

Date: **9 March 2020**

Our reference: **FOIRQ5697**

Dear Sir/Madam,

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

Your Request

I write to request data held by the trust related to what training and materials on exclusions to charging and safeguarding are given to those non-clinical staff members who apply charging policy or engage in charging patients in your trust.

Charging, as referred to here, should be understood in alignment with National Health Service (Charges to Overseas Visitors) Regulations 2015.

Non-clinical staff members who apply charging policy or engage in charging patients in your trust should be understood as including overseas visitor managers or any other non-clinical staff tasked with fulfilling a role of this type or kind. In particular, I request:

- 1) Any pamphlets, brochures, handbooks, online materials (which can be sent to me as a PDF) or similar content that inform staff about exclusions and safeguarding;*
- 2) Details of any kind of training offered to these staff on applying exclusions and safeguarding, and whether such training is compulsory; and*
- 3) where available, the number, or percentage of, non-clinical staff designated to be involved in charging who have completed any training offered.*

Our Request for Clarification

We asked to provide some clarification on the following points:

- Where you state “Any details” or “Details of any” is not a specific request for recorded information. Please can you define what information you are specifically requesting for Q 1) and Q2) of your request for information.

Your Response to Our Request for Clarification

You responded with the following clarification:

“We are requesting data on training and materials offered to staff involved in applying the National Health Service (Charges to Overseas Visitors) Regulations 2015, and the relevant exceptions to charging in that legislation.

Our Response (in bold)

Great Ormond Street Hospital for Children NHS Foundation Trust (the ‘Trust’) has responded to your request for information below:

1. *Any pamphlets, brochures, handbooks, online materials (which can be sent to me as a PDF) or similar content that inform staff about exclusions and safeguarding; **The Trust provides information relating to overseas visitors via the GOSH website link at: <https://www.gosh.nhs.uk/parents-and-visitors/advice-when-you-stay/information-overseas-visitors>***

The Trust follows the guidance “Overseas NHS visitors: implementing the charging regulations” and is accessible in the public domain via the Gov.uk website link below:

<https://www.gov.uk/government/publications/overseas-nhs-visitorimplementing-the-charging-regulations>

Please note: The information you have requested is considered to be reasonably accessible to you by other means than obtaining the information under the provisions of the Freedom of Information (FOIA) Act 2000.

Section 21 (Information reasonably accessible to the applicant by other means) is an absolute exemption that means there is no requirement for a public authority to carry out a public interest test to consider whether the information should be provided to applicants.

Section 21(1) states that “*information which reasonably accessible to the applicant otherwise than under section 1 is exempt information*”. Your request is therefore exempt where the information is reasonably accessible to your via the websites we have specified above.

1. *Details of any kind of training offered to these staff on applying exclusions and safeguarding, and whether such training is compulsory; and **The Trust provides compulsory training on safeguarding children Workshops, which is provided to all staff by the Overseas Visitors Manager (OVM). Alerts and Flags are available within the EPR (Electronic Patient Record)***

2. *Where available, the number, or percentage of, non-clinical staff designated to be involved in charging who have completed any training offered. **All staff must safeguard children at GOSH and designated to assist the overseas visitors manager in complying with the NHS charging regulations; but only the OVM can make the decision to charge or exempt patients. Please see our response to Q1 on implementing the overseas visitors charging regulations guidance.***

Please note:

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

We hope the information provided is sufficient and helpful in answering your questions or any issues or concerns. 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]



NHS

**Great Ormond Street
Hospital for Children**
NHS Foundation Trust

Your Rights

Should you have any questions relating to the response you have received to your request for information, please do not hesitate to contact the FOI Team. Alternatively, you are entitled to make a request for an internal review within two months from the date of receiving our final response to your original 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, however, you remain dissatisfied with the outcome of the internal review then you have the right to appeal to the Information Commissioner as the final stage of the FOI process. You can contact the Information Commissioner's Office at the following address:

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

Telephone: 0303 123 1113
Fax: 01625 524510