

Reference:	FOI.17712.25
Subject:	Overseas visitors
Date of Request:	6 July 2025

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, 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.
 - 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 2023 to 2025 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 2023-2025 inclusive.
 - e. Has the overseas visitor team overspent its budget in any year from 2023-2025 inclusive? If yes, provide the amount.
 - 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?

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 2023 – 31 March 2024 and for 1 April 2024 – 31 March 2025 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 “overseas visitors” invoiced for each financial year.
 - 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)
 - 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.
 - e. Of the total amount invoiced, please provide the total amount received and the total amount that remains outstanding, for each financial year.

- 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.
 - ii. Was any patient who had been charged as an “overseas visitor” and requested a payment plan refused one?
 - g. Please provide the total number of invoices and total amount written off each financial year as a result of invoiced “overseas visitors” being considered destitute, or for any other reason.
 - h. Please provide the reasons for any invoices being written off.
 - i. Please provide the total amount and value passed to debt collection agencies for recovery from invoiced “overseas visitors” as a result of non-payment for each financial year.
 - j. 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.
 - k. 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.
3. For financial years 2023-24 and 2024-25, 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. cancer treatment.
 4. Please share any formal or informal criteria, policies, procedures, or similar the health board currently uses or has used since 2018 to determine how:
 - a. A patient's debt is managed;
 - b. The health board agrees upon the value of a patient's monthly repayment plan.
 5. For financial years 2023-24 and 2024-2025, 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.
 6. 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.
 7. From each financial year 1st April 2018 to 31st March 2025 of the overseas visitors charged for each financial year, please provide a list of:
 - a. the countries that those patients were visiting from and,

b. if possible, the numbers from each country who were charged.

Response:

Hywel Dda University Health Board (UHB) is unable to provide you with all the information requested relating to overseas visitors, as there is a potential risk of identifying individuals if this was disclosed. Where it has been referenced or the figures in the tables have been replaced with an asterisk (*) it is due to the low number of cases (5 and under). The UHB is therefore withholding the following details under Section 40(2) of the Freedom of Information Act (FoIA).

Additionally, it is not within the expectation of these individuals that their personal data would be released into the public domain. This information is classed as personal data of a third party. Therefore, it is being withheld in accordance with the exemption set out in section 40(2) of the FoIA, by virtue of section 40(3)(a) of the FoIA, which permits a public authority to withhold personal data other than the requestor's where the disclosure would breach Data Protection principles.

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 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.

However, whilst operating in accordance with the Section 45 Freedom of Information Code of Practice, the UHB has a duty to provide advice and assistance and provides the information it holds below.

1. The UHB confirms it does employ an individual who identifies people that 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 no formal training has been undertaken this year, as the individual has over 10 years' experience in this role, and adheres to Welsh Government (WG) guidance. The Overseas Visitor's Team adheres to guidance issued by Welsh Government (WG) along with circulars, which are used as ongoing training materials for the role. In-house mandatory Electronic Staff Record (ESR) training is also regularly undertaken as well as completion of a Band 3 - 6 training programme.
 - 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 (FoIA), 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:

[NHS Pay and Conditions - NHS Wales](#)

- d. The UHB confirms that no additional budget has been allocated during the requested timeframe.
- e. The UHB confirms the overseas visitor team have not overspend their budget during the period 1 January 2023 to 29 July 2025.
- 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
2023/24	86	49	49
2024/25	102	37	37

- i. Section 40 exemption applied.

2d. The UHB provides within the table below, the total and net amounts invoiced to overseas visitors, for the financial years requested.

Financial year	Invoice total	Net Total Invoiced
2023/24	£310,013.52	£297,159.52
2024/25	£76,648.56	68,559.56

- i. Not applicable.

2e. Of the amounts invoiced above, the UHB provides within the table below, the total amount received and the total amount which remains outstanding, for the financial years requested.

Financial year	Received	Outstanding
2023/24	£62,708.00	£181,585.52
2024/25	£43,107.45	£16,590.11

2f. Section 40 exemption applied.

- i. Section 40 exemption applied.
- ii. The UHB confirms no patient who had been charged as an overseas visitor was refused a payment plan.

2. g – j. The UHB confirms the reason for any of the invoices being written off is either because the UHB is unable to locate the overseas visitor or that there has been no response to the debt collection process. Additionally, 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	Total number of invoices	Written off	Debt collection	Value of credit notes
2023/24	15	£30,435.00	£7,950.00	£22,431.00
2024/25	*	£787.00	£11,059.00	£8,075.00

2k. The UHB provides within the table below, the number of patients invoiced for care as an 'overseas visitor' who were later found to be eligible for free treatment, for the financial years requested.

Financial year	Eligible
2023/24	6
2024/25	*

3. a - c. The UHB provides within the table below, the number of patients invoiced for the listed reasons, for the financial years requested.

	Aged 0 - 16	Maternity or Obstetric Care	Cancer treatment
2023/24	9	*	*
2024/25	*	*	0

4. The UHB provides a copy of its Income and Cash Collection Policy, at Attachment 2.

5. a – c. The UHB provides within the table below, the total number of patients whose information has been shared with the Home Office in relation to a debt, for the financial years requested.

Financial year	More than £500 owed for more than 2 months	More than £500 owed for less than 2 months	Less than £500
2023/24	10	0	0
2024/25	13	0	0

6. a & b. The UHB provides a copy of its 'Procedure for the Identification and Charging of Overseas Visitors for NHS Treatment' policy along with the Equality Impact Assessment, at Attachments 3 and 4.

7. A Section 40 exemption has been applied to the number of patients from each country. However, the UHB provides within the table overleaf, a list of the countries the overseas visitors were visiting from, during the financial years 1 April 2018 to 31 March 2025.

2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
Africa	America	America	America	America	America	America
America	Canada	Belgium	Asia	Belgium	Belgium	Belgium
Jersey	Czechia	Egypt	Australia	Canada	Canada	Bermuda
Philippines	Chile	Germany	Bulgaria	China	Canada	Brazil
Germany	China	Greece	Canada	Philippines	Netherlands	China
Israel	Netherlands	India	France	Germany	Egypt	Dubai

Italy	Philippines	Italy	Iceland	Iceland	France	France
Malta	France	Mauritius	India	India	Germany	Germany
Poland	Germany	Philippines	Papua New Guinea	Italy	Ghana	India
Russia	Greece	Russia	Philippines	Macedonia	India	Japan
Spain	India	South Africa	Poland	Mexico	Indonesia	Kazakhstan
Timor	Korea		Romania	Nigeria	Japan	Mexico
	Latvia		Switzerland	Sri Lanka	Papua New Guinea	Nigeria
	Spain		Ukraine		Poland	Philippines
	Sri Lanka				Romania	Poland
	Sweden				Russia	Romania
	Turkey				Senegal	South Africa
	Ukraine				South Africa	Thailand
					Spain	UAE
					Switzerland	Ukraine
					Other	