

Freedom of Information Request	FOI 23-167	2 nd May 2023
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I am writing to request the following information:

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)?**

Yes.

- a. **If yes please provide information about the job title, Agenda for Change pay band, full-time equivalent hours, 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.**

The post is a 0.56 band 5 role. The job description and qualification and training requirement is not available.

The Overseas Visitors Manager (OVM) is the designated person to oversee the implementation of the Charging Regulations.

Summary of duties

- Determine if the patient is insured by another member state.
- Determine if the patient is ordinarily resident in the UK
- Determine if the patient is covered by an exemption in the Charging Regulations or if the patient is liable for charges.
- Make and recover charges from chargeable overseas visitors.

Qualification and experience necessary

- Educated to degree level or equivalent qualification and experience
- Evidence of continuing professional development
- NHS OSV Training ambassador is desirable but not essential

- b. **What training (if any) is provided to members of this team?**

Informal training and support provided via network of Home Office, Welsh Government and other Health Board experts.

- c. **Please provide the annual salary for each member of the team for each year from 2020 to 2022 inclusive.**

Financial Year	£
2020/21	18,558
2021/22	21,889
2022/23	22,862

- d. **Please provide details of any additional budget allocated to the team, i.e. for operational costs, equipment, office space etc. for each year from 2020 - 2022 inclusive.**

The Health Board are unable to provide this information as it forms part of the overall budget and is not possible to separate this cost.

- e. **Has the overseas visitor team overspent its budget in any year from 2020 - 2022 inclusive? If yes, provide the amount.**

No

- f. **If the health board does not employ an overseas visitor manager does it plan to, and if so, how much has it budgeted for this?**

Not applicable.

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 2020 – 31 March 2021 and for 1 April 2021 – 31 March 2022 respectively:**

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

The Health Board does not record this information.

- 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.**

The Health Board does not record this information.

- c. **Please provide the total number of “overseas visitors” invoiced for each financial year.**

Please note 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)* and for the financial years 1st April 2020 to 31st March 2021 and 1st April 2021 – 31st March 2022 respectively:

Class	2021	Amount (£)	2022	Amount (£)
Invoices Raised	12	14,616.00	16	29,363.00
Paid	8	12,372.00	9	7,353.00
Outstanding	0	-	5	20,463.00
Credited	4	2,244.00	2	1,548.00
Repayment Plan	0	-	0	-

Total number of visitors	8		14	
With Collections Agency	0	-	0	-

- i. **Please provide a breakdown of these patients by sex, age (0-16, 17-25, 26-35, 36-45, 46-55, 56-65, 66-75, 76-85, over 85) and if possible, the specialty treating the patient (e.g. paediatrics, maternity, oncology, general surgery)**

The Health Board is unable to provide the information by age. However, the speciality is provided in Q2d.

- d. **Please provide the total amount invoiced to “overseas visitors” for each financial year.**

- i. **If less than 30 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.**

2021		
Customer No.	Treatment	Amount (£)
1	Diagnosis	976.00
	Medical	500.00
	Outpatient Appointment	645.00
	Pathology	338.00
	Cardiology	265.00
	Total	2,724.00
2	Diagnosis	976.00
	Medical	500.00
	Outpatient Appointment	453.00
	Pathology	338.00
	Cardiology	265.00
	Total	2,532.00
3	Outpatient Appointment	128.00
	Total	128.00
4	Diagnosis	429.00
	Medical	250.00
	Pathology	205.00
	Total	884.00
5	Antenatal	5,000.00
	Total	5,000.00
6	Childbirth	1,100.00
	Total	1,100.00
7	Outpatient Appointment	590.00
	Radiology	45.50
	Total	635.50
8	Accommodation	390.00
	Childbirth	1,100.00
	Medical	250.00
	Total	1,740.00

2023		
Customer No.	Treatment	Amount (£)
1	Outpatient Appointment	175.00
	Radiology	57.00
	Total	232.00
2	Outpatient Appointment	1,575.00
	Pathology	220.00
	Total	1,795.00
3	Diagnosis	330.00
	Medical	120.00
	Pathology	430.00
	Radiology	246.00
	Total	1,126.00
4	Diagnosis	1,216.00
	Total	1,216.00
5	Diagnosis	588.00
	Medical	250.00
	Pathology	260.00
	Radiology	883.00
	Total	1,981.00
6	Accommodation	9,440.00
	Medical	5,930.00
	Pathology	345.00
	Total	15,715.00
7	Diagnosis	429.00
	Medical	250.00
	Pathology	425.00
	Total	1,104.00

2023		
Customer No.	Treatment	Amount (£)
8	Diagnosis	858.00
	Medical	500.00
	Outpatient Appointment	118.00
	Pathology	525.00
	Radiology	57.00
	Total	2,058.00
9	Medical	60.00
	Outpatient Appointment	165.00
	Radiology	123.00
	Total	348.00
10	Outpatient Appointment	175.00
	Radiology	126.00
	Total	301.00
11	Diagnosis	195.00
	Medical	145.00

2023		
Customer No.	Treatment	Amount (£)
	Theatre	515.00
	Total	855.00
12	Diagnosis	175.00
	Total	175.00
13	Diagnosis	488.00
	Medical	250.00
	Outpatient Appointment	330.00
	Pathology	155.00
	Radiology	497.00
	Total	1,720.00
14	Accommodation	488.00
	Diagnosis	250.00
	Total	738.00

- e. **Please provide the total amount invoiced to “overseas visitors” which remains outstanding for each financial year.**

Please refer to Q2c

- f. **Please provide the number of patients, if any, for each financial year who are on a repayment plan, having been charged as an “overseas visitor”.**

- i. **For any patients on repayment plans, please stratify the repayment amounts into ≤£10/month, >£10≤£20/month, >£20≤£30/month, >£30≤£40/month, >£40≤£50/month, >£50≤£100/month, >£100≤£250/month, >£250/≤1000/month, >£1000/month by number of patients on repayment plans for this amount.**

Please refer to Q2c

- ii. **Was any patient who had been charged as an “overseas visitor” and requested a payment plan refused one?**

Please refer to Q2c

- g. **Please provide the total amount written off each financial year as a result of invoiced “overseas visitors” being considered destitute.**

	2021	Amount (£)	2022	Amount (£)
Total written off in financial year	12*	7,446.00	0	-

* please note invoices raised were for previous financial years

- h. **Please provide the total amount passed to debt collection agencies for recovery from invoiced “overseas visitors” as a result of non-payment for each financial year.**

Please refer to Q2c

- i. **Please provide the total value of credit notes issued after a patient has been invoiced for care as an “overseas visitor” and later found to be eligible for free treatment for each financial year.**

Please refer to Q2c

- j. **Please provide the number of patients invoiced for care as an “overseas visitor” who were later found to be eligible for free treatment for each financial year.**

Please refer to Q2c

3. Please provide copies of:

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

Please find attached the policy as requested.

- 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 refer to Item 9 in the attached policy.