

Freedom of Information Request

Ref: UHB 18-210

Date 22 June 2018

By Email

Dear Sir/Madam,

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

1. **Please tell me whether the trust carries out routine identity checks on patients attending outpatient appointments to ascertain whether they are ordinarily resident in the UK. If yes, please answer the following questions:**
 - a. **Which patients undergo such checks? (– eg all those attending first appointment for a new care pathway)**
 - b. **Please state what forms of documentation they have to provide? (eg passports, proof of address)**
 - c. **What happens if they cannot provide proof of being ordinarily resident?**

The Trust asks the following residency question at outpatient appointments – “Have you lived in the UK for the last 12 months?”, if the patient answers ‘no’, or there is another indication that the patient may not be ordinarily resident in the UK then the overseas visitor’s team will investigate. The investigation may require an identity check. We ask for documents in line with the attendance form produced by the Department of Health and Social Care and the Acceptable Documents Desk Aid provided by the Home Office. If a patient cannot prove that they are ordinarily resident and they have no entitlement in their own right or by virtue of their condition then they are charged for their appointment, treated as an overseas visitor to whom charges apply in line with the regulations.

2. **Please also state how many Overseas Visitor Managers (OVMs) or Overseas Visitor Officers (OVOs) are employed by the trust (Please state as Full Time Equivalent)**

There is 1 WTE Non NHS Patient Income Manager who has responsibility of both Overseas visitors and Private patients. There are 3 WTE Overseas Visitors Officers.

3. **Please state the highest bill which is still outstanding owed by an overseas visitor for a) 2017/18 to date and b) 2016/17.**

We are unable to provide the requested information in the requested format as each figure refers to one individual and 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.

4. In relation to question 4, please broadly state the nature of the treatment (eg ophthalmology, kidney dialysis, obstetrics) and the nationality of the patient, if known.

Please see above.

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,

FOI Administrator