

Freedom of Information Act 2000 - Request Reference FoI/21/040
Charges to Overseas Visitors

Request details

To whom it may concern,

I am writing to request the following information:

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?

- a) If yes please provide information about the job title, Agenda for Change pay band, whether full- or part-time, 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.**

Income Control Accountant, Band 7 (part time) please find attached job description.
Income Control Officer, Band 5 (part time) please find attached job description.

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

Violence & Agression Module B

- c) Please provide the annual salary for each member of the team for each year from 2018 to 2020 inclusive.**

Salaries are in line with agreed national scales for agenda for change bands

- 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 2018 - 2020 inclusive.**

There is no separate budget identified for the overseas team. The function is resourced through the wider Finance Directorate budgets

- e) Has the overseas visitor team overspent its budget in any year from 2018 - 2020 inclusive? If yes, provide the amount.**

See above

- f) If the health board 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 National Health Service (Charges to Overseas Visitors) Regulations 1989 (as amended)*. For the financial years 1 April 2018 – 31 March 2019 and for 1 April 2019 – 31 March 2020 respectively:

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

18/19: 338
19/20: 385
20/21: 42

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.

18/19: 89
19/20: 133
20/21: 26

c) Please provide the total number of patients invoiced for each financial year.

18/19: 94
19/20: 77
20/21: 23

d) Please provide the total amount invoiced for each financial year.

i) If less than 15 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.

18/19: 294927.08
19/20: 180424.09
20/21: 75193.03

e) Please provide the total amount invoiced which remains outstanding for each financial year.

18/19: 19805.91
19/20: 53827.56
20/21: 45352.71

f) Please provide the total amount written off each financial year as a result of patients being considered destitute.

18/19: 10614.66
19/20: 86,943.65
20/21: 51,981.43

g)) Please provide the total amount passed to debt collection agencies for recovery as a result of non-payment for each financial year.

18/19: 31019.8
19/20: 32398.8
20/21: 68304.07

i) 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 financial year

18/19: 31,228.93
19/20: 17203.71
20/21: 6709.70

3. Please provide copies of:

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

Please find attached.

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.

Not applicable to the UHB follows WG guidance.