

Ref: FOI/GS/ID 4650

Please reply to:
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Trust Management
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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 overseas visitors.

You asked:

1. Please tell me whether the trust carries out routine identity checks on patients attending outpatient appointments to ascertain whether they are ordinarily resident in the UK.
2. If yes, please answer the following questions:
 - A) Which patients undergo such checks? (– e.g. all those attending first appointment for a new care pathway)
 - B) Please state what forms of documentation they have to provide? (e.g. passports, proof of address)
 - C) What happens if they cannot provide proof of being ordinarily resident?
3. Please also state how many Overseas Visitor Managers (OVMs) or Overseas Visitor Officers (OVOs) are employed by the trust (Please state as Full Time Equivalent)
4. Please state the highest bill which is still outstanding owed by an overseas visitor for a) 2017/18 to date and b) 2016/17.
5. In relation to question 4, please broadly state the nature of the treatment (e.g. ophthalmology, kidney dialysis, obstetrics) and the nationality of the patient, if known.

Trust response:

1. The Trust policy is to identify and investigate all patients where eligibility for free NHS care does not comply with the criteria currently in place. In response to the new legislation recently issued by DHSC, the Trust is implementing changes to its internal processes to ensure full compliance is achieved whereby all patients will be checked for eligibility prior to any planned care.

- 2a. All patients who have lived outside the UK for the past 12 months.
- 2b. Birth certificate, Passport, entry clearance documents, ancestral visa, Housing contracts, Utility bills, Council tax, bank statements, tax returns.

2c. Patients who cannot show that they are lawfully and ordinarily resident in the UK or where there is an element of doubt will be contacted to provide further information, in order that their eligibility for free NHS care can be clarified.

3. 2 WTE – 1 Overseas Visitors Manager, 1 Overseas Visitors Officer

4. £21,262.65 incurred during 2017/18

5. The patient was treated by the Specialist Medical team. In order to protect patient confidentiality the Trust has decided that further information be refused using the limitations available under Section 10 and Section 11 of the Data Protection Act 1998.