

Overseas Visitors

Nikki Taylor

Overseas Visitors Manager
Contracts & Commercial Team



The NHS is a residency-based healthcare system and eligibility for free NHS hospital care is based on the concept of ‘ordinarily resident’ in the UK. An overseas visitor is any person who is not ‘ordinarily resident in the UK

From 23 October 2017 all Trusts are required to put in place a cost recovery process to identify and recover costs incurred by overseas patients and to appoint an Overseas Visitors Manager (OVM).

Regardless of age, sex, gender, religion or race we are duty-bound to ask everyone where they have been resident in the last six months.

Nikki Taylor has been appointed as our OVM.



Immediately necessary or urgent medical treatment should never be denied to any person – regardless of whether or not they are chargeable for these services

What this means for 2gether

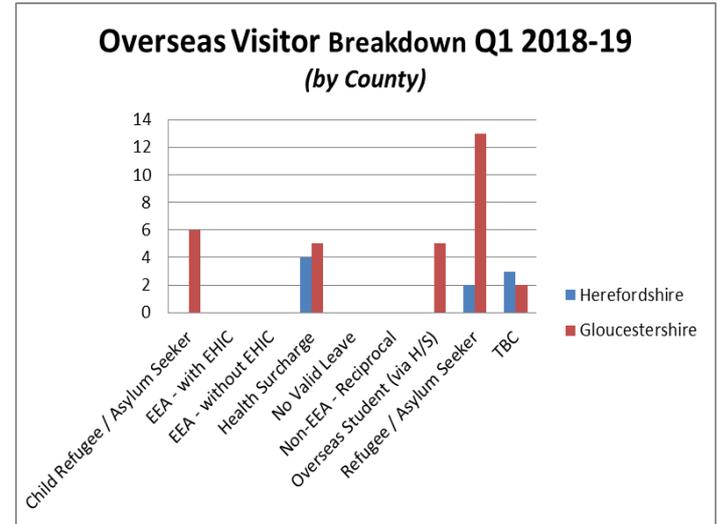
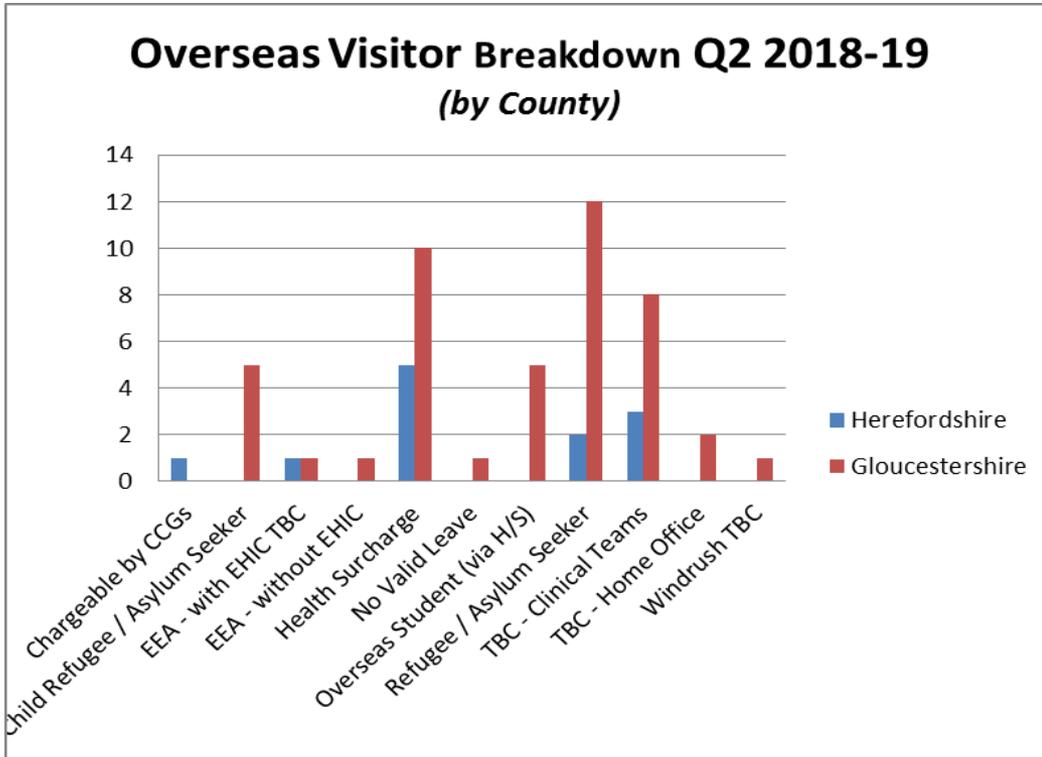
- **ALL** Overseas patients need to be recorded regardless of whether they are charged
- It is a legal obligation of the NHS to determine whether a person is an overseas visitor or whether they are exempt
- Using documents provided by the patient we can reclaim costs of care from other European countries
- If a patient has paid the Health Surcharge, no funds are reclaimable and patients are treated at our expense (*annual fee of £200 per adult, £150 per child*)

