



FINANCIAL OPERATING PROCEDURES

PATIENTS' TRAVELLING EXPENSES SCHEME

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| Unique ID | NHSL | Author(s) | Financial Controller |
| Category/Level/Type: | 1 Procedure | Version | 4 |
| Status: | Final | Approved by | Head of Financial Control |
| Date of Approval | October 2017 | Review date | October 2019 |
| Date added to internet | October 2017 | Comments | |
| Key words | Financial Operating Procedure, Cashiers, Patient's Travel, Bus pass | | |

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1 EXECUTIVE SUMMARY

1.1 Key Messages

- By issuing this procedure the Director of Finance is formally acknowledging NHS Lothian's responsibility to reimburse such travel costs.
- The Director of Finance is setting out the principles governing the reimbursement to ensure that value for money is achieved.
- This procedure provides guidance on how NHS Lothian complies with the Department of Health's "Healthcare Travel Costs Scheme" (HTCS) and the Scottish Government's "Are You Entitled to Help with Health Costs" (HCS1).
- This procedure applies to patients who are in receipt of certain benefits, to patients who have to travel outwith NHS Lothian for treatment (e.g. to the National Waiting List Hospital or to a specialist centre) and to patients travelling to Lothian under the Highlands and Islands Scheme.

1.2 Minimum Implementation Standards

- Every member of staff with a direct role in outpatient care has read and understood this Procedure.
- Every Out Patient Department or Clinic is using the correct documentation for reimbursing patient's travel costs and knows the location of Cash Offices and who to contact in the event of a query.

2 INTRODUCTION

2.1 Background

The Scottish Government Health and Social Care Directorate issued guidance on the payment of travelling and related expenses of hospital patients¹, to take account of the changes in the NHS since 1988. The guidance clarifies what travel should fall into the Travelling Expenses Scheme, and what should be considered as treatment costs.

It also addresses the wider aspect of transport to hospital and defines the contractual financial arrangements that should be made.

Additional information is available on who is entitled to assistance from the Scottish Government leaflet HCS1 "Are you entitled to help with health costs?"

3 WHO IS ENTITLED TO ASSISTANCE

¹ National Health Service (Travelling Expenses and Remission of Charges) (Scotland) (No. 2) Regulation 2003(b) as amended by the National Health Service (Travelling Expenses and Remission of Charges) (Scotland) (No. 2) Amended Regulations 2012

3.1 Qualifying Benefits

A patient can get help with necessary travel costs, to hospital for NHS treatment, if they:

- Are getting, or their partner, as registered with the Department of Work and Pensions (DWP), gets:
 - Income Support,
 - Income related Employment and Support Allowance,
 - Income-based Jobseeker's Allowance,
 - Pension Credit Guarantee Credit;
 - Working Tax Credit (if meets criteria)
 - Child Tax Credit (if meets criteria)
 - Universal Credit

Note that Incapacity Benefit, Employment and Support Allowance (Contributory) and Disability Living Allowance are specifically excluded as they are not income-related.

- Are entitled to, or named on, a valid NHS tax credit exemption certificate;
- Are named on a valid NHS Exemption Certificate (HC2) issued under the terms of the NHS Low Income Scheme;
- Are a war pensioner and the hospital treatment is for your pensionable disablement.

3.2 Children Under 16

Assistance is available to children under 16 attending a hospital or clinic and to a parent or guardian who accompanies the child if one of the parents is entitled to assistance. If someone else takes the child to hospital, it is the parents' eligibility for assistance that counts.

3.3 Children Aged 16 to 18

If the patient is 16 or over but under 19 and is counted as a dependant of someone getting assistance on the basis of the criteria listed in 3.1 above then assistance will be available. In the context of this procedure, a child who is in full legal custody of the claimant is classified as a dependant of the claimant.

This will include children in full time education. Full time education means receiving full time instruction from a recognised education establishment such as a school, college or university. To be a recognised establishment, the place of study must be registered with the Scottish Government Education Department, Information and Analytical Services Division, ScotXed Unit. If it is not registered the patient may still be able to get assistance with travel costs under the NHS Low Income Scheme.

Other young people not in full time education may still be entitled to assistance, even if they live with their parents, under the NHS Low Income Scheme.

Also, children aged 16 or 17 and supported by a local authority because they have recently left local authority care are entitled to assistance with travel costs through the NHS Low Income Scheme.

3.4 Highlands and Islands travel Scheme

The scheme provides for the reimbursement of travelling expenses in excess of a contribution, without tests of means to certain patients.

To qualify for reimbursement the patient must be resident or work in the council areas of Highland, Argyll & Bute, Western Isles, Orkney or Shetland and travel to hospital for NHS treatment. The distance travelled from the patient's home (or place of residence) to the hospital must be at least 30 miles or more or involve a journey by sea of more than 5 miles.

Patients who meet the criteria listed in 3.1 above are not required to meet any of the costs, and their re-imburement can be made through any NHS Lothian Cash Office. If the criteria listed in 3.1 are not met then the Patient must obtain their re-imburement directly from NHS Highland.

3.5 Patient Escorts

Where deemed medically necessary by the patient's referring consultant, GP or another health care professional involved in the patient's care, the travelling costs of an escort (or escorts) may also be claimed as part of the patient's travel expenses. Such payments are made on the basis of the patient's eligibility for the scheme irrespective of the escort's eligibility.

3.6 War Pensioners

A patient may be eligible for assistance with travel costs if the reason for the hospital appointment is for their pensionable disablement. All assistance claims for this category of claim are dealt with directly by the Veterans Agency. In the first instance these patients should write to:

The Treatment Group
Veterans Agency
Norcross
Blackpool
FY5 3WP

A pre-paid addressed envelope is available from most Post Offices.

3.7 Treatment in Non NHS Lothian Facilities

Where clinically necessary treatment is provided outwith NHS Lothian facilities, because the treatment is not available within NHS Lothian capacity, patients will be entitled to assistance with travel costs. This assistance will be without tests of means to the patients and also applies to any escort expenses that are considered to be appropriate, in such circumstances. Section 8 of this procedure covers journeys made under these circumstances.

3.8 Partial Assistance

If a patient is named on a valid NHS Exemption Certificate Partial Help (HC3) they might be eligible for some assistance with travel costs depending on what the certificate states.

4 ELIGIBILITY OF THE JOURNEY

4.1 General

Having confirmed the patient's entitlement to assistance through the scheme, NHS Lothian is then responsible for confirming that the journey for which the payment is being claimed meets the necessary criteria.

