

Ref: FOI/CAD/ID 4019

**Please reply to:**  
FOI Administrator  
Trust Management  
Maidstone Hospital  
Hermitage Lane  
Maidstone  
Kent  
ME16 9QQ  
Email: mtw-tr.foiadmin@nhs.net

17 May 2017

### **Freedom of Information Act 2000**

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to the Department of Health's policies and guidance for charging Overseas Visitors.

- 1) *In relation to the costs recouped by your Trust as a result of these policies for the financial years 2014/15, 2015/16, and 2016/17, I would like to know:*
  - a. *The total number of 'Overseas Visitors' who were invoiced for using services in each of these financial years.*
  - b. *The total amount of income 'Overseas Visitors' were invoiced for in each of these financial years.*
  - c. *The number of these invoices which were sent to UK addresses and the total amount they represented.*
  - d. *The total amount of payments actually recovered in each of these financial years.*
  - e. *The amount of debts written off in each of these financial years.*
- 2) *In relation to the costs incurred by your Trust of implementing these policies, I would like to know:*
  - a. *The cost of funding the salaries of Overseas Visitors Manager/s and any staff supporting them.*
  - b. *Any other costs associated with this work, including those such as facilities and equipment.*
  - c. *The overall cost of implementing these policies.*
- 3) *I would also like to request:*
  - a. *copies of any communications with the Department of Health, including emails, electronic documentation and meeting minutes, regarding this matter which relates specifically to your Trust, for example feedback on your performance following submission of the data.*
  - b. *The minutes of any board meetings where this matter was discussed.*
- 4) *Any other information which you believe is relevant to this request.*
- 5) *I would also like to know whether or not your Trust has been identified as one of those cited by Jeremy Hunt in 'Making a Fair Contribution' as one that "NHS Improvement will work intensively over the coming months with"*

*because it is considered to be one of those "who has the most potential to recover costs" as a result of its "geography and size".*

1)

a)

- 14/15 = 32
- 15/16 = 101
- 16/17 = 103

b)

- 14/15 = £71.095
- 15/16 = £502991.03
- 16/17 = £320811.13

c) This information is not available electronically.

d)

- 14/15 = Full payment received
- 15/16 = £373965.09
- 16/17 = £134599.33 to date

e) Patient debt is never written off.

2)

a) Overseas Visitor Manager - Band 7 covering two hospital sites

b) Nil

c) One person to-date.

3)

a) The Trust has estimated that it will cost more than the appropriate limit to consider this part of your request. The appropriate limit is specified in regulations and represents the estimated cost of one person spending 3½ working days in determining whether the Trust holds the information, locating, retrieving and extracting the information. Under Section 12 of the Freedom of Information Act 2000 the Trust is not obliged to comply with this part of your request and we will not be processing this part of your request further. The time taken to locate emails for the past 3 financial years and redact sensitive patient information contained within them would exceed this limit

b) Board papers can be found on the Trust website.

4) No

5)

a) Not to the best of our knowledge.