



School of Health  
& Medical Sciences

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# Payment and recognition policy

Guidance on payment and  
recognition for patient partners  
involved in teaching

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## Introduction

Patients, carers and the public are an important and valued part of medical training at St George's. This is guidance to let you know what payment or recognition will be offered if you decide to get involved in teaching sessions or other involvement activities.

You do not have to be paid to be involved and the choice is entirely yours. Being paid for involvement can affect your benefits and tax so we recommend you speak to a tax or benefits advisor before accepting payment. If you decide not to be paid there are other ways we can recognise your contribution and support. You can find more information on where to get benefits advice and how your benefits may be affected in our Benefits information sheet.

## What is 'involvement'?

Patients, carers and the public can be involved in various ways:

- Sharing their personal lived experience within teaching sessions supported by academic staff and/or students
- Taking part in clinical exams
- Taking part in communication skills practice sessions
- Community members who are able to advocate for a group of people, perhaps with the same condition
- Using lived experience as a patient or carer to be a 'critical friend' in meetings or committees to help us see blind spots

## Why is patient and carer involvement so important in medical education?

Patient experience is one the three pillars of healthcare quality, along with safety and effectiveness. Without understanding the lived experience of patients and carers we are only seeing half of the picture. Simulation is also a key part of medical training so that students can practice their communication and clinical skills in a safe and supportive environment and be well prepared for their clinical placement years.

## Payment and recognition

Some people are keen to give something back to the university and health service and are keen to volunteer and choose not to be paid. Our volunteers are reimbursed for expenses and are invited to social events through the year as a thank you for their support.

There may be other ways that we can recognise your contribution and time. We warmly encourage you to get in touch if you have any queries or ideas for how we can support you and recognise your contribution in other ways.

## How much can I be paid?

We pay patient and carers at the National Institute of Healthcare Research (NIHR) rate which is £150 per day, or £75 for a half day. If you are doing less than half a day then we will work out with you a fair rate in line with this.

## Comparing payment methods

There are two ways we can offer payment; directly into your bank account via payroll or with Love to Shop Vouchers. Both methods are subject to tax and could affect your entitlement to benefits so we recommend you get advice before getting involved.

|                        | <b>Payroll</b>   | <b>Vouchers</b>   |
|------------------------|--|---|
| Requirements           | You need to complete a Right to Work check<br>This involves showing payroll photo ID e.g. passport, driver license – this can be done virtually or in person at St George's University | We need your full name, and you will then sign to say that you have received the vouchers |
| Method of payment      | Direct into your bank account  | Love to Shop Vouchers   |
| How long does it take? | 2-4 weeks  | 2-4 weeks   |

## What if I decide not to get paid?

You do not need to be paid for your time and payment is flexible. For example, you may choose to be paid a lower amount if you are concerned that payment may affect benefit payments.

## Will vouchers affect tax and benefits?

Any form of payment, either in vouchers or direct payment into your bank account is taxable income and could affect benefit payments. If you have any concerns, we recommend that you get advice and we can provide a list of organisations who can offer advice and support.

## What about expenses?

We can reimburse travel expenses so please keep your receipts. If you have any expenses beyond travel costs, please make sure these are agreed in advance.

## Peer support and training

We also offer support and training depending on the activity you will be doing. We have a number of patients and carers who have a lot of experience of supporting medical education and we offer peer support sessions and skills training (if needed) so that you feel well supported in the involvement activity you are doing.

Everyone's circumstances are different so please do get in touch if you have any questions at all. This guidance is also regularly reviewed so please let us know if you have any suggestions to improve our payment and recognition policy.

We are particularly interested in recruiting people from diverse backgrounds so if you have any ideas for how we could do that better we are really keen to hear from you.