Patients entitled to assistance through the scheme may claim travel expenses in respect of travel to receive non-primary care, regardless of where the treatment is carried out.

4.2 Community Based Centres

Where a community based centre provides non-primary care service, patients are eligible to claim payment of travel expenses to these places of treatment.

The exception to this is where patients receive their treatment on the same visit and at the same location as the primary care services are received which lead to their referral for those non-primary care services.

4.3 Accident and Emergency Departments

Patients entitled to assistance through the scheme are only eligible to claim the cost of their travel to an Accident and Emergency department if the reason for their attendance is in relation to a pre-existing condition for which they are under the care of a consultant. Where patients attend A&E for any other reason they would not be eligible for assistance through the scheme for help with their travel costs.

5 CALCULATION OF TRAVEL COSTS

5.1 General

Travel costs should be calculated based on the cheapest form of transport appropriate to the patient. NHS Lothian therefore requires checking that the costs of the patient's travel are reasonable, taking into account that patient's personal circumstances.

5.2 The "Reasonable" Test

The test for reasonableness should be based on the assumption that the patient should be able to reach their healthcare establishment in a reasonable time and without detriment to their condition. When assessing a patient's claim, NHS Lothian should take into account issues such as:

- The distance that the patient has to travel
- How long the journey has taken to complete
- Whether the patient has to make this journey frequently
- The availability, suitability and accessibility of public transport
- The medical condition of the patient
- The age of the patient

5.3 Public Transport and Concessionary Fares

NHS Lothian should encourage the use of concessionary fares, for example for elderly people and for people with disabilities, off-peak fares and other promotions, where these are available and where they provide convenient links to hospitals and other places of care.

5.4 Alternatives to Public Transport

Sometimes the use of public transport may pose difficulties in itself, for example where public transport is infrequent or where the patient may have to change buses or trains several times to reach the place of treatment. In addition, people may have health problems that make travelling on public transport difficult. Some patients may have health problems that are not so easy to see, such as a weakened immune system or fatigue. NHS Lothian should consider these issues when assessing whether the travel costs being claimed are reasonable and make refunds for other forms of transport such as private motor vehicles and taxis.

5.5 Community Transport and Voluntary Car Schemes

Community transport or community car schemes provide transport for people who are unable to use, or have difficulty with access to, public transport and who are thus unable to make use of concessionary fares. Local authorities and

community transport groups will be able to provide details of schemes available locally.

NHS Lothian will reimburse patients for the use of community transport/car schemes (excluding any annual “membership” fees charged by the scheme’s operator). Patients should ensure that they obtain a receipt from the driver for each journey made using this type of scheme.

5.6 Hospital Transport Service

For NHS Lothian residents only, hospital transport can be arranged. To qualify for ambulance transport the patient must meet one of the following criteria:

- Where the patient’s medical condition is such that they require the skills or support of Patient Transport Service staff on or after the journey and or where it would be detrimental to the patient’s condition or recovery if they were to travel by other means
- Where the patient’s medical condition impacts on their mobility to such an extent that they would be unable to access health care and or it would be detrimental to their condition or recovery to travel by other means.

If it is the patient’s first visit to the health care facility or if it is a six monthly or annual review visit, the patient should contact Scottish Ambulance Services directly on 0131 446 2758. Any subsequent visit should be arranged by the outpatient department or clinic the patient is attending.

The Acute Discharge Lounges will arrange transport for patients who are discharged or transferred from A&E or other assessment areas in line with the Standard Operating Procedure “Discharge Lounge RIE/WGH/SJH”.

5.7 Private Motor Vehicles

Where NHS Lothian considers the use of a private motor vehicle is reasonable, they will pay the full estimated cost of fuel actually used in making the journey. The expected mileage rate will be set at a level no lower than the advisory fuel rates specified by Her Majesty’s Revenue and Customs (HMRC) for company cars.

If NHS Lothian feels that the use of a private motor vehicle was not reasonable and that the patient could have reasonably been expected to travel by public transport, they should reimburse the lesser of:

- The estimated cost of fuel actually used;
- The equivalent public transport cost.

5.8 Parking Charges

Where the patient is being reimbursed for the cost of travelling in a private motor vehicle, they can also be reimbursed for car parking charges. Under no circumstances will penalties incurred through illegal parking will be reimbursed.

5.9 Taxi Fares

There will be occasions when a taxi is the only feasible form of transport for patients and NHS Lothian require being flexible about their use. The use of taxis should not be excluded solely on the grounds of expense, but require to assess whether the use of a taxi is reasonable given the patient's circumstances. A similar approach should be taken as to that with motor vehicles, with NHS Lothian assessing the patient's requirements and refunding accordingly. NHS Lothian should base their decisions solely on the needs of the patient, not the needs of any accompanying escort, child or dependent.

It is good practice for decisions on the use of taxis to be discussed with patients prior to travel whenever possible, to ensure that they fully understand what will and will not be reimbursed. If the Consultant deems the patient unfit for public transport, the cost of a taxi can be reimbursed. This must have been agreed in advance by the Consultant and recorded in the patient's medical file.

6 PROCEDURE FOR REIMBURSEMENT (NHS LOTHIAN SITES)

6.1 General

Usually the patient will obtain the reimbursement when they are in hospital for their appointment. If this is not possible an HC5 (Claim form for a refund of travel costs to receive NHS Treatment) should be obtained from any of the Cash Offices. A full list of NHS Lothian Cash Offices and other sites that reimburse patient travel is included in Appendix 1.

When the patient attends the hospital for their appointment, they should notify the receptionist of the department they are attending that they wish to claim back the cost of their journey.

6.2 Documentation

Once the patient has stated that they wish to claim back their travel costs the department completes a "Patient's Travelling Expenses Certificate of Attendance Form" (Appendix 2).

Section 1 of the form relates to the patient's own personal details, which should be completed by the department visited. The department also provides details of the appointments the patient has attended and also includes parts for the requirements for escorts and taxis. All boxes require to be completed or scored through if not applicable. It is important that the sections for escorts and taxis are clearly completed from a medical point of view.

After section 1 has been completed by the department staff, section 2 requires to be signed by the Nurse in Charge of the department to confirm the attendance of the patient and the requirement of an escort or use of a taxi. This certification only applies to the attendance of the patient and not the entitlement to reimbursement of travel costs. The form is then handed to the patient to present at the Cash Office.

