



**University Hospitals  
of North Midlands**  
NHS Trust

**Royal Stoke University Hospital**  
**Data, Security and Protection**  
Newcastle Road  
Stoke-on-Trent  
Staffordshire  
ST4 6QG

Ref: FOIA Reference 2024/25-316

Date: 11<sup>th</sup> September 2024

Email [foi@uhnm.nhs.uk](mailto:foi@uhnm.nhs.uk)

Dear Sir/ Madam

I am writing to acknowledge receipt of your email dated 14th August 2024 requesting information under the Freedom of Information Act (2000) regarding Overseas Visitors

On 15<sup>th</sup> August we contacted you via email with the following:

To continue with your request we require clarification the following:

what do you mean by “unique patient care episodes”, as “care episodes” usually relates to inpatient care. Are you after the number of ED attendances, inpatient spells and outpatient attendances for each year stated? Also, as you are referencing the word “unique”, if a patient has attended ED and then been seen in an outpatient clinic during the same year, do we class this a 1 or 2 “care episodes”?

On the same day you replied with:

*‘By unique patient care episodes would be looking for the Total number of all patient attendances via any route.’*

As of 1<sup>st</sup> November 2014 University Hospitals of North Midlands NHS Trust (UHM) 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 Under the Freedom of Information Act I would like to request the following information: I would like the information to be completed in the table format below and returned to this email address.**

OPERATIONAL/RESOURCE INFO		2018-19	2019-20	2020-21	2021-22	2022-23	2023-24
Total number of unique patient care episodes at your Trust							
Total number of staff employed by your Trust at the beginning of the financial year							
Total number of staff employed full time (or full time equivalent) as Overseas	Band 8a						



Visitors managers/officers/administrators, or otherwise employed for the purpose of implementing and administering the Overseas Visitors charging regulations at your Trust, at the beginning of each financial year	and above						
	Band 7						
	Band 6						
	Band 5						
	Band 4						
	Band 3						
	Band 2						

FINANCIAL INFO	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24
Total number of patients identified as chargeable overseas visitors						
Total number of invoices issued to chargeable overseas visitors						
Total sum of charges issued to chargeable overseas visitors	£	£	£	£	£	£
Total sum received from overseas visitors towards payment of invoices	£	£	£	£	£	£
Total outstanding debt (cumulative) owed to your Trust by overseas visitors at financial year end	£	£	£	£	£	£
Total number of EHC claims						
Total sum of EHC claims	£	£	£	£	£	£

A1 See below

OPERATIONAL/RESOURCE INFO		2018-19	2019-20	2020-21	2021-22	2022-23	2023-24
Total number of unique patient care episodes at your Trust		1,318,747	1,311,502	1,078,015	1,306,025	1,334,438	1,339,394
Total number of staff employed by your Trust at the beginning of the financial year		10,725	10,647	10,885	11,388	11,172	11,724
Total number of staff employed full time (or full time equivalent) as Overseas Visitors managers/officers/administrators, or otherwise employed for the purpose of implementing and administering the Overseas Visitors charging regulations at your Trust, at the beginning of each financial year	Band 8a and above						
	Band 7	0.1 WTE	0.1 WTE	0.1 WTE	0.5 WTE	0.5 WTE	0.5 WTE
	Band 6						
	Band 5					0.5 WTE	0.5 WTE

	Band 4	1 WTE	1 WTE	1 WTE	1 WTE	1 WTE	1 WTE
	Band 3						
	Band 2						

FINANCIAL INFO	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24
Total number of patients identified as chargeable overseas visitors	184	259	417	879	1,279	843
Total number of invoices issued to chargeable overseas visitors	192	176	242	502	766	916
Total sum of charges issued to chargeable overseas visitors	£531,881.80	£527,092.89	£835,447.51	£967,316.85	£1,779,466.62	£2,124,568.79
Total sum received from overseas visitors towards payment of invoices	£328,226.12	£349,525.92	£366,043.16	£506,416.28	£786,339.63	£761,099.99
Total outstanding debt (cumulative) owed to your Trust by overseas visitors at financial year end	£868,359.94	£687,697.86	£1,174,395.84	£1,709,069.61	£2,759,110.30	£3,954,863.57
Total number of EHC claims	55	112	27	33	26	29
Total sum of EHC claims	£155,501.12	£172,082.98	£43,611.96	£142,378.66	£153,060.18	£170,097.56

\*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.***

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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](http://www.ico.org.uk).

Yours,



**Rachel Montinaro**  
Data Security and Protection Manager - Records