



**Maidstone and
Tunbridge Wells**
NHS Trust

Ref: FOI/GS/ID 6024

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

14 September 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 Overseas visitors.

You asked:

- 1. Does the trust 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?*
- 1. If yes please provide information about the job title, Agenda for Change pay band, and duties of each role in the team*
- 2. Please provide the annual salary for each member of the team for each year from 2015 - 2020 inclusive.*
- 3. Please provide any additional budget allocated to the team, i.e. for operational costs, equipment, office space etc. for each year from 2015 - 2020 inclusive.*
- 4. Has the overseas visitor team overspent it's budget in any year from 2015 - 2020 inclusive. If yes, provide the amount.*
- 5. If the Trust does not employ an overseas visitor manager does it plan to, and how much has it budgeted for this?*
- 2. The following questions relate to income generated through charging patients for NHS care as directed through the NHS Overseas Visitor Charging Regulations 2015 and 2017 amendment. Please do not include income generated through private paying patients or through money claimed back from EEA countries as part of any reciprocal arrangements.*
- 1. Please provide the total amount invoiced for each year from 2015 - 2020 inclusive.*
- 2. Please provide the total amount received in payments for each year from 2015 - 2020 inclusive.*
- 3. Please provide the total amount written off as a result of the patient being considered destitute for each year from 2015 - 2020 inclusive.*

4. Please provide the total amount passed to debt collection agencies for recovery as a result of non payment for each year from 2015 - 2020 inclusive.
5. 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 year from 2015 - 2020 inclusive.

Trust response:

1. Yes

1. Overseas Visitor Manager - Band 7 – Job description

**Maidstone and Tunbridge Wells NHS Trust
Job Description**

Job Title: Overseas Visitor Manager

Band: (if re-grade present band to be stated) AfC Band 7

Division: Finance

Site: Trust-wide

Hours: 37.5

Reports to: Contracts Manager

Accountable to: Deputy Director of Finance

Job Summary:

- The post holder is responsible for the effective management of a customer-focussed overseas patients department across all sites of the Trust ensuring service availability to meet operational need.
- Department of Health statement 11.8 in OSV Guidance: Staff assigned to this role must be of sufficient seniority and skill to be able to resolve complex and sensitive situations and to deal effectively with Clinicians, Senior Management and Finance colleagues, and should be ready to provide more formal briefing events for all members of staff.
- The post holder will be responsible for ensuring implementation of DOH guidelines on charging overseas visitors to ensure that the Trust maximises income recovered for chargeable procedures. The post holder will do this by developing effective processes and systems and ensuring these are implemented across the Trust. This will involve leading relationship building and awareness raising initiatives to a senior clinical audience.
- The post holder will be a Trust expert on matters relating to overseas patients and will provide support and leadership to a team of staff managing this

increasing number of patients throughout the Trust, intervening on complex cases.

•In this highly sensitive and often difficult environment, the post holder will be frequently exposed to distressing, emotional and occasionally traumatic circumstances and the post holder must be attentive, sympathetic and able to investigate and resolve issues surrounding overseas patients.

Working relationships:

Internal:

General Managers
Nurse Managers
Divisional Directors
Executive Directors
Clinical Directors
Lead Clinicians
Finance Staff
Administrative & Medical Staff

External:

Local CCGs
Department of Health
NHSI
Home Office
Insurance Companies

Budget Responsibilities:

Financial & budgetary control – as above, this includes services operating and delivering within agreed resource limits.

Responsible for budget of European Health Card incentives from DOH and invoices raised for OSV income.

Key Result Areas:

- Responsible for the overall management of all the overseas patients team including dealing with annual appraisals, staff training and acting on disciplinary issues as they arise.
- Take the lead on complex cases where patients who are not eligible for any of the payment options need additional support and advice.
- Responsible for working with complex patients requiring repatriation in order that they can be discharged; this involves signposting to other agencies but often can involve assisting with paperwork and other practical issues.

- Responsible for excellent records to be maintained on overseas patient's interview conversations / copy documents in order that documents can be retrieved for future reference and to support debt recovery.

