

5 June 2023

Information Rights & Compliance Team
99 Waverley Road
St Albans
Hertfordshire
AL3 5TL

Tel: 01727 804227
Email: Hpft.foi@nhs.net

Our Ref: FOI/04708

Thank you for your request concerning charges to overseas visitors.

Your request has been considered and processed in accordance with the requirements of the Freedom of Information (FOI) Act 2000.

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:

(1a)

Invoices generated

(1b)

Payments received

(1c)

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

(1d)

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.

(1e)

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

For each of the above requests from 1a to 1e inclusive, please provide a breakdown by speciality, department, or similar categorisation (see appendix 1 for example formatting).

>>> [QUESTION 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. (see appendix 1 for example formatting).

(2a)

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

>>> [QUESTION 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) A patient's debt is managed**
- (b) The trust agrees upon the value of a patient's monthly repayment plan.**

>>> [QUESTION 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**
- (b) Greater than £500 owed for less than 2 months**
- (c) Less than £500**

Hertfordshire Partnership University NHS Foundation Trust is a provider of mental health and specialist learning disability services and we would only provide emergency treatment for overseas visitors, for which charges do not apply.

Should you require further clarification, please do not hesitate to contact me.

Please find enclosed an information sheet regarding copyright protection and the Trust's complaints procedure in the event that you are not satisfied with the response.

Yours sincerely

Sue Smith

**Sue Smith
Information Rights Officer**

Enc: Copyright Protection and Complaints Procedure Information Leaflet.

If you would like to complete a short survey in relation to your Freedom of Information request please scan the QR code below or click [here](#).

