

Ref: FOI/GS/ID 5872

**Please reply to:**  
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## **Freedom of Information Act 2000**

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to Up front charging.

*You asked:*

- i) How many patients were denied urgent care as a result of not being able to pay upfront for services between July 2018 and October 2019*
- ii) How many patients died as a result of being denied urgent care in the same period*

Trust response:

In line with the Trust's Overseas Visitor Policy statement the answer to both the above questions is zero.

## **Overseas Visitor Policy**

The NHS provides healthcare for people who live in the UK. People who do not normally live in this country are not automatically entitled to use the NHS free of charge, regardless of their nationality, or whether they hold a British passport, or have lived in, and paid National Insurance contributions and taxes in, this country in the past. Entitlement to free NHS treatment is based on residence status alone.

This Policy outlines the rules and procedures to be followed by all grades of Trust staff for identifying "overseas visitors" and the subsequent recovery of income from such patients.

The Trust has a **legal** obligation to:

- ensure that patients who are not ordinarily resident in the (UK) are identified;
- assess liability for charges in accordance with the charging regulations;

- charge those liable to pay in accordance with the regulations.

The requirement to identify overseas visitors should never delay the provision of immediate necessary medical treatment which will always be provided regardless of whether a patient has been informed of, or has agreed, to pay charges.

The Trust has a commitment to ensure that all overseas visitors are treated with the same degree of respect, care and confidentiality as any NHS patient.