

Freedom of Information Request**Ref: UHB 18-101**

Date 23 February 2018

By Email

Dear Sir

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

I would like to know about charges regarding overseas visitors and charges made to them within your trust during the period from 2015 until the most recent figures available

1. The total income of the Trust each year?

FY 2015/16	FY 2016/17	April 2017 to Jan 31st 2018
£ 412k	£ 649k	£ 327k

2. The number of overseas patients who were not entitled to NHS treatment, who were treated by the Trust. (under current overseas patient regulations)?

FY 2015/16	FY 2016/17	April 2017 to Jan 31st 2018
320	389	403

3. Of the patients data provided in question 2, the number of patients who still owe money to the Trust?

FY 2015/16	FY 2016/17	April 2017 to Jan 31st 2018
155	140	55

4. The total combined cost of treatment's that the Trust was entitled to recoup from those patients?

FY 2015/16	FY 2016/17	April 2017 to Jan 31st 2018
£ 360,037	£ 603,039	£ 558,422

5. The amount of money that has to date been recouped on behalf of the Trust from those patients?

FY 2015/16	FY 2016/17	April 2017 to Jan 31st 2018
£ 118,536	£ 224,053	£ 174,310

6. The methods used or the name of any debt collection agency, or other agencies currently hired by the Trust to recoup money from overseas patients who were not entitled to NHS treatment?

The Trust uses dunning letters, bespoke letters and a debt recovery agency. We are unable to provide the name of the debt collection agency as this is commercially sensitive information and will not be shared at an organisational level.

7. Do they receive a fee for this role or do they receive a percentage of money recovered?

They receive a percentage of the money recovered.

8. When they were employed?

They were employed prior to April 2015 to current date.

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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