

Personal and Public Involvement (PPI)



Reimbursement of expenses for service users and carers – a guide for HSC staff

This guide outlines the process for the reimbursement of expenses for service users and carers who are involved with Health and Social Care (HSC). Further guidance may be found on the Engage website.

Service user and/or carer attends agreed or invited Involvement activity

Issue claim form

- Give HSC current reimbursement of expenses guidance and claim form to service user and/or carer.
- Provide point of contact for completed claim form to be submitted.
- Support service user and/or carer to complete.

Receive claim form

Approve completed claim form

- Check submitted claim form has been correctly completed.
- Authorise the claim form and include payment cost centre/account code.
- Ensure service user or carer preferred payment details are included.
- Submit to organisation finance department for processing in a timely manner.
- Keep a record of the Finance department confirmation of receipt of submitted claim form.

Process completed claim form - Finance

- Issue payment via preferred payment method (cheque or bank account) to the service user and/or carer

Money is paid to service user and/or carer

Key

Planning

Doing

Reviewing

<http://engage.hscni.net>

