

Management of Cash Received from Patients

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Introduction

This SOP sets out the process for managing cash paid by patients for appropriate primary care services in accordance with BrisDoc's Corporate Financial Framework at its core values.

Patient Care

- Ensuring an effective process is in place and adhered to in order to protect the funds paid by patients as part of providing quality care

Workforce Care

- Ensuring all staff are fully trained in the implementation of this process and understand their role and responsibilities
- Ensuring mechanisms / facilities are in place to aid the smooth transfer of cash between patients and receptionists, and between receptionists and Practice Manager (or deputy)
- Supporting each other through the adherence of this process

Any breaches in this policy will be investigated in a confidential and sensitive



Quality Care

- Ensuring money is received in the appropriate locations and accurately reported in the relevant books after every transaction
- Ensuring this process is regularly reviewed and audited, with feedback (including any breaches) provided to BrisDoc's Financial Governance Board
- Ensuring any breaches to this policy are thoroughly investigated in accordance with BrisDoc policies – this includes our Incident

Resource Care

- All staff taking responsibility for the effective stewardship and safeguarding of funds and sources of income entrusted into the care of BrisDoc.
- Ensuring all equipment/facilities are in good working order and reporting any items that are faulty or missing.

Any member of staff managing cash received from a patient is held totally responsible by BrisDoc for its safe and appropriate custody until deposited in the agreed receptacle for retrieval for transfer to petty cash and banking.

Failure to adhere with this SOP may result in disciplinary action.

Objectives of the procedure

To ensure all staff are aware of their responsibilities when managing cash.

To ensure that all cash, for services for which the patient is expected to pay, is appropriately managed by staff. This includes:

- ensuring the patient is charged for every appropriate service (e.g., medical reports, insurance reports, letters, fitness to fly correspondence, HGV medicals, HM Forces medicals, private prescriptions, travel vaccinations),
- the patient is issued a receipt from EMIS for the full value of the charge,
- the transaction is logged appropriately,
- the cash being safely deposited in the post box for collection by the Practice Manager in Charlotte Keel Medical Practice (CKMP) and the operation manager in Broadmead Medical Centre (BMC) (or designated deputy).

To ensure BrisDoc staff uphold the Organisation's value for resource care, respect for the public purse and safe custody of BrisDoc resources.

To ensure patients are aware that they should be given a receipt for any payment transaction they make with a BrisDoc service, and receive that receipt.

The Standard Operating Procedure

Wherever possible payment for services will be taken by debit/credit card.

If the patient wishes to pay in cash the **Receptionist** MUST:

- Before the patient hands over any money the call another member of staff to be present at the point of transaction.
- Ask their colleague to witness the transaction in front of the patient.
- Issue the patient with a receipt for the transaction
 - In EMIS "add document" > "create letter" > choose template" receipt"> complete details of transaction amount > print receipt and give to patient.
- Enter the transaction details in the "cash transactions log" completing all columns which the Receptionist and witness will sign.
- Put the cash into a small brown money envelope and write on it the date, EMIS number, amount of cash, and reason for the transaction.
- Initial the envelope and ask the witness to initial it also.
- Seal the envelope and sign across the seal.
- Deposit the envelope containing the cash in the post box at the reception.
- Send an email or a Task to the Practice Manager (CKMP) & Operations Manager (BMC) stating a transaction has been taken and is the post box for collection.

The Receptionist is responsible for reporting any problems with transactions or this process to the Practice Manager or Deputy.

Under NO circumstances may a member of staff take cash home and return to the post box the following day/shift.

Any breach of this policy – including any errors a member of staff may have accidentally done – must be reported to the Practice Manager (CKMP) & Operations Manager (BMC). BrisDoc's preference is always for full honesty.

The **Practice Manager (CKMP) & Operations Manager (BMC)** will:

- Collect envelopes from the post boxes.
- Check the “cash transactions log” entry with the envelope.
- Log the transaction into the petty cash log book and sign for the transfer of the transaction to petty cash.

Audit

The Practice Manager (CKMP) & Operations Manager (BMC) will undertake routine weekly audits to ensure all cash received from patients correlates with the transactions received and logged into petty cash.

Petty cash is audited by BrisDoc's Payroll and Pensions Manager.

Internal audit may be undertaken by the Compliance Officer.

External audit will be undertaken by Bishop Fleming.

Monitoring

Adherence with this SOP will be monitored by the Finance Governance Board.

Related Documents

Corporate Financial Framework

Change Register

Date	Version	Author	Changes
1 st November 2022	2	Jane Isaac and Dixine Douis	Removed from page four: Every Practice waiting room and reception will post a notice informing patients that they will be given a receipt for any payment due and to ensure they ask for and/or take their receipt.