6.3 Process

The patient can now present the form to a Cashier or identified representative at any of the sites listed in Appendix 1, who will confirm eligibility to assistance and complete section 3 with the relevant information which will include benefit entitlement, mode of travel etc and enter the value of reimbursement being claimed.

6.4 Qualifying Benefit

The Cashier will require to evidence proof of entitlement to one of the qualifying benefits. This will take the form of a letter of award or a benefits card, which will state which benefit the holder is in receipt of and a start and end date of the award. This will also include the address of the claimant which will be used for the calculation of reimbursement.

If the patient does not have proof of entitlement with them, the Cashier will endeavour to obtain confirmation of benefit directly from the local DWP Office, although this is not always released by the DWP. On these occasions the Cashier, in the presence of the patient, will call the DWP Office and provide them with the name and National Insurance number of the patient. The DWP Office will normally ask to speak directly with the patient to confirm that the information can be disclosed. Once the DWP have verified the patient's identity the call is then handed back to the Cashier for confirmation of entitlement.

If the information cannot be obtained, the Cashier will enquire if the patient will be returning for a follow-up appointment within the next three months. If this is the case then the patient will be asked to bring along proof of entitlement then and claim for both visits at that time. If the patient is not returning for a follow up appointment or is unable to wait until their next appointment, the Cashier will provide them with an HC5 "Refund Claim Form" which the patient will complete and send to NHS Business Authority, Sandyford House, Newcastle-Upon-Tyne, NE2 1BD as instructed on the form who will then confirm entitlement and forward to relevant health board for reimbursement.

Once entitlement has been confirmed, the Cashier will record the type of benefit and either the National Insurance number or award letter/certificate reference number.

6.5 Mode of Travel

The specific mode of transport being claimed for is recorded by the Cashier.

6.6 Tickets

If the patient is claiming reimbursement for travel by public transport, all tickets are required to be presented to the Cashier. The Cashier will return to the patient any tickets for the homeward journey.

If no tickets are available the patient will be reimbursed the lower cost between the cost of public transport or the approved mileage rate. An exception may be made if the journey is identified as the patient's first visit to the hospital and they were not aware of the requirements to make a claim.

6.7 Travel Costs

The Cashier will record the calculation and the value of the travel costs incurred by the patient for their journey to and from the hospital for their treatment.

If the patient travelled by car, the Cashier will use the AA Route Planner to confirm the mileage travelled. If the patient recorded the mileage actually driven this will be checked against the mileage on the route planner and if within an acceptable margin (within 10%) reimbursement will be based on the recorded mileage. Claims out with this margin may be accepted if there is a genuine reason for the extra mileage. If the patient did not record the mileage or the quoted mileage is unreasonable then the reimbursement will be based on the route planner mileage.

The calculation would be miles travelled times current mileage rate or the number of return journeys times the daily cost. For public transport claims this will be the value of the receipts presented.

For taxi fares, reimbursement will only be made when the claim is supported by a valid authentic receipt. The amount reimbursed will be double the receipt value to include the return journey.

6.8 Other Costs

The Cashier will also record any other costs incurred by the patient for their journey to and from hospital for their treatment. This will include tolls and parking. These costs will be included in the total amount claimed for reimbursement.

At the RIE where there are parking charges applicable to the patients' parking, the patient should present their parking ticket to the Cashier when making their claim. The Cashiers will calculate the cost the patient will incur, allowing sufficient time for the patient to return to their vehicle, from a list of the current rates in operation.

6.9 Amounts Deducted

The Cashier will record the total amount to be deducted from the claim.

6.10 Total Amount Reimbursed

The Cashier will calculate and record the total amount to be reimbursed to the patient and sign and date the claim form.

6.11 Received by

The Patient or their Escort will sign the claim form to confirm the receipt of the cash reimbursed.

6.12 Mileage rate

The Financial Controller will review the mileage rate used for reimbursement on a quarterly basis. This figure is based on the HM Revenue and Customs (HMRC) fuel rates for a 1401cc to 2000cc petrol engine size which is reviewed four times a year, on 1st March, 1st June, 1st September and 1st December. The Financial Controller will advise all Cash Offices the rate to be used.

The rate of a 1401cc to 2000cc petrol engine size is used as this is the most common category and allows for a single standard rate to be applied.

6.13 Escort Costs

If an escort has been deemed medically necessary, the costs reimbursed will only be the additional costs incurred by the escort for the journey from the patient's home to hospital and not from the escort's home. If the journey was made by car, no additional reimbursement will be made.

7 BUS PASSES

7.1 Overview

Some community based services/clinics reimburse travel costs with the issue of bus passes rather than cash due to the nature of the patients attending these clinics. This practice is restricted to Lothian Bus passes only.

The ordering and issuing of Lothian Bus Passes at these specific locations within NHS Lothian needs to be consistent across all sites and ensure that the financial control environment is maintained at all times.

7.2 Ordering of Passes

To obtain bus passes an official order must be completed. This will require an Electronic Non Stock Requisition (eNSR) on the PECOS system to be completed. Further information can be obtained by contacting the Procurement Team at Pentland House.

The (e)NSR has to be completed with the following information:

- Hospital
- Ward/Department
- Requisitioned by (person placing the order)
- Contact name and number should there be any queries
- Supplier details

e.g. placing the order with Lothian Buses, the following information would be entered onto the form:

- Supplier number: 33159
- Supplier name: Lothian Buses PLC
- Supplier address: The Cashier
Annandale Street
Edinburgh
EH7 4AZ

The order details must also be accurate and should include full details of what is required i.e.:

- 3 * City Single Child, 20 pack at a cost of £16.00 per pack = £48.00 total
- 1 * Day tickets, adult, 10 pack at a cost of £40.00 per pack= £40.00 total
- 1 * Day ticket child, 10 pack at a cost of £20.00 per pack= £20.00 total

Total order amount would then be £108.00

Once all of the above information has been completed the (e)NSR must be coded and authorised in line with the Authorised Signatory Database.

Adult City Singles are no longer available. NHS Lothian has negotiated a deal with Lothian Buses for the purchase of Adult Day tickets when large volumes are purchased. Please refer to the catalogue on PECOS for further details.

7.3 Placing an Order

Upon receipt of the (e)NSR, Procurement will forward to the Travel Team who will process the order online and pay with the Corporate Purchasing Card.

