Lead	Draft	Set to Corporate Affairs and Governance Manager for final check
0.3	17.12.14	Engagement and Patient Experience Lead	Draft	Amends from Corporate Affairs and Governance Manager incorporated
1.0	09.01.15	Engagement and Patient Experience Lead	Final	Comments from Audit Committees and Counter Fraud incorporated
1.1	17.02.17	Engagement and Patient Experience Lead	Draft	Policy update: 5.2: The process to include the provision of a bank statement (to reduce the risk of fraud) Appendix 1: CCG engagement framework updated
1.1	03.03.17	Engagement and Patient Experience Lead	Draft	Policy submitted to Audit Committees for ratification
1.2	03.03.17	Engagement and Patient Experience Lead	Draft	Minor amendments suggested by the Audit Committees
2.0	03.03.17	Engagement and Patient Experience Lead	Final	Policy ratified subject to minor amendments suggested by the Audit Committees

Consultation List

- Patient Advisory Group
- CCG Senior Management Team

Circulation List

Prior to approval, this policy was circulated to

- Head of Strategy and Corporate Services
- Head of Communications and Engagement
- Corporate Affairs and Governance Manager
- Joint Audit Committees

Equality Impact Assessment

This document has been impact assessed by the CCG. No issues have been identified in relation to Equality, Diversity and Inclusion.

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1.0 INTRODUCTION

- 1.1 The Health and Social Care Act 2012 places a duty on Clinical Commissioning Groups (CCGs) to enable the effective participation of the public so that services commissioned reflect the needs of local people.
- 1.2 To fulfill their statutory duties in respect of the involvement of patients and members of the public, the CCGs have developed an Engagement Framework (see appendix 1). Within this framework, the CCGs have established a Patient Advisory Group (PAG) and a Patient Voice Committee (PVC) which will enable the CCGs to provide assurance to their respective Governing Bodies that the CCGs are meeting this statutory involvement requirement.
- 1.3 The purpose of this document is to define the responsibility of the CCGs to reimburse patients and members of the public who are members of the PAG and / or PVC, and not employed by NHS Greater Preston or NHS Chorley and South Ribble CCGs for their travelling and associated out of pocket expenses, such as car parking, when getting involved in the work of the CCGs.

2.0 SCOPE

- 2.1 This policy applies to all patient and public members of the PAG and PVC that are not employed by NHS Chorley and South Ribble CCG or NHS Greater Preston CCG in respect of travelling expenses incurred whilst travelling to scheduled CCG business related meetings to which they are invited.

3.0 ACTIVITY UNDERTAKEN BY THE PAG AND PVC PATIENT AND PUBLIC MEMBERS

- 3.1 The PAG and the PVC patient and public members get involved with many activities that form part of the decision making processes for both CCGs.
- 3.2 Examples of the work undertaken include:
 - Testing patient literature and leaflets
 - Service re-design focus groups
 - Workshops
 - Development days
 - Grading the CCGs on their statutory Equality and Diversity duties
 - Consultations
 - Policy development
 - Equality Impact Assessments
 - Procurement panel representation
 - Service Specification development

3.3 To enable this work to be undertaken, there are four scheduled PAG meetings and six scheduled PVC meetings. Additional meetings may also be scheduled by the CCGs as required by the CCGs.

4.0 PATIENT AND PUBLIC EXPENSES

4.1 The CCGs think that it is fair to reimburse patients and members of the public who are part of the PAG and PVC for their travelling expenses to get to and from CCG business meetings to which they are formally invited.

4.2 Patients and members of the public who attend the PAG and PVC will be paid travel expenses and reasonable associated costs such as car parking as applicable.

