

Freedom of Information Request

Ref: UHB 17-596

Date 14 December 2017

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Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

- 1. How much money has your trust spent on debt-collection services over the last three financial years? Please provide this information broken down by financial year for 2014-15, 2015-16, and 2016-17.**

2014/15	2015/16	2016/17
£5,504	£6,701	£2,039

- 2. For the same three financial years, please state how much money was collected by these debt-collection services? Please break down by the same years as above.**

We can confirm a total of £95,074 was collected by debt-collection services between financial years 2014/15 and 2016/17. Please note we are unable to provide this data broken down by year as our system it is recorded on does not record dates. To obtain this information would require a manual trawl through receipts and invoices which would significantly exceed the 18 hours limit set down by the FOI as the reasonable limit.

Section 12 of the FOIA provides that we are not obliged to spend in excess of 18 hours in any sixty day period locating, retrieving and identifying information in order to deal with a request for information and therefore we are withholding this information at this time.

- 3. At the end of the financial year, what was the largest outstanding debt owed by a single patient? (To clarify, this question refers only to individuals, not companies). Please provide the sum, and state whether the patient was a British patient who had undergone private treatment, or a patient from overseas. Please state what services treatment they received.**

We are unable to provide the sum by financial year as requested as we have considered that there is the potential for the individuals to be identified, when considered with other information that may be in the public domain. In our view

disclosure of information would breach the Data Protection Act. Therefore please find that **Section 40 (2)** exemption contained within the Freedom of Information Act 2000 is engaged. Section 40 is the exemption for personal information.

We can confirm however that the total for the largest outstanding debts for the period 2014-2017 was £113,000. Please note all debts have now been settled in full.

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Trust Secretary
University Hospitals Bristol NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely,

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