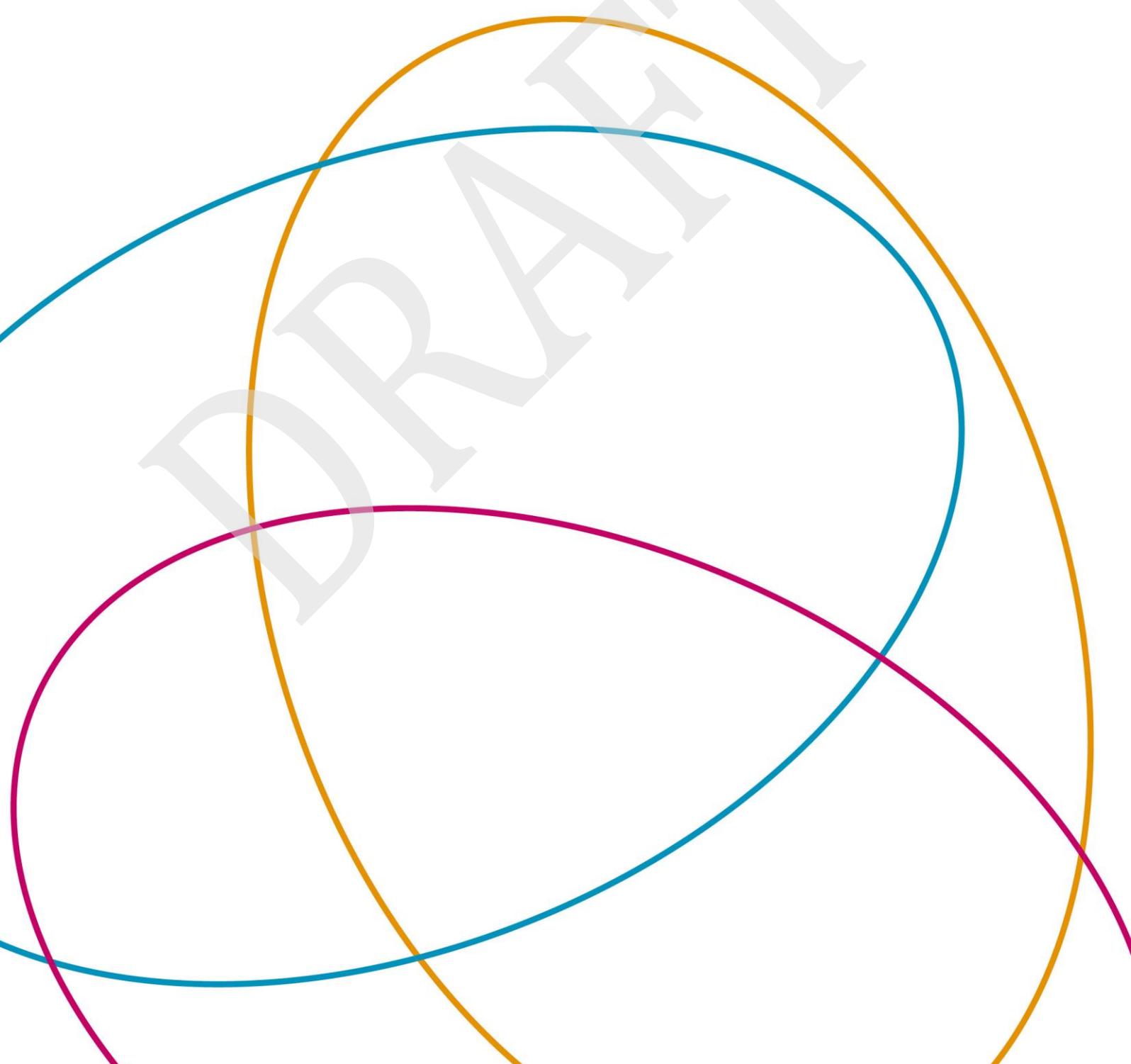


Patient and Public Participation Payment Principles

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This document is for both ICHP staff and patient and public voice partners who are considering getting involved in ICHP work.

This document will be available to download from the ICHP website in pdf form.

It will be shared with patient and public voice partners who are considering getting involved in ICHP programmes.

DRAFT

Contents

Introduction	Page 4
Why ICHP want to reimburse/pay people	Page 5
ICHP Principles for participation and co-design	Page 5
ICHP Reimbursement and Payment guiding principles	Page 5
ICHP Payment levels	Page 6
Working with other organisations	Page 6
Appendices	Pages 7-13

DRAFT

Introduction

Imperial College Health Partners (ICHP) is a partnership organisation bringing together NHS providers of healthcare services (hospitals, mental health and community services), clinical commissioning groups (GP led bodies responsible for buying healthcare services on behalf of their local populations) and leading universities across North West London.

