



GIG
CYMRU
NHS
WALES

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 neu'r Saesneg. Atebir gohebiaeth Gymraeg yn y Gymraeg, ac ni fydd hyn yn arwain at oedi.
We welcome correspondence in Welsh or English. Welsh language correspondence will be replied to in Welsh, and this will not lead to a delay.

Cais Rhyddid Gwybodaeth / Freedom of Information request **Ein Cyf / Our Ref: 23-C-036**

You asked:

- 1. 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, full-time equivalent hours, 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.**

Private Patients Support Officer - Band 3

Full time 1.0 WTE – (0.8 WTE Overseas and 0.2 WTE Private Patients)

Overseas Visitor Officer – Band 4

Part Time 0.8 WTE

Private Patients & Overseas Visitors Officer – Band 5

Full time 1.0 WTE – (0.5 WTE Overseas and 0.5 WTE Private Patients)

Please see attached job descriptions for each role.

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

In house training is provided using the ever-evolving guidance provided by the Welsh and UK Governments.

Home Office and Department for Work and Pensions guidance is also provided.

- c. Please provide the annual salary for each member of the team for each year from 2020 to 2022 inclusive.**

Please see Q1a. The bands for these roles have not changed in the specified



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period.

- 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 2020 - 2022 inclusive.**

There is no additional allocated budget for this team.

- e. Has the overseas visitor team overspent its budget in any year from 2020 - 2022 inclusive? If yes, provide the amount.**

No

- f. If the health board does not employ an overseas visitor manager does it plan to, and if so, 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 2020 – 31 March 2021 and for 1 April 2021 – 31 March 2022 respectively:

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

2020/21 - 1047

2021/22 - 1326

- 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.**

2020/21 - 1016

2021/22 - 1295

- c. Please provide the total number of “overseas visitors” invoiced for each financial year.**

2020/21 - 21

2021/22 - 22

- i. Please provide a breakdown of these patients by sex, age (0-16, 17-25, 26-35, 36-45, 46-55, 56-65, 66-75, 76-85, over 85) and if possible, the specialty treating the patient (e.g. paediatrics, maternity, oncology, general surgery)**

2020/21

Female	
17-25	6 Obstetrics
26-35	<5* General Surgery and <5* Obstetrics
36-45	<5* Obstetrics and <5* Diabetic
46-55	<5* Thoracic Medicine



Male	
17-25	<5* General Medicine, <5* T&O and <5* Rheumatology
36-45	<5* Cardiology
66-75	<5* Cardiology
76-85	<5* General Surgery

2021/22

Female	
17-25	<5* Obstetrics
26-35	<5* Gynaecology
46-55	<5* General Surgery
56-65	<5* Burn Surgery and 1 Cardiology
66-75	<5* Cardiology
76-85	<5* General Medicine

Male	
0-16	<5* Burns Surgery
17-25	<5* General Surgery
26-35	<5* Ambulatory Care and 1 General Surgery
36-45	<5* General Medicine
46-55	<5* General Medicine and 1 Plastic Surgery
56-65	<5* General Medicine
66-75	<5* General Medicine
76-85	<5* Radiology & Elderly Care

d. Please provide the total amount invoiced to “overseas visitors” for each financial year.

2020/21 – £145,252.00

2021/22 – £42,855.00

i. If less than 30 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.

Please see Q1c for a breakdown by specialty. We are unable to provide you with the level of detail you are seeking as to the individual patient costs and specialties, as there is a potential risk of identifying the individual if this was disclosed. Therefore, the data is classed as personal data 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.



- e. Please provide the total amount invoiced to “overseas visitors” which remains outstanding for each financial year.**

2020/21 – £31,888.00

2021/22 – £10,635.00

- f. Please provide the number of patients, if any, for each financial year who are on a repayment plan, having been charged as an “overseas visitor”.**

2020/21 – <5* patients

2021/22 – <5* patients

- i. For any patients on repayment plans, please stratify the repayment amounts into ≤£10/month, >£10≤£20/month, >£20≤£30/month, >£30≤£40/month, >£40≤£50/month, >£50≤£100/month, >£100≤£250/month, >£250/≤1000/month, >£1000/month by number of patients on repayment plans for this amount.**

We are unable to provide you with the level of detail you are seeking as to the individual patient repayment plans, as due to low numbers involved there is a potential risk of identifying the individual if this was disclosed. Therefore, the data is classed as personal data 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.

- ii. Was any patient who had been charged as an “overseas visitor” and requested a payment plan refused one?**

No

- g. Please provide the total amount written off each financial year as a result of invoiced “overseas visitors” being considered destitute.**

Nil for both years

- h. Please provide the total amount passed to debt collection agencies for recovery from invoiced “overseas visitors” as a result of non-payment for each financial year.**

2020/21 – £4,179.00

2021/22 – £6,490.00

- i. Please provide the total value of credit notes issued after a patient has been invoiced for care as an “overseas visitor” and later found to be eligible for free treatment for each financial year.**



2020/21 – £10,914.00
2021/22 – £8,343.00

j. Please provide the number of patients invoiced for care as an “overseas visitor” who were later found to be eligible for free treatment for each financial year.

2020/21 – <5*
2021/22 – <5*

3. Please provide copies of:

a. The health board’s policy regarding the identification of overseas visitors.

I can confirm that SBU Health Board does hold an Overseas Visitors policy but this is currently in draft format and as a result I am unable to comply with your request. This is in line with Section 22 of the Freedom of Information Act which states that information is exempt if it is intended that the information held by the public authority will be published at a future date. I can however inform you that this draft document will be available at the end of 2023.

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.

No assessment has been carried out due to the policy still being in draft format. However all employees are required to complete Swansea Bay Health Board & NHS Wales Statutory Training.

* Where fewer than 5 has been indicated we are unable to provide you with the exact number of patients as due to the low numbers, there is a potential risk of identifying individuals if this was disclosed. We are therefore withholding this detail under Section 40(2) of the Freedom of Information Act 2000. This information is protected by 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. This exemption is absolute and therefore there is no requirement to apply the public interest test.

