



**The Clatterbridge  
Cancer Centre**  
NHS Foundation Trust

Clatterbridge Road  
Bebington  
Wirral  
CH63 4JY

Tel: 0151 556 5000  
Web: [www.clatterbridgecc.nhs.uk](http://www.clatterbridgecc.nhs.uk)

Date: 6 September 2019

**Re: Freedom of Information Request**  
**Ref: 225 - 2019**

Thank you for your email dated the 14<sup>th</sup> August 2019, requesting information regarding training for overseas visitor managers and staff.

The information that you require is as follows:

**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**

**There are no Trust specific documents in use however the Overseas Visitor Manager refers to national guidance including the "Guidance on Implementing the Overseas Visitor Charging Regulations" and 'Who Pays? Determining responsibility for payments to providers' which are published by the Department of Health and Social Care.**

**2. Details of any kind of training offered to these staff on applying exclusions and safeguarding, and whether such training is compulsory**  
The Trust does not have any formal training material used to train staff on applying exclusions and safeguarding. Staff involved in this area of work have many years of experience whilst working to national guidelines. In addition there is a professional forum where advice can be sought if necessary.

**3. Where available, the number, or percentage of, non-clinical staff designated to be involved in charging who have completed any training offered.**

Not Applicable, see answer to Question 2

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.

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