

Ref: FOIA Reference 2019/20-123

**Royal Stoke University Hospital**  
**Quality, Safety and Compliance Department**  
Newcastle Road  
Stoke-on-Trent  
Staffordshire  
ST4 6QG

Date: 10<sup>th</sup> June 2019

Email [foi@uhnm.nhs.uk](mailto:foi@uhnm.nhs.uk)

Dear

I am writing in response to your email dated 3<sup>rd</sup> June 2019 requesting information under the Freedom of Information Act (2000) regarding overseas visitors Managers.

As of 1<sup>st</sup> November 2014 University Hospitals of North Midlands NHS Trust (UHM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

**Q1 I would like to request information regarding cost and cost recovery of charging overseas visitors at the Trust. I would like to know a figure, possibly an estimate for the following.**

**1. How much money have overseas visitor's managers (OVMs) at the Trust recouped from overseas visitors in the financial years 2017-18 and 2018-19?**

A1 Please see below:

Year	OSV Income Recovered As at 31/05/2019
2017-18	£ 147,226
2018-19	£ 290,750

**Q2 How much was invoiced to overseas visitors in the financial years 2017-18 and 2018-19?**

A2 Please see below:

Year	OSV Patient Invoiced
2017-18	£ 294,600
2018-19	£ 531,988

**Q3 I would also like to know how much the administration or OVM team has cost the Trust in the financial years 2017-18 and 2018-19.**

A3 Please see below:

Year	OSV Team cost
2017-18	£ 57,936
2018-19	£ 59,771

Year	OSV Team cost

\*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

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An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

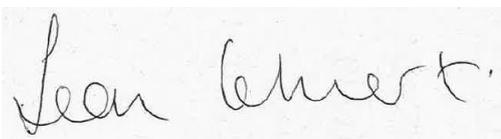
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via [www.ico.org.uk](http://www.ico.org.uk).

If following review of the responses I can be of any further assistance please contact my secretary on 01782 676474.

Yours,





University Hospitals  
of North Midlands  
NHS Trust

Jean Lehnert  
Information Governance Manager