Accountability:

- Responsible for interviewing, assessing and identifying overseas visitors on behalf of the Trust in order to substantiate the validity of a patient's claim for entitlement to free NHS treatment by following the DOH guidelines.
- Responsible for the recovery of all OSV revenue and to provide support to the debt recovery process.
- Modern and efficient service delivery reflecting local & national benchmarks
- Responsible for handling complaints within specified timeframes.
- Responsible for engaging in regular discussions with staff to foster the necessary attitude and behaviour to overseas patients and relatives.
- Responsible for developing standard operating procedures for the efficient collection of all recoverable income; many such processes will involve liaising with a number of stakeholders, both internal and external, including government departments, medical insurance companies and general practitioners
- Trust expert and the principle contact for specific Overseas Visitors enquiries from operational leads and senior clinicians. To provide expert advice to patients and other staff members relating to overseas patients.
- Responsible for liaising with and advise the Counter Fraud specialists regarding false information or for them to investigate why patient is registered with the GP when they are visitors. To act in an advisory capacity for GPs in order to clarify which patients would qualify for primary care and who would qualify for secondary care treatment, and update GP's once patient's status is ascertained
- Responsible for overseeing the process for completion and pricing of all returns for reciprocal patients – this includes patients with European Health Insurance Cards (EHIC) and Provisional Replacement Certificates (PRC). Ensure that all returns are accurately processed and submitted to the Department of Health and Health Authority in a timely manner.
- Act as the Trust representative for attendance at the Overseas Visitors Advisory Group UK (OSVAG) with DoH and Home Office, in order to maintain awareness of best practice and stay ahead of national policy developments that may impact upon the department's work.
- Responsible to assist with regular audits, ensuring that all cases are managed in accordance with departmental procedures; analyse the results from audits and implement changes to processes where required.

Communication and Relationship:

Provide and receive complex, sensitive or contentious information; agreement or cooperation required; Present complex or contentious information to large groups. Persuades project boards and staff of the importance of complex projects, negotiates with and motivates site on project delivery, including linking in with other initiatives, communicates very sensitive information about performance and change; makes formal presentations to large groups.

Planning and organisational:

Plan and organise a broad range of complex activities; formulations, adjust plans or strategies or programmes; make adjustments if targets are not met. Physical skills required to fulfil the post driving, keyboard skills.

Responsibility for policy/service development:

- Responsible for Devising and delivering presentations to educate and train large groups of staff on the reporting and management of overseas patient function.
- Responsible for providing clarity of sensitive and contentious information to the multi-disciplinary teams
- Responsible for engaging all stakeholders to ensure that the Overseas Policy for reporting potential identification of patients meet this criteria.
- Develop strong working relationships with clinical and operational leaders, especially in those areas of the Trust where there has previously been low awareness of regulations relating to overseas patients.
- To ensure Trust staff are aware and fully conversant with the Overseas Visitors Policy and understand their roles and responsibilities, and that these are updated to reflect any changes in legislation and good practice. To be the lead for any training requirements relating to overseas visitors for the Trust staff as a whole.

Management Responsibility:

Responsible to line manage a team of 2 Band 4 Overseas Visitors Officers, including training, annual appraisals and agreement of PDP's.

Physical effort:

Combination of sitting, standing and walking, light physical effort

Mental and emotional effort:

Required concentration - for checking documents, writing policies, analysing statistics and manage conflicting priorities.

Responsibility for R&D - Research and development activity, e.g. from audits to undertaking R&D programmes on a regular basis

Working conditions - What are staff exposed to in their working environment, e.g. verbal aggression, body fluids, etc.

