



Freedom of Information Team  
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PO6 3LY

Name:  
Email:  
Date: 13/06/2023  
Ref: 23-24 138

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 05/06/2023. Please see responses to your requests below.

**I am requesting the following information under the Freedom of Information Act. This request has eight questions. In this request, "NHS healthcare treatment" specifically excludes private patients seeking to use paid-for private services offered by the Trust. It includes non-urgent follow-ups to urgent healthcare treatment.**

**If information cannot be provided since January 2021 within the section 12 cost limit, please provide information since January 2022.**

- 1. Does the Trust impose upfront charges for non-urgent NHS healthcare treatment to overseas visitors, migrants and former UK residents who are ineligible for free healthcare under government guidelines? If not, please explain why, in the context of those guidelines. If the answer to question 1 is 'no', the Trust need not provide responses to questions 2-8.**

Yes.

- 2. The number of overseas visitors, migrants and former UK residents who were charged upfront for NHS healthcare treatment by the Trust since January 2022 - please note this includes patients who did not subsequently proceed with the treatment. If the answer to question 2 is 'zero', the Trust need not provide responses to questions 3-8.**

Since January 2022, there have been 25 patients who were charged upfront for NHS healthcare treatment by the Trust.

- 3. The total costs charged for the treatments referred to in question 2 (including where the patient did not proceed with the treatment)**

The total cost for healthcare treatments referred to in question 2 was £5,132.

- 4. The number of overseas visitors, migrants and former UK residents who did not proceed with NHS healthcare treatment by the Trust after being quoted an upfront charge (timeframe is since January 2022). *Notes to question 4:***

- **Sending an invoice to a patient for an upfront charge counts as quoting an upfront charge**
- **Patients who did not proceed with treatment include those who declined treatment and those who simply did not attend scheduled treatment, as well as any patients who were refused treatment by the Trust**

A total of 25 patients were charged upfront for the non-urgent NHS healthcare treatment by the Trust since January 2022 and all of them have attended the treatment following the upfront payment.

**5. Of the number of patients provided in response to question 4, please state how many did not attend scheduled treatment/appointment (rather than cancelling in advance). *Note to question 5:***

- **If the Trust does not record information in a manner that would enable question 5 to be answered within the section 12 cost limit, please state that the information is 'not held' for this question and process the remainder of this request**
- **If the Trust has not provided information for question 5, or has responded with 'zero', please proceed to question 7.**

Zero.

**6. What was the financial loss to the Trust caused by the missed scheduled treatment/appointments referred to in response to question 5? *Note to question 6:***

- **If the Trust does not record information in a manner that would enable question 6 to be answered within the section 12 cost limit, please state that the information is 'not held' for this question and process the remainder of this request**

Not applicable.

**7. Any data the Trust holds on the reasons for the refusal/inability of the patients referred in response to question 4 to pay the imposed upfront charges (such as preference to return home for treatment, or inability to meet the cost of treatment)**

The Trust does not record this level of detail and therefore the information is not held.

**8. Any data the Trust holds on the conditions the patients referred to in response to question 4 wished to be treated for (this may be provided as categories of healthcare, such as ENT and nephrology), or alternatively the treatments that were subject to the imposed charges (these may be grouped into overarching categories for data protection reasons)**

Not applicable, the Trust does not record this level of detail and therefore the information is not held.

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

**Working together** To drive excellence in care for our patients and communities