

Patient and Public Involvement Reimbursement Policy

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| Name of originator/author: | Julie Cann, Head of Patient and Public Involvement, Quality and Involvement Trevor Edwards, Senior Finance Manager, Systems and Governance |
| Name of responsible committee/individual: | Patient & Public Engagement Steering Group |
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| Target audience: | All NHS Lincolnshire staff, Patients, Carers and the Public |
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NHS Lincolnshire

Version Control Sheet

Patient and Public Involvement Reimbursement Policy

| Version | Section/Para/ Appendix | Version/Description Of Amendments | Date | Author/Amended by |
|---------|---------------------------|--|-------------------|-------------------------------|
| 1 | Whole Policy | Revised Policy | February 2010 | Julie Cann, Trevor Edwards |
| 2 | Whole Policy | Revised Policy following PPESEG on 10 February 2010 | March 2010 | Julie Cann, Trevor Edwards |
| 2.1 | Whole Policy | Extended to March 2013 to enable full review incorporating future working requirements | 31 August 2012 | S Barnes |
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NHS Lincolnshire

Patient and Public Involvement Reimbursement Policy

Policy Statement

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| Background | <p>NHS Lincolnshire is committed to the constructive involvement of people who use services and their carers in the planning and development of services and in how services operate.</p> <p>NHS Lincolnshire will reimburse patients, their carers and the public for reasonable out of pocket expenses incurred whilst they are involved in the way services are planned, developed, delivered, monitored and evaluated.</p> |
| Statement | <p>The policy aims to provide a systematic and consistent approach whilst ensuring that people are treated fairly and appropriately according to their circumstances so that they are able to make an informed choice about the arrangement concerning their involvement.</p> |
| Responsibilities | <p>Participants are encouraged to minimise cost to the public purse and to claim honestly for all expenses incurred, utilising the principles and practices set out in the NHS Lincolnshire Patient and Public Involvement Reimbursement Policy. Failure to do so may result in criminal action.</p> <p>Following receipt of the claim form notification of expenses being submitted, managers are to ensure that all submitted expenses are approved or rejected in a timely manner. If rejected that this is notified to individuals as soon as possible.</p> <p>It is the responsibility of the authorising manager to agree in advance with the patients, carers and public their entitlement to reimbursement expenses; to check and verify that each claim is correct and complies with this Policy and Guidelines.</p> <p>This policy should be referenced by all NHS Lincolnshire staff and should be used in conjunction with NHS Lincolnshire's Communications and Engagement Strategy and Volunteering Policy.</p> |
| Training | <p>Training in processing patient, carer and public involvement and reimbursement of expenses is by Patient and Public Involvement Team. Telephone 01522 582906 or email: public.involvement@lpct.nhs.uk</p> |
| Dissemination | <p>Via NHS Lincolnshire website</p> <p>Via my Mail</p> |
| Resource Implication | <p>As this Policy is a codification of existing Local & National Procedures & Practice already in place this means that this Policy is resource neutral.</p> |

NHS Lincolnshire

Patient and Public Involvement Reimbursement Policy

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1. Introduction

The NHS Plan, published in July 2000 and subsequent publications such as Health White Paper, 'Our Health, Our Care, Our Say: A new direction for community services' in 2006 and now, S242 of the Health and Social Care Act 2006 place the service user at the heart of the National Health Service.

NHS Lincolnshire is committed to the constructive involvement of people who use services and their carers in the planning and development of services and in how services operate. It has established a wide range of constructive relationships with patients, carers and the public and actively involves them in:

- Planning and strategic meetings such as local planning and implementation groups and policy and development groups e.g. quarterly stakeholder events
- Specific meetings relating to the delivery of services, involvement in reference groups or focus groups e.g. Stroke Reference Group, Diabetes Reference Group, Mental Health Local Implementation Team; pain management, falls, frail older people
- Conferences and other information sharing groups, for example, to launch new strategies e.g. Learning Difficulties, Sexual health and many more.

Equality statement

NHS Lincolnshire aims to design and implement services, policies and measures that meet the diverse needs of our service, population and workforce, ensuring that none are placed at a disadvantage over others. It takes into account the Human Rights Act 1998 and promotes equal opportunities for all. This document will be assessed to ensure that no one receives less favourable treatment on grounds of their gender, sexual orientation, marital status, race, religion, age, ethnic origin, nationality or disability. Member of staff, patients, carers or the public may request assistance with this policy if they have particular needs. If the member of public has language difficulties and difficulty in understanding the policy, the use of an interpreter will be considered. A full equality impact assessment has been carried out on this policy and is attached at Appendix 1.

