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Darlington Memorial Hospital
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Foundation Trust Office: 01325 74 3625
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Request for Information Reference: 04.18.09

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Email only

3 May 2018

Freedom of Information Act 2000 – Request for Information

Thank you for your request for information received on 5 April 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 visitors. Specifically you asked:

1. Please tell me whether the Trust carries out routine identity checks on patients attending outpatient appointments to ascertain whether they are ordinarily resident in the UK?

Answer: Yes. A pre-attendance form is sent to all NEW outpatient appointments and we write to patients 4 weeks prior to their appointment if they are over the age of 18 with an NHS number beginning with a 7 or who have no NHS number and ask them to ring the overseas team so we can seek further information on their ordinarily residency status.

2. If yes, please answer the following questions:

a) Which patients undergo such checks e.g. all those attending first appointment for a new care pathway?

Answer: All patients attending first appointment for a new care pathway.

b) Please state what forms of documentation they have to provide? (e.g. passports, proof of address)?

Answer: Proof of identity - Passport, visa, residence permits, student identification, and proof of residency – utility bills, bank statements. For EEA visitors we ask for EHIC's

c) What happens if they cannot provide proof of being ordinarily resident?

Answer: For a non-EEA patient we would do an evidence and enquiry check with the border agency. If we cannot confirm their status of ordinarily resident then we would charge and raise an invoice for their NHS treatment.

3. Please also state how many Overseas Visitor Managers (OVMs) or Overseas Visitor Officers (OVOs) are employed by the trust (Please state as Full Time Equivalent)?

Answer: 1 whole time equivalent overseas officer. The other team members have other roles within the Trust.

4. Please state the highest bill which is still outstanding owed by an overseas visitor for a) 2017/18 to date and b)2016/17?

Answer: 2017/18: 13,632.00
2016/17: 7,801.09

5. In relation to question 4, please broadly state the nature of the treatment (eg ophthalmology, kidney dialysis, obstetrics) and the nationality of the patient, if known.

Answer: Gynaecology/obstetrics for both years. Nationality: India & Ghana

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