

When telephoning please ask for Mrs L Grabe

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Our Ref: LMS/LG/JT/Access.53191-09-17

Date: 17th January 2018

Arrowe Park Hospital
Arrowe Park Road
Upton
Wirral
Merseyside
CH49 5PE

Tel: 0151 678 5111

Dear Mr Amin

RE: FREEDOM OF INFORMATION

Please find below our response to your request for information in accordance with the Freedom of Information Act.

The Assistant Director of Finance for Financial Services at Wirral University Teaching Hospital has provided the information required for this response.

This is a FOIA request. The Trust is required to provide information on losses and special payments in its annual report. I am writing to request additional, more detailed information regarding these losses and payments. I am making this request because I believe there is a clear and compelling public interest in understanding more about the types of losses and special payments the Trust makes.

- Q1. Please provide a copy of your losses and special payments register or database for the year 2016-17. I would expect this information to include, but not necessarily be limited to:**
- a) Category of loss or special payment (e.g. bad debt, fruitless payment, compensation payment made under legal obligation) as defined in relevant losses and special payments policy or procedure documents.**
 - b) A summary of the loss**
 - c) Amount paid out in £ Sterling (or other currency)**
 - d) Debtor name (where that debtor is a company or disclosure of a person's name is permitted by the Data Protection provisions of S40)**

NHS Improvement

FTC form for accounts to periods ending 31st March 2017

35. Losses + Special Payments

Wirral University Teaching Hospital NHS Foundation Trust

NHS Code: RBL

MARS ID: WIRRAL

NOTES TO THE ACCOUNTS		
Q1a, Q1b, Q1c Regulatory return (register)		
Note 39.1 Losses and Special Payments (approved cases only)*	35A	35B
	2016/17	2016/17
	Total number of cases Number	Total value of Cases £000's
Losses:		
1. Losses of cash due to	Numbers	Value
a. theft, Fraud etc		
b. overpayment of salaries etc.	11	1
c. other causes		
2. Fruitless payments and constructive losses		
3. Bad debts and claims abandoned in relation to		
a. private patients	6	6
b. overseas visitors	14	31
c. other	7	37
4. Damage to buildings, property etc. (including store losses) due to		
a. theft, fraud etc		
b. stores losses	3	7
c. other		
Total Losses*	41	82
Special Payments		
5. Compensation under legal obligation	1	7
6. Extra contractual to contractors		
7. Ex gratia payments in respect of:		
a. loss of personal effects	35	14
b. clinical negligence with advice		
c. personal injury with advice	43	186
d. other negligence & injury		
e. other employment & payments (should not include special severance payments which are disclosed below)		
f. patient referrals outside the UK & EEA guidance		
g. other	1	0
h. maladministration, no financial loss		
i. special severance payments		
j. extra statutory and regulatory		
Total Special Payments*	80	207
Total Losses & Special Payments*	121	289
Of which, cases of £30,000 of more		
1a & 4a Fraud cases		
2. Fruitless payments and constructive losses		
3. Bad debts and claims abandoned		

4. Damage to buildings, property etc		
5. Compensation under legal obligation		
6. Extra contractual to contractors		
7. Ex gratia payments		
8. Special severance payments		
9. Extra statutory and regulatory		

Q4b		
Debtors – write offs – register category 3		
Profile class name	Customer name	Write offs
General	One to One (North West Ltd)	-£11,275.53
General	One to One (North West Ltd)	-£7,982.63
General	One to One (North West Ltd)	-£6,765.99
General	One to One (North West Ltd)	-£5,347.00
General	One to One (North West Ltd)	-£2,599.24
General	One to One (North West Ltd)	-£2,536.00
General	One to One (North West Ltd)	-£734.95
Other	*see below	-£24.60
Other	*see below	-£16.80
Other	*see below	-£16.80
Other	*see below	-£8.40
Other	*see below	-£8.40
Other	*see below	-£8.20
Overseas Visitor	NTUC Income	-£6,468.48
Overseas Visitor	*see below	-£5,446.76
Overseas Visitor	*see below	-£3,502.01
Overseas Visitor	Allianz Global Assistance	-£3,430.98
Overseas Visitor	*see below	-£3,163.34
Overseas Visitor	*see below	-£2,773.76
Overseas Visitor	Intana Assist	-£1,337.64
Overseas Visitor	*see below	-£1,206.90
Overseas Visitor	*see below	-£1,089.26
Overseas Visitor	*see below	-£691.60
Overseas Visitor	*see below	-£684.65
Overseas Visitor	*see below	-£491.00
Overseas Visitor	*see below	-£451.05
Overseas Visitor	*see below	-£245.59
Private Patient	*see below	-£2,940.00
Private Patient	*see below	-£1,714.00
Private Patient	*see below	-£1,121.00
Private Patient	*see below	-£125.00
Private Patient	*see below	-£100.00
Private Patient	*see below	-£24.00

*The debtors in each of these categories is either a patient or the company concerned is a sole trader. Therefore, on the advice of the Information Commissioner's Office, Wirral University Teaching Hospital is refusing this information.

This is in accordance Section 40 of the Freedom of Information Act 2000 as to release the data could possibly identify the individuals concerned.

Q2. Please state how much bad debt was written off in the year 2016-17

-£74,331.56

Q3. If, and only if, you hold the information in an easily retrievable format, i.e. not in individual case files, please state how much of this bad debt was non-NHS and/or private patient debt write offs and/or overseas visitors related.

All non-NHS

Private patient and overseas data included in table above.


If you wish to take this matter further you have a right to ask for a review of our decision. In the first instance this should be addressed to The Information Governance Manager, Information Governance Department, Ground Floor, Arrowe Park Hospital, Arrowe Park Road, Upton, Wirral, CH49 5PE.

If you ask for a review and are dissatisfied with the outcome, under Section 70 of the Freedom of Information Act you then have a right of appeal to the Information Commissioner. The Information Commissioner's address is:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Further details about the Act and the role of the Information Commissioner can be found at www.informationcommissioner.gov.uk

Yours sincerely



Lin Snow

Head of Information Governance & Records Management

Data Protection Officer and Copyright Lead

With responsibility for: **Data Quality, Clinical Coding & Information Security**

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