



**Wigan Borough**  
Clinical Commissioning Group

# **Patient and Public Involvement Expenses Policy**



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## Introduction

1. Wigan Borough Clinical Commissioning Group (CCG) is committed to the full participation of patients and the public when reviewing, developing or commissioning services. The CCG recognises the skills and experience that patients and the public bring to the planning and development of services and values the richness of experience that patients can bring to commissioning processes.
2. This policy is for patients and members of the public who are asked to give up their time to work with Wigan Borough CCG on a variety of projects and groups. This policy is to also inform CCG staff so that they have clarity on what patients and public representatives can expect as reasonable out of pocket expenses and the process to be followed.
3. Wigan Borough CCG is committed to involving patients and the public in its work and supports the principle that people should not be out of pocket when working with the organisation. The payment of reasonable expenses is seen as way to ensure that financial barriers to involvement are removed. Every attempt will be made to ensure that meetings are held in accessible venues and locations across Wigan Borough.

## When does this policy apply?

4. This policy covers the occasions when Wigan Borough CCG will reimburse reasonable expenses for patient representatives. Usually these will be where the CCG invites people to work with the organisation and asks them to confirm their intention to attend such events or meetings. An example of such occasions would include;
  - CCG Patient's Forum
  - Attendance at Steering or Strategy Groups (for e.g. mental health strategy group)
  - Service re-design panels or workshops
  - CCG committees (for e.g. the Primary Care Committee)
  - Any other bodies as a CCG patient representative
5. Clarity should be sought from the relevant CCG Manager if expenses will be covered for a particular meeting or event.
6. This expenses policy does not cover payment of expenses in the following instances;
  - Individual practice Patient Participation Groups
  - PPG Locality meetings
  - Public events or launches
  - Public meetings
  - Governing Body meetings
  - AGMs

- If the person is receiving payment from other organisations for their participation in CCG work, i.e. members of voluntary and community organisations
  - Any other meetings without specific invitation to assist in CCG business.
7. Clarity should be sought from the relevant CCG Manager if there is uncertainty about the particular meeting or event. If there are any difficulties, patient representatives should discuss this with the CCG Manager and individual circumstances will be considered on a case by case basis.
  8. All expenses must be agreed in advance with the CCG manager who has invited patients to be involved with a particular group, project or meeting. The CCG manager is also responsible for ensuring the costs of patient expenses are paid from their budget.

### **What expenses are covered?**

9. The term 'out of pocket expenses' refers to expenses incurred by any members of the public who are out of pocket due to work undertaken on behalf of the CCG. This can include travel to and from meetings, subsistence, or training costs when incurred wholly and necessarily on CCG business. A full list of reimbursable expenses and current allowance rates can be found in appendix 1 to this document.
10. The following travel expenses will be reimbursed, providing receipts are attached to the claim form (appendix 2):
  - Mileage costs for use of a car at 45p per mile (in line with HM Revenue & Customs guidance)
  - Mileage costs for use of a motorcycle at 24p per mile (in line with HM Revenue & Customs guidance)
  - Bus & train fares – patients and the public can claim the cost of the cheapest standard class ticket possible. A ticket receipt must be obtained for all necessary legs of the journey and attached to the expense claim.
  - Car parking fees – receipts must be attached to the claim form.
  - Taxis - If a taxi is the only appropriate form of transport, expenses will be reimbursed if agreed in advance with the CCG manager who is organising the meeting. A receipt for all legs of the journey must be obtained.
11. It is the responsibility of patient representatives to ensure that their vehicle insurance policy covers their journeys as a result of their involvement with Wigan Borough CCG and that their driving licence is valid.
12. If a carer or patient needs additional support to enable them to attend meetings, such as carer costs, childcare or interpreters, this will need to be discussed and agreed in advance with the relevant CCG manager and reasonable expenses may also be covered (with relevant evidence provided e.g. receipts). An audit trail will need to be kept to show what expenses have been agreed in advance.

## Process for making a claim

13. Each patient representative must submit a claim. Please see Appendix 2 for a copy of the travel claim form which needs to be filled in. If any assistance is required with the form, please contact the relevant CCG Officer. All expenses listed on this must be accompanied by a valid receipt/s. The patient representative should sign the claim form to certify that they have incurred these expenses wholly and necessarily on CCG business.
14. The claim must be submitted to the appropriate CCG Manager who has invited patients to be involved in CCG activities. The authorised budget holder should then approve the claim. Claims up to £30 will be reimbursed by petty cash. For patients and members of the public who are involved in activities the petty cash will be reimbursed by the finance team through the central petty cash float.
15. For claims over £30 the claim form and receipts should be sent to the finance department who will arrange payment by a bank transfer (bank details must be provided).
16. Claims will not be paid if they are submitted more than six weeks after the meeting or event.

