

**Information Governance**

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Ref: FOI2019/5611

Date Received: 14<sup>th</sup> August 2019

Response Due: 12<sup>th</sup> September 2019

6<sup>th</sup> September 2019

Dear

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

**You asked:**

**I write to request data held by the trust related to what training and materials on exclusions to charging and safeguarding are given to those non-clinical staff members who apply charging policy or engage in charging patients in your trust.**

**Charging, as referred to here, should be understood in alignment with *National Health Service (Charges to Overseas Visitors) Regulations 2015*.**

**Non-clinical staff members who apply charging policy or engage in charging patients in your trust should be understood as including overseas visitor managers or any other non-clinical staff tasked with fulfilling a role of this type or kind.**

**In particular, I request:**

- 1) Any pamphlets, brochures, handbooks, online materials (which can be sent to me as a PDF) or similar content that inform staff about exclusions and safeguarding;**

Access to Overseas Visitors Cost Recovery training programme via E Learning for Health - <https://portal.e-lfh.org.uk/login>

- 2) Details of any kind of training offered to these staff on applying exclusions and safeguarding, and whether such training is compulsory; and**

As above.

**3) Where available, the number, or percentage of, non-clinical staff designated to be involved in charging who have completed any training offered.**

100% (only one member of staff)

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,



Andrew Foster  
Chief Executive

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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. Generally the ICO cannot make a decision unless you have exhausted the complaints procedure at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF