

Ref: FOIA Reference 2019/20-287

Royal Stoke University Hospital
Quality, Safety and Compliance Department
Newcastle Road
Stoke-on-Trent
Staffordshire
ST4 6QG

Date: 21st August 2019

Email foi@uhnm.nhs.uk

Dear

I am writing in response to your email dated 14th August 2019 requesting information under the Freedom of Information Act (2000) regarding data held on training for overseas visitor managers and like staff.

As of 1st November 2014 University Hospitals of North Midlands NHS Trust (UHNM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

Q1 I write to request data held by the Trust related to what training and materials on exclusions to charging and safeguarding are given to those non-clinical staff members who apply charging policy or engage in charging patients in your trust.

Charging, as referred to here, should be understood in alignment with *National Health Service (Charges to Overseas Visitors) Regulations 2015*.

Non-clinical staff members who apply charging policy or engage in charging patients in your trust should be understood as including overseas visitor managers or any other non-clinical staff tasked with fulfilling a role of this type or kind.

In particular, I request:

1) Any pamphlets, brochures, handbooks, online materials (which can be sent to me as a PDF) or similar content that inform staff about exclusions and safeguarding;

A1 This information is not held by UHNM. This information is held by the Overseas Visitors NHS Cost Recovery Programme and they can be found at the following link: <https://www.e-lfh.org.uk/programmes/overseas-visitors-cost-recovery/>

Alternatively you can email them: enquiries@e-lfh.org.uk

Q2 Details of any kind of training offered to these staff on applying exclusions and safeguarding, and whether such training is compulsory

A2 UHNM use the above as in answer 1. However please note that this training is not compulsory.

Q3 Where available, the number, or percentage of, non-clinical staff designated to be involved in charging who have completed any training offered.

A3 Three members of staff have completed the training.

*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

UHNM NHS Trust is a public sector body and governed by EU law. FOI requestors should note that any new Trust requirements over the EU threshold will be subject to these regulations and will be advertised for open competition accordingly.

Where the Trust owns the copyright in information provided, you may re-use the information in line with the conditions set out in the Open Government Licence v3 which is available at <http://www.nationalarchives.gov.uk/doc/open-government-licence/version/3/>. Where information was created by third parties, you should contact them directly for permission to re-use the information.

An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

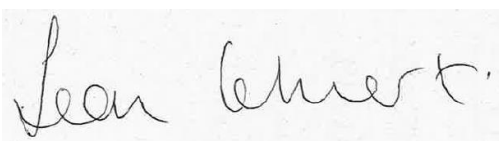
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via www.ico.org.uk.

If following review of the responses I can be of any further assistance please contact my secretary on 01782 676474.

Yours,





University Hospitals
of North Midlands
NHS Trust

Jean Lehnert
Information Governance Manager

