

Date: 12/04/2018

FREEDOM OF INFORMATION REQUEST FOI/014031 – Incorrect charges for NHS treatment

The Trust follows the Department of Health Guidelines in respect of assessing whether patients are ordinarily resident in the UK.

All patients commencing a new course of treatment should be asked the baseline question by frontline staff as per the Department of Health Guidelines, then, if applicable an NHS eligibility form should be completed by the patient and evidence of residency should be provided. If the evidence is not available, the patient should provide the information direct to the Finance Staff. A clinical decision is made by the medic at the time to treat immediately or wait for confirmation if eligible or not, for NHS treatment.

1) Between 23rd October 2017 and 23rd March 2018, how many individuals who accessed NHS services in your Trust were incorrectly charged for NHS treatment having been incorrectly deemed not “ordinarily resident” in the UK and therefore not eligible for free NHS treatment? Broken down by:

- a) Month
- b) The nationality of the individual
- c) The medical treatment they received
- c) The amount of money they were charged

None; Patients continuing treatment after initially attending ED are unlikely to have evidence of residency on their person. If evidence is not provided by the patient at the time of treatment or at a later date, an invoice will be raised for the cost of the treatment. The decision to treat is always the responsibility of the treating medic. Patients requiring Outpatient appointments will be vetted by Health Record staff/ Medical secretaries before an appointment is given, if there is any patient information provided at the time of request that may indicated they are not ordinarily resident, the OSV manager will be notified so that further investigation can take place. Once eligibility for NHS treatment is established an appointment is given

2) Between 23rd October 2017 and 23rd March 2018, how many individuals attempting to access NHS services in your Trust were incorrectly denied NHS treatment having been incorrectly deemed not “ordinarily resident” in the UK and therefore not eligible for free NHS treatment? Broken down by:

- a) Month
- b) The nationality of the individual
- c) The medical treatment they received
- c) The amount of money they were charged

None. See above.