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| Reference: | FOI.5024.21 |
| Subject: | Charges to overseas visitors |
| Date of Request: | 18 January 2021 |

Requested:

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.
 - b. What training (if any) is provided to members of this team?
 - c. Please provide the annual salary for each member of the team for each year from 2018 to 2020 inclusive.
 - 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 2018 - 2020 inclusive.
 - e. Has the overseas visitor team overspent its budget in any year from 2018 - 2020 inclusive? If yes, provide the amount.
 - f. If the health board does not employ an overseas visitor manager does it plan to, and how much has it budgeted for this?

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.
 - 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.
 - c. Please provide the total number of patients invoiced for each financial year.
 - d. Please provide the total amount invoiced for each financial year.
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.
 - e. Please provide the total amount invoiced which remains outstanding for each financial year.
 - f. Please provide the total amount written off each financial year as a result of patients being considered destitute.

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

3. Please provide copies of:

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

Response:

1. Hywel Dda University Health Board (UHB) confirms that it does have a job role job that identifies people who may be required to pay for NHS care.

- a. The UHB confirms that the job title is Senior Accounts and Designated Overseas Officer remunerated at Agenda for Change (A4C) Band 5, on a full time basis.
A copy of the Job Description has been provided, at Attachment 1.
- b. The UHB confirms that internal training is provided in line with Welsh Government (WG) guidance.
- c. This information is already within the public domain; therefore, the UHB has applied an Exemption under Section 21 of the Freedom of Information Act 2000 (the Act), as the information is accessible by another means. The NHS Terms and Conditions of Service handbook provides details the A4C Pay Structure which is available on the NHS Employers website.

For ease of reference please click on the attached link which will take you directly to the NHS Employers webpage:

[Section 1: Pay Structure \(Wales\) - NHS Employers](#)

- d. The UHB confirms that there is no additional budget allocated.
- e. Not applicable.
- f. Not applicable.

2. a - c. The UHB provides, within the table below, the number of patients classified as ‘overseas visitors’, the number excluding private paying patients and the number of patients invoiced for treatment, for the financial years requested.

| Financial year | Overseas visitor patients | Excluding private paying patients | Number of patients invoiced |
|----------------|---------------------------|-----------------------------------|-----------------------------|
| 2018/19 | 65 | 28 | 28 |
| 2019/20 | 15 | 15 | 15 |

2. d & f. The UHB provides, within the table below, the total amounts invoiced and the total which remains outstanding, for the financial years requested.

| Financial year | Invoiced total | Outstanding |
|-----------------------|-----------------------|--------------------|
| 2018/19 | £82,338.36 | £7,961.00 |
| 2019/20 | £94,198.62 | £29,711.66 |

2. g - h. The UHB provides, within the table below, the total amount written off each financial year as a result of patients being considered destitute, the total amount passed to debt collection agencies for recovery as a result of non-payment, and the value of credit notes issued after a person has been invoiced for care and later found to be eligible for free treatment, for the financial years requested.

| Financial year | Written off | Debt collection | Value of credit notes |
|-----------------------|--------------------|------------------------|------------------------------|
| 2018/19 | £21,689.18 | £9,007.00 | £24,154.00 |
| 2019/20 | £ 55,972.72 | £15,157.00 | £40,314.52 |

3a. The UHB provides a copy of its procedure for the identification and charging of overseas visitors for NHS treatment policy, at Attachment 2.

3b. The UHB confirms that it has not undertaken any equalities impact assessments regarding the identification and charging of overseas visitors.