

Date: **2 August 2019**

Our reference: **FOIRQ5259**

Dear Sir/Madam,

Thank you for your request for information processed under the Freedom of Information Act 2000. Please see our response to your request for information below:

Your Request

1. *How much money have overseas visitors managers (OVMS) at the Trust recouped from overseas visitors in the financial years 2017-18 and 2018-19?*
2. *How much was invoiced to overseas visitors in the financial years 2017-18 and 2018-19?*
3. *I would also like to know how much the administration or OVM team has cost the Trust in the financial years 2017-18 and 2018-19.*

Our Request for Clarification

The Trust asked you to provide the following clarification relating to your following questions:

1. Please define what you mean by 'overseas visitors recouped?' Do you mean exempt and non-exempt patients or just non-exempt patients?
2. Please can you define what you mean by 'How much was invoiced to overseas visitors in the financial years 2017-18 and 2018-19?' Do you mean upfront charges or non-exempt patients?

Your Response to Our Request for Clarification

For q1 I would like to know the amount recovered from direct patient charging of overseas visitors and amount recovered from other sources for overseas visitors such as EHIC patients. Similarly for q2. I would like to know the amount invoiced directly to overseas patients and invoiced to other sources such as the CCG for overseas patients. I have attached an excel spreadsheet for these figures and would be very grateful if you are able to provide figures or estimated figures for these amounts.

[Note: Excel spreadsheet has been provided with the above clarification]

Our Further Request for Clarification

The Trust asked you to provide further clarification on the following question:

3. *I would also like to know how much the administration or OVM team has cost the Trust in the financial years 2017-18 and 2018-19.*

We asked you to clarify the meaning of administration costs? We asked whether you were referring specifically to all costs associated with the administration of the Overseas Visitors Department; or whether the meaning was something different?

Your Response to Our Request for Clarification

Yes, I would like to know all costs associated with the charging of overseas visitors such as staffing costs etc.

Our Response

Great Ormond Street Hospital for Children NHS Foundation Trust: has responded to your following request for information:

1. *How much money have overseas visitors managers (OVMs) at the Trust recouped from overseas visitors in the financial years 2017-18 and 2018-19? **Please see our response in the attached Excel spreadsheet titled “FOIRQ5259 – Invoices”.***
2. *How much was invoiced to overseas visitors in the financial years 2017-18 and 2018-19? **Please see our response in the attached Excel spreadsheet titled “FOIRQ5259 – Invoices”.***
3. *I would also like to know how much the administration or OVM team has cost the Trust in the financial years 2017-18 and 2018-19.*

2017/18	£48899.70
2018/19	£55653.54

Please note:

The information provided under the Freedom of Information Act 2000 is the information held on the date your request was received by the Trust.

We trust the information provided is sufficient and helped to answer any issues, concerns or questions. Should you have any further queries in relation to this request, please do not hesitate to contact the FOI Team and quote the above reference number on any related correspondence.

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Yours sincerely

Freedom of Information team

Great Ormond Street Hospital for Children NHS Foundation Trust
Email: foiteam@gosh.nhs.uk

[Enclosed – Your rights – see next page]

Your Rights

If you are dissatisfied with the response you have received to your request for information, please contact the FOI team and quote your reference number on all correspondence relating to your request.

You can also write to the Head of Quality & Safety at the following address:

Quality & Safety team
Great Ormond Street Hospital
LONDON
WC1N 3JH

If you are still not satisfied with your response, you also have the right to appeal to the Information Commissioner.

You can contact the Information Commissioner's Office at the following address:

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