

Patient Hardship



HELPING
OUR HOSPITALS
DO MORE

Applying for a grant

This flowchart is to help Imperial College Healthcare NHS Trust staff to apply for a Patient Hardship grant to support a patient in your care. Please use this flowchart alongside our guidance on the types of costs we can support - you can find this in **Patient Hardship Eligible Costs - costs we can support**.

- 1 Our Patient Hardship grants are to support Imperial College Healthcare NHS Trust (ICHT) inpatients and outpatients (and their families) with **immediate** financial relief. By 'immediate', we mean for hospital stays/treatment within six months of being awarded a Patient Hardship grant.
- 2 You can apply for up to **£1,500** in total. However, each type of cost has a **maximum cap that you must not exceed**. You should only apply for an amount that covers what the patient needs to support them with their stay in hospital or medical treatment.
- 3 Complete your application via our online grants portal, Flexigrant - go to **imperial.flexigrant.com**. If you don't have a Flexigrant account, you will need to open one. The application must be completed by an ICHT staff on their patient's behalf.
- 4 Please allow **five** working days for us to assess your application. During this time we may contact you to seek further information. We may also offer a different amount to your request. Your patient can only benefit from a Patient Hardship grant once.
- 5 If your application is approved, we will issue you with a Grant Award Letter. The letter outlines the costs we will support with and how we will make payment(s). You will need to **accept our Grant Offer** on Flexigrant **before** any payment can be made.
- 6 Unfortunately we are unable to make fast or cash payments. Our payment run is weekly, and payments usually reach the patient or family member's account by the Friday of each week. You will need to provide us with bank details by **Tuesday 12noon after** you have accepted our Grant Offer. Payments are not processed on Fridays, bank holidays or during inactive periods (see details below).
- 7 We will make **one** payment for **grants below £300**, and **two** payments for **grants above £301**. We will only release the second payment when you email us (grants@imperialcharity.org.uk) with your request, **confirming that you are satisfied that the patient (or family member) has used the first payment as intended**.

Patient Hardship temporary closure periods:

Festive period 2024

- 1) The **last payment** to be paid **before** the festive period is w/c **9 December 2024**.
- 2) Applications submitted **after Friday 29 November 2024** will be assessed from w/c **6 January 2025**.

2024/25 financial year-end and 2025/26 new financial year

- 1) The last payment to be paid before the 2024/25 financial year-end is w/c **10 March 2025**.
- 2) Patient Hardship will close on **Friday 7 March 2025** and reopen on **Tuesday 8 April 2025**.

The specific dates for these inactive periods will be signposted on our website and Flexigrant. For further information and support, please email us: grants@imperialcharity.org.uk

We understand that patients may have many other needs and would like to signpost you to the Turn2Us Grant Search tool - grants-search.turn2us.org.uk - to find out what other support may be available.