2. Scope of the policy

This policy covers all staff within NHS Lincolnshire when involving people who use services, carers and the public in the development of and delivery of local services. This policy will achieve a consistent organisation wide approach so that reimbursement is the same regardless of where people live.

In practice there are many different ways people can get involved as indicated at point 1. People who use services, carers and members of the public will be offered the option of involvement on a voluntary basis. Volunteering is when people give up their time and skills for the benefit of society and the community. It is undertaken freely and by choice, without concern for financial gain. It is good practice to reimburse volunteers' out of pocket expenses. (see Section 10, Useful Sources of Information, and NHS Lincolnshire's Volunteering Policy)

3. Key related legislation and policies

There is a requirement to make arrangements to involve and consult people who use services, their carers and the public in the planning and development of services and in how the services operate in the following legislation and policies:

- Section 242 of the NHS Health and Social Care Act 2006¹

¹ S242 of the NHS Health and Social Care Act 2006 superseded Section 11 of the Health and Social Care Act 2001

- Local Government White Paper 2007
- Reward and Recognition: The principles and practice of service user payment and reimbursement in health and social care. Department of Health 2006
- Communities in Control: Real People, Real Power (Communities White Paper, July 2008)
- NHS Lincolnshire's Communication and Engagement Strategy
- NHS Lincolnshire's Volunteering Policy

4. Rationale for a reimbursement policy

Increasingly, public organisations are required to involve service users, carers and the public who use services in the development of policy and services.

The rationale for putting in place this Patient and Public Involvement Reimbursement Policy for NHS Lincolnshire is to ensure that:

- There is a consistent approach to reimbursing people for their involvement in how healthcare services are planned, developed and delivered.
- People are reimbursed according to open and consistent criteria, thus ensuring equitable access for all involved in how healthcare services are planned, developed and delivered.
- There is an open and transparent process for reimbursing expenses.

5. The policy

Aims

The policy aims to provide a systematic and consistent approach whilst ensuring that people are treated fairly and appropriately according to their circumstances so that they are able to make an informed choice about the arrangements concerning their involvement.

It aims to:

- Explain the overarching local arrangements for reimbursements to people who are engaged in involvement activity within NHS Lincolnshire.
- Ensure equitable access for people to involvement activities within NHS Lincolnshire.
- Recognise and value the contribution made by people involved in the planning and development of services and in how services operate, ensuring that they are not left out of pocket for their involvement.
- Reflect the good practice guidance issued by the Department of Health covering reimbursement.

Principles of reimbursement

Wherever possible this policy supports the principles of good practice for recognition² and reimbursement for the involvement of people who use services, carers and the public as follows:

²Reward and Recognition, *The principles and practice of service user payment and reimbursement in health and social care: (Department of Health, January 2006).*

- People are not to be left out of pocket or put at risk of being financially worse off as a result of their involvement in service improvement.
- A NHS Lincolnshire staff member (usually the lead manager) will discuss and agree with participants the terms of their involvement prior to committing to it.
- Patients, carers and members of the public will not be entitled to reimbursement of expenses without prior agreement from the lead manager.
- People are 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.
- In addition to reimbursement of their expenses, people can be recognised and valued in all sorts of ways through positive feedback and acknowledgement, staff time, practical assistance, personal development or seeing the impact of their work and changes made as a result of their involvement.
- A wide range of people, with different needs and experiences are encouraged and supported to be involved. The way that reimbursement of expenses is settled should not create needless barriers that deter people from being involved.
- Participants in receipt of benefits should be provided with the right information and support to prevent a breach of their benefit conditions as breach of benefit conditions can result in benefits being stopped.
- Participants are reimbursed according to open and consistent criteria.
- Forms to claim reimbursement expenses are kept to a minimum and should be accessible and easy to understand.

Definitions of the policy

Public – a resident of Lincolnshire who has an interest in, or is affected by decisions or plans carried out by NHS Lincolnshire

Patient - an individual, who has received or is receiving or has the potential of receiving a NHS Lincolnshire service.

Carer – an individual (aged 16 and over) who has provided, currently provides or intends to provide a substantial amount of care on a regular basis for another individual.

Volunteer - any individual who is recruited to perform and registered to perform volunteer tasks within the premises and service areas of NHS Lincolnshire.

