

Ref: FOIA Reference 2019/20-277

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

Date: 21st August 2019

Email foi@uhn.nhs.uk

Dear

I am writing in response to your email dated 8th August 2019 requesting information under the Freedom of Information Act (2000) regarding overseas charging.

As of 1st November 2014 University Hospitals of North Midlands NHS Trust (UHNM) 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 Between 23 October 2017 and 23 April 2019, how many ID checks did your Trust carry out under the NHS (Charges to Overseas Visitors) (Amendment) Regulations 2017?

A1 Each hospital attendee is asked the baseline question, however, during the period April 2017 to March 2019 (2 years) further checks were made on 1,035 patients.

Q2 How many patients were found to be chargeable?

A2 During the period April 2017 to March 2019 (2 years) 315 patients were charged

Q3 Please provide an anonymised list of what treatments the charges made were for.

A3 Please see answer 7

Q4 Please give a total amount charged to overseas visitors in that time period.

A4 During the period April 2017 to March 2019 (2 years) £815,337 has been invoiced

Q5 How many staff do you employ as part of your overseas visitors team, specifically to enforce the regulations? If no-one holds this as their only role, please provide this in terms of staff hours.

A5 Please see below:

- 0.90 *WTE Overseas Visitors Team
- 0.10 WTE Overseas Visitors Manager
- 0.05 WTE Business Manager

*WTE = Whole Time Equivalent

Q6 What is the annual cost of these staff?

A6 Please see below:

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

Q7 If possible, please provide a breakdown of chargeable patients’:

- a. country of origin
- b. gender
- c. category of medical urgency

A7 Please see below: note, Gender information of patient is not held.

Treatment Specialty	Country of Origin	Number	£ Invoiced
A&E	Latvia	1	200
	Pakistan	1	1,075
Adult Critical Care	USA	1	60,901
Ambulatory Care	Poland	1	95
Cardiology	Afghanistan	2	9,608
	China	2	4,424
	India	4	11,433
	Pakistan	6	6,401
	Poland	2	5,588
	Romania	2	6,061
	Slovakia	1	2,694
	Sri Lanka	3	5,381
	USA	2	13,889
	Unknown	5	9,568
Cardiothoracic	Portugal	1	3,963
Clinical Haematology	Nigeria	4	3,227
Colorectal	Albania	1	220
	Unknown	1	435
Dermatology	South Africa	1	400
Diabetic Medicine	Canada	1	169
	Pakistan	5	

			1,157
	Unknown	1	1,146
Endocrinology	Cambodia	1	861
	Pakistan	4	1,551
	Unknown	1	205
ENT	Iran	1	185
	Malaysia	1	139
	USA	1	185
	Unknown	1	859
Gastroenterology	Bulgaria	1	1,034
	China	1	290
	Gambia	1	525
	India	1	13,540
	Nigeria	2	1,098
	Pakistan	1	602
	Philippines	1	1,698
	Romania Trinidad & Tobago	3	2,097
		2	4,569
	Unknown	1	564
General Medicine	China	1	1,348
	Hungary	1	1,138
	India	3	6,042
	Namibia	1	1,083
	New Zealand	1	3,945
	Nigeria	3	2,241
	Pakistan	1	3,240
	Portugal	1	424
	Romania	2	310
	South Africa	1	

			1,629
	Unknown	4	4,554
General Surgery	China	1	725
	Ghana	1	8,926
	Pakistan	4	6,554
	Portugal	1	1,386
	Romania	1	2,433
	USA	1	6,015
	Unknown	3	2,524
Gynaecology	Kurdistan	1	640
	Canada	1	251
	China	1	479
	Nigeria	2	6,527
	Pakistan	1	245
	Romania	1	902
Haematology	Unknown	1	376
High Cost Drugs	Unknown	1	36
Imaging	India	4	356
	Nigeria	2	493
	Pakistan	2	179
	Spain	1	26
	Sri Lanka	1	98
	Unknown	3	174
Imaging (MRI Scan)	China	1	607
Infectious Diseases	Nigeria	1	1,086
	Romania	1	4,522
	Zimbabwe	1	6,388
Maxillo Facial	Poland	1	4,355
	Unknown	1	

