

Ref: FOIA Reference 2020/21-168

Royal Stoke University Hospital
Data, Security and Protection
Newcastle Road
Stoke-on-Trent
Staffordshire
ST4 6QG

Date: 17th August 2020

Email foi@uhnm.nhs.uk

Dear

I am writing in response to your email dated 6th August 2020 (received into our office 7th August 2020) requesting information under the Freedom of Information Act (2000) regarding OSV

On our acknowledgment we added the following statement:

The University Hospitals of North Midlands Trust is committed to the Freedom of Information Act 2000.

However, the NHS is facing unprecedented challenges relating to the coronavirus (COVID-19) pandemic at the current time. Understandably, our resources have been diverted to support our front-line colleagues who are working tremendously hard to provide care for our patients, and to those in need of our services.

We strive to be transparent and to work with an open culture. But at this time, whilst care of our patients and the safety of our staff takes precedent, it is likely that responses to some requests for information will be delayed. We apologise for this position in advance, and will endeavour to provide you with as much information as we can, as soon as we are able.

The Information Commissioners Office has recognised the current situation in the NHS.

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 This is an information request relating to unpaid bills by overseas visitors.

Please include the information for each of the following periods; 2019-20 and April 2020 to the present day:

- **The total number of visitations by overseas visitors**
- **The total cost of health charges for medical treatment received by overseas visitors**
- **The total cost of medical treatment health charges which remain unpaid by overseas visitors**

By overseas visitors I am referring to people who live outside the EEA and Switzerland (non-EEA nationals), including former UK residents, who are not automatically entitled to free NHS care.

A1 Please see below, note, Information not held on 'Number of Visits by Overseas Visits

The below information is as at 31st July 2020

Year	£ Value Invoiced	£ Value Outstanding
2019-20	387,640	251,615
2020-21	154,041	150,924*
Grand Total	541,681	402,538
*70K is less than 30 days old; Invoices are chased for payment by an external organisation to UHNM when the invoice is 30 days old. UHNM work with this organisation to help resolve any issues which may stop payment of invoices		

*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.

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.

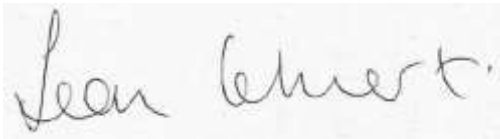
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and 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 671612.

Yours,

A handwritten signature in black ink on a light background, reading "Jean Lehnert".

Jean Lehnert
Data, Security & Protection Manager