

**Reference Number:** FOI202324//077  
**From:** Private Individual  
**Date:** 17 May 2023  
**Subject:** Charges to Overseas and private patients

- Q1 As per the trusts application of the 'charging policy' for each financial year from 2015-2023 please provide (i) the total number of and (ii) the total value of:
- Invoices generated
  - Payments received
  - Credit notes issued after a patient has been invoiced for care and later found to be eligible for free treatment
  - Invoices written off for accounting purposes due to a patient being considered destitute as per the conditions set out in 13.72 and 13.73 of the charging policy.
  - Debts passed onto debt collection agencies for recovery due to non-payment.

For each of the above requests from a to e inclusive, please provide a breakdown by speciality, department, or similar categorisation.

A1 [Please see attached spreadsheet FOI202324077 Response](#)

- Q2 Please provide a breakdown by speciality, department, or similar categorisation of (i) the number of patients currently on a repayment plan with the trust for debt incurred under the charging policy and (ii) a breakdown by value of repayment - For example, the number of patients paying £1/month, £5/month, £10/month, etc. (see appendix 1 for example formatting).
- Please also provide the number of patients who entered a new payment plan with the trust, for each financial year from 2015-2023.

A2 [Information not held – the Trust does not routinely collate or hold this information centrally as part of its management or performance data.](#)

- Q3 Please share any formal or informal criteria, policies, procedures, or similar the trust currently uses or has used from 2015 - 2023 to determine how:
- A patient's debt is managed.
  - The trust agrees upon the value of a patient's monthly repayment plan.

A3 [The Trust's Overseas Visitors Policy provides the following guidance:](#)

**5.14 Invoicing**

- i. Patients who are identified as potentially not fitting the criteria for free access to NHS care, i.e. not ordinarily resident in the UK, will be asked to complete an Establishing Entitlement to NHS Treatment Form (Appendix 10.1), or an interview form (Appendix 10.2) will be completed by a member of the Overseas Visitor Team.
- ii. Any patient not eligible for free NHS care is deemed to be NHS Chargeable. The Overseas Visitors Team will ensure an invoice pro-forma is raised from the information given and submitted to the Finance Accounts receivable team for processing.
- iii. The invoice raised will be based on the methodology used in the National Health Service (Charges to Overseas Visitors) (Amendment) Regulations 2017, which is

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based on National Tariff plus the Trust Market Forces Factor (MFF) with a 50% mark up for patient's resident outside the EEA.

- iv. For any non-urgent elective Overseas Visitors who are not covered by an S2 form, an invoice will be raised by the Overseas Visitors Team as detailed above and payment must be received in advance of admission.
- v. Overseas Visitors Team will make the appropriate arrangements for any planned treatment charges under an S2 to be via the NHS BSA overseas visitor treatment portal.
- vi. The Finance Accounts Receivable team are responsible for the issuing of invoices from the notification of Finance Pro-Formas raised by the Overseas Visitor Team, processing payments and monitoring bad debt. They will also pursue the debt in accordance with the Trust's Standing Financial Instructions, appointing a debt collection agency if required.

The Accounts Receivable Team will follow due process to report any debts by non-EEA nationals that are over £500 and have been outstanding for 2 months to the Department of Health, in line with the National Health Service (Charges to Overseas Visitors) (Amendment) Regulations 2017. This results in that person potentially being refused entry to the UK in the future

Q4 For each financial year from 2015-2023, 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

A4	a. Greater than £500 owed for more than 2 months	b. Greater than £500 owed for less than 2 months	c. Less than £500
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2015	0	0	0
2016	0	0	0
2017	0	0	0
2018	0	0	0
2019	1	0	0
2020	0	0	0
2021	0	0	0
2022	0	0	0
2023	0	0	0

**Q1 As per the trusts application of the 'charging policy' for each financial year from 2015-2023 please provide (i) the total number of and (ii) the total value of:**

**a. Invoices generated**

	2016	2017	2018	2019	2020	2022	2023	Grand Total
Medicine Division Mgmt				9	27	1	6	43
Surgery Management		1			5		1	7
CORONARY	3	6	3					12
OUTPATIENT		2						2
RADIOLOGY			1					1
Grand Total	3	9	4	9	32	1	7	65

	2016	2017	2018	2019	2020	2022	2023	Grand Total
Medicine Division Mgmt				42,188.62	161,730.92	5,903.00	70,782.46	280,605.00
Surgery Management		437.22			22,593.94		20,000.00	43,031.16
CORONARY	15,103.89	68,656.34	37,781.14					121,541.37
OUTPATIENT		509.44						509.44
RADIOLOGY			3,562.96					3,562.96
Grand Total	15,103.89	69,603.00	41,344.10	42,188.62	184,324.86	5,903.00	90,782.46	449,249.93

**b. Payments received**

	2016	2017	2018	2019	2020	2022	2023	Grand Total
Medicine Division Mgmt				7	21	1	4	33
Surgery Management		1			4			5
CORONARY	3	3	3					9
OUTPATIENT		2						2
Grand Total	3	6	3	7	25	1	4	49

	2016	2017	2018	2019	2020	2022	2023	Grand Total
Medicine Division Mgmt				34,790.44	130,140.60	5,903.00	60,012.46	230,846.50
Surgery Management		437.22			21,110.93			21,548.15
CORONARY	15,103.89	35,098.21	37,781.14					87,983.24
OUTPATIENT		509.44						509.44
Grand Total	15,103.89	36,044.87	37,781.14	34,790.44	151,251.53	5,903.00	60,012.46	340,887.33

**c. Credit notes issued after a patient has been invoiced for care and later found to be eligible for free treatment**

	2018	2019	2020	2021	2023	Grand Total
Medicine Division Mgmt			3	2		5
Surgery Management					1	1
CORONARY	2				1	3
RADIOLOGY		1				1
Grand Total	2	1	3	3	1	10

	2018	2019	2020	2021	2023	Grand Total
Medicine Division Mgmt			- 11,241.78	- 4,525.18		- 15,766.96
Surgery Management					- 20,000.00	- 20,000.00
CORONARY	- 15,131.19			- 18,426.93		- 33,558.12
RADIOLOGY		- 3,562.96				- 3,562.96
Grand Total	- 15,131.19	- 3,562.96	- 11,241.78	- 22,952.11	- 20,000.00	- 72,888.04

**d. Invoices written off for accounting purposes due to a patient being considered destitute as per the conditions set out in 13.72 and 13.73 of the charging policy.**

Zero for all years

**e. Debts passed onto debt collection agencies for recovery due to non-payment**

	2020	Grand Total
Medicine Division Mgmt	2	2
Surgery Management	1	1
Grand Total	3	3

	2020	Grand Total
Medicine Division Mgmt	16,553.36	16,553.36
Surgery Management	1,483.01	1,483.01
Grand Total	18,036.37	18,036.37