

Overseas Visitors – Form Information for Patients

Why have I been given this form?

In the NHS, some healthcare services are free, but not everyone is automatically entitled to free treatment. Hospitals have a legal duty to check whether patients are eligible for free NHS care. This is why we ask some patients to complete an Overseas Visitor form. Completing the form does not affect your care. You will still receive any urgent or necessary treatment.

Who needs to complete this form?

You may be asked to complete this form if:

- You do not usually live in the UK, or
- You have recently moved to the UK, or
- Your residency or immigration status needs to be confirmed

What information will I need to provide?

The form asks for details such as:

- Your name and date of birth
- Your address (in the UK and home country)
- Your nationality and immigration status
- Dates of travel to and from the UK
- Details of any visa (including a share code to view & prove your residency status, which will begin with an 'S'), passport, or residency documents
- Information about travel or health insurance

You will need to provide evidence to support the information you give, including identification (e.g. passport, visa, driving license or residence permit). These documents will be copied and returned to you.

For EEA patients, this includes an EHIC or PRC.

Will I have to pay for treatment?

Some patients may be charged for NHS treatment depending on their circumstances.

If charges apply:

- The Overseas Visitor Team will confirm this with you once your eligibility has been fully assessed. An invoice will then be raised where appropriate.
- For planned appointments, invoices will usually be issued in advance where possible.
- Any income recovered helps to support NHS patient care.

What if I don't know my status?

If you are unsure about your eligibility or what information to provide:

- Please complete as much of the form as you can
- A member of staff or the Overseas Visitor team can help you

Will my information be shared?

We may need to check your details with official organisations, such as the Home Office, to confirm eligibility.

This is part of our legal duty and is handled in line with data protection rules.

Important to know

- Your treatment will not be delayed or refused if it is urgent or immediately necessary
- Please answer all questions honestly
- Giving incorrect information may affect your eligibility

What should I do next?

1. Complete the form as fully as you can
2. Give it back to the member of staff
3. Provide any documents you have so we can copy them (they will be returned to you)

Need help?

If you have any questions, please contact the Overseas Visitor Team:

☎ 01873 732387 / 01873 733105

✉ abb.overseasvisitors@wales.nhs.uk

🕒 Monday to Friday, 9am–4pm