

Date: 24th April 2018

Re: Freedom of Information Request
Ref: 68- 2018

Thank you for your email dated 5th April 2018 requesting information regarding overseas visitors.

The information that you require is as follows:

- 1. Please tell me whether the trust carries out routine identity checks on patients attending outpatient appointments to ascertain whether they are ordinarily resident in the UK.**

Registrations alert Patient Services/Out Patients Manager of any patient referred who is ordinarily resident overseas, the Out Patients Manager will then follow the agreed Trust Standard Operational Procedure (SOP) to investigate patients eligibility to NHS treatment or ensure funding is available and paid before Consultant appointments, examinations or treatment commences.

- 2. If yes, please answer the following questions:**

- A) Which patients undergo such checks? (– e.g. all those attending first appointment for a new care pathway)**

We have stringent processes in place which identify patients ordinarily resident overseas and it is these patients who are referred to the Out Patients Manager for checks to be undertaken.

- B) Please state what forms of documentation they have to provide? (e.g. passports, proof of address)**

Overseas patients are asked for passports, proof of address and if suggesting they have permanently returned to the UK evidence of shipping arrangements for their belongings.

- C) What happens if they cannot provide proof of being ordinarily resident?**

If evidence is not available costings for treatment are collated and an interview takes place to advise them of costs they will be expected to pay before treatment, and on conclusion an invoice is raised and payment received.

- 3. Please also state how many Overseas Visitor Managers (OVMs) or Overseas Visitor Officers (OVOs) are employed by the trust (Please state as Full Time Equivalent)**

x1 w.t.e member of staff is employed as OVM with support from colleagues during periods of absence.

- 4. Please state the highest bill which is still outstanding owed by an overseas visitor for a) 2017/18 to date and b) 2016/17.**

There are currently no outstanding payment liabilities at the Trust.

- 5. In relation to question 4, please broadly state the nature of the treatment (e.g. ophthalmology, kidney dialysis, obstetrics) and the nationality of the patient, if known.**

N/A

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>