Patient Participation Groups, Reference Groups – meetings, events or activities where the views of patients, carers or the public are sought by a particular services or by NHS Lincolnshire as an organisation.

What the policy covers

The users, carers and members of the public covered by this policy are those people who offer their views or represent the views of others on what they need and want from their health care services.

The policy covers the refunding of specific out of pocket expenses which have been incurred by people during an involvement activity. These costs include:

- Travel costs
- Parking costs, where the participant has only parked for the duration of the event
- Bicycles
- Bus/train fares
- Taxi
- Passenger mileage
- Carer costs

What it does not cover:

The policy does not cover payments or general fees made to people to reward them for their expertise and time spent.

Expenses incurred by patients and carers linked to the complaints procedure and advocacy services are outside of this policy.

This policy does not cover all NHS Lincolnshire organisations nor does it cover all aspects of the 'Reward and Recognition' guidance. Paying fees to people who use services and their carers is not covered in this policy. NHS Lincolnshire does not currently operate a policy for paying a fee to people, acting as 'experts by experience', for their involvement and in recognition of the expertise they have to offer.

Benefits and Income Tax Rules

This policy is not intended to be a technical or detailed guide on benefits advice but it does provide information on benefit rules considered to be most relevant. Further expert advice on benefits should be sought where necessary from the benefits agency. The policy was prepared within the existing benefit rules and employment and tax legislation which were true at the time of going to press.

People involved with NHS Lincolnshire on a voluntary basis are strongly advised to contact Jobcentre Plus where appropriate to ensure that they will not incur what is known as 'notional earnings' for volunteers. The concept of notional earnings is to safeguard against employers exploiting volunteers and is not usually used in this context, but volunteers should be aware of it.

For people on benefits most expenses can be safely reimbursed. It is however important that only actual expenses are reimbursed and the amount is not 'rounded up' or a 'notional' amount set for the following reasons:

- the benefit system treats 'rounded up' expenses as earnings and some other non cash payments such as vouchers as 'notional earnings' or actual earnings. The volunteer would be treated as in paid work and their earnings taken into account against their benefits which may affect their benefit payment. Rounded up expenses may also be treated as earnings by the Inland Revenue.
- the general rule for both the benefits and tax system is that expenses that are wholly, exclusively and necessarily incurred in the course of work are generally not considered to be earnings.
- those who receive incapacity based benefits may prefer to keep their voluntary involvement to less than 16 hours a week. Voluntary work for 16 hours or more a week, in some circumstances, has been known to lead to Jobcentre Plus triggering a review of incapacity.

6. Conditions governing the reimbursement of expenses

Activities for which reimbursement is important

People should be reimbursed when they agree to get involved in or attend:

- A meeting where they have specifically been asked and agreed to attend e.g. Service Reference Group, Policy review, Implementation Group etc;
- A deliberative event where they have specifically been asked and agreed to attend;
- An interview panel, for example, as part of the tendering evaluation process where they have specifically been asked and agreed to attend as a member of that panel;
- Any other jointly agreed and clearly defined work task or programme where the person has been specifically asked and agreed to get involved in.

When reimbursement is not appropriate

NHS Lincolnshire will not be responsible for the reimbursement of expenses where a person:

- Has chosen to attend an open meeting;
- Has their costs met by any other body or organisation
- Encounters damage and/or loss of personal possessions
- Incurs parking/speeding fines or clamping charges.

Rates of reimbursement

The costs that a person is likely to incur in the course of their involvement must be discussed before the involvement starts.

NHS Lincolnshire reimbursement rates are as follows:

| Expense | Reimbursement Rate |
|-------------------|---|
| Cars or vans | 40p per mile |
| Car parking fees | At cost |
| Motorcycles | 24p per mile |
| Bicycles | 10p per mile |
| Bus/Train Fares | At cost |
| Passenger mileage | 5p per mile |
| Taxi | Public transport rate 24p per mile |
| Carer costs | £20 maximum per day (£10 maximum per half day) |

Travel costs

People are requested to use public transport or the most cost effective, environmentally friendly form of transport where practical.

NHS Lincolnshire undertakes to:

- Pay a mileage rate of 40p per mile to users, carers or members of the public using their own car
- Refund commercial return bus fares (on production of the ticket)
- Refund return second or standard class train fares (on production of the ticket)
- Pay car parking fees for service users, carers or members of the public who have to pay for parking while attending a meeting organised by NHS Lincolnshire
- Pay motorcycle rate of 24p per mile
- Pay bicycle rate of 10p per mile

Community transport

This type of arrangement should always be discussed and agreed in advance.

