

Job Description

Division: Central Functions

Job Title: Overseas Visitors and Private Patients Manager

Band: 7

Location: Royal Stoke University Hospital. However, you will be required to support and work within other sites across University Hospitals of North Midlands including County Hospital, in line with service requirements

Hours of Duty: 37.5

Managerially accountable to: Director of PMO & Transformation

Professionally accountable to: Director of Strategy & Performance

Key Relationships: Department of Health and Social Care Overseas Visitors Team, Home Office, Department of Works and Pensions, Overseas Visitors Advisory Group, NHS Digital, NHSI, Senior Management, Clinical Directors and Consultants, and Finance colleagues throughout the Trust, UHNM PALS Team.

Role Summary

To take on the role of the Trust's designated Overseas Visitors and Private Patients Manager with managerial responsibility for the Overseas Visitors and Private Patients Team.

To design, implement and manage robust end to end processes for the identification and billing of overseas visitors activity. This will involve identifying potential overseas visitors, applying national guidance to such cases, recording outcomes appropriately and arranging through finance the invoicing for such activity. To prepare and complete statutory/NHS returns relating to overseas visitors ensuring work is completed in line with financial timescales and legal requirements, interpreting these where necessary. The information will be reported both internally and externally to the Trust.

The postholder will be responsible for drafting the Trust policy and standard operating procedures for the appropriate identification of overseas visitors and subsequent charging, to advise Trust management and service lines on its implementation across the Trust.

Using their in-depth specialist knowledge in respect of the NHS legislation for overseas visitors, the post holder will provide expert advice and training, support and guidance to clinicians, non-finance managers and operational leaders.

Promote awareness of the service throughout the Trust and provide training where appropriate, specifically in the Emergency Department in relation to European Health Insurance Card (EHIC) documentation, but also around the Trust in general. Subject expert matter on complex changes such as Brexit.

Support the Contracts Department with the costing, reporting and query handling of other lines of funding including private patient funding and non-contracted activity.

In this highly sensitive and often difficult environment, the post holder will be frequently exposed to distressing, emotional and occasionally traumatic circumstances and the post holder must be attentive, sympathetic and be able to investigate and resolve issues surrounding overseas patients.

Produce visual aids to assist front line staff in asking the appropriate questions and perform presentations throughout the Trust to raise awareness of the overseas visitors' service and staff's individual responsibility in identifying the non-NHS entitled patients.

Attend national meetings on behalf of the Trust as required.

To ensure that all charges raised for overseas visitors are in accordance with the latest NHS regulations and guidance.

To represent the Trust at relevant internal/external meetings, including Department of Health and Social Care (DHSC), NHS England, NHS Improvement, Home Office, Insurance Companies, Embassies and other NHS organisations.

Key Areas/Tasks

1. Policy and Process Implementation

1.1 To take the lead and be fully versed in the DHSC regulations and highly complex national guidance on the identification and charging of overseas visitors, and work with a range of managerial and clinical staff to implement it across the Trust.

1.2 The postholder will be responsible for drafting policies and procedures for the Trust to safely and lawfully implement legislation and DHSC guidance in respect of the identification of overseas visitors, communication with overseas visitors, and billing for overseas visitors, to ensure the Trust is compliant with legislation and national guidance.

1.3 Using their in-depth specialist knowledge of the NHS legislation for overseas visitors, the post holder will advise services and departments on how the implementation of the process may impact their ways of working and policies.

1.4 The postholder will be managerially responsible for the Trust's overseas visitor processes, ensuring compliance with DHSC charging regulation guidelines.

1.5 To devise and be responsible for implementing systems and processes to increase the identification of overseas chargeable patients and the recovery of treatment costs Trust-wide for both retrospective and upfront charging. To be responsible for the periodic review of these systems and processes with colleagues from across the Trust and oversee the implementation of changes.

1.6 To support clinicians and operational leaders in the identification of non-ordinarily resident or lawfully resident patients who are exempt or liable to charges, to communicate with such patients and provide expert advice and support as required.

