

Date: Monday, 19th June 2023
Our Ref: MB/CM FOI 5769

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Re: Freedom of Information Request FOI 5769

We are writing in response to your request submitted under the Freedom of Information Act, received in this office on 05th June 2023.

Your request was as follows:

This request has eight questions. In this request, "NHS healthcare treatment" specifically excludes private patients seeking to use paid-for private services offered by the Trust. It includes non-urgent follow-ups to urgent healthcare treatment.

If information cannot be provided since January 2021 within the section 12 cost limit, please provide information since January 2022.

1. Does the Trust impose upfront charges for non-urgent NHS healthcare treatment to overseas visitors, migrants and former UK residents who are ineligible for free healthcare under government guidelines? If not, please explain why, in the context of those guidelines.

If the answer to question 1 is 'no', the Trust need not provide responses to questions 2-8.

[I can confirm that the Walton Centre NHS Foundation Trust does not impose upfront charges for non-urgent NHS healthcare treatment to overseas visitors.](#)

2. The number of overseas visitors, migrants and former UK residents who were charged upfront for NHS healthcare treatment by the Trust since January 2021 - please note this includes patients who did not subsequently proceed with the treatment

If the answer to question 2 is 'zero', the Trust need not provide responses to questions 3-8.

[N/A](#)

3. The total costs charged for the treatments referred to in question 2 (including where the patient did not proceed with the treatment)

[N/A](#)

4. The number of overseas visitors, migrants and former UK residents who did not proceed with NHS healthcare treatment by the Trust after being quoted an upfront charge (timeframe is since January 2021)

Notes to question 4:

- Sending an invoice to a patient for an upfront charge counts as quoting an upfront charge

- Patients who did not proceed with treatment include those who declined treatment and those who simply did not attend scheduled treatment, as well as any patients who were refused treatment by the Trust

N/A

5. Of the number of patients provided in response to question 4, please state how many did not attend scheduled treatment/appointment (rather than cancelling in advance)

Note to question 5:

- If the Trust does not record information in a manner that would enable question 5 to be answered within the section 12 cost limit, please state that the information is 'not held' for this question and process the remainder of this request

If the Trust has not provided information for question 5, or has responded with 'zero', please proceed to question 7.

N/A

6. What was the financial loss to the Trust caused by the missed scheduled treatment/appointments referred to in response to question 5?

Note to question 6:

- If the Trust does not record information in a manner that would enable question 6 to be answered within the section 12 cost limit, please state that the information is 'not held' for this question and process the remainder of this request

N/A

7. Any data the Trust holds on the reasons for the refusal/inability of the patients referred in response to question 4 to pay the imposed upfront charges (such as preference to return home for treatment, or inability to meet the cost of treatment)

N/A

8. Any data the Trust holds on the conditions the patients referred to in response to question 4 wished to be treated for (this may be provided as categories of healthcare, such as ENT and nephrology), or alternatively the treatments that were subject to the imposed charges (these may be grouped into overarching categories for data protection reasons)

N/A

Please see our response above in [blue](#).

Re-Use of Public Sector Information

All information supplied by the Trust in answering a request for information (RFI) under the Freedom of Information Act 2000 will be subject to the terms of the Re-use of Public Sector Information Regulations 2005, Statutory Instrument 2005 No. 1515 which came into effect on 1st July 2005.

Under the terms of the Regulations, the Trust will licence the re-use of any or all information supplied if being used in a form and for the purpose other than which it was originally supplied. This license for re-use will be in line with the requirements of the Regulations and the licensing terms and fees as laid down by the Office of Public Sector Information (OPSI). Most licenses will be free; however the Trust reserves the right, in certain

circumstances, to charge a fee for the re-use of some information which it deems to be of commercial value.

Further information can be found at www.opsi.gov.uk where a sample license terms and fees can be found with guidance on copyright and publishing notes and a Guide to Best Practice and regulated advice and case studies, at www.opsi.gov.uk/advice/psi-regulations/index.htm

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to the Freedom of Information Office at the address above.

Please remember to quote the reference number, FOI 5769 in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted by:

Post: Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Online: <https://ico.org.uk/make-a-complaint/foi-and-eir-complaints/>

Telephone: 0303 123 1113

Yours sincerely

Mike Burns

Mr. Mike Burns, Executive Lead for Freedom of Information