- Wherever possible public transport should be used for short journeys. If this is impractical (e.g. if public transport does not operate at a suitable time or the participant is not able to use standard public transport) then alternative transport options need to be explored, for example Lincolnshire Dial A Ride service is a door to door supported service for anyone with a disability, or people over 60, who cannot use public transport. For more information contact Lincolnshire County Council Tel: 01522 552222; Email: customer_services@lincolnshire.gov.uk . Taxi fares will be reimbursed at a public transport rate of 24p per mile.
- Car sharing and lifts, with the person providing the lift having the relevant insurance, should be considered. The approved rate of passenger mileage is 5p per mile.

Parking costs

Where a car is used, parking costs will be reimbursed at cost to cover the duration of the meeting/event. Receipts/car park tickets should be produced to support claims.

Carers' costs

When a person who provides substantial care for a dependent person (adult or child) requires additional care in order to attend an event or meeting for which expenses are paid, then NHS Lincolnshire undertakes to meet reasonable expenses incurred as a result of organising alternative care for children or other dependent persons.

This type of arrangement should always be discussed and agreed in advance with the lead manager responsible.

Adult care costs

Carer expenses will only be reimbursed where care is provided by a care provider on production of a bill or receipt. Adult care costs will be reimbursed at a maximum of £20 per day; a maximum of £10 per half day.

Child care costs

Carer expenses will only be reimbursed where care is provided by a registered childminder or nursery provider on production of a bill or receipt. Child care costs will be reimbursed at a maximum of £20 per day; a maximum of £10 per half day.

Participants may not claim for care provided by a member of the household, family and friends or by a person who is under 16. Participants are also unable to claim for care that is provided by or is available from another organisation e.g. Lincolnshire County Council Adult Social Services.

Claims for carers' costs must be submitted on an Expense Claim Form (see Appendix 6). A bill or receipt to support the claim must be provided.

Additional support costs

Expenses relating to the individual support of people including costs relating to interpreters, signers for deaf people, personal care assistants (i.e. the cost of a personal assistant or support person who is needed to enable someone to participate) must always be discussed and agreed in advance with the lead manager responsible.

7. Putting reimbursement into practice

Responsibilities of NHS Lincolnshire staff will be to:

- Have a duty of care towards people who use services who become involved, particularly those who rely on benefits. This duty of care is paramount.
- Be clear about the role of participants in the involvement activity and be able to brief them about what is required of them.
- Expect the lead manager to ensure that the project budget takes into account the cost of reimbursing people and plan for this in advance of the involvement activity, and should ensure that the relevant claim form(s) (Appendix 3, 4 – payment by BACS, travelling claim is available for completion on the day or by return SAE envelope so people can return the form to the appropriate department for processing. Appendix 5 is to be used by the lead manager to authorise payment of the claims once completed.
- A minimum of one month's claims can be submitted at any one time.
- Ask participants to choose the most cost effective means of involvement available to them whilst still making every effort to meet their individual needs.
- Ensure participants are aware of relevant guidance and processes for claims and have access to any forms necessary to be able to make those claims (see Appendix 2), Patient and Public Reimbursement Information Leaflet for the reimbursement of patient, carers and the public expenses).
- Remind participants to keep receipts for any expenses incurred. These receipts should be attached to the expenses claim form. Where claimants are not able to produce receipts, the lead manager responsible must sign on the claim form to endorse the claim.
- Mention the responsibility of participants to inform the relevant agency of any expenses that may affect their benefits, income tax status or permitted work rules.
- Cash on the day – a record of all expenses paid at the end of each meeting should be recorded on the appropriate petty cash form and accounted for in accordance with established NHS Lincolnshire procedures.
- Have a responsibility to provide adequate expertise, information, time, administrative, financial resource to support people's effective involvement.

- Provide a copy of the Patient and Public Involvement Reimbursement Information Leaflet to potential participants prior to their commitment to become involved. Participants should be aware of; and copies of this policy should be available on request and NHS Lincolnshire's website.
- Provide staff training and awareness to ensure all relevant staff members are aware of the reimbursement policy.
- Where NHS Lincolnshire has previously agreed a travel rate for existing participant's involvement regarding travel reimbursement, for example, motorcycles the rate will remain effective for a further two year period i.e. to commence on 1 April 2010 and end on 31 March 2012, and any revised rates classified under travel reimbursement will be effective from 1 April 2012.

