



Ref: FOIA Reference 2023/24-096

Date: 16th June 2023

Email foi@uhnm.nhs.uk

I am writing to acknowledge receipt of your email dated 17th May 2023 requesting information under the Freedom of Information Act (2000) regarding Charging of Overseas Visitors.

Note: UHMN does not open links from unknown sources

As of 1st November 2014 University Hospitals of North Midlands NHS Trust (UHMN) 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 information under the Freedom of Information Act 2000, relating to the Trusts implementation of the 'NHS (Charges to Overseas Visitors) Regulations 2015, as amended by the NHS (Charges to Overseas Visitors) (Amendment) (EU Exit) Regulations 2020', hereafter referred to as 'the charging policy'.

The following requests relate to the expenditure and income generated from the 'charging policy', excluding any generated through private paying patients or monies claimed back from countries as part of any reciprocal healthcare arrangement.

As per the Trusts application of the 'charging policy' for each financial year from 2015-2023 please provide (i) the total number of and (ii) the total value of:

- (1a)
Invoices generated**
- (1b)
Payments received**
- (1c)
Credit notes issued after a patient has been invoiced for care and later found to be eligible for free treatment**
- (1d)
Invoices written off for accounting purposes due to a patient being considered destitute as per the conditions set out in 13.72 and 13.73 of the charging policy.**
- (1e)
Debts passed onto debt collection agencies for recovery due to non-payment.**

For each of the above requests from 1a to 1e inclusive, please provide a breakdown by speciality, department, or similar categorisation (see appendix 1 for example formatting).

A1 1a,b,c- see below Caveat – Some invoices will be counted in Amount received column and/or Credited due to documents received column, due to only part of an invoice being eligible to be credited. Includes financial years 2015/16 – 2022/23. Note: UHMN does not open links from unknown sources

Row Labels	Q1a - Number of Invoices	Sum of Patient Invoices	Q1c - Number of Credited invoices due to documents being received	Sum of Credited invoices due to documents being received	Number of Invoices Amount Received	Q1b - Sum of Amount Received
2015-16	58	311,154.13	-	-	56	206,125.28
2016-17	58	237,552.39	6	30,062.35	47	191,997.01
2017-18	121	294,599.72	16	41,392.64	83	179,512.45
2018-19	192	531,988.06	29	63,632.87	96	260,831.52
2019-20	176	527,092.92	38	159,150.56	73	186,455.08
2020-21	252	835,447.39	76	279,562.54	64	88,432.46
2021-22	502	967,311.85	221	354,066.59	83	129,162.31
2022-23	758	1,778,105.79	216	435,386.26	83	180,731.91
Grand Total	2,117	5,483,252.24	602	1,363,253.81	585	1,423,248.02

Q2 Please provide a breakdown by speciality, department, or similar categorisation of (i) the number of patients currently on a repayment plan with the Trust for debt incurred under the charging policy and (ii) a breakdown by value of repayment - For example, the number of patients paying £1/month, £5/month, £10/month, etc. (see appendix 1 for example formatting).

(2a)

Please also provide the number of patients who entered a new payment plan with the Trust, for each financial year from 2015-2023.

A2 See attached

Q3 Please share any formal or informal criteria, policies, procedures, or similar the Trust currently uses or has used from 2015 - 2023 to determine how:

(a) A patient's debt is managed

(b) The Trust agrees upon the value of a patient's monthly repayment plan.

A3 See below: (a)

Debt is managed at ELFS Shared Services on behalf of University Hospitals North Midlands

Debts chased on due date by telephone/email

Reminder letters issued - 1st reminder 1 day past due date, 2nd reminder 7 days past due date and 3rd reminder 14 days past due date

If no response to any of these forms of communication the debt is proposed for referral to a 3rd party debt recovery agency as agreed by University Hospitals North Midlands NHST

(b)

The Customer is asked to complete an income / expenditure form to determine an affordable repayment value.

Q4 For each financial year from 2015-2023, please provide the total number of patients whose information has been shared with the Home Office in relation to a debt:

- (a) Greater than £500 owed for more than 2 months
- (b) Greater than £500 owed for less than 2 months
- (c) Less than £500

A4 See below: The financial year is based upon when the invoice was raised.

	Number of patients whose information has been shared with home office in reference to debt	Subsequently removed when debt was paid
2014/15	17	2
2015/16	20	8
2016/17	26	8
2017/18	38	6
2018/19	50	10
2019/20	47	8
2020/21	41	10
2021/22	42	7
2022/23	62	5

4b – None – We only report debt over two months old

4c – None – We only report debt over £500

*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 671612.

Yours,



Rachel Montinaro
Data Security and Protection Manager - Records