



HELPING
OUR HOSPITALS
DO MORE

Patient Hardship Grants Workflow

Check [our website](#) for all the information about our Patient hardship grants, including guidance about what you can apply for on behalf of a patient/family

Apply

You can apply at any time.

Submit your application on the charity's online grants portal, [Flexigrant](#)

Don't forget to attach the Signatures of Approval form, signed by yourself, your line manager and your patient/ patient's responsible other

We'll respond within **two working days**

If your application is successful, we will email you a **Grant Award Letter**. Please read your letter carefully as this will explain how the grant will be paid, and the conditions of the grant.

Accepting your grant

You must **accept** your grant on Flexigrant within **two weeks** of the date of the Grant Award Letter.

Payments

Payments will be made in instalments, usually directly to the patient/family.

We pay the first instalment up front. We pay the next instalment(s) after you let us know that the previous instalment has been spent appropriately.

(Grants for accommodation will be paid after we see proof of booking.
Grants for funerals will be paid direct to the Funeral Director.)

Grants are valid for **12 months**. After this time, if the total amount has not been requested, we will automatically close down the grant.