



Ref: FOIA Reference 2018/19-744

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

Date: 15th March 2019

Email foi@uhnm.nhs.uk

Dear

I am writing in response to your email dated 7th March 2019 requesting information under the Freedom of Information Act (2000) regarding questionnaires.

As of 1st 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 Please provide us with a copy of the following:

Policies/guidance

1. Any forms and/or questionnaires that a patient is asked to complete, used by the Trust to assess whether a patient should be charged for their treatment;

A1 Please see attached document.

Q2 Any internal guidance or policies in respect of the processes involved in charging overseas patients for treatment, including but not limited to the following:

- a. **Any Internal guidance/policies on the processes involved in the screening overseas patients for any charging exemptions that may apply;**
- b. **Any internal guidance/policies in relation to identifying and/or applying the domestic violence and/or sexual abuse exemption;**
- c. **Any internal guidance/policies in relation to identifying a potential “Zambrano carer” (including those who have not applied to the Home Office for recognition of a Zambrano right to reside; or who only acquires it upon the birth of their child) and assessing their eligibility for charges;**
- d. **Any internal guidance/policies in relation to charging for maternity care;**
- e. **Internal guidance/policies on the processes involved to identify a person whose status changes during the course of their treatment;**

- f. **Internal guidance/policies in amending/cancelling NHS invoices for treatment once a patient becomes exempt and/or non-chargeable for the purposes of the charging guidance and regulations during the course of their treatment;**
- g. **Any internal guidance or policies in respect of the processes involved where a person disputes their liability for NHS charges;**
- h. **Any internal guidance or policies in respect of the Trust writing off outstanding NHS debt where a person claims to be unable to afford to repay;**

A2 Please see policy attached.

Q3 Please also provide the following information:

In the last 6 months how many times has the Trust written off an overseas patient's debt on the basis of their financial circumstances?

A3 None

Q4 In the last year how many times has the Trust written off an overseas patient's debt on the basis of their financial circumstances?

A4 None

Q5 In the last 6 months how many times has the Trust applied the DV and/or sexual violence exemption to NHS charges?

A5 None

Q6 In the last 6 months how many times has the Trust determined a person, who has not submitted an application to the Home Office for recognition of a Zambrano right and/or has yet to receive a response from the Home Office, is a Zambrano carer and therefore not chargeable?

If you do not have in your possession any of the documents listed above, please confirm in writing that this is the case.

If you have in your possession the information requested above, but do not intend to disclose it, please confirm this to be the case and cite the specific exemption upon which you intend to rely, and the reason you consider it to be applicable.

A6 None

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

UHNM NHS Trust is a public sector body and governed by EU law. FOI requestors should note that any new Trust requirements over the EU threshold will be subject to these regulations and will be advertised for open competition accordingly.

Where the Trust owns the copyright in information provided, you may re-use the information in line with the conditions set out in the Open Government Licence v3 which is available at <http://www.nationalarchives.gov.uk/doc/open-government-licence/version/3/>. Where information was created by third parties, you should contact them directly for permission to re-use the information.

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,



Leah Carlisle
Deputy Head of Quality, Safety & Compliance