1.7 To build and maintain collaborative relationships, representing the Trust and attending internal and external and national meetings including with the Department of Health and Social Care Overseas Visitors Team, Home Office, Department of Works and Pensions, Overseas Visitors Advisory Group, NHS Digital and others as required. To be responsible for the revision of Trust policy and processes as a result of such meetings, and to actively engage peers through the Overseas Forum digital portal.

1.8 To ensure continuous improvement in the validation and reporting of patient activity with regard to overseas Visitors. The post holder will work autonomously to continually review current systems and propose and oversee the implementation of changes where necessary.

1.9 To advise the Trust on the budget and resource requirements required for the ongoing overseas visitors service/aligned CIP programmes and forecast potential income this will generate.

1.10 The postholder will work to an agreed set of objectives and will be given the freedom to do this in their own way working within broad professional policies. The postholder will act without reference to a manager and will be the lead specialist in the Overseas Visitors Department.

2. Communication and Publicity

2.1 Promote awareness of policies on overseas visitors throughout the Trust, including devising and running a rolling training programme for key Trust staff in front line and non-finance management roles in the implementation of all policies and procedures relating to the management of overseas visitors.

2.2 Attendance at service line management meetings, ward meetings and clinical forums to raise the awareness of overseas visitors charging regulations and how the Trust will meet its obligations.

2.3 To 'influence the influencers' by identifying and working with key influencers within the Trust which will aid the change of culture within the organisation to one where income for overseas visitors and other potential sources is actively pursued.

2.4 Promote awareness of the service throughout the Trust and provide training where appropriate, specifically in the Emergency Department in relation to the European Health Insurance Card (EHIC) documentation, but also around the Trust in general.

3. Detailed Application of Complex Guidance Trust-wide

3.1 To lead and co-ordinate training of those involved in Stage 1 and Stage 2 interviews with patients regarding overseas visitor status, as per national guidance, ensuring effective dissemination of communications from the Department of Health, Department of Works and Pensions and the Home Office.

3.2 Where clinically appropriate, to interview individual patients (face to face and telephone) to formally establish their status as an overseas visitor following DHSC guidance. The interviews aim to determine their entitlement status to free NHS treatments, being sympathetic with respect to their clinical condition. These communications will involve sensitive patient information and will include the breaking of unexpected and distressing news to patients and relatives regarding the cost of their treatment, in instances when a patient is advised the treatment is chargeable.

3.3 To analyse complex information obtained from the patient, their family and supporting documentation such as Visas, NHS Spine national database, from the Home Office and other bodies, along with information on PAS, and use own judgment to determine charging status of the patient.

3.4 To liaise with the NHS Digital on Visa health surcharge status of patients on admission or assessment, reviewing payments and exemption status using NHS spine portal to achieve this purpose.

3.5 To provide expert advice on the DHSC guidance on Overseas Charging Regulations, which is highly complex and has a direct impact on the lives of patients and the treatment they can receive as well as to Trust finances. This will include applying the guidance to specific patient situations which can be of a traumatic and upsetting nature. To provide expert advice and support to Trust staff on all overseas visitors and migrant issues.

3.6 To develop positive working relationships, engage and secure the co-operation of consultants, ward managers, ward administrators and other frontline clinical staff and support services to obtain sensitive information regarding overseas visitors.

3.7 Provide appropriate advice to patients, relatives, charities, and care co-ordinators regarding overseas visitor status and cost of treatments.

3.8 To audit and monitor wards and community departments on a planned basis to ensure base line questioning is being performed and patients are being allocated to the correct category, with information recorded on PAS.

3.9 Ensure that accurate details are obtained from overseas patients regarding funding arrangements such as medical insurance, sponsorship or personal funding and to liaise with outside bodies as necessary (eg obtain funding from relatives or guarantees of payment from insurance companies).

3.10 To alert appropriate senior managers and senior clinicians where non-entitled patients are identified.

3.11 To be fully versed in the NHSE guidance “Who pays? Determining responsibility of payments to providers” and apply it to patients in specific circumstances.

3.12 To support front line staff in obtaining European Health Insurance Card (EHIC) details from patients in order to validate charge exempt status, to upload such details onto the national database, and claim funding generated by this through the DHSC EHIC Recording Incentive Scheme.

3.13 To support other activity related additional income generation initiatives through the work of the Contracting Department.

