



Freedom of Information Request

Ref: UHB 19-502

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:

1. Between 23 October 2017 and 23 April 2019, how many ID checks did your trust carry out under the NHS (Charges to Overseas Visitors) (Amendment) Regulations 2017?
The Trust has investigated 10,612 individuals. Not all of these were required to show ID. The Trust requested ID in 2320 cases.
2. How many patients were found to be chargeable?
1,075.
3. Please provide an anonymised list of what treatments the charges made were for.
The Trust does not hold this information in a database therefore a manual reconciliation would have to be performed. This would take the Trust more than 18 hours to complete and is therefore exempt from disclosure under Section 12 of the Freedom of Information Act.
The Trust does record activity by Division:
 - a. Diagnostics and Therapies: 12
 - b. Medicine: 759 (including 601 emergency department patients who were exempted under the regulations).
 - c. Surgery: 166
 - d. Womens and Childrens: 89
 - e. Specialised Services: 32
 - f. Multiple divisions: 17
4. Please give a total amount charged to overseas visitors in that time period.
£827K is the net value of invoices and Credit notes. This does not relate to payments received, it is only what was charged.

5. How many staff do you employ as part of your overseas visitors team, specifically to enforce the regulations? If no-one holds this as their only role, please provide this in terms of staff hours.

There is a team of one band 8a Non NHS Patient Income Manager (NNPIM) who has responsibility for Overseas Visitors and Private Patient work streams, one Whole Time Equivalent (WTE) band 3 administrator, two WTE band 4 Overseas Visitors Officers and one WTE band 5 Overseas Visitors Team Supervisor.

6. What is the annual cost of these staff?

Funding for 2018-19 was 170,131.

7. If possible, please provide a breakdown of chargeable patients':

- a. country of origin
- b. gender
- c. category of medical urgency

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8. Did any patients have bills issued that were later revoked because they were found to be for a treatment that should not have been charged for? If so:

- a. How many?
- b. What for?

Emergency cases are not exempted from charge under the regulations. Please refer to 1.1 of the "Guidance on the Implementation of the Overseas Visitors Charging Regulations" (<https://www.gov.uk/government/publications/overseas-nhs-visitors-implementing-the-charging-regulations>)

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