General - add any additional responsibilities not covered above

Job Description Agreement:

Signature of post holder: _____ Date: _____

Name: _____

Signature of Manager: _____ Date: _____

Name: _____

Statement:

1. This job description is a broad reflection of the current duties. It is not necessarily exhaustive and changes will be made at the discretion of the manager in conjunction with the post holder.
2. Time scales for achievement and standards of performance relating to the duties and responsibilities identified in this job description will be agreed via the annual appraisal process with the post holder.
3. As an employee of Maidstone & Tunbridge Wells NHS Trust, the post holder will have access to confidential information. Under no circumstances should this be disclosed to an unauthorised person within or outside the Trust. The post holder must ensure compliance with the requirements of the Data Protection Act.
4. As an employee of the Trust, the post holder will be required to adhere to all Trust policies including Equal Opportunities where all employees are expected to accept individual responsibility for the practical implications of these policies.
5. The post holder is required to take reasonable care for the health and safety of themselves and others that may be affected by what they do while at work.
6. This post may require the post holder to travel across the Trust sites in the course of fulfilment of their duties.
7. The Maidstone & Tunbridge Wells NHS Trust has a no smoking policy.
8. Clinical Governance: You will be expected to take part in the processes for monitoring and improving the quality of care provided to patients. This includes risk management and clinical audit. If you engage in clinical research you must follow Trust protocols and ensure that the research has had ethical approval. You will be expected to ensure that patients receive the information they need and are treated with dignity and respect for their privacy.
9. All staff should be aware of their responsibilities and role in relation to the Trust's Major Incident Plan.
10. INFECTION CONTROL AND HAND HYGIENE - All Trust employees are required to be familiar with, and comply with, Trust policies for infection control and hand hygiene in order to reduce the spread of healthcare-associated infections. For clinical staff with direct patient contact, this will include compliance with Trust clinical procedures and protocols, including uniform and dress code, the use of personal protective equipment policy, safe procedures for using aseptic techniques, and safe disposal of sharps. All staff are required to attend mandatory training in Infection Control and be compliant with all measures known to be effective in reducing healthcare-associated infections.
11. All staff are required to fully participate in learning and development opportunities and ensure they remain compliant with statutory and mandatory training requirements throughout their employment with the Trust
12. All staff are required to fully comply with the NHS Code of Conduct.
13. **SAFEGUARDING CHILDREN** - Everyone employed by the Trust regardless of the work they do has a statutory duty to safeguard and promote the welfare of children. When children and/or their carers use our services it is essential that all child protection concerns are both recognised and acted on appropriately. You have a responsibility to ensure you are familiar with and follow the child protection procedures and the Trust's supplementary child protection guidance which is accessed electronically on the Trust's Intranet site. You have a responsibility to support appropriate investigations either internally or externally. To ensure you are equipped to carry out your duties effectively, you must also attend child protection training

and updates at the competency level appropriate to the work you do and in accordance with the Trust's child protection training guidance.

14. **SAFEGUARDING ADULTS** - Everyone employed by the Trust regardless of the work they do has a duty to safeguard and promote the welfare of vulnerable adults. When patients and/or their carers use our services it is essential that all protection concerns are both recognised and acted on appropriately. You have a responsibility to ensure you are familiar with and follow Trust policies in relation to safeguarding vulnerable adults. You have a responsibility to support appropriate investigations either internally or externally. To ensure you are equipped to carry out your duties effectively, you must also attend vulnerable adult protection training and updates at the competency level appropriate to the work you do and in accordance with the Trust's vulnerable adult protection training guidance.

15. All staff are required to provide the highest levels of service in their work and to adopt the highest standards of behaviour as stated and implied in the Trust Values of PRIDE.

