

Information Governance

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Our reference: FOI DA4746

I am responding to your request for information received 17 May 2023. I am sorry for the delay in responding to your request. 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,

Information Rights 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



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Chief Executive: Paul Calaminus
Chair: Eileen Taylor

Request: I am writing to request information under the Freedom of Information Act 2000, relating to the trusts 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'.

The following requests relate to the expenditure and income generated from the 'charging policy', excluding any generated through private paying patients or monies claimed back from countries as part of any reciprocal healthcare arrangement.

Question 1a: As per the trusts application of the 'charging policy' for each financial year from 2015-2023 please provide: For overseas visitors

1a) Invoices generated.

Answer: Please see table below:

OVERSEAS VISITOR INVOICES						
Financial years	Inpatient invoices	Value (£)	Outpatient invoices	Value (£)	Community invoices	Value (£)
2015-2016	29	448,498.79	25	81,627.00	1	631.20
2016-2017	22	254,117.04	16	37,773.66	0	0
2017-2018	14	109,907.40	0	0	0	0
2018-2019	24	112,176.00	0	0	0	0
2019-2020	9	80,720.79	0	0	0	0
2020-2021	6	30,999.33	0	0	0	0
2021-2022	1	20,666.22	0	0	1	1,982.81
2022-2023	0	0	0	0	0	0

Question 1b: Payments received from overseas visitors

(i) the total number of:

Answer: The Trust received zero payments from overseas visitors.

(ii) the total value of:

Answer: Zero.

Question 1c: Credit notes issued after a patient has been invoiced for care and later found to be eligible for free treatment.

(i) the total number of:

Answer: Eighteen credit notes were issued.

(ii) the total value of:

Answer: £142,557.49.

Question 1d: Invoices written off for accounting purposes due to a patient being considered destitute as per the conditions set out in 13.72 and 13.73 of the charging policy.



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(i) the total number of:

Answer: Zero invoices were written off.

(ii) the total value of:

Answer: Zero.

Question 1e: Debts passed onto debt collection agencies for recovery due to non-payment.

(i) the total number of:

Answer: Zero debts were passed onto debt collection agencies.

(ii) the total value of:

Answer: Zero.

Question 2 (i) The number of patients currently on a repayment plan with the Trust for debt incurred under the charging policy.

Answer: Zero patients are currently on a repayment plan.

(ii) a breakdown by value of repayment - For example, the number of patients paying £1/month, £5/month, £10/month, etc. (see appendix 1 for example formatting).

Answer: Zero.

Question 2a: Please also provide the number of patients who entered a new payment plan with the trust, for each financial year from 2015-2023.

Answer: Please see table below:

Financial Year	Number of patients entering into new payment plan
2015-2016	0
2016-2017	0
2017-2018	<5
2018-2019	0
2019-2020	0
2020-2021	<5
2021-2022	0
2022-2023	<5

*Please note: The information you have requested relates to less than five individuals and therefore has the potential for those individuals to be identified. Therefore, we cannot provide this information which could contravene the Data Protection Act 2018 / UK GDPR.

Question 3: Please share any formal or informal criteria, policies, procedures, or similar the trust currently uses or has used from 2015-2023 to determine how:

(a) A patient's debt is managed.

(b) The trust agrees upon the value of a patient's monthly repayment plan.



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Answer: The Trust does not have any patient debt management plan unique to overseas visitors.

Question 4: For each financial year from 2015-2023, 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.
- b) Greater than £500 owed for less than 2 months.
- c) Less than £500.

Answer: Please see table below:

Financial year	Number of patients		
	Greater than £500 owed for more than two months.	Greater than £500 owed for less than two months.	Less than £500.
2015-2016	25	0	0
2016-2017	20	0	0
2017-2018	9	0	0
2019-2020	7	0	0
2020-2021	<5	0	0
2021-2022	<5	0	0
2022-2023	0	0	0

*Please note: The information you have requested relates to less than five individuals and therefore has the potential for those individuals to be identified. Therefore, we cannot provide this information which could contravene the Data Protection Act 2018 / UK GDPR.



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