7.4 Completing the Order

The tickets will be posted directly to the department by Lothian Buses. On receipt of the tickets, the department should notify the Travel Team that the order has been received.

7.5 Recording of Passes

A robust recording system should be in place to minimise risk of inappropriate use of the passes.

All passes come with serial numbers and should be treated by all areas as a controlled cash alternative.

On receipt of the order, a spreadsheet sheet should be updated to record all the serial numbers on the passes received. One spreadsheet would be sufficient with a separate tab for each type of pass (appendix 9).

Monthly reconciliations should be performed to ensure all passes are accounted for, either as having been issued or still held waiting to be issued. The completed reconciliations should be forwarded to the Cashiering Team Leader by the sixth working day of the month.

Please note Lothian Buses have five different types of bus passes available. Four have been shown in the example above and the fifth is for visitor's passes. Visitor's passes should not under any circumstance be used. Patients are only entitled to re-imbusement when they are attending for an appointment. Patients are not entitles to re-imbusement for visiting a family member or friend in hospital.

7.6 Issuing of Passes

Before any passes are issued confirmation must be obtained to ensure that the patient or guardian requesting the reimbursement is entitled to assistance with travel costs. Reference should be made to Section 6 above once confirmation that the patient is entitled to assistance.

When reimbursement is made "Bus Pass Issued" should be clearly marked against mode of travel. The value of the issued pass should be marked against travel cost.

Once issued the spreadsheet control workbook should be updated with the required information. It is an audit requirement that any items issued of a cash value have to be accounted for and these certificates are the audit trail to prove that they have been handled correctly. This will also identify when the passes held for issue are running low so that additional passes can be ordered.

8 PROCEDURE FOR REIMBURSEMENT (NON NHS LOTHIAN SITES)

8.1 General

There are various scenarios where a patient is referred to a non NHS Lothian site for treatment. These can be split into two different categories:

- seen in non NHS Lothian facilities located within the Lothian area
- seen in non NHS Lothian facilities out with the Lothian area.

8.2 Non NHS Lothian Facilities Located within the Lothian Area

Where a patient is referred to a non NHS Lothian facility within the Lothian area by their clinician for an inpatient or outpatient appointment, payment of expenses for this group of patients will follow the same arrangements, as those currently in

place for patients seen within NHS Lothian facilities (see sections 5 above). In these circumstances a HC5 refund claim form will also be completed and submitted to any NHS Lothian Cash Office along with a Patient's Travelling Expense Certificate of Attendance form.

8.3 Healthcare outside NHS Lothian Area

All patients referred to a non NHS Lothian facility outwith the Lothian area by their clinician for an inpatient or outpatient appointment will be entitled to reimbursement of travel costs regardless of whether they are in receipt of qualifying benefits or not.

A referral to a healthcare facility outwith the Lothian area will arise because of one of the following:

- Referral to a highly specialist care provider
- As part of NHS Lothian's management of referrals and waiting lists in line with the Waiting Times Guidance issued by the Scottish Government

If a patient cannot travel to a facility outwith Lothian either by car or public transport, then transport should be provided by NHS Lothian. In these circumstances the referring department is responsible for making the relevant arrangements.

Any accommodation or use of taxis should be agreed and authorised in advance by NHS Lothian. Patients requiring further information should contact either the Safe Haven or the External Provider Office.

8.4 Documentation for patients travelling outside NHS Lothian

If a patient receiving healthcare outside NHS Lothian, as a result of referral to a highly specialist care provider, wishes to claim back their travel costs a “Patient’s Travel Expenses Claim Form - Specialist” (Appendix 4) requires to be completed.

For patients referred to external providers as part of the management of referrals and waiting lists, a “Patients’ Travel Expenses Claim Form” (Appendix 3) requires to be completed.

Section 1 of the “Specialist” form relates to the patient’s own personal details, Section 2 relates to details of the expenses incurred, Section 3 relates to the facilities attended for treatment and Section 4 is the for authorisation of the reimbursements.

Section 1 of the “Patient’s Travel Expenses Claim” form relates to the patient’s own personal details and to details of the expenses incurred, Section 2 relates to the facilities attended for treatment and Section 3 is for authorisation of the reimbursements.

Once the necessary sections have been completed and signed by the patient the form is then, in the case of “specialist” claims, forwarded to the Safe Haven address indicated on the form along with all original receipts and in the case of others either taken to an NHS Lothian Cash Office or forwarded to the Cash Office at RIE at the address indicated on the form along with all original receipts.

8.5 Confirmation of Attendance

There is a section of the form to be completed by the hospital where treatment occurred. This should include the dates, times and department attended and be signed by a clinical member of staff of that establishment as well as being stamped with an official stamp of the organisation. The patient should arrange for this to be completed before leaving after treatment.

For the “specialist” forms received by the Safe Haven department, they will confirm that the patient is a Lothian resident and have had referral approved before forwarding to the Cash Office at RIE.

8.6 Travel Costs

If the patient travelled by car, the Cashier will use the AA Route Planner to confirm the mileage travelled. If the patient recorded the mileage actually driven this will be checked against the mileage on the route planner and if within an acceptable margin reimbursement will be based on the recorded mileage. If the patient did not record the mileage or the quoted mileage is unreasonable then the reimbursement will be based on the route planner mileage.

Any journey undertaken by public transport should be supported by the ticket or confirmation of booking form.

8.7 Mileage rate

The mileage rate to be used is as per section 6.12 above.

8.8 Accommodation

If accommodation has been agreed by the referring department administrator, where an early appointment merits an overnight stay, then a reasonable cost for this will be reimbursed. Please note that NHS Lothian will not pay for any meals, however the reimbursement of the cost of breakfast will be reimbursed but only when it is part of an inclusive bed and breakfast charge.

8.9 Value for Money

Where clinically possible, any travel will be undertaken in the most economical way as possible, (e.g. Apex fares, use of low cost airlines, cheap day returns etc.)

8.10 Taxi Costs

Taxi costs will only be met if public transport is not available for the start or final part of the journey, or if the Consultant deems the patient unfit for public transport. Reimbursement will only be made when an original receipt issued by an authorised taxi firm is supplied.

8.11 Escort Costs

Where deemed medically necessary by the patient's referring consultant, GP or another health care professional involved in the patient's care, the travelling costs of an escort (or escorts) may also be claimed as part of the patient's travel expenses. Any approval for an escort will be agreed in advance with NHS Lothian.