As the ultimate beneficiaries of our work, it is of paramount importance that patients and the public have an opportunity to be involved and engaged in our projects, and to work with us to scope and deliver improvements across North West London.

ICHP have made a commitment to work in genuine partnership with people who use health services and live in North West London and to:

- Enable people who use health services and live in North West London to actively participate in and influence the design, development and implementation of ICHP initiatives that will impact on them;
- Build an understanding of, and capacity for, participation and co-design in the Partnership and across local networks;
- Demonstrate the impact of participation and co-design activities;
- Consider how ICHP can provide value to the people who participate in our work and support them to be actively involved.

The **ICHP Patient and Public Participation Framework** and supporting **Participation Tool** for project teams can be found on the [patient and public section of our website](#).

The Framework sets out findings from research and interviews with local and national stakeholders and outlines a set of principles that will be the foundation for all of our patient and public participation work. It also proposes a number of recommendations for us to progress, all of which have been accepted by the Board.

The Participation Toolkit is for people working with ICHP to use as a practical guide to when, how and what type of engagement activity they may need to undertake to support project activities. It is packed full of useful resources to help them along the way.

Why ICHP want to offer the opportunity for reimbursement/payment to enable people to take part in their programmes

The purpose of this document is to set out clear and consistent agreements about how people will be reimbursed out of pocket expenses and paid participation fees.

We have based content in this document on our existing principles of participation together with consideration of a range of existing public sector payment policies and guidance.

Our reasons for wanting to reimburse/pay patient and public voice partners to participate in our work are as follows:

- To provide an incentive for participation.
- To encourage and support a wide range of people, with different needs and experiences, to be involved.
- To create a "level playing field" where people from inside and outside the system participate as equal partners.
- To involve people whose financial circumstances might otherwise prevent them being able to contribute.
- To acknowledge that people who support ICHP programme development are a vital resource and support the development of equal partnerships.

It is important to note that many people choose to get involved in health service improvement on a voluntary basis and would not wish to be paid for this activity. Payment and reimbursement are not compulsory.

ICHP Principles for participation and co-design

The ICHP Participation Framework sets out findings from research and interviews with local and national stakeholders and outlines a set of principles that will be the foundation for all of our patient and public participation work. We have made a commitment to:

1. Approach participation and co-design from the perspective of patient and public voice partners.
2. Recognise service user and carer contributions.
3. Ensure there is clarity of purpose to the participation.
4. Consider carefully how to communicate with service users and carers.
5. Facilitate a service-user led process.
6. Create a space for equal partnerships between professionals and the public.
7. Think beyond the meeting and find a range of ways for people to participate.

ICHP Reimbursement and Payment guiding principles:

Regarding our proposal to reward service users and carers for their contribution we have agreed reimbursement/payment principles as follows:

1. Patient and public voice partners will not be left out of pocket as a result of their involvement in ICHP projects.
2. We will endeavour to ensure timely payment/reimbursement.
3. We will operate a "no surprises" approach to reimbursement and payment – information will be shared and terms agreed prior to commencement.

4. We recognise that complex circumstances may mean that, on occasion, we need to make individual arrangements to support people's involvement.
5. ICHP will notify people prior to participation that any payments or incentives may impact on their entitlement to benefits. See Appendix 1 and 2.
6. Where paperwork is necessary it will be accessible, easy to understand and kept to a minimum.

In addition:

In addition to reimbursement/payment we will endeavour to recognise participation in a range of ways, such as: acknowledgement of participation, sharing impact and providing feedback.

Where appropriate, we will explore opportunities for people to learn new skills, take part in conferences, training and personal development (including participation skills) and support career advice/future employment.

Patient and public voice partners can choose to not take up the payment/reimbursement offer.

We will identify ways to ensure value for money, such as:

- Cheaper fares purchased in advance – this also ensures that people are given as much notice as possible about events.
- Use of telephone conference calls to reduce travel, where appropriate.
- Starting meetings later in the day to avoid peak time travel.
- Emailing and posting meeting paperwork in advance.

ICHP Payment levels

ICHP reimbursement and payment will operate on two levels:

Level 1 Working with ICHP to inform our programmes – out of pocket expenses will be offered.

This applies to where members of the public are invited to attend and share their views or experience at meetings, workshops and discussion forums and to take part in surveys, questionnaires, or, consultation where participants choose to attend/take part in line with their personal interest areas. Little/no specialist knowledge or expertise is required.

