

COMPLETION OF CLAIM FORMS GUIDANCE

Date	The date of the journey
Client's Name and address	The client's name and the address from which collected and later dropped off.
Destination	Suggested abbreviations to use (for speed of completion): CDH - Cromer District Hospital; CS - Cromer Surgery; HMP - Holt Medical Practice, MCS - Melton Constable Surgery, N&N - Norfolk and Norwich Hospital, QEH - Queen Elizabeth Hospital, King's Lynn, CH – Cora Health, Norwich, SH - Spire Hospital, Norwich, PC - Poppy Cafe
Total Driver Miles	The actual total number of miles driven from your home to the client's home to collect them and then onward to the destination; then the return journey ending back at your home after dropping off the client at theirs. [The driver may choose to take any reasonable route having regard to traffic conditions, safety considerations, time constraints, etc.]
Client Miles only	The number of miles being the shortest practicable route from the client's home to the destination; and then the return journey back to the client's home , calculated by reference to a digitalised route finder such as Google Maps or Apple Maps. [Note: This is to ensure consistency, so far as possible, where clients travel the same journey with different drivers. The actual number of client miles should only be charged if significantly different on account of traffic conditions, forced diversions, time constraints, etc.]
Standard Charge	The number of client miles x 50p, or £5.00 if the journey is less than 10 miles, subject to a minimum charge of £5.00.
Monies received £	The amount of money received from the client for the journey. Please highlight any cheques received. [Note that this amount may be more than the Standard Charge if the client chooses to make a donation over that amount.]
BACS, Cash, Cheques	Enter the amount against the relevant category as to how the monies will be paid into the HACS bank account.