

Freedom of Information Act 2000 - Request Reference FoI/23/150

Overseas Patients

Information Requested:

- 1. Does the health board 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, full-time equivalent hours, person specification and job description (or if a job description is not available, a summary of duties) for each role in the team. If a person specification is not available, please provide details of any qualifications or training required for these roles.**

Job title - Income Control Officer. Band 5. 37.5 hours

- b. What training (if any) is provided to members of this team?**

Hand over training of procedures on commencing of role and 6-8 weekly meetings with Welsh Government for any amendments to the Overseas Patients regulations.

- c. Please provide the annual salary for each member of the team for each year from 2020 to 2022 inclusive.**

After considering your request, the UHB believes that the data requested is classed as personal data as defined under the General Data Protection Regulation (GDPR) and Data Protection Act 2018 and its disclosure would be contrary to the data protection principles and constitute unfair and unlawful processing in regard to Articles 5, 6, and 9 of GDPR. We are therefore withholding this detail under Section 40(2) of the Freedom of Information Act 2000. This exemption is absolute and therefore there is no requirement to apply the public interest test.

- d. Please provide details of any additional budget allocated to the team, i.e. for operational costs, equipment, office space etc. for each year from 2020 - 2022 inclusive.**

Supply of work mobile phone

- e. Has the overseas visitor team overspent its budget in any year from 2020 - 2022 inclusive? If yes, provide the amount.**

No

- f. If the health board does not employ an overseas visitor manager does it plan to, and if so, 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 National Health Service (Charges to Overseas Visitors) Regulations 1989 (as amended) *. For the financial years 1 April 2020 – 31 March 2021 and for 1 April 2021 – 31 March 2022 respectively:

a. Please provide the total number of patients classified as “overseas visitors” for each financial year.

01/04/20 to 31/03/2021 Overseas Visitors count was 46 excluding those eligible to free NHS care

01/04/21 to 31/03/2022 Overseas Visitors count was 66 excluding those eligible to free NHS care

b. Please provide the total number of patients classified as “overseas visitors”, excluding private paying patients or those whose care was paid for through money claimed back from EEA or other countries as part of any reciprocal arrangements.

01/04/2020 to 31/03/2021 Overseas visitors count excluding those with reciprocal healthcare agreements was 42

01/04/2021 to 31/03/2022 Overseas visitors count excluding those with reciprocal healthcare agreements was 46

c. Please provide the total number of “overseas visitors” invoiced for each financial year.

- **Please provide a breakdown of these patients by sex, age (0-16, 17-25, 26-35, 36-45, 46-55, 56-65, 66-75, 76-85, over 85) and if possible, the specialty treating the patient (e.g. paediatrics, maternity, oncology, general surgery)**

Please see the attached

Please note that the data has been arranged appropriately so as not to constitute personal data as outlined in Section 40(2) of the Freedom of Information Act, and the detail of an individual’s sex has been withheld under the same, please see the exemption set out above in response to question 1c.

d. Please provide the total amount invoiced to “overseas visitors” for each financial year.

- **If less than 30 patients were charged in either financial year, please provide a summary of what treatment they were charged for and the total cost for each patient.**

Please see the attached

Please see response to question 2c.

e. Please provide the total amount invoiced to “overseas visitors” which remains outstanding for each financial year.

Please see the attached.

- f. Please provide the number of patients, if any, for each financial year who are on a repayment plan, having been charged as an “overseas visitor”.
- For any patients on repayment plans, please stratify the repayment amounts into $\leq\text{£}10/\text{month}$, $>\text{£}10\leq\text{£}20/\text{month}$, $>\text{£}20\leq\text{£}30/\text{month}$, $>\text{£}30\leq\text{£}40/\text{month}$, $>\text{£}40\leq\text{£}50/\text{month}$, $>\text{£}50\leq\text{£}100/\text{month}$, $>\text{£}100\leq\text{£}250/\text{month}$, $>\text{£}250/\leq\text{£}1000/\text{month}$, $>\text{£}1000/\text{month}$ by number of patients on repayment plans for this amount.

2020-21 one overseas visitor on payment plan of £40 a month

2021-22 one overseas visitor on payment plan of £50 a month

- Was any patient who had been charged as an “overseas visitor” and requested a payment plan refused one?

No one has been refused a payment plan

- g. Please provide the total amount written off each financial year as a result of invoiced “overseas visitors” being considered destitute.

2020-21 £3,328.01 written off as destitute

2021-22 £735.22 was written off as destitute

- h. Please provide the total amount passed to debt collection agencies for recovery from invoiced “overseas visitors” as a result of non-payment for each financial year.

2020-21 £10,542.91 passed onto Debt Collectors

2021-22 £4,827.22 passed onto Debt Collectors

- i. Please provide the total value of credit notes issued after a patient has been invoiced for care as an “overseas visitor” and later found to be eligible for free treatment for each financial year.

2020-2021 £9,049.00 was raised and later credited

2021-2022 nil

- j. Please provide the number of patients invoiced for care as an “overseas visitor” who were later found to be eligible for free treatment for each financial year.

2020-2021 one

2021-2022 nil

3. Please provide copies of:

- a. The health board’s policy regarding the identification of overseas visitors.

Please see the following links:

<https://www.gov.wales/hospital-charges-overseas-visitors-implementing-eu-exit-amendments>.

b. Any equalities impact assessment carried out by the health board regarding the implementation of the above policy regarding the identification and charging of overseas visitors.

*Amendments are summarised in Implementing the Overseas Visitors Hospital Charging Regulations: Guidance for Hospitals in Wales, Version 6 - 7 December 2009. Available:

<https://www.gov.wales/sites/default/files/publications/2019-05/implementing-the-overseas-visitors-hospital-charging-regulations.pdf>