

NHS England Expenses Policy

For patients and the
public who get involved
with our work

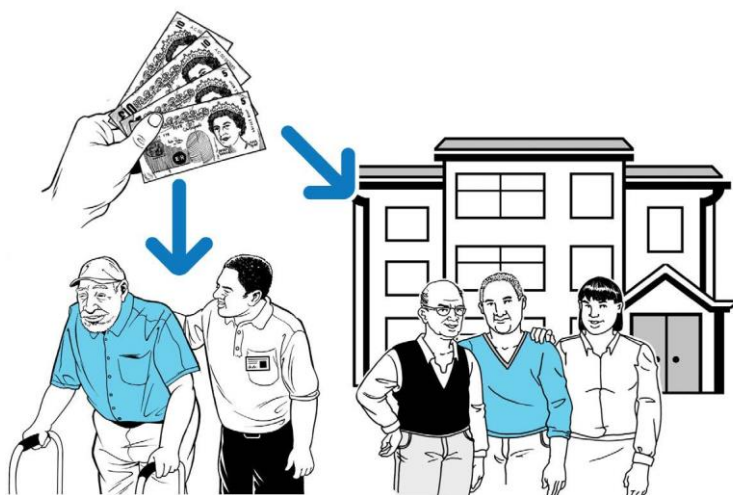


If you help NHS England, you might be able to claim back some money. These are called expenses.

We can pay for your expenses if you are:

- a patient
- a carer or family member
- a member of the public

Usually we cannot pay your expenses if you are a paid worker.





We might be able to pay your expenses if you are from a small, user-led organisation.

Please speak to us first.

What can I claim for?

There are **6** main things we can pay you for, these are:

1 Your Travel

• Train

We will book your train tickets for you.

The tickets can be collected from the train station using your bank card. This will not cost you any money. The bank card is used to make sure the right person gets the tickets. We can also post your tickets to you. Please let us know what you would prefer.

If you find travelling by train difficult, please contact us.



- **Bus or Tram**

We can pay you back for your bus or tram ticket if you send us your ticket with the price you paid on it or a receipt.

- **Taxis**

If you think you will need a taxi you will need to agree this with us first.

- **Car**

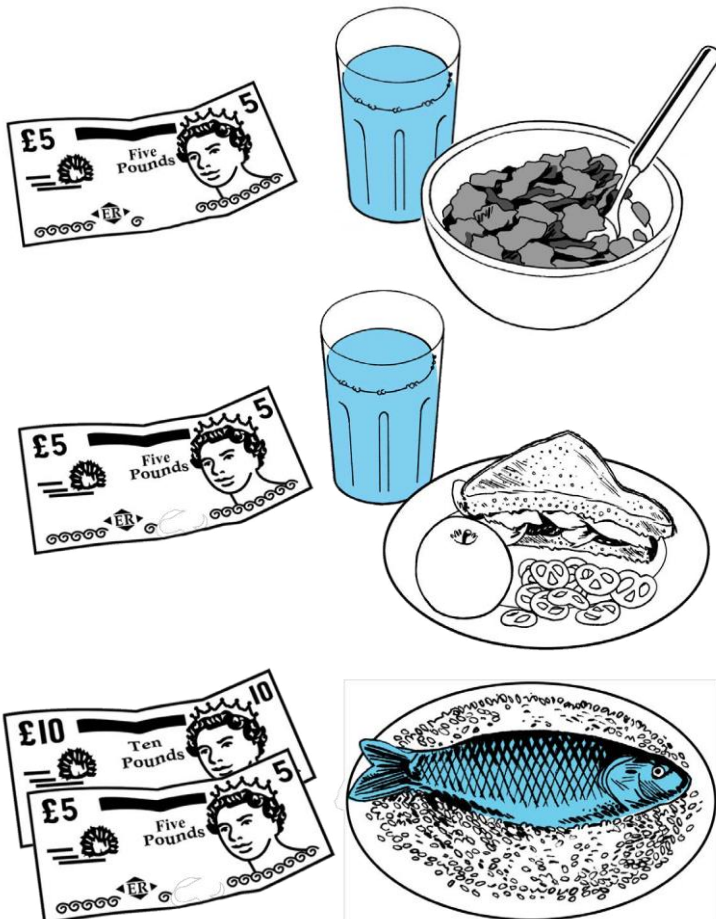
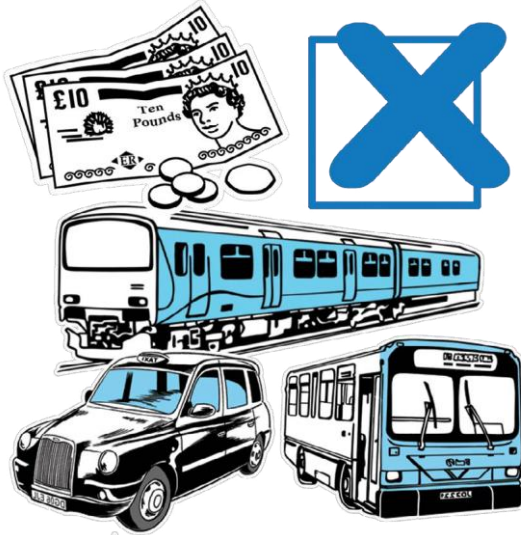
We can pay 45p per mile. If you are taking other people to the same event, we can pay 5p extra per mile for every extra person in the car.

