



Ref: FOIA Reference 2020/21-330

Date: 1<sup>st</sup> December 2020

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

Dear

I am writing in response to your email dated 4<sup>th</sup> November 2020 requesting information under the Freedom of Information Act (2000) regarding OSV

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 I am writing to request the following information:**

- 1. 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?**
  - a. If yes please provide information about the job title, Agenda for Change pay band, and duties of each role in the team**
  - b. Please provide the annual salary for each member of the team for each year from 2015 - 2020 inclusive.**
  - c. 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.**
  - d. Has the overseas visitor team overspent its budget in any year from 2015 - 2020 inclusive. If yes, provide the amount.**
  - e. If the Trust does not employ an overseas visitor manager does it plan to, and how much has it budgeted for this?**

A1 See below:

a)

	Private Patients and Overseas Visitors Co-Ordinator - Band 4			Private Patients and Overseas Manager - Band 7		
	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	2	0.5				

	1	0.46	1.46	1	0.5	0.5
2020/21	2	0.5				
	1	0.46	1.46	1	0.5	0.5

b) All staff are paid in line with the National NHS Pay Scales.

c) Please see below:

- 2015/16 - £0
- 2016/17 - £0
- 2017/18 - £0
- 2018/19 - £0
- 2019/20 - £9,788
- 2020/21 - £0

d) Not in any year

e) UHNM has employed an OVM from 03.02.2020

**Q2 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.**

- a. Please provide the total amount invoiced for each year from 2015 - 2020 inclusive.
- b. Please provide the total amount received in payments for each year from 2015 - 2020 inclusive.
- c. Please provide the total amount written off as a result of the patient being considered destitute for each year from 2015 - 2020 inclusive.
- d. 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.
- e. 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.

A2 See below:

a & b) Information as at 30/10/2020

Financial Year	Sum of Patient Invoiced £	Sum of Amount Received / Credited / Written off. £
2015-16	311,154	206,125
2016-17	237,552	198,306
2017-18	294,600	173,091
2018-19	531,988	264,947
2019-20	526,561	152,699

c) 'Written off due to destitution' - information not held

d) Information as at 30/10/2020

Financial Year	Passed to Debt Collection Agency £
2015-16	Info not held
2016-17	237,506
2017-18	70,463
2018-19	152,020
2019-20	119,743

e) 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.

***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.

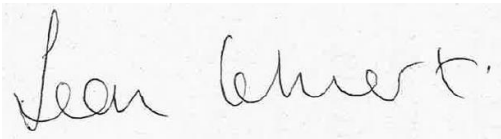
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and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

If following review of the responses I can be of any further assistance please contact my secretary on 01782 671612.

Yours,



Jean Lehnert  
**Data, Security & Protection Manager**