Responsibilities of people who use services, their carers and the public:

- Understand and agree the terms of involvement under which they get involved.
- With regard to expenses such as travel costs a requirement to choose the most effective means available to them.
- With regard to non standard public transport and carers costs they will need to be discussed and agreed in advance with the lead manager responsible.
- Keep and provide receipts of the expenses being claimed.
- Declare any expenses received to the tax and benefit offices as appropriate and ensure that they do not breach benefit conditions.

Administering expense reimbursements

When reimbursing people, the following should be adopted in any procedure used:

- The participant will have a named contact to liaise with throughout the involvement to discuss any expense queries in advance of spending the money.
- A Service User Expenses Claim Form is available on NHS Lincolnshire's website and from the lead manager responsible for initiating the involvement activity.
- A completed and signed form should be returned to the relevant contact officer, either on the day of the involvement activity or by post. (reference Appendix 3 and 4).
- Expenses should be claimed within 1 month of the end of the month in which expenses have been incurred. Claims received after this date may be subject to further scrutiny and delay or possible cancellations.
- Receipts will be required for all expenses that are to be reimbursed. Discretion on reimbursing expenses must be used by the lead manager responsible when receipts cannot be provided.
- Where stipulated, only actual costs must be reimbursed e.g. car parking fees, bus and train fares
- Expense forms will be processed as fast as possible to ensure that people are out of pocket for as little time as possible.

- Where people claim expenses on a regular basis within a calendar month, it is left to the discretion of lead manager responsible, in discussion with participants, about when they should submit their expenses.
- 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 responsible will be required to give 10 working days notice to the Cashier Accounts Payable at NHS Lincolnshire Headquarters, Cross O'Cliff Court, Bracebridge Health, Lincoln LN4 2HN in order to arrange an appropriate cash float (see Appendix 6, out of pocket expenses cash claim form for patients, carers and the public, and Appendix 7 the standard operating procedure for cash payments on the day.
- 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 licence 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 NHS Lincolnshire patient and public involvement activities.
- NHS Lincolnshire 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.
- NHS Lincolnshire 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. Policy and Scrutiny review

Compliance with and effectiveness of this policy will be monitored through a variety of mechanisms; the PPI lead will monitor compliance and effectiveness through PPI evaluation forms returned by those involved in events, records of payment of expenses, PALS reports, Complaints reports. Managers and Directors will monitor compliance and effectiveness in their areas through patient feedback, financial records, PPI evaluation forms, records of payment and expenses. The PPI lead will report quarterly to the Trust Patient and Public Engagement Steering Group and managers and Directors will report to their respective Boards and Committees.

The policy and procedures involved in the implementation of this policy must be reviewed annually to ensure they are working well for all parties. Any feedback received should then be used to inform the review.

Feedback is invited from all stakeholders, particularly people who use services and their carers who are or have been involved in the work of NHS Lincolnshire.

9. Useful Sources of Information

Benefits advice from Citizens Advice Bureaux

www.adviceguide.org.uk

Childcare vouchers can be purchased from www.childcare.co.uk and other such organisations

User friendly guide to benefits and part time work published by the Disability Alliance Tel: 0207247 8776

'The way to work' Judy Scott & Daphne Hall

NHS Lincolnshire's Volunteering Policy

<http://www.lpct.nhs.uk/Documents/About%20Us/Policies/Human%20Resources/HR037%20Volunteering%20Policy%20Dec%202009.pdf>



Equality Impact Assessment Test for Relevance

Race, Religion/Belief, Disability, Gender, Age and Sexual Orientation

Name of the Policy: Patient and Public Involvement (PPI) Reimbursement Policy

1. What are you trying to achieve in this policy and how does it support the aims and objectives of the Trust?

NHS Lincolnshire is committed to the constructive involvement of people who use services and their carers in the planning and development of services and in how services operate. The rationale for putting in place this policy for NHS Lincolnshire is to ensure that there is a consistent approach to reimbursing people for their involvement in how healthcare services are planned developed and delivered; and that people are reimbursed according to open and consistent criteria, thus ensuring equitable access for all involved in how health care services are planned.

2. Which population groups the policy is intended to benefit and how? What do you know about the target group in terms of their age, ethnicity, sexual orientation, gender, disability and religion?

Potentially the policy could have an adverse impact on all groups. The health care topic under review will determine which groups will be affected e.g. a review of maternity services will involve parents/guardians and carers, clinicians and community professionals.