			1,063
Nephrology	Slovakia	1	382
	South Africa	1	906
	Unknown	1	255
Neuro Surgery	Saudi Arabia	1	56,847
	Trinidad & Tobago	1	4,776
Neurology	Germany	1	9,773
	Pakistan	3	1,126
	Sudan	1	343
Neurophysiology	Bangladesh	1	242
Neurosurgery	Unknown	1	8,913
Obstetrics Other	Albania	1	5,287
	Armenia	2	4,814
	Bangladesh	2	7,080
	Brazil	2	3,816
	Bulgaria	2	4,181
	Cameroon	1	8,162
	Canada	1	5,187
	China	2	9,413
	Czech Republic	2	1,805
	Egypt	1	39
	Fiji	2	6,855
	France	1	1,569
	Ghana	2	7,224
	India	3	12,500
	Italy	1	4,582
	Libya	1	418
	Lithuania	2	7,680
	Morocco	1	

			3,611
	Namibia	7	24,505
	Nigeria	5	19,095
	Pakistan	6	21,636
	Poland	1	1,046
	Romania	6	29,489
	Slovakia	4	12,442
	Somalia	1	5,415
	South Africa	1	3,183
	Sri Lanka	1	5,597
	Sudan	1	2,510
	Sweden	2	8,257
	Trinidad & Tobago	1	5,652
	Turkey	1	1,857
	USA	1	6,755
	Vietnam	1	5,792
	Unknown	12	31,387
Occupational Therapy	Canada	2	2,249
Ophthalmology	Bangladesh	1	927
	Brazil	1	335
	China	4	2,400
	India	3	722
	Nigeria	1	1,178
	Unknown	1	501
Oral Surgery	Eritrea	1	199
	Unknown	1	3,810
Paediatrics	Japan	1	955
	Nigeria	1	319
	Slovakia	1	

			3,764
	USA	1	1,003
	Unknown	2	2,202
Paediatrics Surgery	Slovakia	1	1,115
Pathology	Romania	1	71
Physiotherapy	Unknown	1	116
Plastics	Iran	2	1,720
	Slovakia	1	588
Radiology	Pakistan	1	465
Radiotherapy	Nigeria	1	984
	Pakistan	1	154
Renal Dialysis	China	1	218
Respiratory	India	4	1,693
	Pakistan	4	17,605
	USA	1	827
Rheumatology	India	1	35,996
Stroke	Spain	1	518
Stroke Medicine	China	1	2,352
	Lithuania	1	1,465
	Unknown	3	3,333
Surgery	Unknown	1	150
Trauma	Albania	1	8,105
	Brazil	1	433
	Bulgaria	1	6,741
	Canada	1	4,603
	China	1	262
	Denmark	1	155
	Fiji	1	599

	Germany	2	3,297
	Italy	1	521
	Lithuania	2	3,569
	New Zealand	1	3,166
	Pakistan	2	8,949
	Poland	1	4,401
	Romania	3	155
	South Africa	1	4,791
	Sri Lanka	1	505
	USA	6	14,464
	Unknown	4	2,469
Ultrasound	Pakistan	1	62
Urology	Albania	3	8,858
	Canada	1	2,883
	Nigeria	1	10,069
	Pakistan	1	1,143
	Romania	1	3,074
	South Africa	1	1,060
	Sri Lanka	1	2,615
Vascular Surgery	Canada	2	4,415
	Pakistan	1	279
Grand Total		315	815,332

- Q8** Did any patients have bills issued that were later revoked because they were found to be for a treatment that should not have been charged for? If so:
- How many?
 - What for?

A8 No.

*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.

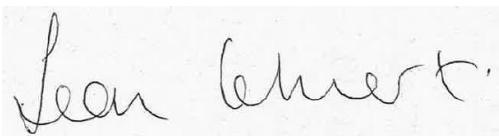
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and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

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

Yours,



Jean Lehnert
Information Governance Manager