Date written

**Title of Post
Person Specification**

AREA	ESSENTIAL	DESIRABLE (for grading purposes this information is not taken into account)
Qualifications	<ul style="list-style-type: none"> • Masters or equivalent diploma/certificate or working towards, 5 years at a senior level. • Evidence of continuing CPD post-qualification • OSVAG Membership 	<ul style="list-style-type: none"> •
Experience/ Knowledge	<ul style="list-style-type: none"> • Significant experience in a senior role within the NHS incorporating the management of overseas patients • Expert knowledge of Department of Health Guidelines and regulations in relation to overseas patients. • Demonstrable experience of dealing with changes to regulations and adapting departmental procedures to ensure latest guidelines are followed. • Good working knowledge of the NHS finance regime, particularly regarding debt management. • Extensive Word-processing & spreadsheet knowledge, e.g. Microsoft Office, Business Objects 	<ul style="list-style-type: none"> • Experience leading and developing a team of staff and following HR policy and advice in dealing with issues • Experience leading a team of patient-facing finance staff
Skills	<ul style="list-style-type: none"> • Strong analytical skills including the ability to communicate financial matters efficiently & effectively to non-finance staff. • Able to produce clear & concise reports and written correspondence using a high standard of English • Ability to communicate sensitively and professionally with all levels of staff • Ability to deal with highly sensitive and complex situations in resolving issues surrounding Overseas Patients / relatives. • Ability to persuade, influence and negotiate with senior managers, clinicians and third parties • Excellent problem solving ability. • Ability to be proactive, to identify and resolve issues accurately, effectively and efficiently. • Ability to work in a changing environment 	<ul style="list-style-type: none"> •

	<ul style="list-style-type: none"> • Ability to effectively manage Overseas Visitor process, ensuring that the maximum revenue is captured for reinvestment in trust service and assessing priorities. • Ability to work constructively as part of a team. • Ability to work confidently on own initiative. • Capable of working under pressure and to meet tight timescales. • Ability to deal with complaints promptly & effectively, including sensitive patient and staff issues. • Ability to provide training sessions on regular basis and provide expert knowledge to all staff relating to Overseas Visitors. • Ability to manage all income and debt management for overseas patients. 	
Attributes	<p>(for example)</p> <ul style="list-style-type: none"> • Ability to deal with emotional or distressing circumstances – Imparting unwelcome news to patients and their families. 	•
Additional requirements	<ul style="list-style-type: none"> • Ability to work across both sites 	•

Date written 15 July 2020

Overseas Visitor Officer – Band 4 – Job description
Maidstone and Tunbridge Wells NHS Trust
Job Description

Job title: Overseas Visitor Officer

Band: Band 4

Directorate: Finance

Site: Maidstone Hospital

Hours: 37.5 hours per week

Reports to: Overseas Visitor Manager

Accountable to: Head of Contracting and Income

Job summary: The Post-holder will support the Overseas Visitors Manager to deliver both the local and national overseas visitor policies and procedures, acting as a source of advice and guidance for staff, patients and other stakeholders. With access to various information sources you will undertake investigations and will be required to interview Overseas Visitors and/or their representatives face-to-face.

The role will be responsible for ensuring all overseas visitors are identified at admission, accurately recorded and appropriately charged in line with the Overseas Visitor Charging legislation 2017.

You will be required to liaise closely with clinical staff, senior managers, ward clerks, finance staff, and other key staff and external stakeholders.

Working relationships:

Internal

- Finance Colleagues
- Information Analysts
- Data Quality Team
- All Internal Directorates

External

- Local CCGs
- Department of Health
- Home Office
- Insurance Companies

Budget responsibilities: None

Key result areas:

- **Accountability** - The post holder will work under the management of the Overseas Visitor Manager, within the relevant policies and procedures, but will manage their own workload to ensure weekly, monthly, quarterly and annual financial timetables across the department are met.

- **Communication and relationship** – Discuss routine financial queries with managers, clinicians, commissioners and colleagues, which can be complex and sensitive (e.g. relating to specific patients).
- **Planning and organisational** – To have an understanding of the Department of Health Overseas Visitors Regulations and Guidelines to enable the Trust to meet its legal obligations to ensure that patients who are “Ordinarily Resident” in the UK are identified.
- To ensure that patients that are not “Ordinarily or Lawful Resident” in the UK are Identified in accordance with the Department of Health Overseas Visitors Regulations.
- To determine if patients who are not “Ordinarily or Lawful Resident” are exempt or liable to charges for their treatment.
- To demonstrate good customer care and communication skills with an ability to negotiate with patients and their families from different cultural backgrounds.
- To have knowledge and understanding of IT systems such as PAS.
- To support the Overseas Visitors Manager in the development of documents directly related to this post e.g. Overseas Visitor Contact form, Patient Information leaflet.
- To support the Overseas Visitors Manager to develop clear procedures for staff to follow in the identification of an Overseas Visitor.
- To provide advice to staff and their managers who carry out initial identification of patients who are an Overseas Visitor.
- To determine if patients who are not ordinarily or lawfully resident are exempt or liable to charges.
- To interview patients to determine if they are ordinarily and lawfully resident.
- To keep accurate records of interviews and documents obtained to confirm status.
- To liaise with external agencies, e.g. Department of Health, within the Caldicott Regulations, to determine patient’s exemption or liability to charges.
- To obtain financial payment from the patient or their relative receiving a deposit or ensuring an “Undertaking to Pay” form is completed once liability to pay is established at interview, to facilitate the pursuance of the debt.
- To liaise and assist cashiers office when obtaining payments.