Other factors taken into consideration include the changing demographics in Lincolnshire – inward migration, increasing birth rate, ageing population that over the next 20 years will provide challenges in relation to long term health conditions, residential and hospital care and mental health, most notably dementia. Economic and health inequalities with low-wage economies (whether urban or rural) and ill-health being related will also place challenges upon public and community services.

3. Related policy areas that may be affected by changes in this policy

NHS Lincolnshire's Volunteering Policy
 NHS Lincolnshire's Patient and Public Involvement and Experience Strategy
 NHS Lincolnshire's Patient Information Policy

4. Are other organisations involved in delivering the policy, service or function? If so, which? How do you ensure that these organisations adhere to the Trust's Equality and Diversity policies?

No

Equality Impact Assessment Test for Relevance

Race, Religion/Belief, Disability, Gender, Age and Sexual Orientation

Name of the Service/Policy/Function

Question 1 - Screening

For each of the six equality categories, ask the questions in the table below:
Please answer Yes or No to the following questions

| Question | Age | Disability | Race | Religion and Belief | Gender | Sexual Orientation |
|--|-----|------------------------------------|------|---------------------|--------|--------------------|
| Do different groups have different needs, experiences, issues and priorities in relation to the proposed policy? | No | Yes Mental Health Service Users | No | No | No | No |
| Is there potential for or evidence that the proposed policy will not promote good relations between different groups? | No | Yes | No | No | No | No |
| Is there potential for or evidence that the proposed policy will affect different population groups differently (including possibly discriminating against certain groups)? | No | No | No | No | No | No |
| Is there public concern (including media, academic, voluntary or sector specific interest) in the policy area about actual, perceived or potential discrimination against a particular population group or groups? | No | Yes | No | No | No | No |
| Is there evidence that there are health inequalities within certain groups which may be exacerbated or ameliorated by this policy? | No | No | No | No | No | No |

Note: The policy impacts on participants currently in receipt of benefits specifically. These participants are not included in the groupings above but have been addressed in the policy.

Equality Impact Assessment Test for Relevance

Race, Religion/Belief, Disability, Gender, Age and Sexual Orientation

Name of the Policy: Patient and Public Involvement Reimbursement Policy

Question 2 - Why have you come to these conclusions?

(Write short notes to explain why you have drawn your conclusions including any evidence (of whatever type) that you have to support your assessment).

The policy does not have a high impact on most of the groupings listed as, for example, it addresses out of pocket expenses for those participants currently in receipt of benefits, carers who provides substantial care for a dependent person. However, there are issues with Mental Health service uses, in particular, those who are used to receiving payments or general fees made to them to reward them for their contributions to patient and public involvement activities by other public organisations in Lincolnshire.

Based on the information set out above, I have decided that an equality impact assessment is necessary.

Signed: *Julie Cann*.....

Job title: ...Head of Patient and Public Involvement

Directorate/Service area: ...Quality and Involvement/Patient and Public Involvement....

Date ...3 March 2010.....

Copy of the completed form should be sent to:

- 1) Your Director
- 2) Head of Corporate Affairs
Cross O'Cliff
Bracebridge Heath
Lincoln
LN4 2HN
Email: public.involvement@lpct.nhs.uk

Equality Impact Assessment Guidance

Name of the policy being assessed:

Patient and Public Involvement Reimbursement Policy

Directorate: ...Quality and Involvement

Date Impact Assessment completed: ...3 March 2010.....

Is this a new or existing policy? New Existing

| Names and roles of the people carrying out the Impact Assessment |
|---|
| 1. Karen Duncombe, Equality and Human Rights Lead 2. Julie Cann, Head of Patient and Public Involvement A range of stakeholders and participants have been involved in on-going discussions regarding the development of this policy. |
| Signature: <i>Julie Cann</i> |
| Job title: Head of Patient and Public Involvement |
| Date: 3 March 2010 |

Equality Impact Assessment of Impact Template

Testing of disproportionate or adverse impact

NOTE: Adverse impact means significant difference in patterns of service take up, experience, representation or outcomes between different ethnic groups and which are disadvantageous to one or more groups.

On which equality strands/target groups is this Impact Assessment being carried out?

Please indicate:

| | |
|--------------------|---|
| Race | |
| Age | |
| Religion or Belief | |
| Disability | √ |
| Gender | |
| Sexual Orientation | |
| Health status | |

Disability - Testing of disproportionate or adverse impact

Does this affect the policy? Yes No

If NO please continue to next section

How are different disability groups reflected in the take up of the service or in benefitting from the policy?

