

Freedom of Information Request	FOI 21-036	3 rd March 2021
--------------------------------	------------	----------------------------

1. **Does the health board 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?**
 - a. **If yes please provide information about the job title, Agenda for Change pay band, whether full- or part-time, person specification and job description (or if a job description is not available, a summary of duties) for each role in the team. If a person specification is not available, please provide details of any qualifications or training required for these roles**
 - i. Private and Overseas Visitor (OSV) Manager – Band 7 - Part time
 - ii. OSV Officer - Band 5 – Part time
 - iii. OSV Officer – Band 3 – Part time
 - b. **What training (if any) is provided to members of this team?**
Staff are provided with training commensurate with their knowledge and qualification. A training needs assessment is conducted each year as part of staff personal development plans.
 - c. **Please provide the annual salary for each member of the team for each year from 2018 to 2020 inclusive.**
The salary for the various NHS admin and clerical grades follow the Agenda for Change structure which is available at: <https://www.nhsconfed.org/>
 - d. **Please provide details of any additional budget allocated to the team, i.e. for operational costs,**
 - i. As with all parts of the NHS there will be potential for additional resource requirements such as, to support staff for travel, training and ICT.
 - e. **Has the overseas visitor team overspent its budget in any year from 2018 - 2020 inclusive? If yes, provide the amount.**
There has been no overspend for this period.
 - f. **If the health board does not employ an overseas visitor manager does it plan to, and how much has it budgeted for this?**
Please see response to question (a).
2. **The following questions relate to income generated through charging patients for NHS care as directed through the National Health Service (Charges to Overseas Visitors) Regulations 1989 (as amended)*. For the financial years 1 April 2018 – 31 March 2019 and for 1 April 2019 – 31 March 2020 respectively:**

- a. Please provide the total number of patients classified as “overseas visitors” for each financial year.

2018/19	2019/20	Total
523	732	1255

- b. Please provide the total number of patients classified as “overseas visitors”, excluding private paying patients or those whose care was paid for through money claimed back from EEA or other countries as part of any reciprocal arrangements.

2018/19	2019/20	Total
29	79	108

Relating to those patients who are exempt from payment for an alternative reason.

- c. Please provide the total number of patients invoiced for each financial year.

2018/19	2019/20	Total
36	81	117

- d. Please provide the total amount invoiced for each financial year.

- i. If less than 15 patients were charged in either financial year, please provide a summary of what treatment they were charged for and the total cost for each patient.

2018/19	2019/20	Total	Notes
£93,539	£310,423	£403,962	Not including credit notes raised, as below

- e. Please provide the total amount invoiced which remains outstanding for each financial year.

2018/19	2019/20	Total
£28,926	£184,361	£213,287

- f. Please provide the total amount written off each financial year as a result of patients being considered destitute.

2018/19	2019/20	Total
£3,078	£13,045	£16,123

- g. Please provide the total amount passed to debt collection agencies for recovery as a result of non-payment for each financial year.

2018/19	2019/20	Total
£35,672	£242,226	£277,898

- h. 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 financial year**

2018/19	2019/20	Total
£32,849	£42,176	£75,025

3. Please provide copies of:

- a. The health board's policy regarding the identification of overseas visitors**

Please see policy attached.

- b. Any equalities impact assessment carried out by the health board regarding the implementation of the above policy regarding the identification and charging of overseas visitors**

Please see policy attached.