

**Reference Number:** FOI/2020/068  
**From:** Commercial  
**Date:** 17 February 2020  
**Subject:** Overseas visitor manager costs

- Q1 Does the trust 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?
1. If yes please provide information about the job title, Agenda for Change pay band, and duties of each role in the team
  2. Please provide the annual salary for each member of the team for each year from 2015 - 2020 inclusive.
  3. Please provide any additional budget allocated to the team, i.e. for operational costs, equipment, office space etc. for each year from 2015 - 2020 inclusive.
  4. Has the overseas visitor team overspent it's budget in any year from 2015 - 2020 inclusive. If yes, provide the amount.
  5. If the Trust does not employ an overseas visitor manager does it plan to, and how much has it budgeted for this?

- A1 The Trust does employ an OSV Manager but this is a combined role including Private Patients and FTSU Guardian.
1. AFC Band 7. The role is supported by members of the Income Team but this is a small part of their overall job.
  2. 2015 – Information not held – Prior to job role being established  
2016 - Information not held – Prior to job role being established  
2017 - Information not held – Prior to job role being established  
2018 – AFC Band 7 £33,222- £43,041  
2019 – AFC Band 7 £37,570 -£43,772  
2020 – AFC Band 7 £38,890 -£44,503
  3. Information not held - there is no specific budget
  4. Information not held - not applicable as per 3. above
  5. Information not held – not applicable as per 1. above

- Q2 The following questions relate to income generated through charging patients for NHS care as directed through the the NHS Overseas Visitor Charging Regulations 2015 and 2017 amendment. Please do not include income generated through private paying patients or through money claimed back from EEA countries as part of any reciprocal arrangements.
1. Please provide the total amount invoiced for each year from 2015 - 2020 inclusive.
  2. Please provide the total amount received in payments for each year from 2015 - 2020 inclusive.
  3. Please provide the total amount written off as a result of the patient being considered destitute for each year from 2015 - 2020 inclusive.
  4. Please provide the total amount passed to debt collection agencies for recovery as a result of non payment for each year from 2015 - 2020 inclusive.
  5. 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 year from 2015 - 2020 inclusive.

A2 See attached FOI2020068

<b>Overseas - Non Reciprocal:</b>	<b>15/16</b>	<b>16/17</b>	<b>17/18</b>	<b>18/19</b>	<b>19/20 (upto Month 10)</b>	<b>Total</b>
1. Total amount invoiced for:	£15,103.89	£54,471.80	£0.00	£51,726.46	£61,610.82	£182,912.97
2. Total amount received:	£15,103.89	£36,044.87	£0.00	£38,559.28	£40,162.50	£129,870.54
3. Total amount written off as a result of patient destitute:	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
4. Total amount passed to debt collection agency as result of non payment:	£0.00	£0.00	£0.00	£20,464.00	£20,495.23	£40,959.23
5. Total value of credit notes issued after finding out patient is eligible for free treatment:	£0.00	£0.00	£0.00	£0.00	£1,970.52	£1,970.52