

**Freedom of Information Act 2000**

**The Royal Cornwall Hospitals NHS Trust Response to Information request**

**Date Request Received: 27<sup>th</sup> May 2025**

**FOI Ref No 28988**

**Requested Information:**

1.
  - a) A copy of any policies, standard operating procedure or guidance that sets out how the Trust identifies who qualifies as a foreign national or overseas visitor required to pay the Immigration Health Surcharge (IHS).
  - b) Please provide the results of the last audit of this policy and compliance levels with it. If such an audit has not been conducted within the last five years, please say so.
2. A copy of any policies that set out what steps are taken if a patient, eligible to pay the Immigration Health Surcharge (IHS), seeks to access (or in fact has already accessed) services provided by the Trust for which payment would be owed.
3.
  - a) A copy of any policies, standard operating procedure or guidance which set out the steps taken to invoice a foreign national for any episode of care delivered by the Trust which was not billed/ invoiced for prior to the episode of care being delivered.
  - b) A copy of any policies, standard operating procedure or guidance that set out the steps the Trust takes to collect unpaid debts where an episode / episodes of care have been provided to a foreign national.
  - c) Data which sets out the total amount (in GBP) for each of the last 3 calendar years that has been collected for the provision of any episode of care for a foreign national (i.e. any individual who is not entitled to that care free at the point of use).
    - I. Collected by the Trust
    - II. Collected by a third party
    - III. That the Trust has written off
  - d) The total amount (in GBP) which remains uncollected by the Trust for the provision of any episode of care for a foreign national.

**Response:**

1. a) Joint RCHT and CFT Overseas Visitors Policy February 2024 (attached).  
Charging Overseas Visitors in England: Guidance for providers of NHS Services December 2024 (attached).  
b) There have been no internal audits of these policies in the past 5 years.
  
2. Immigration Health Surcharge is covered in 14.1 of the Joint RCHT and CFT Overseas Visitors Policy. Immigration Health Surcharge is covered in section 7 of the Charging Overseas Visitors in England Guidance.
  
3. a) The joint Overseas Visitors Policy (already attached) sections 4.5 and 18 relates to invoicing overseas visitors.  
Raising all invoices (not specific to overseas) is covered in the Treasury Management Policy, in section 4 of Appendix 3 (attached).  
b) Guidance to Staff Responsible for the Collection of Income Following the Supply of Goods or Services (not specific to overseas visitors) attached.  
c) See table below.

	2023-24	2022-23	2021-22
	£'000	£'000	£'000
Income Collected by the Trust	158	196	88
Income Collected by a Third Party	Not recorded	Not recorded	Not recorded
Debt written off	13	4	270

3d. Overseas debt at 31 March 2025 for all chargeable Overseas Visitors (including UK nationals) is £314,850.12.

**Attachment(s):**

1. Appendix 1 - Joint RCHT and CFT Overseas Visitors Policy V1.0 February 2024.
2. Appendix 2 - Charging Overseas Visitors in England: Guidance for providers of NHS services. December 2024.



3. Appendix 3 - Cash and Treasury Management V5.0 January 2025.
4. Appendix 4 - Guidance to Staff Responsible for the Collection of Income Following the Supply of Goods or Services V6.0 October 2023.

**Date Response sent: 23<sup>rd</sup> June 2025**