Overseas Visitors at 2gether to date

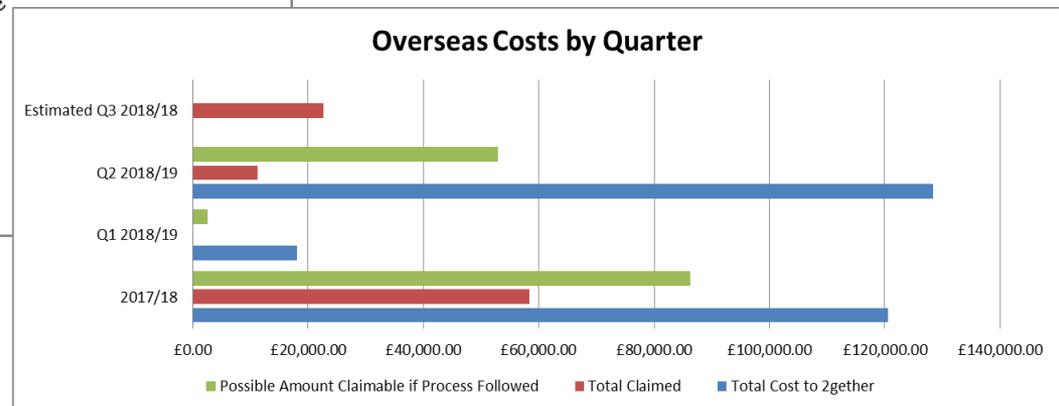
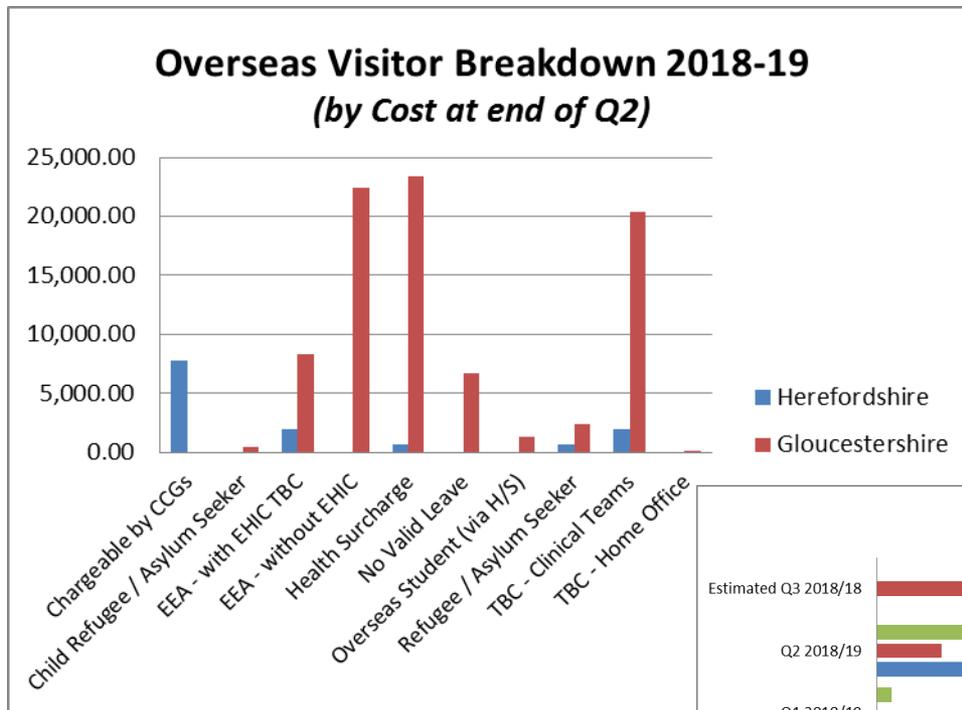
- Since the guidelines were put in place, we have identified approximately 65 patients who are from Overseas
- More patients are being flagged as systems of identifying them are being established, and as staff are becoming more aware
- The care those patients received since this time is approx. £230,000 and increasing
- Not all patients are chargeable, for example those that have paid the Health Surcharge or Asylum Seekers – however, we do still need to report on them
- *No patient has been denied treatment at any point*



