

Ref: FOIA Reference 2019/20-215

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

Date: 26th July 2019

Email foi@uhn.nhs.uk

Dear

I am writing in response to your email dated 16th July 2019 (received into our office 17th July) requesting information under the Freedom of Information Act (2000) regarding Home Office information sharing.

I can neither confirm nor deny whether the information you have requested is held by the Trust in its entirety. This is because the information requested in question 8 is not held centrally, but may be recorded in individual personal records. In order to confirm whether this information is held we would therefore have to individually access all personal records within the Trust and extract the information where it is present. We therefore estimate that complying with your request is exempt under section 12 of the FOI Act: *cost of compliance is excessive*. The section 12 exemption applies when it is estimated a request will take in excess of 18 hours to complete. We estimate that accessing and reviewing all personal records and then extracting relevant information would take longer than the 18 hours allowed for.

In addition to the section 12 exemption the Trust is also applying section 14 (1) exemption: *oppressive burden on the authority*

Under section 16 of the FOI Act we are required to provide requestors with advice and assistance where possible. We would therefore like to advise you that your request is shortened to just the questions that we are able to comply within the 18 hour time frame. In order to avoid delay to your response we have provided this below.

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 I am requesting the following information under the Freedom of Information Act:
1. Whether the Trust has a Memorandum of Understanding with the Home Office regarding the Immigration Enforcement Checking and Advisory Service (IECAS) helpline. If so, please provide a copy of that MoU**

A1 The Trust does not have a Memorandum of Understanding with the Home Office regarding the Immigration Enforcement Checking and Advisory Service (IECAS) helpline.

Q2 For each financial year since 2017/18 and including 2019/20, the number of patients whose information and/or data was shared with the Home Office without the patient's

knowledge or permission, and the basis for this information sharing. Please state the categories of information that were disclosed (e.g. country of origin)

A2 Information not held.

Q3 Staff training slides (or Word documents, pdfs) used in any training/guidance sessions, related to patient charging, delivered by Overseas Visitor Managers to Trust staff since July 2017.

A3 Information not held.

Q4 Copies of the training material used to train Overseas Visitor Managers in relation to identifying patients ineligible for free NHS care

A4 Information not held.

Q5 Any checklist, guidance, policies or procedures currently used by Overseas Visitor Managers to identify patients who may be ineligible for free NHS care under the overseas patient charging rules

A5 I can confirm that the Trust holds information regarding checklist, guidance, policies or procedures, but feel this information is exempt under section 21: *information reasonably accessible by other means*. This is because the information is available via the Department of Health Guidance (available on the DoH Website)
<https://www.gov.uk/government/publications/overseas-nhs-visitors-implementing-the-charging-regulations>

Q6 Does the Trust record the ethnicity or nationality of patients who are asked to provide evidence/proof of their eligibility for free NHS care? If so, please provide this data for 2017/18, 2018/19 and 2019/20 (year to date)

A6 Please see below:

Country	2017/18	2018/19	2019/20
Afghanistan	7	9	0
Albania	5	8	1
Algeria	1	0	0
Armenia	1	1	0
Australia	7	5	3
Austria	2	0	0
Bangladesh	1	9	0
Belarus	1	0	0
Belgium	1	0	0
Bengal	1	0	0
Bermuda	1	0	0
Botswana	1	0	0
Brazil	1	5	1
Bulgaria	18	9	3

Cambodia	0	1	0
Cameroon	0	1	0
Canada	6	5	0
China	14	15	0
Congo	0	0	1
Costa Rica	0	1	0
Croatia	1	1	0
Czech Republic	0	3	1
Denmark	1	2	0
Egypt	1	4	0
England	28	41	14
Eritrea	6	6	0
Ethiopia	2	1	0
Fiji	2	3	0
Finland	5	0	0
France	2	5	5
Gambia	1	2	3
Georgia	1	0	0
Germany	6	4	0
Ghana	3	9	1
Greece	5	4	1
Guatemala	0	0	1
Guinea	1	0	0
Hungary	1	4	2
Iceland	0	1	0
India	13	20	3
Iran	2	12	4
Iraq	21	18	8
Ireland	1	5	2
Italy	12	32	5
Japan	0	1	0
Kenya	1	0	0
Kurdistan	0	1	0
Kuwait	1	0	0
Latvia	4	6	0
Libya	2	0	0
Lithuania	1	16	0
Malawi	1	0	0
Malaysia	3	1	0
Malta	1	0	0
Myanmar	0	1	0

Mexico	1	1	0
Moldova	0	0	1
Morocco	0	4	0
Namibia	5	5	0
Nepal	0	2	0
Netherlands	3	2	0
New Zealand	3	3	0
Nigeria	16	21	3
Norway	0	2	0
Oman	1	1	0
Pakistan	41	59	17
Panama	0	0	1
Philippines	2	2	2
Poland	31	24	7
Portugal	6	2	1
Romania	60	62	14
Russia	0	0	1
Saudi Arabia	4	1	1
Slovakia	9	16	1
Slovenia	0	1	0
Somalia	2	0	0
South Africa	4	4	0
Spain	4	5	2
Sri Lanka	7	7	1
Sudan	11	12	2
Sweden	3	3	0
Switzerland	1	4	0
Syria	8	3	1
Thailand	0	2	0
Trinidad & Tobago	0	4	0
Tunisia	0	1	0
Turkey	1	5	0
Turks & Caicos Islands	0	0	1
UAE	1	0	0
Uganda	2	0	1
Ukraine	2	0	0
Unknown	16	37	11
USA	11	10	3
Vietnam	4	1	2
Zimbabwe	1	0	0
Total	457	578	132

Q7 Please list the circumstances under which, under current Trust/DHSC policy, the Trust shares the home address of past or current patients with the Home Office

A7 No detail is shared directly with the Home Office.

Q8 Have any Trust staff faced disciplinary procedures for not cooperating with the identification or charging of patients ineligible for free NHS care since October 2017?

A8 At UHNM only formal disciplinary cases are recorded. No staff has faced formal disciplinary procedures for not cooperating with the identification or charging of patients ineligible for free NHS care since October 2017

Informal cases may be raised and resolved by relevant line management at a local level. Such cases may, or may not be recorded locally;-Section 12 and 14 exemptions as detailed above.

*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.

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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.

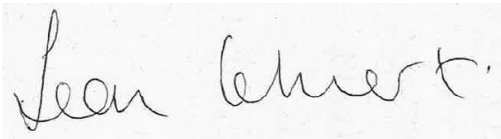
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and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

A handwritten signature in black ink on a light-colored background. The signature reads "Jean Lehnert" in a cursive script.

Jean Lehnert
Information Governance Manager