

Date: 16/09/2019

FREEDOM OF INFORMATION REQUEST FOI/014977 – Training for overseas managers and staff

I write to request data held by the trust related to what training and materials on exclusions to charging and safeguarding are given to those non-clinical staff members who apply charging policy or engage in charging patients in your trust.

Charging, as referred to here, should be understood in alignment with National Health Service (Charges to Overseas Visitors) Regulations 2015.

Non-clinical staff members who apply charging policy or engage in charging patients in your trust should be understood as including overseas visitor managers or any other non-clinical staff tasked with fulfilling a role of this type or kind.

In particular, I request:

1) Any pamphlets, brochures, handbooks, online materials (which can be sent to me as a PDF) or similar content that inform staff about exclusions and safeguarding;

- All Trust employees have to complete mandatory training in respect of Safeguarding Adults and Children. This can be done by face to face sessions held at the Trust or by accessing E-Learning for Healthcare via Health Education England. Please see attached in house training slides. (for a copy please contact dgft.foi@nhs.net) Training in respect of Overseas Visitors is not mandatory. Staff that attend the induction training days as new employees to the Trust, both clinical and non-clinical, are provided with awareness training on Overseas Visitors this is based on the Department of Health guidance on implementing the overseas visitor charging regulations. Departmental training is also provided as and when required or requested. Reports are produced from the Trust's Patient Administration System for the Finance Team, so that they can investigate the information provided on any potential chargeable overseas visitors and request additional information from the patient, if required. The Finance Team then will apply any exclusions or safeguarding rules when applying the second stage questions.

2) Details of any kind of training offered to these staff on applying exclusions and safeguarding, and whether such training is compulsory;

- as per Q1, mandatory training for all staff (clinical and non clinical) in respect of safeguarding Adults and Children is required. Induction training and departmental training for Overseas Visitor charging regulations provided by the Overseas Visitor Finance Team is not mandatory

3) where available, the number, or percentage of, non-clinical staff designated to be involved in charging who have completed any training offered. – See response to question 2