



**Freedom of Information Request**

**Ref: UHB 19-514**

16 August 2019

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:

**Request:**

I write to request data held by the trust related to what training and materials on exclusions to charging and safeguarding are given to those non-clinical staff members who apply charging policy or engage in charging patients in your trust.

Charging, as referred to here, should be understood in alignment with National Health Service (Charges to Overseas Visitors) Regulations 2015.

Non-clinical staff members who apply charging policy or engage in charging patients in your trust should be understood as including overseas visitor managers or any other non-clinical staff tasked with fulfilling a role of this type or kind.

In particular, I request:

1. Any pamphlets, brochures, handbooks, online materials (which can be sent to me as a PDF) or similar content that inform staff about exclusions and safeguarding;
2. Details of any kind of training offered to these staff on applying exclusions and safeguarding, and whether such training is compulsory; and
3. Where available, the number, or percentage of, non-clinical staff designated to be involved in charging who have completed any training offered.

**Response:**

The only people in the trust who apply the Overseas Visitors Charging Policies are the Overseas Visitors Team. The team consist of a corporate Non NHS Patient Income Manager, an Overseas Visitors Team Supervisor, two Overseas Visitors Officers and one Overseas Visitors Team Administrator. The administrator does not make charging decisions.

The team have undertaken the E-learning for Health Overseas Visitors Cost Recovery Training modules which are available at <https://www.e-lfh.org.uk/programmes/overseas-visitors-cost-recovery/> . This is compulsory as without it their access to the summary care record is not enabled with the correct Role Based Access Code. The team also references the Guidance on Implementing the Overseas Visitors NHS Hospital Charging Regulations which is available at <https://www.gov.uk/government/publications/overseas-nhs-visitors-implementing-the-charging-regulations> . They also undertake the Trusts mandatory training in adult and child safeguarding.

The team have access to the DHSC Exchange OVM workspace (restricted access) which is an online resource and forum website for those involved in cost recovery and is provided by the Department of Health and Social Care. They also attend regional and national peer group meetings. Training compliance of this group of staff in the mandatory training is 100%.

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

### 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**