8.12 Visiting Costs

If a patient's treatment requires a planned stay in hospital for longer than three days, then the cost of one carer/relative visit will be reimbursed. The reimbursement will be the lesser of the estimated cost of fuel used or the equivalent public transport cost. The cost of one overnight stay will be provided. This will cover only the costs of bed and breakfast accommodation and no other form of subsistence.

9 TIMESCALES

9.1 General

All claims should be submitted within three months of the appointment date.

9.2 Outwith Three Month Period

If the patient is in receipt of qualifying benefits and a claim has not been submitted, the patient can complete an HC5 and forward to the DWP.

For travel costs to non NHS Lothian sites outwith the Lothian area, any claim outwith the three month period, the patient should contact the Public Health Department of NHS Lothian on 0131 465 5448. Patients submitting late claims will only be reimbursed in exceptional circumstances.

10 APPEALS AND COMPLAINTS

10.1 General

If a patient is unhappy with the decision to refuse reimbursement of travel costs or with the manner in which NHS Lothian has applied the procedure to their individual circumstances, they can appeal the decision.

10.2 Appeals/Complaints Process

Any complaint should be submitted by e-mail to complaints.team@nhslothian.scot.nhs.uk or in writing, to:

Complaints team
Lothian NHS Board
Waverley Gate
2-4 Waterloo Place
Edinburgh
EH1 3EG

11 FRAUD MANAGEMENT

11.1 General

Fraud in the NHS is unacceptable as it diverts resources away from patient care. It is therefore important that robust verification procedures are in place. Only claims submitted using the appropriate forms should be accepted.

Should fraud be suspected, it should be reported to Counter Fraud Services on the fraud hotline 08000 15 16 28

Appendix 1 List of Cash Offices

Detailed below is a list of the Cash Offices or other sites, and the hours that they operate, where travel reimbursements can be made:

| Site | Cash Office Hours |
|----------------------------------|---|
| Astley Ainslie Hospital | Tues & Wed: 08:30 – 13:00 13:30 – 16:30 Thurs: 08:30 - 12:00 |
| Midlothian Community Hospital | Mon – Fri: 09:00 – 14:00 |
| Princess Alexandra Eye Pavilion | Mon : 08:30 – 13:00 13:30 - 14:30 Wed & Thurs: 08:30 - 14:30 |
| Royal Edinburgh Hospital | Mon – Fri: 09:30 – 13:00 14:00 – 16:00 |
| Royal Hospital for Sick Children | Mon : 08:30 – 14:30 Tues-Thurs: 08:30 - 13:00 13:30 – 16:30 Fri: 08:30 – 14:30 |
| Royal Infirmary of Edinburgh | Mon – Thurs: 08:30 – 13:00 13:30 – 16:30 Fri: 08:30 – 13:00 13:30 – 16:00 |
| St John's | Mon – Thurs: 08:30 – 13:00 13:30 – 16:30 Fri: 08:30 – 13:00 13:30 – 16:00 |
| Western General Hospital | Mon – Thurs: 08:30 – 13:00 13:30 – 16:30 Fri: 08:30 – 13:00 13:30 – 16:00 |

******* Please note that due to changing demands in the service the opening hours at some sites may change at short notice. The sites affected are AAH, PAEP and RHSC*******

Appendix 2 Benefit Related Claim Form NHS Lothian

PATIENT'S TRAVELLING EXPENSES CERTIFICATE OF ATTENDANCE FORM

This form should be completed by patients who are claiming reimbursement of travelling expenses who:

- a. Are in receipt of a qualifying benefit, or
- b. Are resident in the council areas of Highland, Argyll & Bute, Western Isles, Orkney or Shetland.

| SECTION 1 – PATIENT'S DETAILS (TO BE COMPLETED BY DEPARTMENT) | | | |
|---|----------------|-----------------------------|--|
| NAME | | | |
| ADDRESS 1 | | | |
| 2 | | | |
| 3 | | | |
| 4 | | | |
| POST CODE | | | |
| CHI NUMBER | | HOSPITAL | |
| WARD/DEPARTMENT | | | |
| THE PATIENT ATTENDED THIS WARD/DEPARTMENT AS: | | | |
| AN OUT-PATIENT ON (DATE) | | | |
| OR AN IN-PATIENT | | | |
| ADMITTED ON (DATE) | | DISCHARGED ON (DATE) | |
| ESCORT WAS NECESSARY ON MEDICAL GROUNDS | Yes/No* | | |
| NAME OF ESCORT(S) WHERE APPLICABLE | | | |
| PRIOR APPROVAL FOR TAXI | Yes/No* | | |

| SECTION 2 – CERTIFIED (TO BE SIGNED BY NURSE IN CHARGE) | | | |
|---|--|-------------|--|
| | | NAME | |
| | | DATE | |
| SIGNATURE | | | |
| DESIGNATION | | | |
| TELEPHONE EXT | | | |

| QUALIFYING BENEFITS: |
|--|
| INCOME SUPPORT WORKING TAX CREDIT JOB SEEKERS ALLOWANCE (INCOME BASED) PENSION CREDIT (GUARANTEED CREDIT) EMPLOYMENT & SUPPORT ALLOWANCE (INCOME RELATED) LOW INCOME RELIEF HC2 OR HC3 CERTIFICATE UNIVERSAL CREDIT |

| SECTION 3 – TRAVEL COSTS (TO BE COMPLETED BY CASHIER) | |
|---|-----------------------------|
| QUALIFYING BENEFIT AND REFERENCE | |
| MODE OF TRAVEL | Bus/Train/Car/Other* |

| | | | |
|------------------------|---|-------------|---------------------------|
| Unique ID | NHSL | Author(s) | Financial Controller |
| Category/Level/Type: | 1 Procedure | Version | 4 |
| Status: | Final | Approved by | Head of Financial Control |
| Date of Approval | October 2017 | Review date | October 2019 |
| Date added to internet | October 2017 | Comments | |
| Key words | Financial Operating Procedure, Cashiers, Patient's Travel, Bus pass | | |

| | | | |
|------------------------------|--|------------------------|--|
| TICKETS PRESENTED | | Yes/No* | |
| TRAVEL COST | | | |
| OTHER COSTS (DETAILS) | | | |
| AMOUNT DEDUCTED | | | |
| TOTAL RE-IMBURSEMENT | | | |
| CASHIER'S SIGNATURE | | Date | |
| RECEIVED BY | | Patient/Escort* | |