- To obtain European Health Insurance Card (EHIC)/Provisional Replacement Certificate data from patient who live in European Union Countries.
- To have an in depth knowledge of the Department of Health Overseas Patient portal, input all data from EHIC Cards/PRCs and E112s to guarantee payment to UK from country with whom the UK has a reciprocal agreement.
- To have an understanding of Clinical Coding HRG Codes to enable invoices to be drawn up and liaise with finance on the same.
- To maintain accurate spreadsheets of Generated Income from
 - a) patients whom invoices have been raised and found liable for treatment
 - b) income paid by the PCT for Bilateral Agreement Countries and Reciprocal Agreement Countries.
- To ensure correct data entry onto the Overseas Visitors PAS system, to facilitate the financial process of debt recovery by Finance.
- To arrange individual billing in accordance with financial procedures.
- To compile individual breakdown of patient treatment for insurance companies of Overseas Visitors.
- To provide advice to patients and their relatives regarding costs of treatment.
- To liaise and assist other Trust departments e.g. Complaints and Legal Services.
- **Responsibility for policy/service development** – Uses knowledge to propose changes to working practices and procedures, and will implement procedures set by others (eg. When planning for the impact of new legislation)
- **Management responsibility** – The post holder will have responsibility for writing and maintaining all overseas patient administration duties across both sites and any other related documentation.
- **Physical effort** – The post holder will have responsibility for writing and maintaining all Standard Operating Procedure documentation for their role and any other related documentation.
- **Mental and emotional effort** – High levels of concentration are required when analysing data, checking, reconciling information, making calculations and when answering queries from staff and patients. The post-holder may be required to switch tasks, and concentrate for long periods when analysing complex data, statistics and preparing financial returns. The post-holder would have contact with distressed patients, clients and staff.

- **Responsibility for R&D** – There is no requirement for R&D
 - **Working conditions** - The post-holder will work in normal office conditions.
-

General - Any other responsibility delegated by the Overseas Visitor Manager, Contracts Manager or Head of Contracting and Income

Job description agreement:

Signature of post holder: _____ Date:

Name: _____

Signature of manager: _____ Date:

Name: _____

Statement:

16. This job description is a broad reflection of the current duties. It is not necessarily exhaustive and changes will be made at the discretion of the manager in conjunction with the post holder.
17. Time scales for achievement and standards of performance relating to the duties and responsibilities identified in this job description will be agreed via the annual appraisal process with the post holder.
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20. The post holder is required to take reasonable care for the health and safety of themselves and others that may be affected by what they do while at work.
21. This post may require the post holder to travel across the Trust sites in the course of fulfilment of their duties.
22. The Maidstone and Tunbridge Wells NHS Trust has a no smoking policy
23. Clinical Governance: You will be expected to take part in the processes for monitoring and improving the quality of care provided to patients. This includes risk management and clinical audit. If you engage in clinical research you must follow Trust protocols and ensure that the research has had ethical approval. You will be expected to ensure that patients receive the information they need and are treated with dignity and respect for their privacy.
24. All staff should be aware of their responsibilities and role in relation to the Trust's Major Incident Plan.
25. INFECTION CONTROL AND HAND HYGIENE - All Trust employees are required to be familiar with, and comply with, Trust policies for infection control and hand hygiene in order to reduce the spread of healthcare-associated infections. For clinical staff with direct patient contact, this will include compliance with Trust clinical procedures and protocols, including uniform and dress code, the use of personal protective equipment policy, safe procedures for using aseptic techniques, and safe disposal of sharps. All staff are required to attend mandatory training in Infection Control and be compliant with all measures known to be effective in reducing healthcare-associated infections.
26. All staff are required to fully participate in learning and development opportunities and ensure they remain compliant with statutory and mandatory training requirements throughout their employment with the Trust
27. All staff are required to fully comply with the NHS Code of Conduct.