2

Overnight Hotel Room

If you think you need an overnight hotel room, please talk to the person who invited you to the meeting or event. We will book a hotel room for you if:

- You would need to leave your home **before 6am** to get to the meeting or event



- you find travelling for a long time too difficult. You should speak to the person who asked you to go the meeting or event
- It is cheaper than travelling to the event on the day at **peak times**. Peak times are when most people are travelling and it costs the most money

3

Food & Drink

Sometimes we can pay for your food and drink. If you send us your receipts, we can give you:

- **Up to £5 for your breakfast** (**Only if** you leave the house before 7am)
- **Up to £5 for your lunch** (**Only if** lunch is not provided at the meeting or event)
- **Up to £15 for an evening meal** (**Only if** you are away from home after 5pm)



We will **not** pay for alcoholic drinks or tips.

4

Carers or Support Workers



We can pay expenses for anyone who needs to come with you, but you need to agree this with us first.



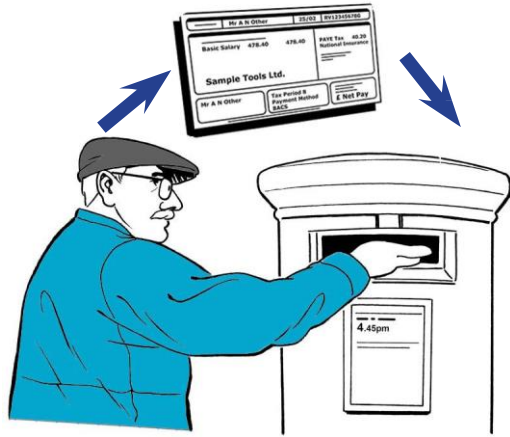
We can pay you back any money you have spent on professional support.

Professional support is support from someone who you have to pay for their services.

This includes people like:

- Support Workers
- Personal Assistants
- Childcare
- Carers





You will need to send us a receipt or payslip for what you have paid them.

5

Communication Support



We will organise communication support at meetings or events if it is needed.



If you need to bring your own support please speak to us first.

6

Office Supplies



If you are part of a meeting at home, we can give you £5. This is to help pay for telephone calls, internet connection, paper and printing ink.



Expert Advisor

Sometimes NHS England can offer you a payment for being an **expert advisor**.

An **expert advisor** is usually a leader in the work they do.

An expert advisor is someone who:

- **Acts as a leader.**



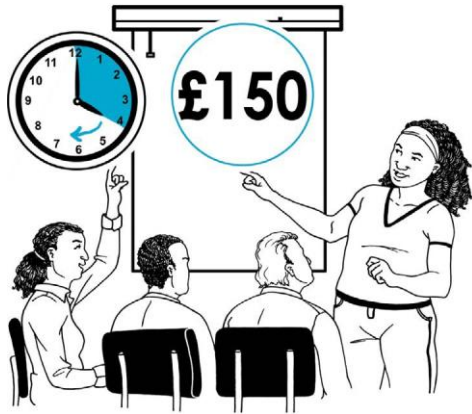
- **Uses their skills.**

This could be done by giving training or being partly in charge of a meeting or event.

- **Is involved in public decision making.**

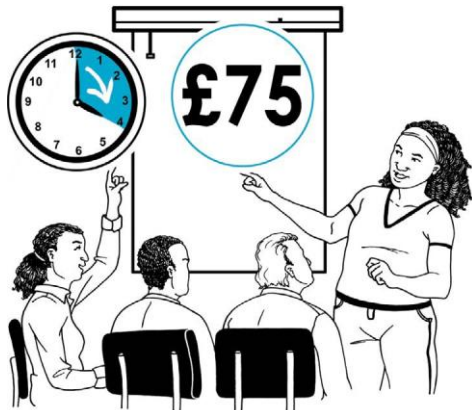
This could be done by being part of an advisory group that makes very important decisions.





We can pay an expert advisor:

£150 a day for more than 4 hours time.



£75 a day for 4 hours time or less.



We will always talk to you first if we want to pay you for anything.



If you get benefits you need to talk to your **benefits adviser** before you take any payments from us. This is because the government has strict rules about the money you can get.

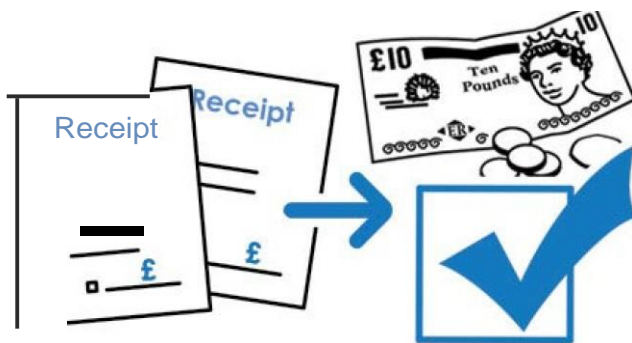


You can also contact
Citizens Advice Bedford for
free advice by calling **01234
330604** or emailing
**[contractsadmin@
bedfordcab.org.uk](mailto:contractsadmin@bedfordcab.org.uk)**

You will need to tell them
that you took part in NHS
England activities.

