

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:

a) Invoices generated

| Invoices Raised | Amount | Speciality |
|---|--------|--|
| 2015 NO INFO AVAILABLE CHANGED SYSTEM 01.12.2018, NO ACCESS TO OLD SYSTEM | | |
| 2016 NO INFO AVAILABLE CHANGED SYSTEM 01.12.2018, NO ACCESS TO OLD SYSTEM | | |
| 2017 NO INFO AVAILABLE CHANGED SYSTEM 01.12.2018, NO ACCESS TO OLD SYSTEM | | |
| | | PART INFORMATION AVAILABLE AS NEW SYSYTEM IMPLEMENTED 01.12.2018 |
| 2018/19 | 33 | £49,763.86 |
| 2019/20 | 116 | £192,990.15 |
| 2020/21 | 71 | £139,784.08 |
| 2021/22 | 74 | £93,893.74 |
| 2022/23 | 39 | £68,482.02 |

| Speciality | 2018/19 | Some invoices have more than 1 speciality |
|---------------|---------|---|
| Surgery | 1 | |
| Cardiology | 5 | |
| Orthopaedics | 3 | |
| Gastro | 3 | |
| Radiology | 3 | |
| Obs & Gynae | 8 | |
| Ophthalmology | 1 | |
| Elderly | 1 | |
| Diabetology | 1 | |
| Thoracics | 2 | |

| Speciality | 2019/20 | Some invoices have more than 1 speciality |
|------------------|---------|---|
| Diabetes | 10 | |
| Obs & Gynae | 31 | |
| Radiology | 5 | |
| Orthoptists | 4 | |
| Thoracics | 7 | |
| Medical Physics | 1 | |
| Cardiology | 11 | |
| Orthopaedics | 11 | |
| Ophthalmology | 5 | |
| Plastic Surgery | 7 | |
| Gastro | 7 | |
| Gen Surgery | 5 | |
| Paediatrics | 9 | |
| Dermatology | 3 | |
| Cardio Pulmonary | 1 | |
| Max Facial | 3 | |
| ENT | 6 | |
| AMU | 1 | |
| Radiology | 1 | |
| Urology | 1 | |
| Elderly | 1 | |

| | |
|--------------|---|
| Rheumatology | 2 |
| Stroke | 1 |

| Speciality | 2020/21 |
|-------------------|----------------|
| Obs & Gynae | 30 |
| Orthopaedics | 4 |
| Cardio Pulmonary | 1 |
| Radiology | 1 |
| Diabetes | 3 |
| Elderly | 1 |
| Thoracics | 3 |
| Gen Surgery | 6 |
| Orthoptists | 3 |
| Multi Speciality | 1 |
| Plastics | 2 |
| AMU | 4 |
| Gastro | 3 |
| Cardio | 5 |
| Stroke | 1 |
| Breast Care | 1 |
| Ophthalmology | 1 |
| ENT | 2 |
| Rheumatology | 1 |

Some invoices have more than 1 speciality

| Speciality | 2021/22 |
|-------------------|----------------|
| Paediatrics | 4 |
| Haematology | 2 |
| Cardio | 8 |
| Ophthalmology | 4 |
| Obs & Gynae | 36 |
| ENT | 7 |
| Diabetes | 2 |
| AMU | 1 |
| Plastics | 2 |
| Orthopaedics | 6 |
| Breast Care | 3 |
| Gen Surgery | 4 |

Some invoices have more than 1 speciality

| Speciality | 2022/23 |
|-------------------|----------------|
| Obs & Gynae | 16 |
| Rheumatology | 2 |
| Breast Care | 1 |
| Paediatrics | 2 |
| Cardio | 4 |
| Orthopaedics | 3 |
| Elderly | 1 |
| Ophthalmology | 1 |
| Stroke | 1 |
| Plastics | 4 |
| ENT | 1 |
| General Surgery | 1 |

| | |
|------------------|---|
| Day Surgery | 1 |
| Multi Speciality | 1 |

b) Payments received

| | Invoices paid | Amount paid | |
|---------|--|-------------|--|
| 2015 | NO INFO AVAILABLE CHANGED SYSTEM 01.12.2018, NO ACCESS TO OLD SYSTEM | | |
| 2016 | NO INFO AVAILABLE CHANGED SYSTEM 01.12.2018, NO ACCESS TO OLD SYSTEM | | |
| 2017 | NO INFO AVAILABLE CHANGED SYSTEM 01.12.2018, NO ACCESS TO OLD SYSTEM | | |
| 2018/19 | 16 | £19,255.56 | PART INFORMATION AVAILABLE AS NEW SYSYTEM IMPLEMENTED 01.12.2018 |
| 2019/20 | 57 | £84,023.44 | |
| 2020/21 | 28 | £77,855.56 | |
| 2021/22 | 48 | £53,124.55 | |
| 2022/23 | 22 | £23,133.38 | |