4.3 Retrospective claims will be paid in respect of meetings held since the implementation of both the PAG and PVC.

4.4 Subsequent claims will be paid on a quarterly basis.

4.5 Travel expenses are defined as travel between home and place of CCG related business and return journey home.

4.6 Reimbursement will be as follows:

- Car mileage will be reimbursed at the public transport rate which is 28 pence per mile. This could change and the reimbursement will be at the current set rate
- Public transport expenses (car or train) will be reimbursed in full on production of a valid receipt
- Motorcycle costs will be reimbursed at 28 pence per mile
- Pedal cycle costs will be reimbursed at 20 pence per mile
- Car parking costs will be reimbursed in full on production of a valid receipt
- Toll or tunnel charges will be reimbursed in full on production of a valid receipt
- A passenger allowance of 5 pence per mile will be paid in respect of all eligible passengers; this is defined as other members of the PAG or PVC

4.7 Claims for reimbursement will be made on the Patient Expenses Claim Form (Appendix 2) and will be paid directly into the individual's bank account.

5.0 ROLES AND RESPONSIBILITIES

5.1 A designated representative of the CCGs will be responsible for:

- Setting up PAG and PVC members on the CCGs finance system to enable payment
- Validating PAG and PVC members driving licence and insurance

details upon first submission and as required subsequently by the CCGs

- Receiving claims from PAG and PVC members
- Validating claims from PAG and PVC members
- Submitting claims through the CCGs finance process for payment
- Providing a hard copy of forms and receipts for PAG and PVC members as required

5.2 PAG and PVC members will be responsible for

- Providing bank account details to the designated CCG representative to enable set up for payment
- Providing a copy of a bank statement in order to validate identity (counter fraud)
- Providing original copies of a valid driving licence and certificate of motor insurance to the designated CCG representative upon first submission of a claim and as required subsequently by the CCGs
- Submitting a completed patient and public travel expenses claim form together with valid receipts where applicable to the designated CCG representative within one month of the meeting attended
- Using the most cost effective method of travel, for example, if using a bus, to obtain a day ticket if more cost effective
- Informing the designated CCG representative if they receive any motoring endorsements that prevent them from driving for any length of time
- Informing any relevant agency of expenses payments that may affect any benefits they receive