Currently there is variable engagement with different disability groups. The policy and Equality Impact Assessment Action plan will improve and increase the engagement with different disability groups through targeting them directly using appropriate methods and mechanism.

From the evidence does the policy affect (or have the potential to affect) disability groups differently; and if so, do any of the differences amount to an adverse impact or unjustifiable discrimination, direct or indirect (include information on adverse impact between different disability groups)?

Disabled people may be more likely to be on a low/fixed income hence the policy allows cash reimbursement on the day. The view of Mental Health service users is that they should get more than reasonable out of pocket expenses and that they should be paid an hourly rate for their involvement. NHS – not practicable due to the numbers involved.

If there is an adverse impact, can it be justified on the grounds of promoting equality of opportunity for one disability group; or for another legitimate reason)?

No

If the policy could discriminate directly or indirectly, is it justifiable under any legislation?

No

How does the policy help to promote race equality i.e. how does it help to:

- Promote equality of opportunity between disabled persons and other persons
- Under the Disability Discrimination Acts of 1997 and 2005, it is the duty of public bodies to promote disability equality as follows:
 - Encourage participation by disabled persons in public life

The PPI Reimbursement Policy makes it much easier for disabled people to get involved. It covers out of pocket expenses regarding cash on the day, carers costs and operational issues regarding public transport.

Equality Impact Assessment Guidance – Human Rights

The Human Rights Act, which came into force in October 2000, incorporates into domestic law the European Convention on Human Rights to which the UK has been committed since 1951. Section 6 of the Human Rights Act makes it unlawful for a public authority to act in a way that is incompatible with a Convention Right. The underlying intention of the Act is to create a Human Rights culture in public services.

If you think that the policy may have Human Rights implications, you may wish to consider the following questions:

| Question | Yes | No |
|---|-----|----|
| Will it affect a person's right to life? | | √ |
| Will someone be deprived of their liberty or have their security threatened? | | √ |
| Could this result in a person being treated in a degrading or inhuman manner? | | √ |
| Is there a possibility that a person will be prevented from exercising their beliefs? | | √ |
| Will anyone's private and family life be interfered with? | | √ |

If the answer is "yes" to any of these questions, can the policy be amended to avoid impacting upon Human Rights?

If not, seek legal advice before proceeding from the Director of Corporate Affairs

Equality and Diversity Action Plan

A copy of this action plan needs to be forwarded to your Director for inclusion in the Directorate Equality and Diversity action plan

| Recommendation | Key Activity | Officer Responsible | Progress |
|---|--|--|-------------------|
| Improve involvement by Disabled people | Take up campaign | Julie Cann Karen Duncombe | At planning stage |
| To have paid workers to have a specific remit as Community Development Workers with seldom heard groups | Feasibility Study Outline Business Case | Karen Duncombe Colin Warren Julie Cann | Outline proposal |
| | | | |
| | | | |
| | | | |



Lincolnshire
Teaching Primary Care Trust

- Send notes and agendas for meetings in reasonable time so you can prepare properly.
- Make sure that information, including the agendas and notes of meetings, can be read and understood by everyone who is directly involved. We can for example produce documents in large print, audio CD or into different languages for you.
- 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.

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

If you have any queries or concerns these can be discussed with the meeting organiser or alternatively contact a member of the Patient and Public Involvement Team. Telephone: 01522 582906 or Email: public.involvement@lpct.nhs.uk

NHS Lincolnshire
Cross O'Cliff
Bracebridge Heath
Lincoln
LN4 2HN

Produced: March 2010
Review: March 2011
Ref: CG030



Information to help members of the public to claim expenses

Patient and Public Involvement

Who is this leaflet for?

Anyone who has been asked by NHS Lincolnshire (Primary Care Trust) to act as a patient or member of the public representative in the business of NHS Lincolnshire.

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 NHS Lincolnshire, this could be as a member of a focus group or steering group.

What can I claim for?

NHS Lincolnshire aims to encourage and support participants who contribute to work within the organisation.

When invited to attend any event you should be posted 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 NHS Lincolnshire as detailed overleaf.

Travel

You can claim for your travel costs. Don't forget to claim your journey to and from the meeting place. Our current rates for reimbursement of your costs are:

- Cars or vans – 40p a mile
- Motorcycle – 24p a mile
- Bicycle – 10p a mile
- Passenger mileage – 5p per mile
- Bus and train fares will be paid at the cost on the ticket or receipt but please note bus and train expenses will need to be agreed in advance
- Taxi (24p pre mile public transport rate) and Dial A Ride Community Transport will need to be agreed in advance.
- Carer costs – maximum of £20 per day (maximum of £10 per half day) will need to be agreed in advance.

Car parking

You can claim for car parking. Remember to keep the ticket or receipt.

Carer costs

Child care or the cost of getting care for other dependents must be discussed with the lead manager responsible.

Childcare costs can be claimed for children under the age of 16 years. The cost of getting care for someone else dependent on you can also be claimed. Medical or Social Services confirmation that care is needed may be required.

You will need a receipt or invoice for the actual cost of the care. Note this will need to be agreed in advance.

You cannot claim for care provided by a member of your household, family or friends or by a person who is under 16 years.

You will need to check if there are any tax or benefits liabilities if claiming carer expenses.

How can I claim?

You should be sent an expense claim form when you are invited to the event but alternatively you can obtain an expense claim form from the organiser of the event on the day.

What to expect when attending a meeting?

NHS Lincolnshire will aim to:

- Make sure that meetings are at a convenient time and place
- Make sure that you know what the meeting is about and that there is a member of staff who can brief you on the meeting.

FAO: Designated
Team Leader LTPCT

APPENDIX 3

Financial and Procurement Shared Services
Accounts Payable Department (Account Ref (PCT)
Cross O' Cliff
Bracebridge Heath
Lincoln
LN4 2HN

Tel: 01522 513355 Ext 5514
Fax:01522 515348
E – Mail : accounts.payable@lpct.nhs.uk

Dear Sir/Madam,

Payment by BACS

The Lincolnshire Teaching Primary Care NHS Trust 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 contact this department on the telephone number shown above.

Yours faithfully

Designated
Team Leader LTPCT

Payee Details

Payee's Bank/Building Society Details

Creditor Number

Bank/Building Society Name.....

Name.....

Branch Title & Address.....

Address.....

Sort code

Post Code.....

| | | | | | |
|--|--|--|--|--|--|
| | | | | | |
|--|--|--|--|--|--|

Fax No.....

Email.....

Account Number

Signed.....

| | | | | | | | |
|--|--|--|--|--|--|--|--|
| | | | | | | | |
|--|--|--|--|--|--|--|--|

Position.....

Please return/fax to the address/number at the top of the page

Payment Voucher

To: Accounts Payable, Cross O’Cliff, Bracebridge Heath, Lincoln LN4 2HN

Client: Lincolnshire Primary Care Trust

Date

Payee

Address:

Postcode:

Value **£**

VAT Recoverable **Yes/No** **VAT** **Code: IR**

If yes documentation must be appended for HM Revenue & Customs purposes

Ledger Codes:

Remittance Advice

Ref:

(This field must be completed to advise payee of reasons for payment)

Reasons for remittance: (Reason should be in sufficient details for audit purpose e.g. dates)

Member of public attending meeting on behalf of Lincolnshire PCT

Payment Voucher raised by:

Payment Authorised Signature:

Print Name

Position

Existing Supplier: Yes/No

If this is a new supplier please provide contact name and telephone number or email address in order for Accounts Payable to obtain Bank Details.

Name

Contact Number

http://nww.lss.uk/Finance_Procurement/Finance_Procurement_Documents.htm

OUT OF POCKET CASH ON THE DAY EXPENSES CLAIM FORM FOR SERVICE USERS, CARERS AND THE PUBLIC

Details about you:

Your name: _____

Your address: _____

Your postcode: _____

Details about the meeting or event you attended

What was the meeting or event called? _____

Who organised the event?

(If you are not sure please ask) _____

When did you attend? (what date?) _____

Where was the event? _____

| Details of your claim | Amount | Receipt (it is useful to have a receipt if not don't worry , but please attach any receipts you do have) please tick. | No Receipt (if no receipt is available, lead manager needs to countersign claims below) please tick. |
|--|--------|--|---|
| Cars or vans (private vehicles) 40p per mile | £ | | |
| Bus/Train fares at cost | £ | | |
| Car parking fees at cost | £ | | |
| Bicycles 10p per mile | £ | | |
| Carer costs – maximum of £20 per day (maximum of £10 per half day) | £ | | |
| Taxi | £ | | |
| Passenger mileage 5p per mile | £ | | |
| Total | £ | Total received (if cash) please sign Date _____ | |

For Official Use Only

Authorisation Code _____

Payment made

Signed (Lead manager) _____

Name: _____

Date: _____

APPENDIX 7

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

