

Information Governance

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Our reference: FOI DA3201

I am responding to your request for information received 14th August 2019. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,

Ayomide Adediran
Information Governance Coordinator

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision. If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113
Web: www.ico.org.uk

Please note that the data supplied is not allowed to be re-used and/or published without the explicit consent of East London NHS Foundation Trust. Please contact the signatory to request permission if this is your intention

Request:

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:

Question 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;

Answer: Please see chapters 4 and 7 of the attached guidance on implementing the overseas visitors charging regulations 2015 (amended 2017).

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

Answer: The Trust offers in-house training and information on implementing the above guidance to senior clinical staff. This training is not compulsory.

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

Answer: The Trust does not record this information.