



Information Governance

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Ref: FOI2017/4110

Date Received: 3rd August 2017
Response Due: 1st September 2017

17th August 2017

Dear

INFORMATION REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000

We are now pleased to respond to your request for information under the FOI Act.

We would like to know the following information about Wrightington, Wigan and Leigh NHS Foundation Trust.

Please answer question 1, and then answer question 2 and/or 3, depending on which of these refer to the Trust's specific financial arrangement.

1. Since 1 January 2016, which debt collection agency/agencies has the Trust used to recover costs from chargeable overseas NHS patients?

[Legal Recoveries and Collections, LRC House, 1 Fulforth Street, Nottingham NG1 3BF.](#)

[CCI Credit Management Ltd, The CCI Centre, Snowdonia Business Park, Porthmadog, LL48 6LD.](#)

2. If the Trust contracted an agency/agencies to recover debts from chargeable overseas patients, please provide the following details about this financial arrangement in the period from 1 January 2016 until the present:

i) What was the duration and value of this contract (including all extra fees, such as but not limited to commission fees and "no win, no fee" fees)? [N/A](#)

ii) What was the total value of all debts recovered, and the total value of chargeable overseas patients' debts recovered?

Total value of all debts recovered £28,448.11

Total chargeable overseas patient debt recovered £50.50

iii) What was the value of chargeable overseas patients' debts that were passed along to the agency/agencies but remain unrecovered?

£29,586

3. If the Trust has sold chargeable overseas patients' debts onto an agency/agencies, please provide the following details about this financial arrangement in the period from 1 January 2016 until the present:

i) What was the number and value of chargeable overseas patients' debts that were sold on? N/A

ii) At what rate were these debts sold on, as compared to their original value (please state a range if different debts were sold at different rates)? N/A

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