## Roles & Responsibilities

17. The proper management of resources requires sound governance procedures to ensure public money is spent appropriately and that the organisation conducts its business transactions in an open, honest and equitable manner.
18. To ensure that this is done effectively, the following roles and responsibilities are defined within the CCG:
  - Remuneration Committee** – it is the responsibility of the Remuneration Committee to approve the policy details and disseminate to relevant members of staff.
  - Finance Department** – The finance department must ensure that expenses are paid in line with this policy, ensuring governance arrangements are followed.
19. CCG managers who invite patients and members of the public to participate in CCG activities have the following responsibilities:
  - To advise participants on the type of expenses they can claim and the process they should follow.
  - To agree expenses claims in advance
  - To ensure that there is an audit trail that shows what expenses have been agreed in advance. This is particularly important for the agreement of expenses covered by section 3.4 of this policy.
  - To monitor all costs and ensure enough budget is set aside to cover costs

20. Patients and members of the public participating in CCG activities have the following responsibilities:
- To ensure that they have the appropriate insurance cover on any vehicle they use while undertaking CCG business.
  - To discuss expenses in advance with the relevant CCG manager
  - To keep receipts of travel undertaken for CCG business.
  - To make requests for payment promptly, within six weeks of the meeting or event.

### **Equality, Diversity & Human Rights Impact Assessment**

21. The CCG is committed to promoting Equality, Diversity Strategy. It is important to address, through consultation, the diverse needs of our community, patients, their carers and our staff. This will be achieved by working to the values and principles set out in the CCG's Equality, Diversity and Human Rights Strategic Framework.
22. To enable the CCG to meet its legislative duties and regulatory guidance, all new and revised procedural documents, services and functions are to undertake an impact assessment to ensure that everyone has equality of access, opportunity and outcomes regarding the activities. The CCG undertakes Equality Impact Assessments to ensure that its activities do not discriminate on the grounds of:
- Age
  - Disability
  - Gender reassignment
  - Marriage and civil partnership
  - Pregnancy and maternity
  - Race
  - Religion or belief
  - Sex
  - Sexual orientation
23. Before any committee, group or forum validate a strategy, policy or procedural document an EqIA Registration Number will be required. This policy has been impact assessed EqIA 41/14.

### **Consultation & Approval Process**

24. Consultation - The production of this policy has been undertaken taking in to account all CCG rules and processes.
25. Approval - The approval pathway for this policy is the Remuneration Committee. The policy is due for Review in April 2019.



## **Dissemination & Implementation**

26. Dissemination: Following approval of this policy it will be made available to the required staff, which includes any staff involved with patient and public engagement activity, or through the payment of such expenses and to members of the CCG Patients' Forum.

## **Monitoring Compliance**

27. The Assistant Director of Finance – Financial Control and Governance is responsible for monitoring compliance with this policy.

## **Standards & Key Performance Indicators**

28. This policy must be reviewed at least every three years. This policy may be subject to review by internal audit.

## **Associated CCG Documents & Useful Contacts**

Equality & Diversity Strategy

Wigan Borough Clinical Commissioning Group Constitution.

Wigan Borough Clinical Commissioning Group Communications & Engagement Strategy

Wigan Borough Clinical Commissioning Group Governance Framework Equality Impact Assessment Framework 2010.

29. For further information and support on this policy contact the Assistant Director of Finance – Control and Governance

## Appendix 1

### Travel allowances

**Mileage allowances** 45p per mile.

### Parking costs

Actual expenditure based on production of receipts.

### Rail/Bus Travel

Cost of standard class travel on production of receipts.

### Subsistence allowances

**All subsistence allowances quoted are maximum rates payable and are subject to production of receipts.**

**Night allowances** – where an overnight stay is required for business reasons.

Actual receipted cost of bed and breakfast up to a maximum of £100 (£150 for London Hotels)

**Meals allowance** – where required to stay away for a period of 24 hours.

Per 24-hour period: £20.00

**Day meals subsistence allowances** – where required to be on business for a period of 5 hours or more, including lunchtime

Lunch allowance: £5.00

**Evening meal allowance** - where required to be more than ten hours on business and return after 7pm: £15.00

**Other** – other out of pocket expenses may be reimbursed if agreed in advance on production of a valid receipt.

## Appendix 2

### Volunteers Travel Claim form



Volunteers travel  
claim.docx