

Maidstone and Tunbridge Wells



NHS Trust

Ref: FOI/GS/ID 5115

Please reply to:
FOI Administrator
Trust Management
Maidstone Hospital
Hermitage Lane
Maidstone
Kent
ME16 9QQ

Email: mtw-tr.foiadmin@nhs.net

15 November 2018

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 patient billing.

You asked:

- 1. Will it be possible to calculate, or at least estimate, how successful this process is and if not, what deficit is left to the Trust?*
- 2. In this regard I am mindful of the limited number of staff to undertake this financially vital work across two sites and wonder what arrangements are in place to cover weekends, holidays and sickness periods.*
- 3. Can you also confirm please that what details are taken from all A&E patients and what process is in place to collect money from those who are not British citizens and do not have valid travel insurance cover or EHIC card.*
- 4. Again it would be helpful in times of shortfalls within the NHS to get at least an estimate as to the value of any losses to the Trust caused by non-collection of A&E treatment costs.*
- 5. In order to dispel any false impressions others may have can you please confirm whether those without such insurances are treated without any payment that would normally be demanded in many, if not all, other EU countries and the reasons for allowing this effectively free treatment.*

Trust response:

1.

Year April to April	No. of OVMs / OVAs	Overseas Patients invoiced	Total YTD	Recovered payments
2013/14	0			
2014/15	0	28	71095.60	71095.60
2015/16	1 (May15)	84	502991.03	455385.50
2016/17	1	90	320811.13	229858.56
2017/18	1 OVM + 1 OV Officer	172	267.274.41	168381.07
2018/19	1 OVM + OV Officer	85	223938.50	81895.13 to date

2.

Currently the Trust run daily reports, so if a patient comes in over the weekend, we will write to them and do the required checks.

3.

Please see attached pre attendance form; all new patients to our Trust complete this form. This helps us identify Overseas Visitors.



Pre-Attendance
Form.pdf

4.

Please see the information in response to Q1.

5.

We will never refuse urgent treatment, but we will raise an invoice afterwards. We are in the process of setting up a no payment, no treatment for all referred routine plan care. This should be up and running and clinically agreed in the near year.