

Our ref: IG/FOI/FOI.388.25

22 July 2025

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 07 July 2025, to confirm, in accordance with S.1(1)(a) of the Freedom of Information Act 2000, that Powys Teaching Health Board (PTHB) does not hold the information that you require. For ease of reference your request is set out below and my response follows.

Your Freedom of Information (FOI) Request:

I am writing to request information under the Freedom of Information Act 2000, relating to the health board's 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':

Q1. 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 2023 to 2025 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 2023-2025 inclusive.

e. Has the overseas visitor team overspent its budget in any year from 2023-2025 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?

Q2. 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 2023 – 31 March 2024 and for 1 April 2024 – 31 March 2025 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. Of the total amount invoiced, please provide the total amount received and the total amount that 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 number of invoices and total amount written off each financial year as a result of invoiced “overseas visitors” being considered destitute, or for any other reason.

i. Please provide the reasons for any invoices being written off.

h. Please provide the total amount and value 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.

Q3. For financial years 2023-24 and 2024-25, please provide the number of patients invoiced:

a. who were aged 0-16;

b. who were charged for maternity or obstetric care (including antenatal care and child birth);

c. for cancer treatment.

Q4. Please share any formal or informal criteria, policies, procedures, or similar the health board currently uses or has used since 2018 to determine how:

a. A patient's debt is managed;

b. The health board agrees upon the value of a patient's monthly repayment plan.

Q5. For financial years 2023-24 and 2024-2025, 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.

Q6. 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.

Q7. From each financial year 1st April 2018 to 31st March 2025 of the overseas visitors charged for each financial year, please provide a list of:

a. the countries that those patients were visiting from and,

b. if possible, the numbers from each country who were charged.

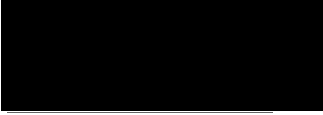
Powys Response:

Q1 - Q7. I can confirm this is a nil response for Powys Teaching Health Board (PTHB) as we have not provided any chargeable overseas activity for care for the period requested.

Under the terms of the Health Board's Freedom of Information procedure, individuals seeking access to recorded information held by the Health Board are entitled to request an 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 us directly at the address below or register your complaint via Powys.FOI@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: 0330 414 6421.

Yours sincerely



Hywel Pullen
Deputy Director of Finance

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.