

Ref: FOI2016/3091
Date Received: 26th February 2016
Response Due: 30th March 2016

5th May 2016

Dear Jt Oakley

INFORMATION REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000

We are now pleased to respond to your request for information under the Freedom of Information Act.

You asked:

The overseas visitors amounts added for the 'impairment of receivables' rose from £20k to £46k.

.I would like to read the reasoning for the increase. (As this is an FOIA request this would include any board papers, or internal emails).

Surely there must have been some discussion as to why the overseas visitor costs leapt from £0 to £22k? – Are board papers etc missing?

Internal email discussions of why the costs rose so much?

Was a new system instituted for instance, which allowed this increase?

And having noted this sudden increase, what has the board decided to do to ensure that the costs are paid by overseas visitors, rather than UK taxpayer?

A new Standard Operating Procedure was introduced in November 2015, please see attached. This along with an FAQ sheet, also attached, which was circulated to staff has increased awareness of this issue which has resulted in an increase.

Increased awareness has brought an increase of overseas visitor debt, as the invoice/estimate is raised immediately when non-eligible patient is identified, but this is not a guarantee that a payment will be received. The Trust has also utilised a debt agency to follow up bad debt.

Refusal Notice. The Board papers that you have requested are exempt under Section 21 of the Freedom of Information Act because this information is easily accessible by some other means. Please use the link below to obtain details of Audit Committee minutes where this matter was discussed and reported.

http://www.wwl.nhs.uk/about_us/trust_board_agendas_2016.aspx

http://www.wwl.nhs.uk/about_us/trust_board_agendas_2015.aspx

Chairman: Robert Armstrong
Chief Executive: Andrew Foster CBE

I hope you find this information useful, however if you are not entirely satisfied with this response please do not hesitate to contact the Information Governance Department on 01257 488271. If we do not hear from you within 28 days we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



Andrew Foster

Chief Executive

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If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, WrightingtonHospital, Hall Lane, AppleyBridge, Wigan, WN6 9EP

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally the ICO cannot make a decision unless you have exhausted the complaints procedure at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

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