* Delete as appropriate

Appendix 3 Non Lothian Hospital Claim

PATIENT TRAVEL EXPENSE CLAIM FORM FOR TRAVEL TO NON-LOTHIAN HOSPITALS

| Section 1: CLAIMANT DETAILS (TO BE COMPLETED BY THE CLAIMANT) | | | | |
|---|---|---|-------------------|----|
| Patient Name: | | Claimant: (if different from patient) | | |
| Address: | | Address: | | |
| Postcode: | | Postcode: | | |
| CHI Number: | | Why are you making this claim: Patient/Carer/Escort* | | |
| Escort required on medical grounds: | Yes/No* | | | |
| Hospital Attended: | | | | |
| TRAVEL (TO BE COMPLETED BY THE CLAIMANT) | | | | |
| Car | | | | |
| Date | Details of Journey (from/to etc) | Mileage travelled | Cost (Office Use) | |
| | | | £ | pp |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| Total | | | | |
| Public Transport | | | | |
| Date | Details of Journey (Type of Public Transport, from/to, etc) | Cost of Travel | | |
| | | £ | pp | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| Total | | | | |
| Taxi | | | | |
| Date | Details of Journey (Name of Taxi Company, from/to etc) | Cost of Travel | | |
| | | £ | pp | |
| | | | | |
| | | | | |
| | | | | |
| Total | | | | |
| Signature: | | | Date | |

All original receipts require to be submitted with the Expenses Form within 3 months of the appointment date

**PATIENT TRAVEL EXPENSE CLAIM FORM
FOR TRAVEL TO NON-LOTHIAN HOSPITALS**

| Section 2: ATTENDANCE AT NON-LOTHIAN HOSPITAL (TO BE COMPLETED BY HOSPITAL WHERE TREATMENT OCCURRED) | | | | |
|---|-----------------------|----------------------|---------------------|-----------------|
| Date | Time of OP Attendance | Time of IP Admission | Time of Discharge | Department/Ward |
| | | | | |
| | | | | |
| | | | | |
| Authoriser's Signature | | Print Name | | Designation |
| | | | | |
| Official Stamp (Receiving Hospital): | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| Section 3: AUTHORISATION (TO BE COMPLETED BY NHS Lothian) | | | | |
| | Total | | Notes if applicable | |
| | £ | pp | | |
| Mileage cost | | | | |
| Public Transport | | | | |
| Taxi cost | | | | |
| Other costs | | | | |
| Amount deducted | | | | |
| Cashier's signature: | | | Date: | |
| | | | | |
| Received by (Claimant): | | | Date | |
| | | | | |

**Please Return completed forms to:
Cash Office
Royal Infirmary of Edinburgh
51 Little France Crescent
Edinburgh, EH16 4SA**

Appendix 4 Specialist Care non Lothian Hospital Claim

NHS Lothian, SAFEHAVEN
 Waverley Gate, 2-4 Waterloo Place
 Edinburgh EH1 3EG
 Tel: 0131 465 5453
 Email: Lothian.safehaven@nhs.net

PATIENT TRAVEL EXPENSE CLAIM FORM

For patients receiving highly specialist care/second opinions at non-Lothian hospitals

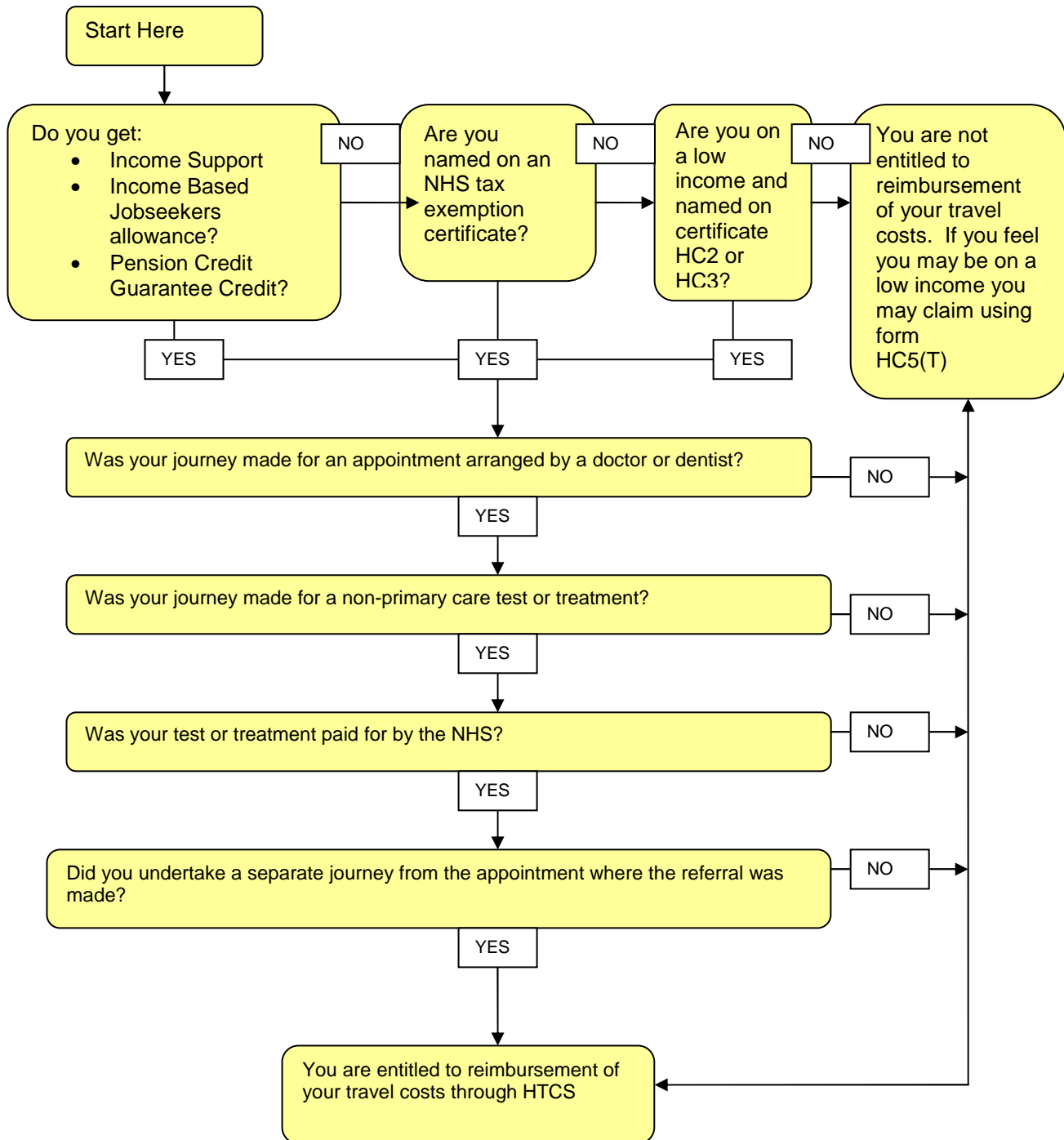
| SECTION 1 - CLAIMANT DETAILS (TO BE COMPLETED BY THE CLAIMANT) | | | | |
|---|---|---|-------------------|----|
| Patient Name: | | Claimant: (if different from patient) | | |
| Address: | | Address: | | |
| Postcode: | | Postcode: | | |
| Date of Birth: | | | | |
| CHI Number: | | | | |
| Companion required on Medical Grounds: (please provide evidence) | Yes/No (delete as appropriate) | Why are you making this claim: Carer/Companion/Parent (delete as appropriate) | | |
| Hospital Attended: | | | | |
| SECTION 2 - TRAVEL (TO BE COMPLETED BY THE CLAIMANT) | | | | |
| Car | | | | |
| Date | Details of Journey (Postcode - from/to) | Mileage travelled | Cost (Office Use) | |
| | | | £ | pp |
| | | | | |
| | | | | |
| | | | | |
| Total | | | | |
| Public Transport | | | | |
| Date | Details of Journey (Bus/train/tube - from/to) | Cost of Travel | | |
| | | £ | pp | |
| | | | | |
| | | | | |
| Total | | | | |
| Taxi | | | | |
| Date | Details of Journey (Name of Taxi Company, from/to) | Cost of Travel | | |
| | | £ | pp | |
| | | | | |
| | | | | |
| Total | | | | |
| Hotel | | | | |
| Date | Details of Hotel or Guest House (Name, Address etc) | Cost of Hotel | | |
| | | £ | pp | |
| | | | | |
| | | | | |
| Total | | | | |
| SIGNATURE OF PERSON CLAIMING: | | | Date: | |

