

**Information Governance**

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**Ref: FOI2020/5956**

Date Received: 17<sup>th</sup> February 2020

Response Due: 16<sup>th</sup> March 2020

12<sup>th</sup> March 2020

Dear Sir/Madam

**INFORMATION REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000**

**You asked:**

- 1. 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? Yes**

- 1. If yes please provide information about the job title, Agenda for Change pay band, and duties of each role in the team.**

Overseas Visitors Officer, pay band 3, coordination of all aspects of overseas visitors management.

- 2. Please provide the annual salary for each member of the team for each year from 2015 - 2020 inclusive.**

2015 - £15569  
2016 - £15724  
2017 - £15882  
2018 - £16358  
2019 - £16396

2020 - £16914

- 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.**

Nil

- 4. Has the overseas visitor team overspent it's budget in any year from 2015 - 2020 inclusive. If yes, provide the amount.**

N/A

- 5. If the Trust does not employ an overseas visitor manager does it plan to, and how much has it budgeted for this?**

N/A

- 2. 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.**

2015/2016 £33k

2016/2017 £84k

2017/2018 £42k

2018/2019 £126k

2019/2020 £43k (April-December)

- 2. Please provide the total amount received in payments for each year from 2015 - 2020 inclusive.**

2015/2016 £15k

2016/2017 £17k

2017/2018 £20k

2018/2019 £55k

2019/2020 £11k (April-December)

- 3. Please provide the total amount written off as a result of the patient being considered destitute for each year from 2015 - 2020 inclusive.**

2015/2016 £0

2016/2017 £0

2017/2018 £0

2018/2019 £0

2019/2020 £0

**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.**

2015/2016 £26k

2016/2017 2019 £60k

2017/2018 £59k

2018/2019 £36k

2019/2020 £61k

**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.**

Due to the reason not being included on the credit notes, we do not hold this information.

I trust that this information is helpful to you, however if you are not entirely satisfied with this response please do not hesitate to contact the Information Governance Department on 01257 488271. If we do not hear from you within 28 days we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



Rob Forster  
Deputy Chief Executive/Director of Finance and IM&T

**PLEASE NOTE:**

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Wrightington Hospital, Hall Lane, Appley Bridge, Wigan, WN6 9EP

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Please note that the ICO cannot make a decision unless you have exhausted the complaints procedure