28. **SAFEGUARDING CHILDREN** - Everyone employed by the Trust regardless of the work they do has a statutory duty to safeguard and promote the welfare of children. When children and/or their carers use our services it is essential that all child protection concerns are both recognised and acted on appropriately. You have a responsibility to ensure you are familiar with and follow the child protection procedures and the Trust's supplementary child protection guidance which is accessed electronically on the Trust's Intranet site. You have a responsibility to support appropriate investigations either internally or externally. To ensure you are equipped to carry out your duties effectively, you must also attend child protection training and updates at the competency level appropriate to the work you do and in accordance with the Trust's child protection training guidance.
29. **SAFEGUARDING ADULTS** - Everyone employed by the Trust regardless of the work they do has a duty to safeguard and promote the welfare of vulnerable adults. When patients and/or their carers use our services it is essential that all protection concerns are both recognised and acted on appropriately. You have a responsibility to ensure you are familiar with and follow Trust policies in relation to safeguarding vulnerable adults. You have a responsibility to support appropriate investigations either internally or externally. To ensure you are equipped to carry out your duties effectively, you must also attend vulnerable adult protection training and updates at the competency level appropriate to the work you do and in accordance with the Trust's vulnerable adult protection training guidance.
30. All staff are required to provide the highest levels of service in their work and to adopt the highest standards of behaviour as stated and implied in the Trust Values of PRIDE.

