

Reference:	FOI.12225.23
Subject:	Monies generated from the charging policy
Date of Request:	18 July 2023

Requested:

The following requests relate to the expenditure and income generated from the 'charging policy', excluding any generated through private paying patients or monies claimed back from countries as part of any reciprocal healthcare arrangement.

- 1) As per the health board's application of the 'charging policy' for the financial year 2022-23 please provide **(i)** the total number of and **(ii)** the total value of:
 - a) Invoices generated;
 - b) Payments received v outstanding;
 - c) Credit notes issued after a patient has been invoiced for care and later found to be eligible for free treatment;
 - d) Invoices written off for accounting purposes due to a patient being considered destitute;
 - e) Debts passed onto debt collection agencies for recovery due to non-payment.
- 2) For financial years 2018-19, 2019-20, 2020-21, 2021-22 and 2022-23, please provide the number of patients invoiced:
 - a) who were aged 0-16;
 - b) who were charged for maternity or obstetric care (including antenatal care and child birth);
 - c) for cancer treatment.
- 3) Please provide a breakdown by specialty, department, or similar categorisation of:
 - a) the number of patients **currently** on a repayment plan with the health board for debt incurred under the charging policy;
 - b) a breakdown by value of repayment (for example, the number of patients paying £1/month, £5/month, £10/month, etc.)
- 4) Please share any formal or informal criteria, policies, procedures, or similar the trust currently uses or has used since 2018 to determine how:
 - a) A patient's debt is managed;
 - b) The trust agrees upon the value of a patient's monthly repayment plan.
- 5) For financial years 2018-19, 2019-20, 2020-21, 2021-22 and 2022-23, please provide the total number of patients whose information has been shared with the Home Office in relation to a debt:
 - a) Greater than £500 owed for more than 2 months;
 - b) Greater than £500 owed for less than 2 months;
 - c) Less than £500.

Response:

Please note that where the figures in the tables below have been replaced with an asterisk (*), the UHB is unable to provide you with the exact number of patients due to the low numbers of cases (less than 5), as there is a potential risk of identifying individuals if this was disclosed. The UHB is therefore withholding this detail under Section 40(2) of the Freedom of Information Act 2000. This information is protected by the Data Protection Act 2018 (DPA)/UK General Data Protection Regulations, as its disclosure would constitute unfair and unlawful processing and would be contrary

to the principles and articles 6 and 9 of the UK GDPR. This exemption is absolute and therefore, there is no requirement to apply the public interest test.

In reaching this decision, the DPA and UK GDPR define personal data as data that relates to a living individual who can be identified solely from that data or from that data and other information, which is in the possession of the data controller.

1. Within the table below, Hywel Dda University Health Board (UHB) provides the total number and value of invoices, payments received and outstanding, credit notes issued, write offs and those passed to debt recovery agencies.

Category	Total number	Total value
Invoices	42	£79,401.00
Payments received	36	£13,317.00
Outstanding payments	6	£66,084.00
Credit Notes	5	£12,301.00
Write Offs	4	£10,462.00
Debt Recovery	5	£7,174.00

2. The table below provides the number of patients invoiced for the listed specialties during the requested timeframe.

Financial year	0 – 16 years	Maternity	Cancer
2018/19	*	*	*
2019/20	6	*	0
2020/21	0	0	0
2021/22	*	8	*
2022/23	*	*	*
Total	18	16	4

3. The table below provides details of payment plans currently in place, broken down by the requested specialty, and the number of patients paying for these services.

Specialty	Number
Maternity	*
Diabetes	*
Emergency admission	*
General surgery/medicine	*
Total	7

The table below provides a breakdown of the value of the payment plans and the number of patients paying each value.

Value	Number
£10	*
£11	*
£20	*
£30	*
Total	7

The UHB is unable to provide you with payment plans in place per specialty, as there is a potential risk of identifying individuals if this was disclosed. The UHB is therefore withholding this detail under Section 40(2) of the Freedom of Information Act 2000. This information is protected by the Data Protection Act 2018 (DPA) / UK General Data Protection Regulations, as its disclosure would constitute unfair and unlawful processing and would be contrary to the principles and articles 6 and 9 of the UK GDPR. This exemption is absolute and therefore there is no requirement to apply the public interest test.

In reaching this decision, the DPA and UK GDPR defines personal data as data that relates to a living individual who can be identified solely from that data or from that data and other information, which is in the possession of the data controller.

4. The UHB provides a copy of its Income and Cash Collection policy at Attachment 1.
5.
 - a) The UHB is unable to provide you with data for debtors prior to the 2022/23 financial year as it was not submitting returns to the Home Office prior to this date. The UHB can confirm that eight (8) patients had their details reported to the Home Office for debt greater than £500 outstanding for more than 2 months during the 2022/23 financial year.
 - b) The UHB has not reported any patients owing monies for less than 2 months as this is not required by the Home Office.
 - c) The UHB has not reported any patients owing less than £500 as this is not required by the Home Office.