

Date: 23<sup>rd</sup> April 2018

**Re: Freedom of Information Request**  
**Ref: 58- 2018**

Thank you for your email dated the 26th March 2018, requesting information regarding patients who have incorrectly been charged for or denied NHS treatment.

The information that you require is as follows:

- 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

**There were no individuals incorrectly charged by The Clatterbridge Cancer Centre NHS Foundation Trust for NHS treatment having been incorrectly deemed not “ordinarily resident” in the UK and therefore not eligible for free NHS treatment during the period.**

- 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

There were no individuals attempting to access NHS services at The Clatterbridge Cancer Centre NHS Foundation Trust who were incorrectly denied NHS treatment having been incorrectly deemed not “ordinarily resident” in the UK and therefore not eligible for free NHS treatment during this period.

Should you require any further information please do not hesitate to contact me on the email address provided below.

Please remember to quote the reference number above in any future communications.

If you are dissatisfied with the handling of your request, you have the right to ask for this to be investigated internally.

If you are dissatisfied with the information you have received, you have the right to ask for an internal review.

Both processes will be handled in accordance with our Trust’s Freedom of Information Policy and the Freedom of Information Act 2000.

Internal investigation and internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Freedom of Information Review, The Clatterbridge Cancer Centre NHS Foundation Trust, Clatterbridge Road, Bebington, Wirral, CH63 4JY

If you are not satisfied with the outcome of the internal investigation/review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

**In order for us to ensure customer satisfaction and to monitor compliance with the Freedom of Information Act 2000, we would be grateful if you could take a couple of minutes to complete a short feedback form via the link below:**

<https://www.surveymonkey.co.uk/r/H39RFMM>