By "out of pocket expenses" we mean reimbursing the additional costs that are incurred by a member of the public whilst being involved in activities for ICHP. This includes travel, home office and carer support where necessary. All reimbursement to be agreed prior to the event. See Appendix 1 and Appendix 4 Expenses Claim Form.

Level 2 Joining a working group/helping co-design a programme – sessional payments will be offered, plus out of pocket expenses.

This level reflects a more active, in-depth role and may require specialist knowledge, such as joining a committee or working group to support programme design and implementation. This may also apply to active involvement in an event, for example giving a presentation.

Sessional payments will be offered at £12.50 per hour, or £50 half day session (4 hours), or £100 full day session (8 hours).

Out of pocket expenses will be reimbursed in addition to sessional payments. ICHP are unable to pay for time spent travelling to and from events/other activities.

Patient and public voice partners are not obliged to take up the offer of payment.

Patient and public voice partners can choose to accept vouchers to the equivalent value of the payment.

See Appendix 1 and Appendix 5 Sessional Payments Claim Form.

Working with other Organisations

ICHP may also be involved in working with partner organisations both locally and nationally.

When ICHP is working jointly with other organisations it will be made clear which organisation is responsible for expenses/payment policy.

ICHP may also commission participation activities with partner organisations, for example voluntary sector organisations who work with seldom heard communities.

Review of these principles

These payment and reimbursement principles will be reviewed and updated as appropriate.

Appendix 1

Reimbursement and Sessional Payment Information

Expense/Payment	Instructions for patient and public voice partners	Instructions for ICHP staff
Travel by rail or bus	<p>Please book and pay for your own travel. The cost will be reimbursed via expenses claim form – Appendix 4. Please include receipts as we are unable to reimburse without a valid receipt.</p> <p>Please note that expenses be reimbursed after the event in order for the expense form to be processed. We are unable to provide cash reimbursements.</p> <p>From time to time this travel will be from outside London. Please confirm this with ICHP staff prior to making your travel arrangements.</p>	<p>Prior to the activity taking place, offer reimbursement of expenses to participants and share this principles document along with the relevant claim forms – use the offer letter (Appendix 2).</p> <p>If travel is outside of London participants are encouraged to make their own travel arrangements and to confirm the cost with ICHP in advance of booking.</p>
Taxi	<p>Public transport is preferable, where it is practical, safe and reasonable. Where taxi travel is required this will be worked out on an individual basis and agreed in advance. It may be possible for ICHP to book and pay for taxi travel directly.</p>	
Personal vehicles	<p>Travel by public transport would usually be expected unless there is a specific need to travel by personal vehicle. If you need to use your own vehicle for travel please agree this in advance with your ICHP contact.</p>	

	<p>If agreed in advance, mileage can be claimed at 45p per mile for cars, motor cycles 24p per mile, 20p bicycles per mile. An additional 5p per mile can be added for one or more passengers (who are also patient and public voice partners)</p> <p>The cost will be reimbursed via expenses form – Appendix 4. Please note this will be reimbursed after the event in order for the expense form to be processed. We are unable to provide cash reimbursements.</p> <p>ICHP will not pay any penalty imposed under the Road Traffic Acts or any associated expense arising from a traffic accident or offence.</p>	
<p>Parking and tolls</p>	<p>Parking and tolls will be reimbursed via expenses form – Appendix 4. Please include receipts.</p> <p>Please note this will be reimbursed after the event in order for the expense form to be processed. We are unable to provide cash reimbursements.</p> <p>When parking, the most cost-effective option is always preferable.</p>	
<p>Accommodation</p>	<p>ICHP hope to engage people who live and work in North West London and we do not therefore envisage any accommodation needs arising. If</p>	

	there are any such needs identified they will be discussed and agreed on an individual basis.	
Subsistence	Food and refreshment will be provided by event organisers when appropriate and we do not therefore envisage any subsistence costs arising.	
Other costs	From time to time, participation will involve accessing remote meetings via phone or internet. Where people participate in meetings remotely from their home and this will require extensive printing/conference calls we will offer a standing allowance of £5 per meeting to cover the cost of broadband, printing telephone calls etc. Where this amount is being claimed, it must be agreed in advance with the meeting lead.	<p>Please try and send paperwork for meetings (via email) well in advance so that people have time to read and plan. If only available on the day please allocate time for reading this material.</p> <p>If there are a number of papers there is the option of posting them in advance. Please give ICHP support team as much notice as possible.</p> <p>Please include offer of home office costs in Appendix 2 letter.</p>
Support - personal assistance, communication (interpreters), carer support.	<p>Where reimbursement is proposed for support workers, this will be considered and worked out on an individual basis and agreed in advance of activity.</p> <p>The general principle is that <u>additional</u> costs will be covered</p>	

