

Ref: FOI/GS/ID 6340

Please reply to:
FOI Administrator
Trust Management
Maidstone Hospital
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Maidstone, Kent
ME16 9QQ
Email: mtw-tr.foiadmin@nhs.net

21 October 2020

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 NHS (Charges to Overseas Visitors) Regulations 2015 as amended by the NHS (Charges to Overseas Visitors) (Amendment) Regulations 2017.

You asked:

The following requests relate to NHS (Charges to Overseas Visitors) Regulations 2015 as amended by the NHS (Charges to Overseas Visitors) (Amendment) Regulations 2017.

- 1. This question relates to the Trust's implementation of the charging policies detailed above. Please provide:*
 - a. copies of any Equality Impact Assessments.*
 - b. copies of any local policies and guidance on implementation of the charging regime.*
 - If the Trust does not have any local policy or guidance, please list the guidance used to implement the regulations.*
 - c. copies of documents/guidance/forms explaining how charging exemption requests are assessed.*
 - In particular this should include the process by which individuals are identified as exempt from charging as they are in receipt of treatment required for a physical or mental condition caused by torture, domestic violence or sexual violence.*
 - d. copies of any guidance/documents explaining the criteria by which an individual is categorised as destitute and therefore exempt from charging.*
- 2. Please provide details on the training staff receive with regards to overseas visitor charging regulations. Specifically:*
 - a. Are staff joining this Trust required to complete training relating to the overseas visitor charging policy?*
 - i) If so is this training face-to-face or an online e-learning module?*

ii) Please provide details of what specific training is provided to avoid discrimination when implementing the policy?

iii) Please provide copies of any training materials provided prior to or during these sessions.

b. Are clinicians employed by this Trust required to complete any specific training to enable them in their role of assessing whether patient care is urgent/immediately necessary?

i) If so is this training face-to-face or an online e-learning module?

ii) Please provide copies of any training materials provided prior to or during these sessions.

c. Are overseas managers (OVMs) required to complete any specific training to enable them in their role implementing these regulations when joining the Trust?

i) If so is this training face-to-face or an online e-learning module?

ii) Please provide copies of any assessments made with regards to whether OVMs employed by the Trust should be required to hold an Office of the Immigration Services Commissioner (OISC) registration?

iii) Please confirm whether OVMs employed by the Trust have received any immigration advisory training enabling registration with the Office of Immigration Services Commissioner (OISC) commissioner. This could be OISC qualification levels 1-3, or the law society Immigration and Asylum Accreditation Scheme (IAAS) levels 1-2.

3. This question relates to how the Trust is monitoring the impact of the charging policies:

a) Please provide copies of any audit reports monitoring the impact of the charging policy on service users following implementation.

b) In particular please provide any documents detailing how the Trust is monitoring for evidence of systematic discrimination as a result of these policies.

Trust response:

1.

a) We are not sure what information is being requested. If you wish to provide clarification in the form of a new request we will be happy to respond.

b) The Trust policy is in the process of being updated at the moment as it has material changes and will need to go to our ratification team before release.

We are currently following the:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/912352/Main_Guidance_post_24_August_2020_V2.pdf

c) We follow:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/912352/Main_Guidance_post_24_August_2020_V2.pdf

d) We follow:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/912352/Main_Guidance_post_24_August_2020_V2.pdf

2.

a)

i) Was face to face - due to the Covid pandemic we are looking at online training.

ii) Please see attached files

iii) Please see attached – Our policy is if in doubt please contact the Overseas Team and do not discuss with patient.

b)

i) DOH online training module for Clinicians- <https://portal.e-lfh.org.uk/> - This is also available to Overseas Visitor Managers and our Administration Champions in our Trust.

ii) Please see attached files

c)

i) We attend regular training sessions run by the Department of Health (DOH) and NHS England and NHS Improvement (NHSI) called Overseas Visitors Advisory Group (OSVAG) and we also have an allocated person from the Home Office LPM- (Local Partnerships Manager) from the Home Office to support and assist us with difficult situations.

ii) Not applicable

iii) We are members of Overseas Visitors Advisory Group (OSVAG): This is supported by Department of Health (DOH), NHS England and NHS Improvement (NHSI) – This helps to train all Overseas Visitor Manager and their Teams to avoid discrimination.

3.

a) The only recent Internal Report relating to Overseas Visitors was an 'Assurance Review of Overseas Visitors' in June 2020.

The report did not specifically cover the impact of charging policy on service users or issues relating to discrimination. It did state 'that adequate training and support was available...' and that 'key departments, for example Accident and Emergency and Maternity, had received the training.'

Internal audit reports are confidential information to management and copies will not be provided.

b) We are led by the DOH and NHSI and their guidance to avoid any discrimination.