3.14 To support the Contracting Department with the costing, reporting and query handling of other lines of funding including private patient funding and non-contracted activity.

4. Reporting and Analysis

4.1 To maintain a central record of overseas patients, their funding position and outcome of investigations, and ensure that the Trust has obtained senior clinical sign off for treatment of overseas visitors that is deemed “Urgent” or “Immediately Necessary” as per current DHSC guidance.

4.2 To ensure the provision of appropriate information through reports and online systems to external bodies, including the Department of Health and Social Care, Department for Work and Pensions, Home Office, Immigration Enforcements, and CCGs in relation to the status of patients.

4.3 To produce regular financial information to senior Trust staff on the current position regarding the recovery of NHS costs for overseas visitors and projections for the future.

4.4 To draft reports and produce regular and accurate information for a range audiences, including: Executive Directors, senior clinical staff, senior managers regarding overseas visitors activity and income recovery.

4.5 To benchmark the Trust’s overseas visitors activity and income recovery with other Trusts.

5. Overseas Visitors Income Processes

5.1 To liaise with Finance, Information and Contracting staff to ensure activity for overseas patients is billed accurately and in a timely manner to the host CCG for charge exempt overseas visitors or to the patient where they are chargeable.

5.2 To manage and ensure that all overseas patient activity invoices are raised on a timely basis, ensuring that all relevant identifying information is attached where necessary, following up on queries that subsequently arise. This will involve interrogating hospital and patient databases to validate information provided at the time of invoicing.

5.3 To be responsible of the Trust's overseas recovery strategy and to provide reports regarding the forecast and variance.

5.4 To liaise with Finance colleagues to ensure input into systems to pursue unpaid overseas patients debts. To take steps to ensure swift resolution of queries and disputes, and bringing items of particular concern to the attention of appropriate Finance and Trust staff.

6. HR Responsibilities

6.1 Take responsibility for continued professional development and ensuring skills and knowledge are updated as required.

6.2 Responsible for the undertaking the formal and informal training of colleagues within the Overseas Visitor Team.

6.3 Involvement with the recruitment and selection of new staff to the Overseas Visitor Team.

6.4 Contribute to the appraisal of the Overseas Visitor Team.

6.2 Manage the work performed by the Overseas Visitor Team.

6.3 Work on change management processes as necessary, in particular in relation of working practices, skill mix and deployment of staff.

GENERAL:

The primary location will be based in an office situated at Royal Stoke University Hospital. The physical expectation required is classed as 'Light' with light effort to use a computer, lift and file paperwork.

As the role is heavily linked to operational support and reliant on a good working relationship with clinicians across the Trust, the working hours of 0900 – 1700 Monday to Friday may not be appropriate and there may be times where you will be required to work outside of these hours with a possibility of weekend work.

This is not an exhaustive list of duties and responsibilities, the postholder may be required to undertake other duties which fall within the grade of the job, in discussion with the manager.

Personal/Professional Development

- To take every reasonable opportunity to maintain and improve your professional knowledge and competence
- To participate in personal objective setting and review, including the creation of a personal development plan and the Trust's appraisal process.

Values & Promises

We have four core values and promises that were co-created by our staff, patients and carers.



Together

- We are a Team – I will be considerate, help others to achieve our goals and support others to make positive changes
- We are Appreciative – I will acknowledge and thank people for their efforts and contributions
- We are Inclusive – I will be open and honest, welcome people's views and opinions and involve people in decisions that affect them

Compassion

- We are Supportive – I will be empathetic and reassuring. I will support and encourage people when they need it
- We are Respectful – I will treat people fairly, with respect and dignity, protect their privacy and help them to feel comfortable
- We are Friendly – I will be welcoming and approachable. I will make eye contact, say hello and introduce myself #hellomyname is

Safe

- We Communicate Well – I will explain clearly, share relevant and timely information and keep people updated
- We are Organised – I will plan ahead, manage my time well and be prompt in what I do
- We Speak Up – I will contribute to ensuring healthy and constructive feedback for all so we can feel safe to challenge inappropriate care and behaviour and promote our values

Improving

- We Listen – I will welcome people's views and ideas, invite people to ask questions and share their opinions and respond to what I hear
- We Learn – I will share best practice, celebrate good performance and support others to use their skills, learn and grow
- We Take Responsibility – I will have a positive attitude, act and encourage people to take the initiative and make improvements

Health and Safety

To take reasonable care for your own Health and Safety and that of any other person who may be affected by your acts or omissions at work.