	<p>ICHP will try to cover costs of support work where these costs are not normally covered elsewhere (for example via social services, or, if you have carer/support that would be paid anyway, even if the meeting was not taking place, then only the additional travel expenses for the assistant/carer will be covered.)</p> <p>If, on a day to day basis, you do not require personal assistance/carer support but in order to be involved in the meeting you need someone, the cost of this person will be reimbursed.</p> <p>Where ICHP is reimbursing the cost of care or support workers to support participants to attend, this should be delivered by a registered worker. For the avoidance of doubt, the carer or support worker is engaged by you and not by ICHP. ICHP will reimburse actual expenditure based on receipts submitted with expense claims. The receipt should provide details of the carer/support worker registration and/or professional organisation providing the care.</p>	
<p>Benefits and declaration of earnings</p>	<p>If you are in receipt of welfare benefits, please make sure that you get proper advice from a benefits advisor or Job Centre Plus before you make a claim for ICHP expenses or sessional payments.</p>	

	<p>It is the responsibility of the individual to comply with the conditions of their benefits.</p> <p>People who receive anything that might be deemed to be earnings or income by Her Majesty's Custom and Revenue Service (HMRC) may put their benefit entitlement in jeopardy. Income can include any payments made, vouchers or financial gifts given.</p> <p>Patient and public voice partners are responsible for informing HMRC of payments for services. ICHP may be required, as deemed appropriate by the organisation, to gather evidence from patient and public voice partners that they have demonstrated compliance with declarations of earnings.</p>	
<p>Sessional payments</p>	<p>Sessional payments will be offered at £12.50 per hour, £50 half day (four hours) and £100 full day (eight hours).</p> <p>This level reflects a more active, in-depth role, such as joining a working group to support programme design and implementation, or participating in an event via a presentation.</p> <p>There may be a recruitment process for involvement in this type of activity.</p>	<p>When offering sessional payments it is important to recognise people's privacy. All planning should be done in advance and any transactions on the day (such as collecting claim forms) should be carried out discretely.</p> <p>Please provide patient and public voice partners with detailed instructions regarding remote working in</p>

	<p>Some of this activity will be away from formal meetings, such as reading and preparation. You may be asked to provide evidence of this activity.</p> <p>Payments can be made via cheque or bank transfer. A claim form must be submitted – Appendix 4. Please note this will be paid up to 30 days after the event in order for the claim form to be processed. We are unable to provide cash payments.</p> <p>Patient and public voice partners can choose to accept vouchers to the equivalent value of the payment. This will be of interest to some people because, even though a voucher payment still needs to be declared and a claim form filled out, the process for payment is simpler.</p>	<p>advance – eg: A sessional payment will be two hours for the face to face meeting, plus one hour preparation.</p> <p>Please give ICHP support team as much notice as possible to organise vouchers.</p>
Introductory Sessions	For some projects there may be introductory meetings or a recruitment process for involvement. This activity does not attract a sessional payment. The project team may however offer expenses.	Prior to the introductory meeting or recruitment taking place please confirm with participants that no sessional payment is offered and whether travel/other expenses will be covered.
Children and young people	Vouchers will be given in lieu of sessional payments to people aged under 16.	Please give ICHP support team as much notice as possible to organise vouchers.

Voluntary sector	If you volunteer for an organisation, ICHP can reimburse your organisation directly for your expenses/sessional payments and you can claim through the normal process. This should be agreed in advance.	

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Appendix 2 Example invitation to participate.

A template of this letter is [here](#).

Dear (personal letter/email to be completed by ICHP programme lead)

Participating in ICHP programmes (this email/letter to be used when expenses/payments offered)

Thank you for your interest in this ICHP participation opportunity (describe the programme they will be supporting)

This opportunity is (include detail of the commitment that will be required, the expected number of meetings, workshops, how often. Any remote working required – conference calls, reading papers etc. Introduce yourself, your role and offer to discuss any queries or if you requires further information about this role.)

ICHP values your participation and we recognise that involvement in our work is often done on a voluntary basis. Expenses/sessional payment is provided in respect of this role in recognition of the extent of the support that you have offered to give us.

Declaration of earnings/benefits

Please be advised that sessional payments may be regarded by HMRC and other agencies as income. You are responsible for declaration this income to HMRC and other agencies in line with your personal circumstances. If you are in receipt of benefits we would recommend that you seek advice from a benefits advisor, or, Jobcentre Plus before agreeing to accept sessional payments.

