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Bwrdd Iechyd Prifysgol
Bae Abertawe
Swansea Bay University
Health Board

Cadeirydd/Chair: **Emma Woollett**
Prif Weithredwr/Chief Executive: **Mark Hackett**

gofalu am ein gilydd, cydweithio, gwella bob amser
caring for each other, working together, always improving

Rydym yn croesawu gohebiaeth yn y Gymraeg ac yn y Saesneg. We welcome correspondence in Welsh or English.

Dyddiad/Date: 9th February 2021
Ein Cyf / Our Ref: 21-A-027

☎ 01639 648363
✉ FOIA.Requests@wales.nhs.uk

██████████
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Corporate Services
Headquarters
1 Talbot Gateway
Baglan
Port Talbot, SA12 7BR

Dear ██████████

I refer to your Freedom of Information Act Request acknowledged by ourselves on 18th January 2021. Your request sought information relating to overseas patients.

- Does the health board employ a person, or persons whose job it is to identify people who may be required to pay for NHS care, often referred to as an overseas visitor manager?**

Yes

a. If yes please provide information about the job title, Agenda for Change pay band, whether full- or part-time, person specification and job description (or if a job description is not available, a summary of duties) for each role in the team. If a person specification is not available, please provide details of any qualifications or training required for these roles.

There are 3 staff working within the overseas department:

Job Title		A4C Band	OSV - Whole Time Equivalent (WTE)
Overseas Patients Officer (Job Description Attached)	Full Time	4	1



Pencadlys BIP Bae Abertawe, Un Porthfa Talbot, Port Talbot, SA12 7BR / Swansea Bay UHB Headquarters, One Talbot Gateway, Port Talbot, SA12 7BR

Bwrdd Iechyd Prifysgol Bae Abertawe yw enw gweithredu Bwrdd Iechyd Lleol Prifysgol Bae Abertawe
Swansea Bay University Health Board is the operational name of Swansea Bay University Local Health Board

Private & Overseas Patients Officer (Job Description Attached)	Full Time	5	0.5
Private Patients Support Officer (Job Description Attached)	Part Time (22.5 hours)	3	Ad Hoc

b. What training (if any) is provided to members of this team?

Inhouse training is provided in line with guidance from UK and Welsh Government.

c. Please provide the annual salary for each member of the team for each year from 2018 to 2020 inclusive.

Annual salary for staff members would be considered personal information as defined under the General Data Protection Regulation (GDPR) and Data Protection Act 2018 and its disclosure would be contrary to the data protection principles and constitute as unfair and unlawful processing in regard to Articles 5, 6, and 9 of GDPR. We are therefore withholding this detail under Section 40(2) of the Freedom of Information Act 2000. This exemption is absolute and therefore there is no requirement to apply the public interest test.

However please see our answer to Q1a where we have provided A4C Bands for these positions.

d. Please provide details of any additional budget allocated to the team, i.e. for operational costs, equipment, office space etc. for each year from 2018 - 2020 inclusive.

No specific allocated budget.

e. Has the overseas visitor team overspent its budget in any year from 2018 - 2020 inclusive? If yes, provide the amount.

See answer to question 1d.

f. If the health board does not employ an overseas visitor manager does it plan to, and how much has it budgeted for this?

Not applicable.

2. The following questions relate to income generated through charging patients for NHS care as directed through the National Health Service (Charges to Overseas Visitors) Regulations 1989 (as amended)*. For the



financial years 1 April 2018 – 31 March 2019 and for 1 April 2019 – 31 March 2020 respectively:

a. Please provide the total number of patients classified as “overseas visitors” for each financial year.

The total number of overseas visitors (not including A&E) was;

2018/19 – 822 patient episodes

2019/20 – 1176 patient episodes

b. Please provide the total number of patients classified as “overseas visitors”, excluding private paying patients or those whose care was paid for through money claimed back from EEA or other countries as part of any reciprocal arrangements.

2018/19 – 75 patient episodes

2019/20 – 61 patient episodes

c. Please provide the total number of patients invoiced for each financial year.

2018/19 – 39 patients

2019/20 - 41 patients

d. Please provide the total amount invoiced for each financial year.

i. If less than 15 patients were charged in either financial year, please provide a summary of what treatment they were charged for and the total cost for each patient. Not applicable, over 15 patients charged.

2018/19 - £53,161

2019/20 - £372,915

e. Please provide the total amount invoiced which remains outstanding for each financial year.

2018/19 - £15,862

2019/20 - £17,903

f. Please provide the total amount written off each financial year as a result of patients being considered destitute.

2018/19 – None

2019/20 - None

g. Please provide the total amount passed to debt collection agencies for recovery as a result of non-payment for each financial year.



2018/19 - £9,167
2019/20 - £10,621

h. Please provide the total value of credit notes issued after a person has been invoiced for care and later found to be eligible for free treatment for each financial year

2018/19 - £7,493

2019/20 - £2,569

3. Please provide copies of:

- a. The health board's policy regarding the identification of overseas visitors.**
- b. Any equalities impact assessment carried out by the health board regarding the implementation of the above policy regarding the identification and charging of overseas visitors.**

The Health Board does not have an overseas visitor policy. Since 2009 the Health Board has been following All Wales guidance issued by the Welsh Government. New guidance is due to be issued shortly and the plan is to then develop a Health Board policy to incorporate this guidance.

I hope this information is helpful. If you require anything further please contact us at FOIA.Requests@wales.nhs.uk.

Under the terms of the Health Board's Freedom of Information policy, individuals seeking access to recorded information held by the Health Board are entitled to request internal review of the handling of their requests. If you would like to complain about the Health Board's handling of your request please contact me directly at the address below or register your complaint via FOIA.Requests@wales.nhs.uk.

If after Internal Review you remain dissatisfied you are also entitled to refer the matter to the information commissioner at the Information Commissioner's Office (Wales), 2nd Floor, Churchill House, Churchill Way, Cardiff, CF10 2HH. Telephone Number: 029 2067 8400.

Yours sincerely



Pam Wenger
Director of Corporate Governance