To co-operate with University Hospitals of North Midlands (NHS) Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to.

To comply and adhere to individual and role specific responsibilities as stated in the Trust Health and Safety Policy (HS01) and all other Health and Safety related policies.

Confidentiality

To ensure that confidentiality is maintained at all times and that data belonging to the Trust is protected and recorded accurately.

Equality and Diversity

To promote equality and diversity in your working life ensuring that all the staff you work with feel valued and treated in a fair and equitable manner

Infection Prevention

Infection Prevention is the obligation of every employee both clinical and non-clinical at the University Hospitals North Midlands NHS Trust. Driving down healthcare associated infection is everyone's responsibility and all staff are required to adhere to the Trust's Infection Prevention policy

All staff employed by the UHNM Trust have the following responsibilities:

Trust Dress Code

- Trust approved uniform/dress code must be adhered to
- When in clinical areas **all** staff must be bare below the elbow, without wrist watches, stoned rings, wrist jewellery, false nails, nail polish or plaster casts
- No personal bags to be worn during clinical duties

Hand Hygiene

- Decontaminate your hands as the per 'The five moments of hand hygiene'

Own Practice

- Lead by example
- Encourage and praise good practice
- Be prepared to accept advice about your own practice

Decontamination

- Ensure that equipment you have been using or about to use has been decontaminated effectively
- Ensure that you are aware of the Trust approved cleaning products, and follow a safe system of works

Trust Policies

- Ensure that you know and strictly follow relevant Infection Prevention policies for your role and apply standard precautions at all times, which is available in the Infection Prevention Manual on the UHNM intranet

Data Protection Bill, General Data Protection Regulations (GDPR) and the NHS Code of Confidentiality

All staff are responsible for ensuring that they are familiar with and adhere to the Trust's policies, procedures and guidelines with regards to the Data Protection Bill, General Data Protection Regulations (GDPR) and the NHS Code of Confidentiality.

GDPR replaces the EU Data Protection Directive of 1995 and supersedes the law of member states that were developed in compliance with the Data Protection Directive 95/45/EC. Its purpose is to protect the "right and freedom" of natural persons (i.e. living individuals) and to ensure that personal data is not processed without their knowledge, and, wherever possible, that it is processed with their consent.

Processing includes holding, obtaining, recording, using and disclosing of information and applies to all forms of media, including paper and images. It applies to confidential patient information but is far wider in its scope, e.g. it also covers personal records.

While GDPR applies to both patient and employee information, the Confidentiality Code of Practice (COP) applies only to patient information. The COP incorporates the requirements of GDPR and other relevant legislations together with the recommendations of the Caldicott report and medical ethics considerations, in some cases extending statutory requirements and provides detailed specific guidance.

Safeguarding Children, Young People and Adults with care and support needs

All staff are responsible for ensuring that they are familiar with and adhere to the Trusts Safeguarding Children and Adults policies, procedures and guidelines. All health professionals who come into contact with children, parents, adults with care and support needs and carers in the course of their work have a responsibility to safeguard and promote their welfare as directed by the Children Acts 1989/2004 and the Care Act 2014. Health professionals also have a responsibility even when the health professional does not work directly with a child or adult with care and support needs but may be seeing their parent, carer or other significant adult.

All staff are required to attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to their role

This job description is not intended to be an exhaustive list and may be subject to change from time to time. All documents referred to throughout this Job Description can be found on the Trust's intranet, or alternatively copies can be obtained from the Human Resources Directorate

Sustainability



Sustainability and Corporate Social Responsibility are fundamental to the way the University Hospitals of North Midlands NHS Trust (UHNM) work. The Trust has developed a Sustainable Development Management Plan (SDMP): 'Our 2020 Vision: Our Sustainable Future' with a vision to become the most sustainable NHS Trust by 2020. In order to achieve this, we need the support of all staff. As a member of staff, it is your responsibility to minimise the Trust's environmental impact and to ensure that Trust resources are used efficiently with minimum wastage throughout daily activities. This will include minimising waste production through printing and photocopying less, reducing water waste and when waste is produced, it is your responsibility to segregate all clinical waste correctly and recycle. Switch off lights and equipment when not in use, report all faults and heating / cooling concerns promptly to the Estates Helpdesk and where possible minimise business travel. Where the role includes the ordering and use of supplies or equipment the post holder will consider the environmental impact of purchases.