Maidstone and Tunbridge Wells NHS Trust

**Overseas Officer
Person specification**

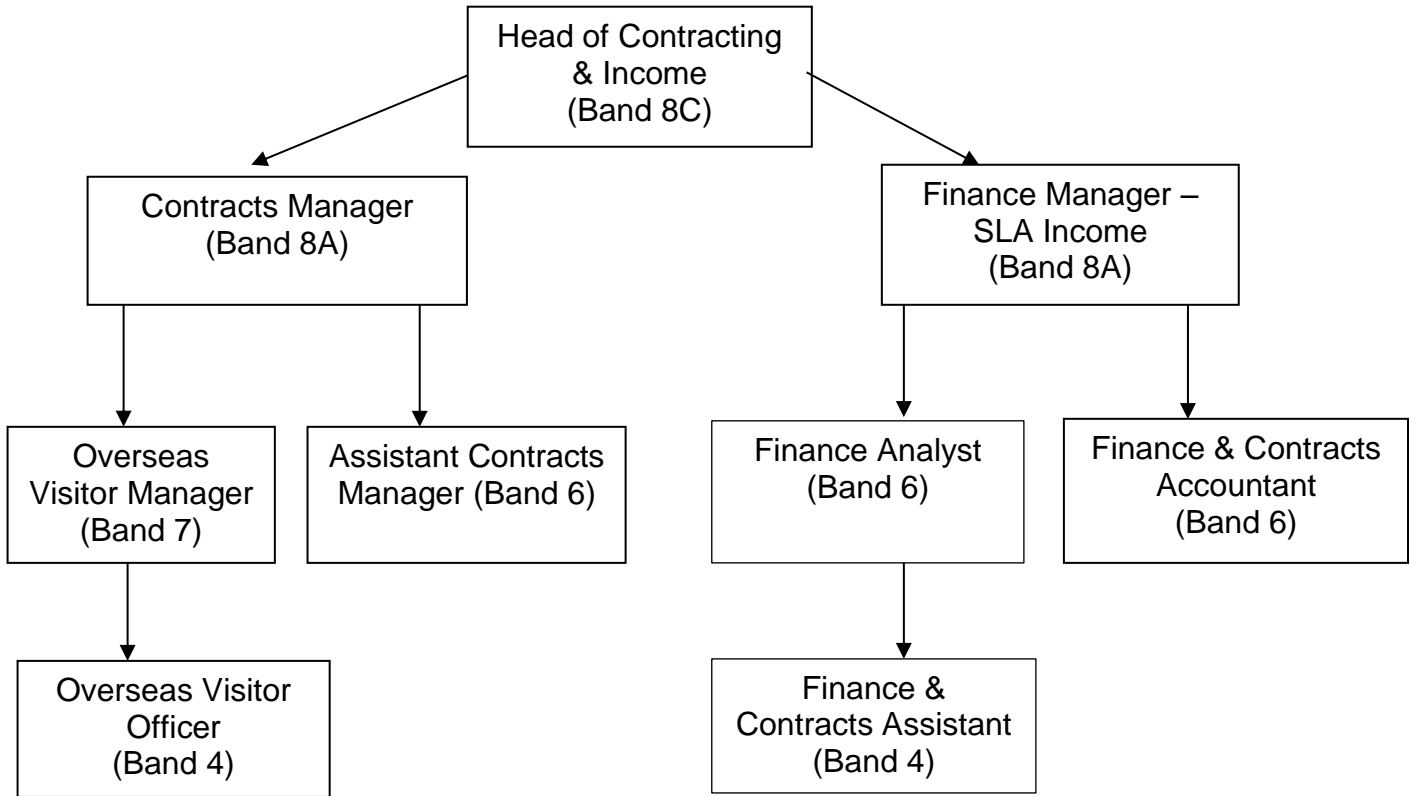
AREA	ESSENTIAL	DESIRABLE
Qualifications	<ul style="list-style-type: none"> • 5 GCSE's Including English & Maths • High standard of general education (literacy and numeracy standard) to NVQ level 3 or equivalent • PAS / Allscripts Training • Comprehensive knowledge of Microsoft packages including Outlook, Word, Excel and Access 	
Experience/ Knowledge	<ul style="list-style-type: none"> • Previous administrative experience at a senior level • Customer Care training and experience • Understanding of NHS Financial Regulations • Understanding of Overseas Visitors Regulations • Good working knowledge and experience of Microsoft Office – Word, Excel and Outlook • Understanding of NHS policies and procedures • Experience of or ability to present to groups confidently and competently • Experience of effective communication and dealing with people /situations involving distressed or agitated people. 	
Skills	<ul style="list-style-type: none"> • Excellent communication skills with ability to influence through use of tact and persuasion and to negotiate in potentially hostile circumstances. • Ability to liaise with all levels of staff and the public both internally and externally 	

Attributes	<ul style="list-style-type: none"> • Able to establish and maintain effective working relationships with other colleagues and organisations. • Ability to work without supervision • Able to work on own initiative, organising and prioritising own workload to changing and often tight deadlines • Must have a good eye for detail and be able to produce accurate, reliable information on a consistent basis • Strong sense of quality and customer focus • Constantly seeking to improve processes and procedures to adapt to ever changing requirements 	
Additional requirements	<ul style="list-style-type: none"> • ability to work across sites 	

Date written

Maidstone and Tunbridge Wells NHS Trust

Organisational Chart – Contracting & Income Team



2. Please see NHS Agenda for Change.

Band 7 only - in 2015, 16, 17.

Band 7 and 1 x Band 4 in October 2018

Band 7 and 2 x Band 4 in March 2019

3. None

4. No

5. Not applicable

2.

1.

15/16 = £550440.45

16/17 = £322,233.36

17/18 = £377990.25

18/19 = £297222.28

19/20 to date = £373,127.09

2.

15/16 = £503434.87

16/17 = £234262.52

17/18 = £282971.14

18/19 = £259921.28

19/20 to date = £196414.80

3. Debt is never written off
4. The Trust does not have a debt collection agency
5. NIL