

Ref: FOI/GS/ID 8202

Please reply to:
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27 July 2023

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 Charging of Overseas Visitors.

You asked:

The following requests relate to the expenditure and income generated from the 'charging policy', excluding any generated through private paying patients or monies claimed back from countries as part of any reciprocal healthcare arrangement.

>>> [QUESTION 1] <<<

As per the trusts application of the 'charging policy' for each financial year from 2015-2023 please provide (i) the total number of and (ii) the total value of:

(1a)

Invoices generated

(1b)

Payments received

(1c)

Credit notes issued after a patient has been invoiced for care and later found to be eligible for free treatment

(1d)

Invoices written off for accounting purposes due to a patient being considered destitute as per the conditions set out in 13.72 and 13.73 of the charging policy.

(1e)

Debts passed onto debt collection agencies for recovery due to non-payment. For each of the above requests from 1a to 1e inclusive, please provide a breakdown by speciality, department, or similar categorisation (see appendix 1 for example formatting).

>>> [QUESTION 2] <<<

Please provide a breakdown by speciality, department, or similar categorisation of (i) the number of patients currently on a repayment plan with the trust for debt incurred under the charging policy and (ii) a breakdown by value of repayment - For example, the number of patients paying £1/month, £5/month, £10/month, etc. (see appendix 1 for example formatting).

(2a)

Please also provide the number of patients who entered a new payment plan with the trust, for each financial year from 2015-2023.

>>> [QUESTION 3] <<<

Please share any formal or informal criteria, policies, procedures, or similar the trust currently uses or has used from 2015 - 2023 to determine how:

(a) A patient's debt is managed

(b) The trust agrees upon the value of a patient's monthly repayment plan.

>>> [QUESTION 4] <<<

For each financial year from 2015-2023, please provide the total number of patients whose information has been shared with the Home Office in relation to a debt:

(a) Greater than £500 owed for more than 2 months

(b) Greater than £500 owed for less than 2 months

(c) Less than £500

Trust response:

Please note: We have not been able to breakdown into categories as the data is not held in this format.

Q1.

1a.

	2015		2016		2017		2018		2019	
	1a(i)	1a(ii)	1a(i)	1a(ii)	1a(i)	1a(ii)	1a(i)	1a(ii)	1a(i)	1a(ii)
Annualised totals across the trust	95	552276	101	322233	133	377990	117	299528	153	418664

	2020		2021		2022		2023	
	1a(i)	1a(ii)	1a(i)	1a(ii)	1a(i)	1a(ii)	1a(i)	1a(ii)
Annualised totals across the trust	123	273391	154	455956	209	776802	14	44383

1b.

	2015		2016		2017		2018		2019	
	1b(i)	1b(ii)	1b(i)	1b(ii)	1b(i)	1b(ii)	1b(i)	1b(ii)	1b(i)	1b(ii)
Annualised totals across the trust	79	334689	96	141709	145	152474	163	293289	174	205448

Please note: We are able to supply the total figures from the 21/22 to 23/24 financial years. These are the number of credits raised to patients, as we are unable to identify if these were because the patient provided their evidence of entitlement to NHS after the invoice was raised or for another reason without looking at every account individually. We have not included information from before 21/22 as past years would also include unpaid invoices that have been

moved from the ledger for accounting reasons. Further more detailed information is exempt under Section 12 of the Act.

1c.

2021/22		2022/23		2023/24	
1c(i) Total number of credit notes	1c(ii) Total value of credit notes	1c(i) Total number of credit notes	1c(ii) Total value of credit notes	1c(i) Total number of credit notes	1c(ii) Total value of credit notes
34	45768	32	63043	nil	nil

1d. Unable to provide within the timeframe under Section 12.

1e.

	2021		2022	
	1e(i)	1e(ii)	1e(i)	1e(ii)
Annualised totals across the trust	142	309511	41	96952

Q2.

Total number of patients	£1- 10/month	£11- 20/month	£50- 100/month	£101- 200/month	£201- 500/month	£501- 1000/month	£1001- 1500/month
	3	2	7	5	2	2	3

2a.

Year	Number of patients started on a new repayment plan
2015	9
2016	8
2017	11
2018	11
2019	10
2020	15
2021	10
2022	26
2023	10

Q3. The Trust follows this guidance from.gov.uk:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1132039/2023.01.06_-_Implementing_the_overseas_visitor_charging_regulations_-_January_update.pdf

(a) The Overseas visitor team raise all invoices and our Financial Services Team – manage the Debt. – No debt is written off to the patient unless further evidence can be provided to prove NHS Entitlement.

(b) Our Trust can only offer a 12-month payment plan from the date of the invoice raised as we are not registered with the Financial Conduct Authority (FCA). -

Q4.

4a - Number of patients added to debtors list. All are greater than £500.00. All are over 60 days old.

2015 9

2016 12

2017 63

2018 36

2019 12

2020 17

2021 29

2022 46

2023 17

4b – Patients with £500 or more debt cannot be added to the home office debtors list until they are older than 60 days old.

4c- We do not record or share any debt to the home office debtors list that are under £500.