

Freedom of Information Request

Ref: UHB 17-473

Date 18 August 2017



Thank you for your request for information under the Freedom of Information Act 2000. The Trusts response is as follows:

**We would like to know the following information about University Hospitals Bristol NHS Foundation Trust. Please answer question 1, and then answer question 2 and/or 3, depending on which of these refer to the Trust's specific financial arrangement.**

- 1) Since 1 January 2016, which debt collection agency/agencies has the Trust used to recover costs from chargeable overseas NHS patients?**

Oriel Collections Ltd and LRC (Legal Recoveries & Collections Ltd).

- 2) If the Trust contracted an agency/agencies to recover debts from chargeable overseas patients, please provide the following details about this financial arrangement in the period from 1 January 2016 until the present:**

- a. What was the duration and value of this contract (including all extra fees, such as but not limited to commission fees and “no win, no fee” fees)?**

The Trust had an open ended agreement, using on an as and when arrangement. Fixed fee was payable only if the debt was recovered. We are not disclosing the agreed fee as this commercially sensitive information. **Section 43** of the FOI Act provides that information is exempt if its disclosure would, or would be likely to prejudice the commercial interests of any person. Therefore; we are withholding this information at this time.

- b. What was the total value of all debts recovered, and the total value of chargeable overseas patients' debts recovered?**

The total value of recovered debts was £1,425 of which £1,350 were overseas visitors charges, with 5 other debts now subject to instalment plans (not included as not yet recovered).

**c. What was the value of chargeable overseas patients' debts that were passed along to the agency/agencies but remain unrecovered?**

The Trust currently has £145k with agencies being pursued.

**3) If the Trust has sold chargeable overseas patients' debts onto an agency/agencies, please provide the following details about this financial arrangement in the period from 1 January 2016 until the present:**

- a. What was the number and value of chargeable overseas patients' debts that were sold on?**
- b. At what rate were these debts sold on, as compared to their original value (please state a range if different debts were sold at different rates)?**

The Trust does not sell debts therefore we do not hold this information.

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Trust Secretary  
University Hospitals Bristol NHS Foundation Trust  
Trust Headquarters  
Marlborough Street  
Bristol  
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely,

