

Ref no: 156071020
From: Commercial
Date: 07/10/20
Subject: Charging policy & monitoring

REQUEST & RESPONSE

The following requests relate to NHS (Charges to Overseas Visitors) Regulations 2015 as amended by the NHS (Charges to Overseas Visitors) (Amendment) Regulations 2017.

Please consider the following three requests:

1. This question relates to the Trust's implementation of the charging policies detailed above. Please provide:

- a. copies of any Equality Impact Assessments.
- b. copies of any local policies and guidance on implementation of the charging regime.
 - If the Trust does not have any local policy or guidance, please list the guidance used to implement the regulations.

The Trust follows the Department of Health Guidance on implementing the overseas visitor charging regulations when assessing possible overseas visitors and implementing charges
<https://www.gov.uk/government/publications/overseas-nhs-visitors-implementing-the-charging-regulations>

- c. copies of documents/guidance/forms explaining how charging exemption requests are assessed.
 - In particular this should include the process by which individuals are identified as exempt from charging as they are in receipt of treatment required for a physical or mental condition caused by torture, domestic violence or sexual violence.

The Trust follows the above guidelines, requests confirmation from a medical professional or GP or information provide by an organisation to say the patient is receiving treatment/help for the above conditions.

- d. copies of any guidance/documents explaining the criteria by which an individual is categorised as destitute and therefore exempt from charging.

As per DOH guidance the patient would need to provide evidence of inability to pay. The Trust debt recovery team (via SBS) would be responsible for chasing debts and collecting evidence.

2. Please provide details on the training staff receive with regards to overseas visitor charging regulations. Specifically:

a. Are staff joining this Trust required to complete training relating to the overseas visitor charging policy?

No

i) If so is this training face-to-face or an online e-learning module?

ii) Please provide details of what specific training is provided to avoid discrimination when implementing the policy?

iii) Please provide copies of any training materials provided prior to or during these sessions.

Copy of staff leaflet attached

b. Are clinicians employed by this Trust required to complete any specific training to enable them in their role of assessing whether patient care is urgent/immediately necessary?

No

i) If so is this training face-to-face or an online e-learning module?

ii) Please provide copies of any training materials provided prior to or during these sessions.

c. Are overseas managers (OVMs) required to complete any specific training to enable them in their role implementing these regulations when joining the Trust?

i) If so is this training face-to-face or an online e-learning module?

Training via the Department of Health Shared Resource Space which provides e-learning modules, training tools, materials and overseas visitor team forum.

ii) Please provide copies of any assessments made with regards to whether OVMs employed by the Trust should be required to hold an Office of the Immigration Services Commissioner (OISC) registration?

No registration required

iii) Please confirm whether OVMs employed by the Trust have received any immigration advisory training enabling registration with the Office of Immigration Services Commissioner (OISC) commissioner. This could be OISC qualification levels 1-3, or the law society Immigration and Asylum Accreditation Scheme (IAAS) levels 1-2.

No training provided

3. This question relates to how the Trust is monitoring the impact of the charging policies:

- a) Please provide copies of any audit reports monitoring the impact of the charging policy on service users following implementation.
- b) In particular please provide any documents detailing how the Trust is monitoring for evidence of systematic discrimination as a result of these policies.

The Trust engaged with MIAA with reference to an Overseas Patient Audit in April 2019.

The Overseas Visitor Co-ordinator will visit various departments as a “mystery shopper” in order to monitor discrimination. The OV Team provide training sessions for all front line staff to ensure all patients attending the Trust are asked the same questions.