

Reference:	FOI.11337.23
Subject:	Paying for NHS care
Date of Request:	22 March 2023

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 2020 to 2022 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 2020 - 2022 inclusive.
 - e. Has the overseas visitor team overspent its budget in any year from 2020 - 2022 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 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.
 - 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.
 - i. Please provide the total number of “overseas visitors” invoiced for each financial year.
 - c. 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. Please provide the total amount invoiced to “overseas visitors” which 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 amount written off each financial year as a result of invoiced “overseas visitors” being considered destitute.
- 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.
- 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.
- 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.

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 employ a member of staff, whose job it is to identify people who may be required to pay for NHS care.
 - a. The UHB provides the details of the role below:
 - Job title – Senior Accounts – Designated Overseas Officer
 - Agenda for change pay band (A4C) – Band 5
 - Whole Time Equivalent hours (WTE) – 37.5

A copy of the job description has been provided at Attachment 1.

- b. The UHB confirms that there is no official training provided.
- c. As this information is already within the public domain, 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.

A4C Band 5 salary remuneration for the 2020/21, 2021/22 and 2022/23 financial years are available on the NHS Wales website. For ease of reference, the link to the website has been provided overleaf:

[Pay & Conditions - NHS Wales](#)

- d. The UHB confirms that no additional budget was allocated during the 2020/21 and 2021/22 financial years.
- e. The UHB confirms that it did not overspend its overseas visitor budget during the 2020/21 and 2021/22 financial years.
- f. Not applicable.

- 2a. 2b. & i. The UHB provides, within the table below, the number of patients that have been classified as an overseas visitor and issued with an invoice, during the 2020/21 and 2021/22 financial years.

Financial year	Number
2020/21	8
2021/22	31

- 2c. The UHB provides, within the table below, a breakdown of the overseas patients, by sex, age range and specialty, during the 2020/21 and 2021/22 financial years.

2020/21		
Sex	Age range	Speciality
M	56-65	Ear, Nose & Throat
M	66-75	General Medicine
M	36-45	General Medicine
M	over 85	General Medicine
F	26-35	General Surgery
M	36-45	General Surgery
M	46-55	General Surgery
F	56-65	Orthopaedics

2021/22		
Sex	Age range	Speciality
M	46-55	Cardiology
F	36-45	General Medicine
F	56-65	General Medicine/ Community Nursing
F	66-75	General Medicine
M	66-75	General Medicine
F	66-75	General Medicine
M	17-25	General Surgery
F	76-85	Gynaecology
F	76-85	Gynaecology
F	17-25	Maternity
F	26-35	Maternity
F	26-35	Maternity
F	26-35	Maternity
F	26-35	Maternity

F	26-35	Maternity
F	36-45	Maternity
F	36-45	Maternity
F	56-65	Oncology
F	76-85	Ophthalmology
F	76-85	Ophthalmology
F	76-85	Ophthalmology
M	26-35	Orthopaedics
M	26-35	Orthopaedics
F	36-45	Orthopaedics
M	56-65	Orthopaedics
M	46-55	Orthopaedics
F	66-75	Orthopaedics
F	0-16	Paediatrics
F	0-16	Paediatrics
M	0-16	Paediatrics
M	46-55	Transfer Cost

2d. The UHB provides, within the tables below, the total amount invoiced to overseas visitors, during the 2020/21 and 2021/22 financial years.

Financial year	Total amount
2020/21	£20,446.20
2021/22	£61,572.25

- i. Due to there being less than thirty (30) overseas patients during the 2020/21 financial year, the UHB has provided a summary, as requested, within the table below:

Department	Amount
Covid Tests	£480.00
Emergency Admission	£3,874.00
Emergency Admission	£728.00
Emergency Admission	£728.00
Fracture Clinic	£253.20
General Medicine	£3,874.00
General Surgery	£4,650.00
Orthopaedics	£5,859.00
Total	£20,446.20

2e. The UHB provides, within the table below, the total amount of invoices for overseas visitors that remain outstanding, during the 2020/21 and 2021/22 financial years.

Financial year	Outstanding
2020/21	£0.00
2021/22	£3,771.19

2f. & i. The UHB provides, within the table overleaf, the number of overseas visitors that are on a payment plan and the payment range, during the 2020/21 and 2021/22 financial years.

Financial year	Number	Payment range
2020/21	0	N/A
2021/22	1	Between £10 and £20 per month

- ii. The UHB confirms that no patient was refused a payment plan, during the 2020/21 and 2021/22 financial years.

2g. The UHB provides, within the table below, the total amount written off for overseas visitors that are considered to be destitute, during the 2020/21 and 2021/22 financial years.

Financial year	Amount
2020/21	£0.00
2021/22	£4,357.00

2h. The UHB provides, within the table below, the total amount that has been passed to debt collection agencies, for unpaid invoices that were issued to overseas visitors, during the 2020/21 and 2021/22 financial years.

Financial year	Amount
2020/21	£0.00
2021/22	£8,308.00

2i. & 2j. The UHB provides, within the table below, the number of patients and total value of credit notes that have been issued after a patient has been invoiced for care, who has then been identified as eligible for free NHS treatment, during the 2020/21 and 2021/22 financial years.

Financial year	Number	Amount
2020/21	2	£9,733.00
2021/22	4	£18,690.00

3a. The UHB provides a copy of its Identification and Charging of Overseas Visitors for NHS treatment Procedure, at Attachment 2.

3b. Not applicable.