



East London
NHS Foundation Trust
Information Governance
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London
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Email elft.foi@nhs.net
Website: <https://www.elft.nhs.uk>

6 August 2025

Our reference: FOI DA6077

I am responding to your request for information received 27 May 2025 and clarified on 3 June. 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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'what matters' to everyone, achieve a better quality
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Chief Executive Officer: Lorraine Sunduza
Chair: Eileen Taylor

Request: Under the Freedom of Information Act 2000, I would like to request the following information:

Question 1a: A copy of any policies, standard operating procedure or guidance that sets out how the Trust identifies who qualifies as a foreign national or overseas visitor required to pay the Immigration Health Surcharge (IHS).

Answer: The Trust has reviewed question 1a of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:

[Charging overseas visitors in England: guidance for providers of NHS services - GOV.UK](#)

Please note, the Trust's relevant policy is currently being updated, is in draft format and undergoing a review process. Once reviewed, the updated version will be published at: <https://www.elft.nhs.uk/information-about-elft/trust-policies-procedures>.

Question 1b: Please provide the results of the last audit of this policy and compliance levels with it. If such an audit has not been conducted within the last five years, please say so.

Answer: The Trust has reviewed question 1b of your request for information under the Freedom of Information Act (FOI) 2000.

Section 1(1) of the Freedom of Information Act 2000 states:

*Any person making a request for information to a public authority is entitled—
(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and
(b) if that is the case, to have that information communicated to them.*

East London NHS Foundation Trust does not record the information requested as an audit has not been conducted in the last five years. The Trust is therefore unable to provide a response.

Question 2: A copy of any policies that set out what steps are taken if a patient, eligible to pay the Immigration Health Surcharge (IHS), seeks to access (or in fact has already accessed) services provided by the Trust for which payment would be owed.

Answer: The Trust has reviewed question 2 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:

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Question 3a: A copy of any policies, standard operating procedure or guidance which set out the steps taken to invoice a foreign national for any episode of care delivered by the Trust which was not billed/ invoiced for prior to the episode of care being delivered.

Answer: The Trust has reviewed question 3a of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:

[Charging overseas visitors in England: guidance for providers of NHS services - GOV.UK](#)

Please note, the Trust's relevant policy is currently being updated, is in draft format and undergoing a review process. Once reviewed, the updated version will be published at: <https://www.elft.nhs.uk/information-about-elft/trust-policies-procedures>.

Question 3b: A copy of any policies, standard operating procedure or guidance that set out the steps the Trust takes to collect unpaid debts where an episode / episodes of care have been provided to a foreign national.

Answer: The Trust has reviewed question 3b of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:

[Charging overseas visitors in England: guidance for providers of NHS services - GOV.UK](#)

Please note, the Trust's relevant policy is currently being updated, is in draft format and undergoing a review process. Once reviewed, the updated version will be published at: <https://www.elft.nhs.uk/information-about-elft/trust-policies-procedures>.

Question 3c: Data which sets out the total amount (in GBP) for each of the last 3 calendar years that has been collected for the provision of any episode of care for a foreign national (i.e. any individual who is not entitled to that care free at the point of use).

- i. Collected by the Trust
- ii. Collected by a third party
- iii. That the Trust has written off

Answer: i. Collected by the Trust: None

ii. Collected by a third party:



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2022 - £0.00
2023 - £1,400.00
2024 - £0.00

iii. That the Trust has written off: None

Question 3d: The total amount (in GBP) which remains uncollected by the Trust for the provision of any episode of care for a foreign national.

Clarification: For each of the last five years. Financial preferably, if you keep you figures in calendar years then that is fine.

Answer: Please see table below:

Financial Year	Total amount uncollected / outstanding for care for a foreign national (£)
2020/21	59,424.55
2021/22	26,744.52
2022/23	0.00
2023 /24	84,828.86
2024/25	382,983.30
2025 to date 22 July	18,638.86



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