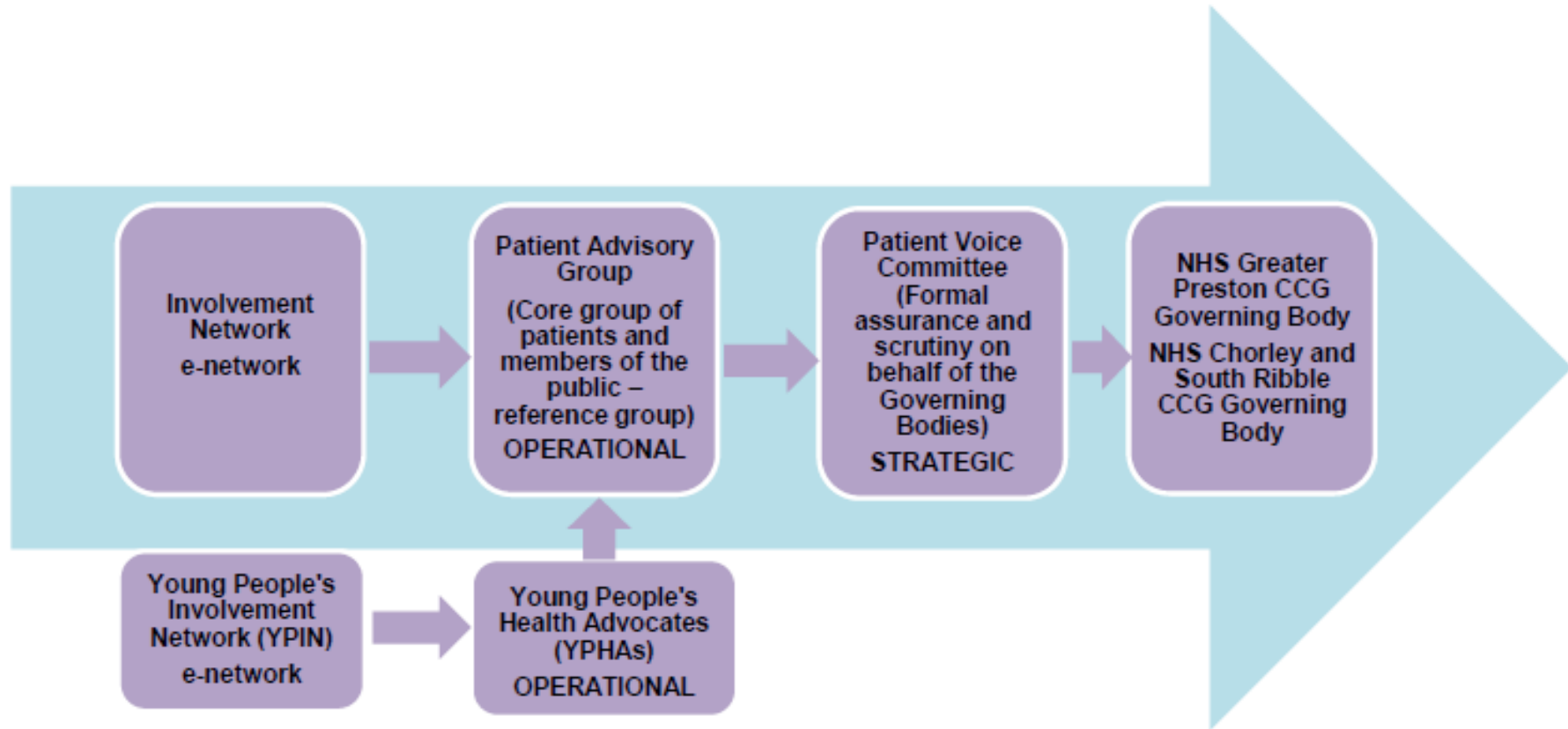
6.0 WHAT IS NOT COVERED BY THIS POLICY

- 6.1 Taxi fares will not be covered unless there are exceptional circumstances agreed with the Engagement and Patient Experience Lead in advance.
- 6.2 Travel expenses of individuals attending open public meetings (e.g. Annual General Meeting of the CCG) without specific invitation from the CCGs to attend to assist in CCG business.
- 6.3 Travel expenses for members who are representatives of voluntary, community or faith organisations whose expenses are funded from another source.
- 6.4 Any parking or speeding fines incurred whilst on route to or from valid CCG business.
- 6.5 Loss of personal belongings.
- 6.6 Damage to vehicles whilst on route to, in attendance at, or on route from valid CCG business.

7.0 MONITORING AND REVIEW

- 7.1 The policy will be reviewed annually or as required.
- 7.2 The CCG reserves the right to review this policy at any time; all payments are made in good faith and form no formal contract between the CCG and the patient or member of the public.
- 7.3 The CCGs' internal auditors may review samples of claims at any time and where there is evidence to suggest an inappropriate claim may have been made the CCG reserves the right to investigate further and refer to the CCG anti-fraud specialist.

Appendix 1: CCG Engagement Framework



Appendix 2: Patient and public expenses claim form

PATIENT AND PUBLIC EXPENSES CLAIM FORM

[Your name]
 "[Your Address]"
 "[Your Town, County Postal Code]"
 Phone: "[0xxxx xxxxxx]"

Claim form No XXXXXXXX
 invoice number for each
 number)
 DATE:

Billing Address:
 NHS Chorley and South Ribble CCG
 Chorley House
 Lancashire Business Park
 Centurian Way
 Leyland
 PR26 6TT

ACCOUNT NUMBER		P.O. NUMBER	REQUISITIONER		DELIVERY NOTE	TERMS
n/a		XXGTANSEY	n/a		n/a	14 Days
Date	Meeting Details	From Address with postcode	To Address With postcode	Number of miles / detail and value of the receipt attached	AMOUNT	
				Total Miles		
				Car parking		
				Other expenses		
				Total amount due		

I declare that the information given on this travelling expense form is correct to the best of my knowledge and I understand that if I knowingly provide false information, I may be liable to prosecution and/or civil proceedings.
 I consent to the disclosure of information on this form to NHS Protect, a division of the NHS Business Services Authority, for the purpose of the prevention, detection, investigation and prosecution of fraud and any other unlawful activity affecting the NHS.

Signed by (PAG/PVC member) Date.....

Signed by (CCG representative) Date.....
 Print name..... Designation.....