

Date: 6 August 2018

**Re: Freedom of Information Request**  
**Ref: 150-2018**

Thank you for your email dated 11<sup>th</sup> July 2018 requesting information regarding overseas visitors.

The information that you require is as follows:

- 1. Does the Trust impose upfront charges for non-urgent NHS healthcare treatment to overseas visitors, migrants and former UK residents who are ineligible for free healthcare under government guidelines? If not, please explain why, in the context of those guidelines.**

**Yes, it is now mandatory for NHS Trusts to collect upfront payment from overseas visitors who are not entitled to free NHS elective care.**

**If the answer to question 1 is 'no', the Trust need not provide responses to questions 2-8.**

- 2. The number of overseas visitors, migrants and former UK residents who were charged upfront for NHS healthcare treatment by the Trust since October 2017 - please note this includes patients who did not subsequently proceed with the treatment**

**Zero**

**If the answer to question 2 is 'zero', the Trust need not provide responses to questions 3-8.**

- 3. The total costs charged for the treatments referred to in question 2 (including where the patient did not proceed with the treatment)**
  
- 4. The number of overseas visitors, migrants and former UK residents who did not proceed with NHS healthcare treatment by the Trust after being quoted an upfront charge (timeframe is since October 2017).**

**Notes to question 4:**

- Sending an invoice to a patient for an upfront charge counts as quoting an upfront charge**
- Patients who did not proceed with treatment include those who declined treatment and those who simply did not attend scheduled treatment, as well as any patients who were refused treatment by the Trust**

- 5. Of the number of patients provided in response to question 4, please state how many did not attend scheduled treatment/appointment (rather than cancelling in advance) Note to question 5:**

- If the Trust does not record information in a manner that would enable question 5 to be answered within the section 12 cost limit, please state that the information is 'not held' for this question and process the remainder of this request**

**If the Trust has not provided information for question 5, or has responded with 'zero', please proceed to question 7.**

**6. What was the financial loss to the Trust caused by the missed scheduled treatment/appointments referred to in response to question 5?**

**Note to question 6:**

- **If the Trust does not record information in a manner that would enable question 6 to be answered within the section 12 cost limit, please state that the information is 'not held' for this question and process the remainder of this request**

- 7. Any data the Trust holds on the reasons for the refusal/inability of the patients referred in response to question 4 to pay the imposed upfront charges (such as preference to return home for treatment, or inability to meet the cost of treatment)**
- 8. Any data the Trust holds on the conditions the patients referred to in response to question 4 wished to be treated for (this may be provided as categories of healthcare, such as ENT and nephrology), or alternatively the treatments that were subject to the imposed charges (these may be grouped into over-arching categories for data protection reasons)**

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>**