PATIENT TRAVEL EXPENSE CLAIM FORM

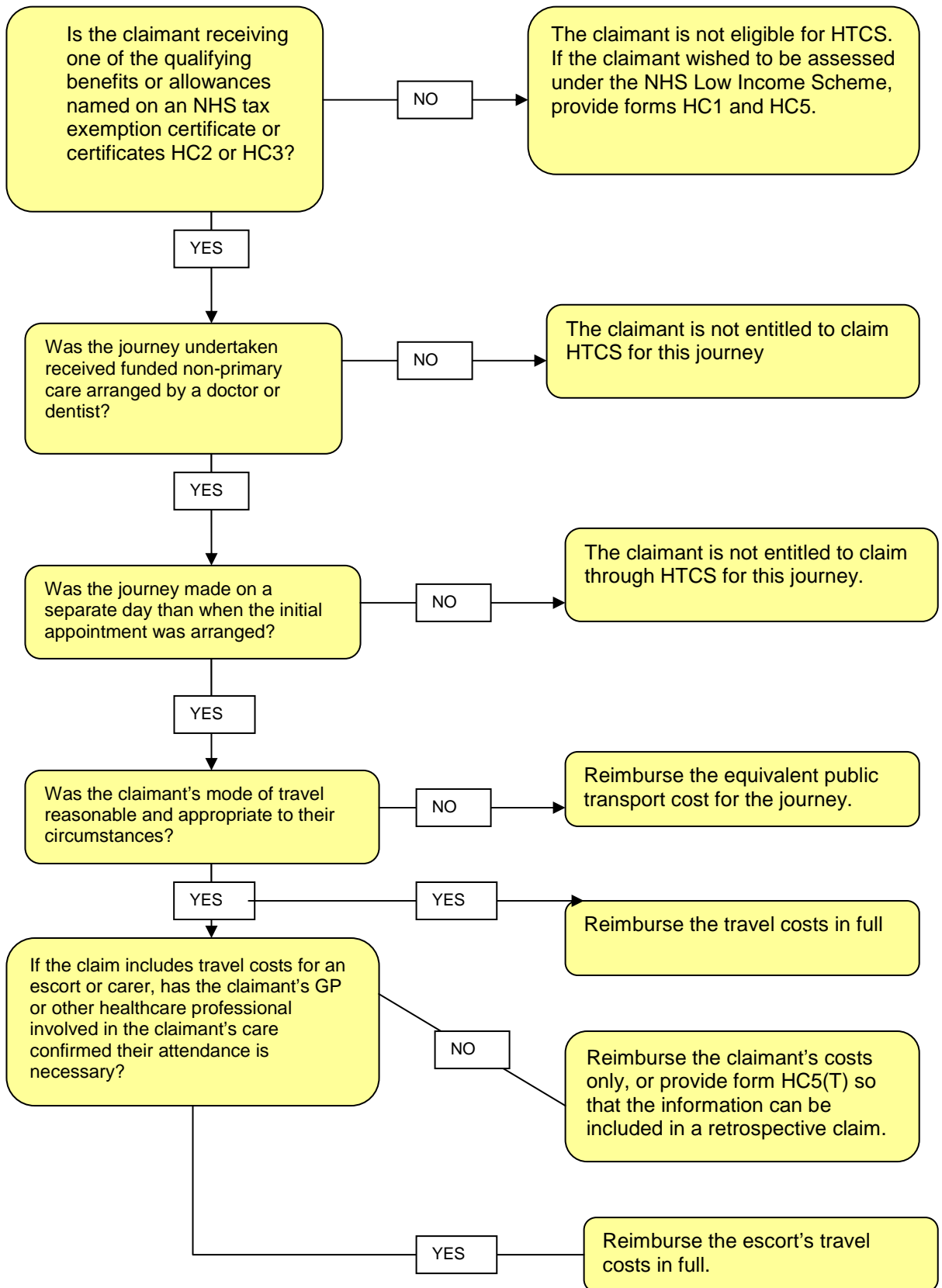
For patients receiving highly specialist care/second opinions at non-Lothian hospitals

