

Freedom of Information Request

Ref: UHB 20-113

20 March 2020

By Email

Dear Sir/Madam

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

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?

Yes.

- a. If yes please provide information about the job title, Agenda for Change pay band, and duties of each role in the team

The trust employs a Non NHS Patient Income Manager (responsible for Private Patients and Overseas Visitors, band 8a), an Overseas Visitors Team Supervisor (band 5), and two Overseas Visitors Team Officers (Band 4).

Please see attached the Job descriptions.

- b. Please provide the annual salary for each member of the team for each year from 2015 - 2020 inclusive.

There was not a centralised team until July 2017, before that time duties fell to the responsibility of each division. Since centralisation please see above the NHS Agenda for pay band for each role.

- 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.

The Trust does not record all costs related to the charging of overseas visitors separately from its main running costs with the exception of the Overseas Visitors Team costs.

These costs have been centralised to a central budget since financial year 2016/17. Prior to that they were managed within ordinary operational budgets spread across the Trust.

The budget and costs for the overseas visitors team since its centralisation are as follows (with each financial year running from 1st April to 31st March):

	2016/17		2017/18		2018/19	
	Budget	Costs	Budget	Costs	Budget	Costs
Pay	£117,150	£91,617	£108,374	£115,756	£94,979	£94,979
Non-Pay	£4,584	£1,904	£0.00	£5,908	£0.00	£1,904
Total	121,734	93,521	108,374	121,664	94,979	69,883

These costs exclude the overseas visitors' manager who has other responsibilities alongside this portfolio.

- d. Has the overseas visitor team overspent its budget in any year from 2015 - 2020 inclusive. If yes, provide the amount.

There was no overspending against budget.

- e. If the Trust does not employ an overseas visitor manager does it plan to, and how much has it budgeted for this?

Not applicable.

2. The following questions relate to income generated through charging patients for NHS care as directed through the 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.

2015/2016	2016/2017	2017/2018	2018/2019	2019/2020
£6,138	£501,166	£746,105	£1,054,808	£598,653

- b. Please provide the total amount received in payments for each year from 2015 - 2020 inclusive.

2015/2016	2016/2017	2017/2018	2018/2019	2019/2020
£0.00	£74,296	£93,195	£211,658	£383,665

- c. Please provide the total amount written off as a result of the patient being considered destitute for each year from 2015 - 2020 inclusive.

2015/2016	2016/2017	2017/2018	2018/2019	2019/2020
£9,792	£181,525	£89,287	£809,161	£111,796

- 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.

2015/2016	2016/2017	2017/2018	2018/2019	2019/2020
£0.00	£0.00	£480.00	£142,986.41	£3,452.00

- 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.

When the Overseas Visitors Team establish that a previously raised invoice requires crediting because it has been determined that the patient was exempt from charges under the regulations, they raise a credit request through the Trusts in house system, known as the IDA. Unfortunately this system was recalibrated in 2017 and therefore it is not possible to search for historical data. The team also record the raising of a credit note in their Overseas Visitors Tracker which was introduced in the financial year 2017/18 but this may not be an exact correlation to the actual amount credited.

	Volume	Value rounded to nearest £'000
2017/2018 (part year from September 2017)	27	80
2018/19 (full year)	61	44
2019/20 (part year to February 2020)	16	24

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:

Director of Corporate Governance
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

Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

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

Yours sincerely

FOI Team
UH Bristol NHS Foundation Trust