SWITCH to a Sustainable UHNM is a campaign that focuses on the sustainability of the Trust and how we can use resources more effectively to provide better patient care, improve our health and work place. SWITCH is looking to recruit as many Champions as possible to help to bring the campaign to colleagues in their departments / wards and bring SWITCH to life. If you are interested in becoming a SWITCH Champion please contact switch@uhns.nhs.uk

Signed Employee _____ Print _____ Date _____

Signed Manager _____ Print _____ Date _____

Overseas Visitors Manager

Person Specification

Requirements	Essential	Desirable
Education and qualifications	Masters level qualification or equivalent experience and training	
Experience	<p>Significant NHS experience and associated knowledge of hospital / patient processes and pathways</p> <p>Operational management experience with previous demonstrable experience of effectively managing groups of staff</p> <p>Experience of managing a team within an office environment</p>	Experience of working in the overseas visitors and Private Patients field
Skills, ability and knowledge	<p>A highly developed specialist knowledge of health service management, including change management and workforce re-design, acquired through training and experience</p> <p>Highly developed administrative skills, able to initiate, implement, maintain and improve processes</p> <p>Highly developed communication skills, able to communicate complex and sensitive information clearly and effectively with a wide range of people, at all levels of seniority, both in writing and in person</p> <p>Ability to concentrate when inputting data, checking and reconciling information, making calculations and when answering queries from staff, customers/may be required to switch tasks with no notice; occasional requirement to concentrate for long periods when analysing complex data, statistics and preparing financial returns</p>	<p>An understanding of and experience in change management and process re-design</p> <p>A high level of understanding of how healthcare is managed and delivered in an NHS Trust Including patient processes and pathways acquired through training and experience to masters level equivalent</p> <p>Highly developed problem solving skills and ability to respond to sudden unexpected demands</p>

	<p>Ability to deal with service users/ vulnerable patients showing empathy and compassion. Able to work with patients and relatives in difficult circumstances, who may be distressed and need help in understanding highly complex rules</p> <p>Excellent written and oral communication skills, aligned with excellent interpersonal skills with ability to handle issues of an extremely delicate nature in an appropriate and confidential way</p> <p>Able to work well autonomously and on own initiative regarding the continuing development, policies/governance, management and delivery of the Overseas Visitors and Private Patients process across all services</p> <p>Able to continually develop high levels of expertise in a very complex area, applying that expertise effectively in different (and sometimes distressing) situations</p> <p>Take decisions on difficult contentious issues where there may be a number of courses of action. This could include the approval of credit notes on behalf of the Trust.</p> <p>Ability to gather highly complex, sensitive and contentious information from a variety of sources, analyse and interpret the information, formulate different options, come to conclusions and communicate findings in appropriate ways verbally and in writing</p> <p>Ability to handle confidential and sensitive information appropriately</p> <p>Demonstrable experience of working successfully with a range of people with different roles to meet objectives</p> <p>Demonstrable experience of the ability to work under pressure and to tight deadlines with competing priorities</p> <p>Significant experience of working with computerised systems. Good working knowledge of Microsoft Office including Word and Excel</p> <p>Accurate data input skills consistent with substantial use of keyboard thought the day</p>	
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	<p>Ability to use patient administration systems such as PAS, NHS spine portal or similar software</p> <p>Ability to devise and present training programmes to a variety of staff across the Trust</p> <p>Undertake complex audits to improve Financial and accounting services</p>	
<p>Personal Qualities</p>	<p>Team worker</p> <p>Ability to work to deadlines</p> <p>Displays initiative</p> <p>Good communication skills written & oral</p> <p>Accurate with attention to detail</p> <p>Good interpersonal skills</p> <p>An ability to have empathy and sympathy, combined with executing guidance of law</p>	