

Date: 26/01/2018

FREEDOM OF INFORMATION REQUEST FOI/013902 – Overseas visitors

I am e-mailing from the Department of Health Cost Recovery Team.

We are currently undertaking a review into the impact of the following changes which came into effect in either August or October 2017:

The requirement for publically funded healthcare bodies dealing with chargeable overseas visitors to recover an estimate of the cost of treatment in advance of providing non-urgent treatment.

The requirement for NHS trusts and foundation trusts to record when a person is an overseas visitor. Some instances of certain community services becoming services for which an overseas visitor may have to pay for.

As part of this review we are trying to find out about patient experiences of the changes listed above. If you have been contacted by patients with regards to any of these changes we would be grateful if you could let us know what they have said. Please send patients' anonymised comments to my e-mail address for me to collate.

The Trust has only received one comment (not a complaint) where the patient had a baby and was charged after the delivery (the old process).

Same patient had a 2nd baby under the new regulations and received an estimated invoice and then after delivery of the baby, the final balance.

The question asked was why the charge was split.

The Trust advised it was due to the change in Department of Health regulations and the patient was satisfied with the response.