



Freedom of Information Team  
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Name:  
Email:  
Date: 31/05/2023  
Ref: 23-24 102

Dear

**RE: Freedom of Information request**

Thank you for your request for information under the Freedom of Information Act 2000, which was received by the Trust on 17/05/2023. Please see responses to your requests below.

**I am writing to request information under the Freedom of Information Act 2000, relating to the trusts implementation of the 'NHS (Charges to Overseas Visitors) Regulations 2015, as amended by the NHS (Charges to Overseas Visitors) (Amendment) (EU Exit) Regulations 2020', hereafter referred to as 'the charging policy'.**

**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**

The total invoiced overseas income recognised in each financial year is as below:

<b>Years</b>	<b>Amount</b>
2022/23	£498k
2021/22	£370k
2020/21	£261k
2019/20	£631k
2018/19	£412k
2017/18	£339k
2016/17	£256k
2015/16	£496k

Invoice volumes are unavailable as the Trust do not record the information in such a way as to be able to answer most of the detail requested. Therefore, to undertake this would require a manual search process which would exceed 18 hours. Therefore, this would exceed the appropriate limit for dealing

with a Freedom of Information Request, in terms of costs and therefore Section 12(1) of the Freedom of Information Act 2000 applies.

**(1b) Payments received**

The total payments received in each financial year is as below, the volumes of individual payments received is unavailable, please see exemption in question 1a.

Years	Amount
2022/23	£237k
2021/22	£108k
2020/21	£115k
2019/20	£371k
2018/19	£195k
2017/18	£231k
2016/17	£81k
2015/16	£68k

**(1c) Credit notes issued after a patient has been invoiced for care and later found to be eligible for free treatment**

The Trust does not record the data in such a way as to be able to answer this question, please see exemption in 1a.

**(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.**

The Trust does not record the data in such a way as to be able to answer this question, please see exemption in 1a.

**(1e) Debts passed onto debt collection agencies for recovery due to non-payment.**

The Trust does not record the data in such a way as to be able to answer this question, please see exemption in 1a.

**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).**

The Trust does not record the data in such a way as to be able to answer this question, please see exemption in 1a.

**[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.**

The Trust can confirm that at the end of each financial year the number of active repayment plans was as below. The Trust cannot provide a summary of individual repayment values or how many new instalment plans were agreed in each year. Please see exemption in 1a.

Years	No of patients
2022/23	111
2021/22	72
2020/21	62
2019/20	62
2018/19	42
2017/18	30
2016/17	29
2015/16	18

### [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**

The Trust works with NHS Shared Business Services Ltd (SBS) to collect income that is due on invoiced activity. The Trust and SBS will liaise with the patient directly to secure payment and resolve any queries on the invoice raised. Only when the patient fails to engage with the Trust or SBS is the debt referred to an external debt collection agency. Repayment plans are agreed on an individual case basis between the patient and the Trust directly.

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

Please see answer in 3a.

### [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**

The Trust does not record the individual cases referred.

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

The Trust does not record the individual cases referred.

**(c) Less than £500**

The Trust does not refer individual cases with a balance of less than £500.

Please accept this letter as completion of your request. Please note that copies of this request will be held on file for three years before being confidentially destroyed.

If you are dissatisfied with the outcome of your request, please contact our Head of Information Governance on [Information.Governance@porthosp.nhs.uk](mailto:Information.Governance@porthosp.nhs.uk) or write to the above address and we will conduct an internal review. Upon review, if you are still dissatisfied, you may appeal our decision by contacting the Information Commissioner's Office; for more information, please visit the [ICO's website](#).

Please be aware, if we do not receive an appeal within 30 days of you receiving this letter, we will assume that you are satisfied with our response. If you have any further queries, please do not hesitate to contact us.

Yours sincerely

Freedom of Information Team