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WALES

Bwrdd Iechyd Prifysgol
Cwm Taf Morgannwg
University Health Board



Freedom of Information Request: Our Reference CTMUHB_307_25

You asked:

I am writing to request information under the Freedom of Information Act 2000, relating to the health board's implementation of the 'NHS (Charges to Overseas Visitors) Regulations 2015, as amended by the NHS (Charges to Overseas Visitors) (Amendment) (EU Exit) Regulations 2020', hereafter referred to as 'the charging policy':

1. Does the health board 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)?

a. If yes please provide information about the job title, Agenda for Change pay band, full-time equivalent hours, person specification and job description (or if a job description is not available, a summary of duties) for each role in the team. If a person specification is not available, please provide details of any qualifications or training required for these roles.

Yes, we currently employ an Overseas Patient Officer, Pay Band 5 in a full-time role. The post holder has responsibility for supporting all aspects of the overseas patients function in line with policies. They have a key role and responsibility in supporting and undertaking all aspects of administration relating to overseas patients, including liaising with patients, various disciplines, insurance companies, Consultants, Finance and Government departments. They are responsible for keeping accurate records, collating and reporting of financial data and ensuring that the Health Board is remunerated for all overseas activity. They ensure compliance with any legislative requirements issued by either the Welsh Government, Department of Health, the Home Office and with international agreements for overseas visitors and maintain an in-depth knowledge of said legislation.

Please see attached the Job Description and Person Specification.

b. What training (if any) is provided to members of this team?

On the job training is provided.

c. Please provide the annual salary for each member of the team for each year from 2023 to 2025 inclusive.

It is a single Band 5 post, the salary for which is £34,420 - £37,030.

d. Please provide details of any additional budget allocated to the team, i.e. for operational costs, equipment, office space etc. for each year from 2023-2025 inclusive.

No additional budget allocated, operational cost etc, have been drawn from the Medical Records budget in which this role sits.

- e. Has the overseas visitor team overspent its budget in any year from 2023-2025 inclusive? If yes, provide the amount.**

No.

- f. If the health board does not employ an overseas visitor manager does it plan to, and if so, 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 National Health Service (Charges to Overseas Visitors) Regulations 1989 (as amended)*. For the financial years 1 April 2023 – 31 March 2024 and for 1 April 2024 – 31 March 2025 respectively:

- a. Please provide the total number of patients classified as “overseas visitors” for each financial year.**

1st April 2023 – 31st March 2024 – 15

1st April 2024 – 31st March 2025 - 10

Please note the following:

The above figures relate only to Overseas patients which have been identified as ineligible to receive free NHS treatment.

There may be a discrepancy in the date identified and the date invoiced to coding/pricing and completion of the treatment.

Also, not all patients requested treatment when they were made aware that they were required to pay (non urgent treatment).

- b. Please provide the total number of patients classified as “overseas visitors”, excluding private paying patients or those whose care was paid for through money claimed back from EEA or other countries as part of any reciprocal arrangements.**

- 2023-24 = 14
- 2024-25 = 6

- c. Please provide the total number of “overseas visitors” invoiced for each financial year.**

- i. Please provide a breakdown of these patients by sex, age (0-16, 17-25, 26-35, 36-45, 46-55, 56-65, 66-75, 76-85, over 85) and if possible, the specialty treating the patient (e.g. paediatrics, maternity, oncology, general surgery)**

- *2023-24 = 14
- *2024-25 = 6

d. Please provide the total amount invoiced to “overseas visitors” for each financial year.

i. If less than 30 patients were charged in either financial year, please provide a summary of what treatment they were charged for and the total cost for each patient.

*We are unable to provide you with the level of detail you are seeking as to the treatment/cost each patient was charged for. We consider that there is a potential risk for the individuals to be identified from the information provided if this was disclosed, when considered with other information that may also be in the public domain. Therefore, the data is classed as personal data as defined under the General Data Protection Regulation (GDPR) and Data Protection Act 2018 and its disclosure would be contrary to the data protection principles and constitute as unfair and unlawful processing in regard to Articles 5, 6, and 9 of GDPR. We are therefore withholding this detail under Section 40(2) of the Freedom of Information Act 2000. This exemption is absolute and therefore there is no requirement to apply the public interest test. However, to assist you with your request the total costs has been provided below:

- 2023-24 = £315,095
- 2024-25 = £16,202

e. Of the total amount invoiced, please provide the total amount received and the total amount that remains outstanding, for each financial year.

