



GIG  
CYMRU  
NHS  
WALES

Bwrdd Iechyd  
Addysgu Powys  
Powys Teaching  
Health Board

Information Governance Team  
Monnow Ward  
Bronllys Hospital  
Bronllys  
Brecon  
Powys LD3 0LY  
Email: Powys.FOI@wales.nhs.uk  
Tel: 01686 252159/01874 442071

Our ref: IG/FOI/23.R.095

17 April 2023

Sent via email to: [REDACTED]

Dear [REDACTED]

## Request under the Freedom of Information Act 2000

I write further to your request for information which was received on 22 March 2023, to confirm, in accordance with S.1(1)(a) of the Freedom of Information Act 2000, that Powys Teaching Health Board (PTHB) does hold the information that you require.

For ease of reference your request is set out below and our response follows:

### Your Freedom of Information (FOI) Request:

I am writing to request the following information:

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)?
  - 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.
  - b. What training (if any) is provided to members of this team?
  - c. Please provide the annual salary for each member of the team for each year from 2020 to 2022 inclusive.
  - 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.

Pencadlys  
Tŷ Glasbury, Ysbyty Bronllys,  
Aberhonddu, Powys LD3 0LU  
Ffôn: 01874 711661



Headquarters  
Glasbury House, Bronllys Hospital  
Brecon, Powys LD3 0LU  
Tel: 01874 711661

Rydym yn croesawu gohebiaeth Gymraeg  
Bwrdd Iechyd Addysgu Powys yw enw gweithredd Bwrdd Iechyd Lleol  
Addysgu Powys



We welcome correspondence in Welsh  
Powys Teaching Health Board is the operational name of  
Powys Teaching Local Health Board

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

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?

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.

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.

c. Please provide the total number of "overseas visitors" invoiced for each financial year.

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)

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

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.

e. Please provide the total amount invoiced to "overseas visitors" which remains outstanding for each financial year.

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".

i. For any patients on repayment plans, please stratify the repayment amounts into  $\leq \text{£}10/\text{month}$ ,  $> \text{£}10 \leq \text{£}20/\text{month}$ ,  $> \text{£}20 \leq \text{£}30/\text{month}$ ,  $> \text{£}30 \leq \text{£}40/\text{month}$ ,  $> \text{£}40 \leq \text{£}50/\text{month}$ ,  $> \text{£}50 \leq \text{£}100/\text{month}$ ,  $> \text{£}100 \leq \text{£}250/\text{month}$ ,  $> \text{£}250 \leq 1000/\text{month}$ ,  $> \text{£}1000/\text{month}$  by number of patients on repayment plans for this amount.

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

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

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.

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.

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.

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.

Powys Response:

Q1a – f This is a nil response for PTHB.

Q2a –No overseas visitors were recorded in 2021-2022.

Q2b – j PTHB can confirm this is a nil response as this is exempt from charging due to it being Minor Injury Unit emergency treatment.

3a-b. PTHB does not have its own policy in operation, but awareness of the regulations is in existence within the patient services teams and should a patient present the operational teams are instructed to contact the finance department for immediate advice.

Should you need any further assistance, please do not hesitate to contact me at the address below.

If you are dissatisfied, with the way your request has been dealt with by PTHB, you have the right to request a review in which case you should write to:

Chief Executive  
Powys Teaching Health Board Headquarters  
Glasbury House  
Bronllys Hospital  
Bronllys  
Brecon  
Powys LD3 0LY

If you are still dissatisfied at the end of the review, you may complain to the Information Commissioner, who can be contacted at the following address:

Information Commissioner's Office - Wales

2<sup>nd</sup> Floor,  
Churchill House,  
Churchill Way,  
Cardiff, CF10 2HH  
Tel: 029 2067 8400 Fax 029 2067 8399  
[www.ico.org.uk](http://www.ico.org.uk) [twitter.com/iconews](https://twitter.com/iconews)

Rydym yn croesawu derbyn gohebiaeth yng Nghymraeg. Byddwn yn ateb y fath ohebiaeth yng Nghymraeg ac ni fydd hyn yn arwain at oedi. We welcome receiving correspondence in Welsh. We will reply to such correspondence in Welsh and this will not lead to a delay.

Yours sincerely



**Pete Hopgood**  
**Director of Finance, IT & Information Services**