Payment Process

Please find attached ICHP Payment Principles. In this you will find details of how reimbursement/payment will be managed, including relevant claim forms.

If you would like to get involved in our work but you have additional needs please let us know and we will explore how we can support you with this.

Please confirm that you would like to (insert details for how you would like them to confirm their participation).

We look forward to working with you on this programme.

Yours sincerely,

Appendix 3 Background – Imperial College Health Partners

Imperial College Health Partners is a partnership organisation bringing together the academic and health science communities across North West London. We are also the designated Academic Health Science Network (AHSN) for the same area.

We're here to deliver demonstrable improvements in health and wealth for the people of North West London and beyond through collaboration and innovation.

Our membership includes representation from academia, primary and community care, mental health, secondary and specialist care and the clinical commissioning groups across North West London. In addition to our members we work closely with local government and social care, technology and pharmaceutical industries, small and medium sized enterprises, opinion leaders, research bodies and of course patients and the public – who as the ultimate beneficiaries of our work drive everything we do.

North West London combines 8 boroughs with a total population of almost 2 million people, accounting for a quarter of the population of London. Together the health budget is £3.4 billion, housing more than 400 GP practices and 14 different trusts (acute/specialist, mental health, social care, and community-health



The wide range of ethnic and social backgrounds across North West London makes delivering healthcare a demanding challenge. North West London covers a broad spectrum in economic terms, with very poor and very wealthy households often living side by side. Health varies with wealth: the poorer one is, the more likely one is to suffer ill health as demonstrated by a 17- year difference in the life expectancy of those living in the most deprived wards, compared with those in the wealthiest wards. These differences can be caused by many risk factors, such as ethnicity, living conditions, diet, levels of smoking and drinking, access to sport and leisure facilities, and even language barriers. Better health, social, and community care cannot overcome all of these, but it can make a major difference to them, and is known to reduce health inequalities.

The core strategic objectives of the partnership are therefore:

- **Enable the discovery of best practice**
- **Adopt best practice systematically**
- **Support wealth creation in the sector and beyond**

Our work programme consists for 10 projects with four clinical and six cross cutting themes. More detail can be found on our website: <http://imperialcollegehealthpartners.com/>

Appendix 5 Checklist for ICHP Staff

Prior to the activity taking place:

- Send **offer letter** to participants. This should include an outline of what will be required, including any preparatory work. Notify people that payments or incentives may impact on their entitlement to benefits.
- Share **principles document** with participants. Send relevant **claim forms**. You may wish to pre-populate this with sessional payment amounts to avoid any errors.
- Complex circumstances may mean that we need to make individual arrangements to support people's involvement. Discuss any **special arrangements** with individuals prior to the activity and agree all terms in advance.
- Plan paperwork** and send to participants well in advance so that people have time to read and plan. If only available on the day please allocate time for reading this material. Paperwork should be accessible, easy to understand and kept to a minimum.
- Please give ICHP support team **as much notice as possible** of any special arrangements.
- Identify ways to ensure **value for money**, such as starting meetings later in the day to avoid peak time travel.

On the day:

- It is important to **recognise people's privacy**. All planning should be done in advance and any transactions on the day should be carried out discretely.
- Check expenses form carefully** - is the form filled in, including bank details?
- Have valid receipts been supplied?
- Check sessional claim form carefully** - is the form filled in, including bank details?
- Is the form signed?
- Please process and **submit the claim forms** as soon as possible as we are committed to paying people within 30 days.

Appendix 6 Checklist for participants

Prior to the activity taking place:

- Read **offer letter and payment principles** document.
- Discuss any **special arrangements** (please see Appendix 1 for detail of what might be covered) with the ICHP programme lead prior to the activity and agree all terms in advance.
- Plan and book your travel.** Public transport is preferable, please read the relevant section in Appendix 1 if you plan to travel by car or taxi.
- Read any meeting paperwork** as required.
- If you are in receipt of **welfare benefits**, please make sure that you get proper advice from a benefits advisor or Job Centre Plus before you make a claim for ICHP expenses or sessional payments.
- You are responsible for **informing HMRC** of payments for services. ICHP may be required, as deemed appropriate by the organisation, to gather evidence from patient and public voice partners that they have demonstrated compliance with declarations of earnings.

On the day:

- Session payments and expenses claims will generally be made bank transfer. A claim form for both must be submitted. Please note this will be paid up to 30 days after the event in order for the claim form to be processed. We are unable to provide cash payments.
- Fill out and sign the relevant claim forms, including bank details.
- Supply receipts for all expenses.