Year	Received	Outstanding
2023-24	£20,550	£294,545
2024-25	£3,125	£13,077

f. Please provide the number of patients, if any, for each financial year who are on a repayment plan, having been charged as an "overseas visitor".

i. For any patients on repayment plans, please stratify the repayment amounts into $\leq \text{£}10/\text{month}$, $>\text{£}10 \leq \text{£}20/\text{month}$, $>\text{£}20 \leq \text{£}30/\text{month}$, $>\text{£}30 \leq \text{£}40/\text{month}$, $>\text{£}40 \leq \text{£}50/\text{month}$, $>\text{£}50 \leq \text{£}100/\text{month}$, $>\text{£}100 \leq \text{£}250/\text{month}$, $>\text{£}250 \leq \text{£}1000/\text{month}$, $>\text{£}1000/\text{month}$ by number of patients on repayment plans for this amount.

2023-24 = *Less than 5 @ $>£50 \leq £100/\text{month}$
@ $>£100 \leq £250/\text{month}$

2024-25 = no payment plans agreed

ii. Was any patient who had been charged as an "overseas visitor" and requested a payment plan refused one?

No.

g. Please provide the total number of invoices and total amount written off each financial year as a result of invoiced “overseas visitors” being considered destitute, or for any other reason.

Nil.

h. Please provide the reasons for any invoices being written off.

N/A.

i. Please provide the total amount and value passed to debt collection agencies for recovery from invoiced “overseas visitors” as a result of non-payment for each financial year.

Nil.

j. Please provide the total value of credit notes issued after a patient has been invoiced for care as an “overseas visitor” and later found to be eligible for free treatment for each financial year.

Nil.

k. Please provide the number of patients invoiced for care as an “overseas visitor” who were later found to be eligible for free treatment for each financial year.

Nil.

3. For financial years 2023-24 and 2024-25, please provide the number of patients invoiced:

a) who were aged 0-16;

b) who were charged for maternity or obstetric care (including antenatal care and child birth);

c) for cancer treatment.

*Due to the low numbers involved, we are unable to provide you with the level of detail you are seeking. We consider that there is a potential risk for the individuals to be identified from the information provided if this was disclosed, when considered with other information that may also be in the public domain. Therefore, the data is classed as personal data as defined under the General Data Protection Regulation (GDPR) and Data Protection Act 2018 and its disclosure would be contrary to the data protection principles and constitute as unfair and unlawful processing in regard to Articles 5, 6, and 9 of GDPR. We are therefore withholding this detail under Section 40(2) of the Freedom of Information Act 2000. This exemption is absolute and therefore there is no requirement to apply the public interest test.

However, to assist you with your request we can confirm that for financial years 2023-24 and 2024-25 – 5 patients were aged 0-16.

4. Please share any formal or informal criteria, policies, procedures, or similar the health board currently uses or has used since 2018 to determine how:

- a) A patient's debt is managed;**
- b) The health board agrees upon the value of a patient's monthly repayment plan.**

The Health Boards financial control procedure (FCP) is followed.

5. For financial years 2023-24 and 2024-2025, 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;**

12.

- b) Greater than £500 owed for less than 2 months;**

Nil.

- c) Less than £500.**

Nil.

6. Please provide copies of:

- a. The health board's policy regarding the identification of overseas visitors.**

The Health Board does not have an overseas visitor policy but follows the All Wales guidance issued and updated by the Welsh Government.

- b. Any equalities impact assessment carried out by the health board regarding the implementation of the above policy regarding the identification and charging of overseas visitors.**

N/A.

7. From each financial year 1st April 2018 to 31st March 2025 of the overseas visitors charged for each financial year, please provide a list of:

- a) the countries that those patients were visiting from and,**

Sri Lanka, Vietnam, Nigeria, South Africa, Bulgaria, Thailand, India and Morocco.

- b) if possible, the numbers from each country who were charged.**

*Due to the low numbers involved, we are unable to provide you with the level of detail you are seeking. We consider that there is a potential risk for the individuals to be identified from the information provided if this was disclosed, when considered with other information that may also be in the public domain. Therefore, the data is classed as personal data as defined under the General Data Protection Regulation (GDPR) and Data Protection Act 2018 and its disclosure would be contrary to the data protection principles and constitute as unfair and unlawful processing in regard to Articles 5, 6, and 9 of GDPR. We are therefore

withholding this detail under Section 40(2) of the Freedom of Information Act 2000. This exemption is absolute and therefore there is no requirement to apply the public interest test.