

Executive Corridor
 Darlington Memorial Hospital
 Hollyhurst Road
 Darlington
 DL3 6HX
 Switchboard Tel: 01325 38 0100
 Foundation Trust Office: 01325 74 3625
 Corporate Records Office: 01325 74 3700

Request for Information Reference: 02.18.23

Direct line: 01325 743700
 Email: cdda-tr.cddftfoi@nhs.net

Email only

6 March 2018

Freedom of Information Act 2000 – Request for Information

Thank you for your request for information received on 13 February 2018 in relation to the County Durham and Darlington NHS Foundation Trust (Trust). We are dealing with your request under the provisions of the Freedom of Information Act 2000.

You requested information regarding overseas patients. Specifically you asked for:

I would like to know about charges regarding overseas visitors and charges made to them within your Trust during the period from 2015 until the most recent figures available, in accordance with Freedom of Information Act 2000.

1. The total income of the Trust each year?

Answer: Q1 - 5

	(Total Trust) Income	No. of overseas patients not entitled to NHS Treatment	No. of patients who still owe money	Total cost of treatment	Total amount been recouped
2014/15	504,179,000	66	11	86,828.66	64,998.25
2015/16	478,030,000	158	18	192,325.59	141,009.46
2016/17	481,735,000	120	30	153,224.31	99,702.47
2017/18	225,549,982*	69	25	112,134.98	72,813.44

*Income figure for Quarters 1 and 2

- 2. The number of overseas patients who were not entitled to NHS treatment, who were treated by the Trust (under current overseas patient regulations)?**

Answer: Please see the answer to question 1.

- 3. Of the patients data provided in question 2, the number of patients who still owe money to the Trust?**

Answer: Please see the answer to question 1.

- 4. The total combined cost of treatment's that the Trust was entitled to recoup from those patients?**

Answer: Please see the answer to question 1.

- 5. The amount of money that has to date been recouped on behalf of the Trust from those patients.**

Answer: Please see the answer to question 1.

- 6. The methods used or the name of any debt collection agency, or other agencies currently hired by the Trust to recoup money from overseas patients who were not entitled to NHS treatment?**

Answer: Letters are sent to the person who owes the Trust money. The company is called CCI Credit Management Ltd.

- 7. Do they receive a fee for this role or do they receive a percentage of money recovered?**

Answer: A value of 25% of the debt recovered is paid to the Debt Collection Agency.

- 8. When they were employed?**

Answer: CCI have been used by the Trust for more than 20 years.

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log. Therefore, a version of our response which will protect your anonymity will be posted on the County Durham and Darlington NHS Foundation Trust website.

If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me on the above telephone number or at the above address.

If you are unhappy with the way your request for information has been handled, you can request a review by writing to:

The Chief Executive
County Durham & Darlington NHS Foundation Trust
Darlington Memorial Hospital
Hollyhurst Road
Darlington
DL3 6HX

If, you remain dissatisfied with the handling of your request or complaint, you have a right to appeal to the Information Commissioner at:

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

Telephone: 0303 123 1113
Website: www.ico.gov.uk.

There is no charge for making an appeal.

Yours sincerely

Joanna Tyrrell
Freedom of Information Officer