Joint Service User and Carer Expenses Policy

Feedback Form for Service Users and Carers

Oxfordshire PCT and Oxfordshire Social and Community Services agree that it is important to ensure that those who give their time to our organisations as a volunteer are able to claim their out of pocket expenses. We also want to reward those who give their time and commitment to helping us to develop services.

Oxfordshire PCT (OPCT) and Oxfordshire Social and Community Services (OSCS) have been working in partnership to develop a joint user and carer expenses policy to establish principles and protocols for reimbursing patients and the public out of pocket expenses and to reward certain activities as defined in the policy.

We want to hear from you about what you think about the new expenses policy for Oxfordshire PCT and Oxfordshire Social and Community Services.

It is important that OPCT and OSCS provide an equal, inclusive and fair service to the people of Oxfordshire.

We want to know your views and comments on the proposed policy and process for the reimbursement and remuneration of service users and carers who are involved in our work.

We do!!

You are the expert! You know why you get involved and what might impact on your personal circumstances! You can help to inform us by filling in this feedback form and sending it back by Tuesday 9th June 2009 or by completing it online at www.oxfordshirepct.nhs.uk
1. Are you……….please delete as appropriate
Providing your own response?
Giving your response on behalf of an organisation, and if so, please could you state the name of the organisation: Please note if you are responding for an organisation there is a separate questionnaire for the voluntary sector

2. Are you……..
Male □
Female □
Prefer not to say □

3. Which ethnic group do you consider yourself to belong to?
White □
Mixed □
Asian or Asian British □
Black or Black British □
Chinese □
Prefer not to say □
Other, please write □

4. Using the Disability Discrimination Act definition below, do you consider yourself to have a disability?
"A physical or mental impairment which has a substantial and long term adverse affect on their ability to carry out normal day to day activities".
Yes □
No □
Prefer not to say □

5. Do you work for the NHS?
Yes □
No □
6. Do you work for Social and Community Services?
   Yes ☐
   No ☐

7. Where did you find out about this survey?

About your involvement

8. How did you first become aware of involvement activities at the PCT and Social and Community Services? (please tick all that apply to you)
   I was asked by PCT/Oxfordshire Social and Community Services staff to become involved ☐
   I was told about involvement by another agency ☐
   I saw an advert ☐
   A fellow worker told me ☐
   Another user of services/carer told me ☐
   A friend/family member told me about delete about ☐
   I read about it on the PCT website ☐
   I read about it on Oxfordshire Social and Community Services website ☐
   I filled out a form at a public meeting ☐

Other, please state ☐

9. What are your reasons for being involved in the work of the PCT and Social and Community Services? (please tick all that apply to you)
   I want to be able to give something back ☐
   To change and improve health and social care services ☐
   I want something meaningful to do ☐
   For my personal development ☐
   To learn more about how health and social care services work ☐
   To learn more about a specific condition ☐
   To meet other users of services/carers and exchange views and ideas ☐

Other, please state: ☐

- 3 -
10. How many times have you been involved in the last 12 months?
   1 – 2  
   3 – 5  
   6 – 10 
   11 – 15 
   16 – 20 
   21 – 25 
   25+  

Your views on the payment of expenses and reimbursement

11. To what extent do the following influence how much you are involved with the PCT and Social and Community services work?

   Payment is offered
   A Lot  
   A Little 
   Not at all  

   Expenses are reimbursed
   A Lot  
   A Little 
   Not at all  

12. When you get involved in the work of Oxfordshire PCT and/or Oxfordshire Social and Community Services, do you claim travel or other expenses?
   Yes  
   No  

13. Are these always paid on the day?
   Yes  
   No  
   Sometimes  

14. If you have not claimed travel or other expenses, please could you tell us why:

15. When you get involved in the work of Oxfordshire PCT and Oxfordshire Social and Community Services, do you claim payment for your time, expertise and involvement?
   Yes  
   No  
   please go to question 16
16. If you have not claimed payment, please could you tell us why:

Other ☐ please comment

Now please go to question 19

17. If you have claimed travel expenses and payment, how long approximately has it taken for you to receive the payment? Please tick only one option

Received on the day ☐
Less than 1 week ☐
2 weeks ☐
3 weeks ☐
4 – 6 week ☐
Longer than 6 weeks ☐

18. How was this payment paid to you?

By Cash ☐
By Cheque ☐
Direct to your bank ☐

Other, please specify ☐

19. Are you in receipt of statutory benefits, e.g.: income support, disability living allowance?

Yes ☐ please go to question 20 & 22
No ☐ please go to question 21
Prefer not say ☐

20. If you have answered yes to question 19, do you still claim expenses and payment?

Yes ☐ please go to question 22
No ☐ please go to question 21
Prefer not to say ☐

Other ☐ please comment
21. If you answered No to questions 19 & 20, please explain why, you don’t claim expenses?

22. If you have answered yes to question 19 & 20, have you taken advice about what you have to declare?
   Yes ☐ please go to question 23
   No ☐

23. If yes, where did you get advice from (please tick all that apply to you)
   I was offered professional advised advice organised by the project I was supporting ☐
   I received support through my GP practice (benefits in practice) ☐
   I received support from the Citizens Advice Bureau ☐
   I paid for professional support ☐
   Other, please specify ☐
And finally, we would like your views on the proposed policy…

24. As a user of services/carer do you think this policy will put barriers to you claiming?
   Yes ☐
   No ☐
   If Yes ☐ please comment

25. Are there any gaps in the Policy? (please comment)

26. Would you be more likely to claim expenses as a result of this policy?
   More Likely ☐
   Less Likely ☐
   About the same ☐

   If not, please explain

27. This Policy aims to show that the PCT and Social and Community Services are committed to service user and carer involvement. Do you think that this Policy truly reflects service user and carer needs?
   Yes ☐
   No ☐

   Other ☐ please comment
28. Please could you provide us with your contact information:

Name:
Address:
Email address:

Thank you for your feedback.

Please return this feedback by Tuesday 9th June 2009 to the freepost address below. No stamp is needed.

Administration Team
Freepost RRRK-BZBT-ASXU
2nd Floor Jubilee House
5510 John Smith Drive
Oxford Business Park South
OXFORD
OX4 2LH

Or Email:
Julia Stackhouse
Patient and Public Involvement Officer
Public.involvement@oxfordshirepct.nhs.uk

Filling in the feedback form online:
You can also complete the Service User & Carer Expenses feedback form online by visiting our website at: www.oxfordshirepct.nhs.uk

For any enquiries please telephone 01865 336790