How to get your expenses

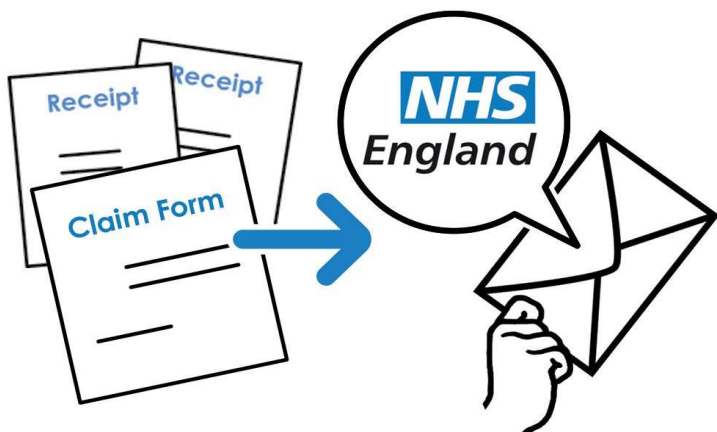
Keep all of your receipts so
you can send them to us.



Receipts show us what
money you have spent and
tell us how much we should
give you.

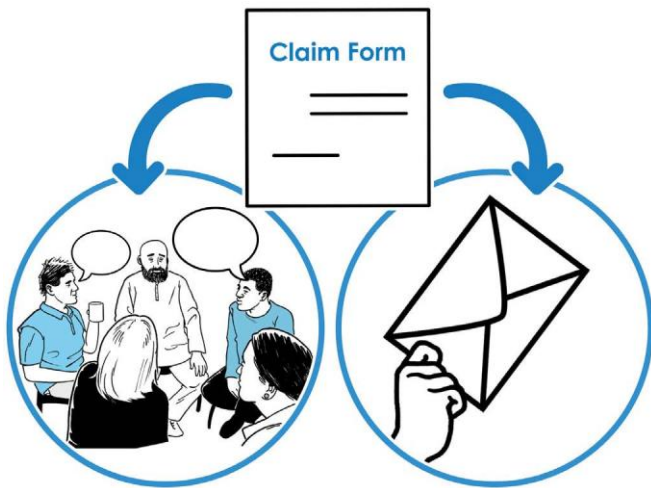


To be paid your expenses
you need to fill in a
claim form.



When you have filled in a **claim form** you need to send it back to us with the receipts of what you have bought.

You can get a **claim form** at the meeting or event you are going to, or we can send you one in the post or by email.

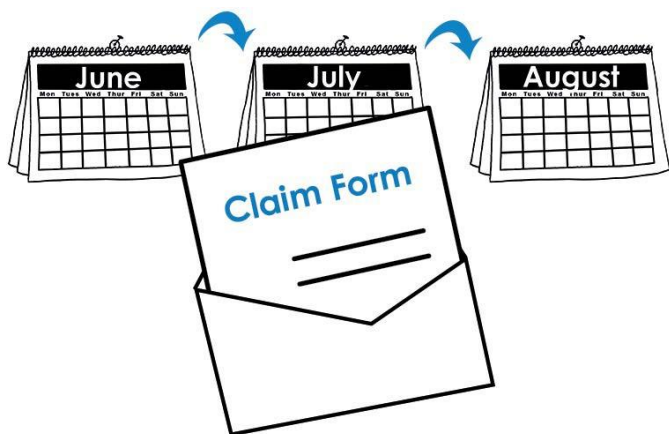


If we have any questions about your **claim form** we will contact you.

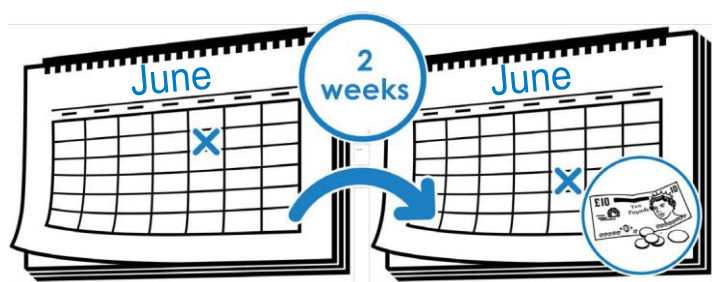


If we are happy with your claim form we will send you a cheque in the post.





You need to send your expenses to us within 3 months of the event or activity you went to. We may not be able to pay you for expenses that are older than that.



You should get your money in 2 weeks.



If you have any questions about this document, how we will pay you, or need help to fill in the claim form, get in touch with us by:



E-mail:

engage@nhs.net

Phone:

0113 8249686

This easy read document was produced by CHANGE
www.changepeople.org