

Ref: FOIA Reference 2020/21-284

Data Security and Protection
Newcastle Road
Stoke-on-Trent
Staffordshire
ST4 6QG

Date: 26th October 2020

Email foi@uhnm.nhs.uk

Dear

I am writing in response to your emails dated 17th February and 13th October 2020 requesting information under the Freedom of Information Act (2000) regarding cost of OVM for *University Hospital of North Staffordshire NHS Trust*. (previous reference 675-1920)

On 17th February we contacted you via email as we required clarification on which Trust you required information for, we stated:

As of 31st October 2014 University Hospital of North Staffordshire NHS Trust (UHNS) ceased to exist. As of 1st November 2014 Royal Stoke University Hospital and County Hospital (Stafford) became known as University Hospitals of North Midlands NHS Trust (UHNM).

On 12th October [REDACTED] sent a chaser, but this time for the correct Trust, however without a reference number, we advised you via email that in order to investigate you would need to provide this- which you have done so today.

UHNM received this request on 17th February 2020 from [REDACTED] who we contacted via email on that same day, advising him that he was requesting information from a Trust that no longer existed- see attached, no clarification was forth coming from [REDACTED] so this request was closed after 2 months as stated in our email.

As your request was closed your reference number is 284-2021 please quote this number on any correspondence.

Please note that we require a contact name for this request as we now have 2, please confirm who is handling this request.

On 13th October 2020 you contacted us via email stating that you would be handling this request and not Mr Walpole.

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 Does the Trust employ a person, or persons whose job it is to identify people who may be required to pay for NHS care, often referred to as an overseas visitor manager?

A1 At UHNM currently employ one Overseas and Private Patient Manager and three Overseas and Private Patient Officers as of February 2020, prior to this there was no dedicated Overseas and Private Patients Manager.

Q2 If yes please provide information about the job title, Agenda for Change pay band, and duties of each role in the team

A2 Please see refer to the attachments for job descriptions.

Q3 Please provide the annual salary for each member of the team for each year from 2015 - 2020 inclusive

A3 Each post has equal split responsibilities between Overseas Patients and Private Patients. WTE (Whole Time Equivalent)

| | Band 4 | | | Band 7 | | | Comments |
|---------|----------|-------------|-----------|--------|----------|-----------|---|
| | People | WTE Each | Total WTE | People | WTE Each | Total WTE | |
| 2015/16 | 2 | 0.5 | 1 | 1 | 0.1 | 0.1 | |
| 2016/17 | 2 | 0.5 | 1 | 1 | 0.1 | 0.1 | |
| 2017/18 | 2 | 0.5 | 1 | 1 | 0.1 | 0.1 | |
| 2018/19 | 2 | 0.5 | 1 | 1 | 0.1 | 0.1 | |
| 2019/20 | X2 X1 | 0.5 0.46 | 1.46 | 1 | 0.5 | 0.5 | From 03.02.2020 - Before this date, structure was the same as above |

I can confirm that the Trust holds information regarding annual salary for each member of the team, but feel this information is exempt under sections 21: *information reasonably accessible by other means*. This is because the information is available via the NHS public website at the following link: <https://www.nhsemployers.org/pay-pensions-and-reward>

In addition the Trust is applying Section 40(2) of the FOI Act. *Personal information*. Accordingly, this aspect of your request is exempt from disclosure under the terms of Data Protection Act 2018.

Q4 Please provide any additional budget allocated to the team, i.e. for operational costs, equipment, office space etc. for each year from 2015 - 2020 inclusive.

A4 Please see below:

- 2015/16 = £0
- 2016/17 = £0
- 2017/18 = £0
- 2018/19 = £0
- 2019/20 = £9,788

Q5 Has the overseas visitor team overspent its budget in any year from 2015 - 2020 inclusive. If yes, provide the amount.

A5 Please see below:

- 2015/16 = No
- 2016/17 = No
- 2017/18 = No
- 2018/19 = No
- 2019/20 = No

Q6 If the Trust does not employ an overseas visitor manager does it plan to, and how much has it budgeted for this?

A6 UHNM does employ an Overseas and Private Patient Manager as of February 2020

Q7 The following questions relate to income generated through charging patients for NHS care as directed through the NHS Overseas Visitor Charging Regulations 2015 and 2017 amendment. Please do not include income generated through private paying patients or through money claimed back from EEA countries as part of any reciprocal arrangements.

1. Please provide the total amount invoiced for each year from 2015 - 2020 inclusive.
2. Please provide the total amount received in payments for each year from 2015 - 2020 inclusive.
3. Please provide the total amount written off as a result of the patient being considered destitute for each year from 2015 - 2020 inclusive.
4. Please provide the total amount passed to debt collection agencies for recovery as a result of non-payment for each year from 2015 - 2020 inclusive.
5. Please provide the total value of credit notes issued after a person has been invoiced for care and later found to be eligible for free treatment for each year from 2015 - 2020 inclusive.

A7 Please see below:

| For Q7 | | Information as at end February 2020 |
|--------|----------------|--|
| Q7.1 | Financial Year | Invoiced £ |
| | 2015-16 | 311,154 |
| | 2016-17 | 237,552 |
| | 2017-18 | 294,600 |
| | 2018-19 | 531,988 |
| | 2019-20 | 339,432 |
| Q7.2 | Financial Year | Payments includes - Payments Received / Credited or Written off £ - We do not hold information to differentiate between them |
| | 2015-16 | 206,125 |
| | 2016-17 | 220,288 |
| | 2017-18 | 196,970 |
| | 2018-19 | 311,882 |
| | 2019-20 | 193,237 |

| | | |
|------|---|---------------------------|
| Q7.3 | Written off due to Destitution £ - Information not held | |
| Q7.4 | 31/03/2016 | Information not available |
| | 31/03/2017 | 237,506.35 |
| | 31/03/2018 | 70,462.53 |
| | 31/03/2019 | 152,019.68 |
| | 31/03/2020 | 119,742.63 |
| Q7.5 | Credited due to documents received £ - Information not held | |

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

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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.

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



University Hospitals
of North Midlands
NHS Trust

Yours,

Jean Lehnert
Data, Security and Protection Manager