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

| | Credit notes raised | Amount | |
|---------|--|------------|--|
| 2015 | NO INFO AVAILABLE CHANGED SYSTEM 01.12.2018, NO ACCESS TO OLD SYSTEM | | |
| 2016 | NO INFO AVAILABLE CHANGED SYSTEM 01.12.2018, NO ACCESS TO OLD SYSTEM | | |
| 2017 | NO INFO AVAILABLE CHANGED SYSTEM 01.12.2018, NO ACCESS TO OLD SYSTEM | | |
| 2018/19 | 9 | £12,216.09 | PART INFORMATION AVAILABLE AS NEW SYSYTEM IMPLEMENTED 01.12.2018 |
| 2019/20 | 20 | £24,199.14 | |
| 2020/21 | 12 | £7,836.65 | |
| 2021/22 | 9 | £19,635.48 | |
| 2022/23 | 6 | £4,685.94 | |

d) 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.

we do not hold the information for this specific reason for cancellation but below are invoices written off due to deceased patients , untraceable or uneconomical to pursue

| | No of cases | Amount |
|---------|-------------|------------|
| 2015 | 2 | £8,841.55 |
| 2016 | 11 | £1,909.77 |
| 2017 | 22 | £20,665.04 |
| 2018/19 | 11 | £55,140.53 |
| 2019/20 | 17 | £42,294.30 |
| 2020/21 | 7 | £30,781.14 |
| 2021/22 | 0 | £0.00 |
| 2022/23 | 0 | £0.00 |

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

| | Number | Amount |
|---------|--|------------|
| 2015 | NO RECORDS ARE AVAILABLE FOR THIS YEAR | |
| 2016 | NO RECORDS ARE AVAILABLE FOR THIS YEAR | |
| 2017/18 | 25 | £30,504.56 |
| 2018/19 | 16 | £38,727.13 |
| 2019/20 | 23 | £62,236.89 |

| | | |
|---------|--------------|------------|
| 2020/21 | 5 | £14,079.36 |
| 2021/22 | NO REFERRALS | |
| 2022/23 | NO REFERRALS | |

Provide a breakdown by speciality, department, or similar categorisation.

- 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.

The Trust does not centrally record this information and estimates that it would take a significant amount of time to gather the information requested. Therefore, we are refusing this section of your request for information pursuant to section 12 of the Act on the grounds that we estimate that the cost of complying with the request would exceed the appropriate limit.

The appropriate limit at the present time is £450.00 which equates to eighteen hours of work by a member of staff at the rate of £25 per hour.

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

| | |
|---------|---|
| 2015/16 | 8 |
| 2016/17 | 8 |
| 2017/18 | 9 |
| 2018/19 | 4 |
| 2019/20 | 2 |
| 2020/21 | 3 |
| 2021/22 | 1 |
| 2022/23 | 1 |

- 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) Patient's debt is managed Overseas patient team check eligibility for treatment, if required to pay the team try to obtain payment. If not successful an invoice is raised, followed by 3 reminders and then referred to a debt collection agency who follow their own procedures
- b) The trust agrees upon the value of a patient's monthly repayment plan. We are not FCA registered and therefore do not agree a payment plan. Any payment plans are organised and managed by the debt collection agency

- 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

| | |
|----------------|-----|
| 2015 | 10 |
| 2016 | 1 |
| 2017 | 21 |
| 2018 | 14 |
| 2019 | 12 |
| 2020- 2023 NIL | nil |

- b) Greater than £500 owed for less than 2 months - the DoH policy is that the debt has to be 3 months old before they are referred to the Home Office
c) Less than £500 the DoH policy is that the debt must be over £500 before referral to Home Office can occur