| SECTION 3 - ATTENDANCE AT NON-LOTHIAN HOSPITAL (TO BE COMPLETED BY HOSPITAL WHERE TREATMENT OCCURRED) | | | | |
|--|---------------------|--------------------------------------|---------------------|--------------------|
| Date | Time of Appointment | Time of Admission (if in-patient) | Time of Discharge | Department/Ward |
| | | | | |
| | | | | |
| | | | | |
| Clinician's Signature (nurse or doctor) | | Print Name | | Designation |
| | | | | |
| Official Stamp (Receiving Hospital): | | | | |
| | | | | |
| SECTION 4 - AUTHORISATION (TO BE COMPLETED BY NHS Lothian) | | | | |
| | Total | | Notes if applicable | |
| | £ | pp | | |
| Mileage cost | | | | |
| Public Transport | | | | |
| Taxi cost | | | | |
| Hotel cost | | | | |
| Other costs | | | | |
| Amount deducted | | | | |
| Authoriser's signature | | Print name | | Cost Centre |
| | | | | |
| Cashier's signature: | | | Date: | |
| | | | | |

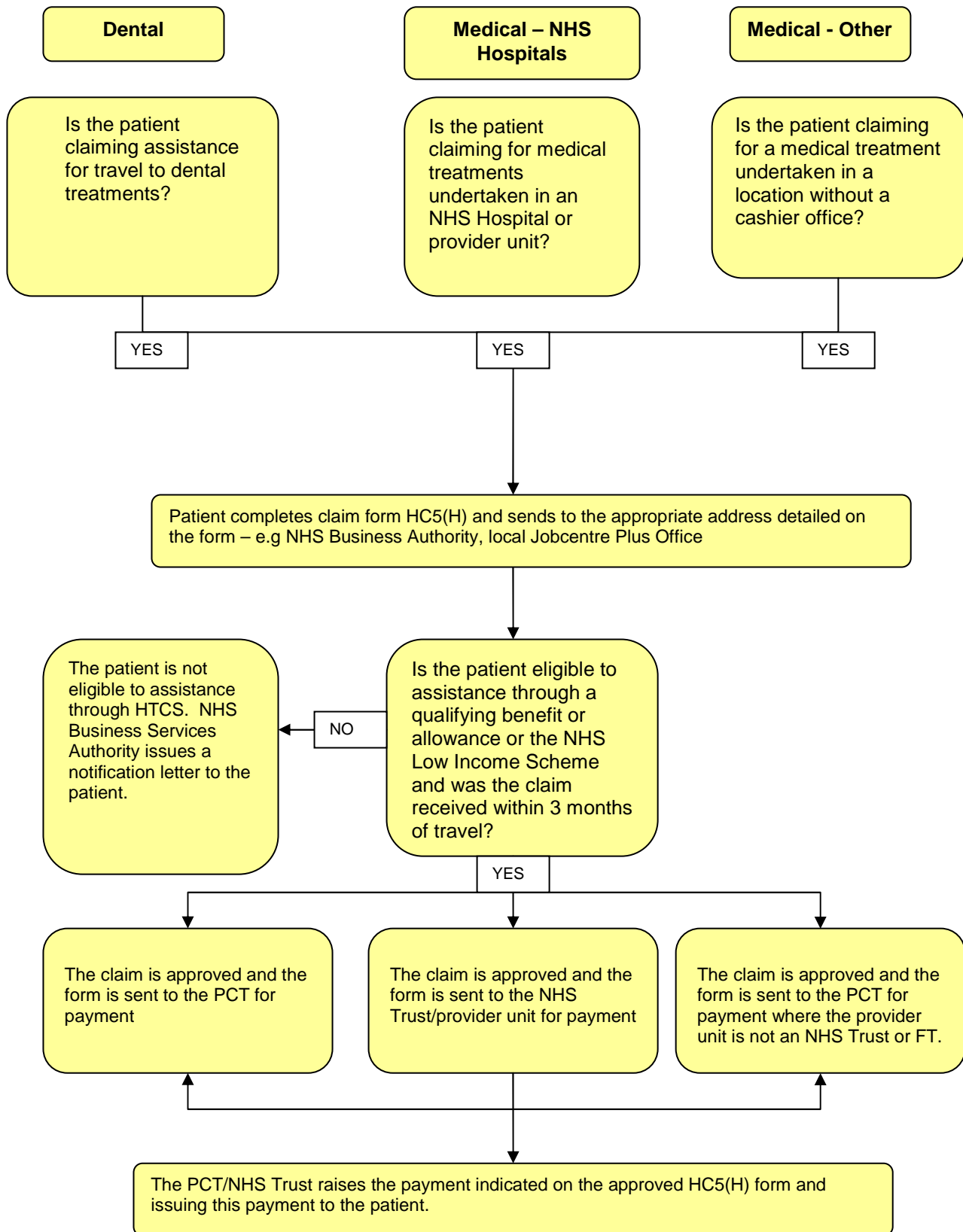
Appendix 5: Quick Reference guide – patient flow chart
(for Benefit qualified claims only)



Appendix 6: Quick reference guide – cashier flow chart
(for Benefit qualified claims only)



Appendix 7: Quick reference guide – postal claims flow chart
(for Benefit qualified claims only)



Appendix 8: Bus Pass Logging Sheet

Lothian Bus Passes

Recording and Issuing of Passes

Child Day Passes

| Amount | Serial Number | Date Issued | Name of Patient | Benefit entitlement of Parent | Area attended |
|--------|---------------|-------------|-----------------|-------------------------------|------------------|
| 1 | 123456 | 05.07.13 | Joe Bloggs | ESA | Forteviot Clinic |
| 2 | 123457 | 06.07.13 | Jimmy Jones | Tax Credit | Forteviot Clinic |
| 3 | 123458 | 08.07.13 | Bessie Smith | Job Seekers Allowance | Forteviot Clinic |
| 4 | 123459 | | | | |
| 5 | 123460 | | | | |
| 6 | 123461 | | | | |
| 7 | 123462 | | | | |
| 8 | 123463 | | | | |
| 9 | 123464 | | | | |
| 10 | 123465 | | | | |
| 11 | 123466 | | | | |
| 12 | 123467 | | | | |
| 13 | 123468 | | | | |
| 14 | 123469 | | | | |
| 15 | 123470 | | | | |
| 16 | 123471 | | | | |
| 17 | 123472 | | | | |
| 18 | 123473 | | | | |
| 19 | 123474 | | | | |
| 20 | 123475 | | | | |