



Wrightington, Wigan and Leigh Teaching Hospitals

NHS Foundation Trust

Information Governance Department

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Brick Kiln Lane

Wigan

WN1 1XX

Email: foi@wwl.nhs.uk

Web: www.wwl.nhs.uk

Ref: FOI/2023/8904

Date Received: 17th May 2023

Response Due: 15th June 2023

Date: 12th June 2023

Dear Sir/Madam

You asked:

I am writing to request information under the Freedom of Information Act 2000, relating to the trusts implementation of the 'NHS (Charges to Overseas Visitors) Regulations 2015, as amended by the NHS (Charges to Overseas Visitors) (Amendment) (EU Exit) Regulations 2020', hereafter referred to as 'The charging policy'.

The following requests relate to the expenditure and income generated from the 'charging policy', excluding any generated through private paying patients or monies claimed back from countries as part of any reciprocal healthcare arrangement.

>>> [QUESTION 1] <<<

As per the trusts application of the 'charging policy' for each financial year from 2015-2023 please provide (i) the total number of and (ii) the total value of:

(1a)

Invoices generated

(1b)

Payments received

(1c)

Credit notes issued after a patient has been invoiced for care and later found to be eligible for free treatment

(1d)

Invoices written off for accounting purposes due to a patient being considered destitute as per the conditions set out in 13.72 and 13.73 of the charging policy.

(1e)

Debts passed onto debt collection agencies for recovery due to non-payment.

For each of the above requests from 1a to 1e inclusive, please provide a breakdown by speciality, department, or similar categorisation (see appendix 1 for example formatting).

Please see the attached spreadsheet.

>>> [QUESTION 2] <<<

Please provide a breakdown by speciality, department, or similar categorisation of (i) the number of patients currently on a repayment plan with the trust for debt incurred under the charging policy and (ii) a breakdown by value of repayment - For example, the number of patients paying £1/month, £5/month, £10/month, etc. (see appendix 1 for example formatting).

(2a)

Please also provide the number of patients who entered a new payment plan with the trust, for each financial year from 2015-2023.

Please see the attached spreadsheet.

Refusal Notice: Sec 40(2) Personal Information

The Trust has a policy of not releasing information when the data involved is less than 5. This is because we feel that such low numbers could make the individuals involved identifiable and therefore may cause undue harm and distress.

To disclose this information would:

- a) Contravene the Data Protection Act principles in that it would amount to unfair and possibly unlawful processing, as there was a legitimate expectation by the third parties that this information would remain confidential, and
- b) Disclosure may cause damage or distress to the individual(s) involved, and that damage or distress would be unwarranted (section 10 of the DPA).

>>> [QUESTION 3] <<<

Please share any formal or informal criteria, policies, procedures, or similar the trust currently uses or has used from 2015 - 2023 to determine how:

- (a) A patient's debt is managed**
- (b) The trust agrees upon the value of a patient's monthly repayment plan.**

Please see attached our Dept Management Policy.

>>> [QUESTION 4] <<<

For each financial year from 2015-2023, please provide the total number of patients whose information has been shared with the Home Office in relation to a debt:

- (a) Greater than £500 owed for more than 2 months**
- (b) Greater than £500 owed for less than 2 months**
- (c) Less than £500**

For ease of work, I have attached an example formatting aid to assist data tabulation, which may be of use to your team.

We do not record this information.

If you are not entirely satisfied with this response, please do not hesitate to contact the Information Governance Department via the email address provided. If we do not hear from you within 40 days, we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



Tabitha Gardner
Chief Finance Officer

PLEASE NOTE:

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Suite 9, Buckingham Row, Brick Kiln Lane, Wigan, WN1 1XX.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire, SK9 5AF

Helpline number: 0303 123 111