

Freedom of Information Request

Ref: 22-631

21 November 2022

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

- We can confirm that we do hold the information you are requesting

- Are you using private debt firms to recover treatment costs from overseas patients ineligible for free NHS treatment?

Yes.

- In the latest year you have data available for, how much money did you recover from ineligible patients, and how much was the total debt?

Please note that the credits do not necessarily relate to the invoices raised in the month.

September 2021 – August 2022

Total invoices = £631,000

Total credits = £573,000

Net invoices = (£631,000-£573,000) = £58,000

Total payments received = £89,000

Please note that in this period the Trust has raised credit notes totalling £573,000 although these credits do not necessarily relate to the invoices raised in this period and may relate to invoices raised before September 2021. The net invoices raised figure is therefore £58,000. Total monies received in the period September 2021 to August 2022 is £89,000 (greater than the net invoice value, this is because the payments may relate to invoices raised in period and previous periods.

- In the latest year you have data available for, how much money did you spend on fees for private debt firms to help recover payment from patients ineligible for free NHS treatment?

£3800 (September 2021 - August 2022)

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, 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:

Data Protection Officer
University Hospitals Bristol and Weston NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above 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 at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

Freedom of Information Team
University Hospitals Bristol and Weston NHS Foundation Trust