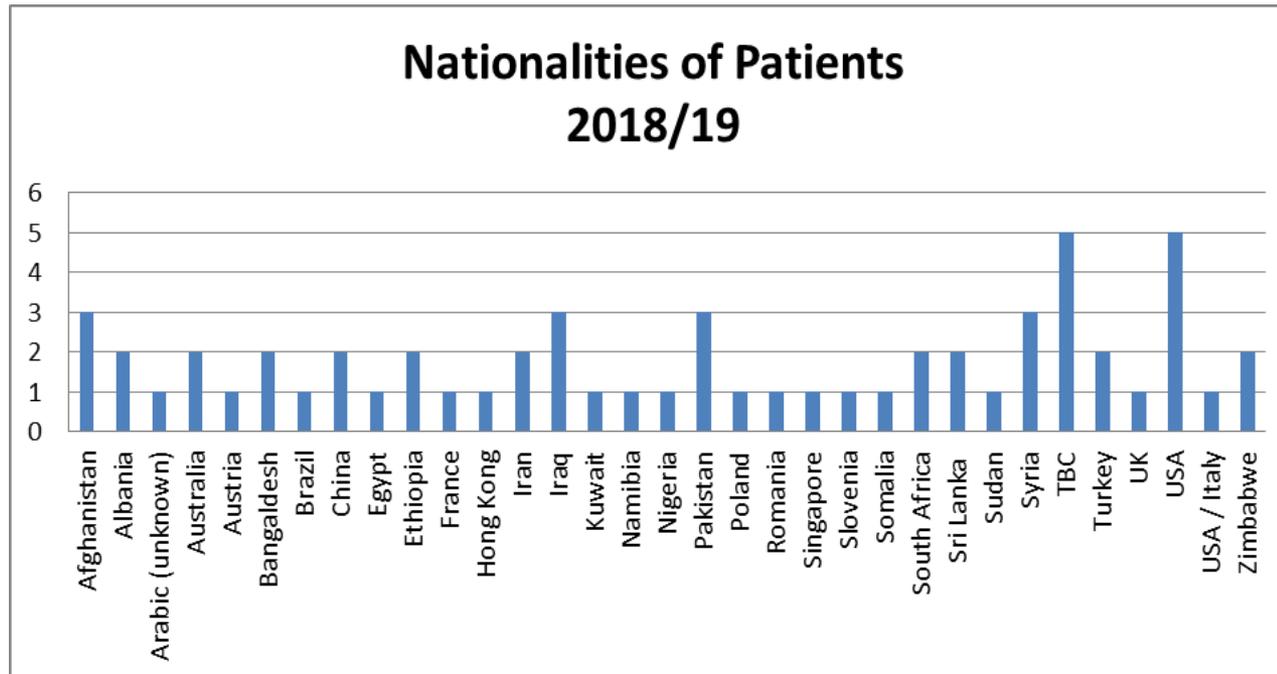
Breakdown of Overseas Visitors



Costs of Overseas Visitors (for info)



Nationalities of Current Patients (for info)



Refugees and Asylum Seekers

- In Gloucestershire and Herefordshire we have a high number of Asylum Seekers and Refugees
- A small number of these have overstayed their visas and no longer have a 'Valid Right to Remain'
- Overseas Visitors Guidelines advise that these patients are chargeable for their treatment
- Although we know that these patients are unable to pay for their treatment, we are still obliged to raise an invoice for their care
- *No patient has been denied treatment at any point*

Possible Windrush Case

- We had a lady from Nigeria who had lived in the UK for a number of years
- The Clinical Team entered her on the system as a non-UK patient, which meant that I was required to investigate
- The Home Office were contacted, who suggested that there was a possibility that this patient could be from the Windrush era and provided further contact information
- After further investigation between the Clinician and the family, the Clinician saw the passport and it was confirmed that the patient was granted UK Citizenship
- This case was then closed

Types of Overseas Visitors

An Overseas Visitor is someone who is not ordinarily resident in the UK – they may have a British Passport and be a British National who lives overseas for more than 6 months of the year

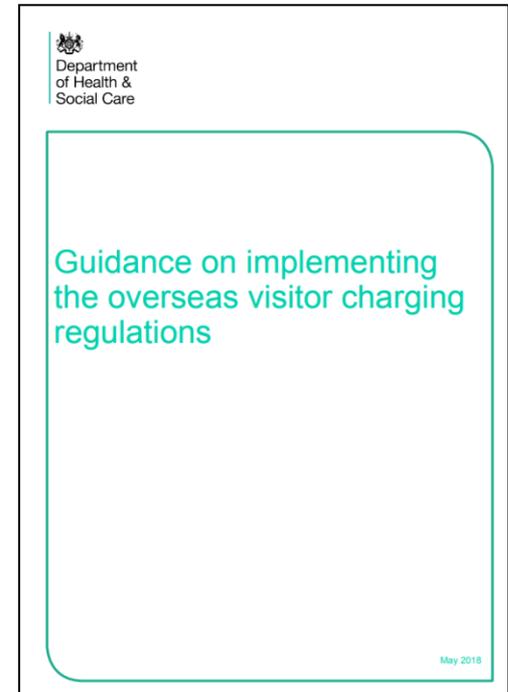
Other types of Overseas Visitors are:

- Refugee / Asylum Seeker
- Child Refugee / Asylum Seeker
- No Valid Leave
- Overseas Students
- Non-EEA – Health Surcharge
- Non-EEA – Reciprocal
- Non-EEA – Chargeable
- EEA – with EHIC
- EEA – without EHIC



National Guidance

- The current NHSE Guidance was produced initially for Acute Trusts
- 2g is part of a forum run by NHSI, tasked with refreshing the guidance for Mental Health
- We have started to submit case studies to this forum to discuss as a group



2g Overseas Guidance

- We have summarised the National Guidance and created a Guidance Handbook to help staff
- This is available on the intranet and has been reviewed by NHSI. We have also shared with other NHS MH Trusts



Questions and Discussion

