

Dear Sir/Madam

Thank you for your Freedom of Information request concerning fertility.

The Trust can provide the following information:

1. Are patients told about costs before they start treatment? Yes or No
Are they told during the consultation/appointment or before? How could this be improved?
All information on website- patients are self-funding not private - they will only pay for treatment aspect if not eligible for NHS treatment - costs given at consultation; once treatment known.
2. Are patients told beforehand of all their total costs and extra charges or only when invoiced? Do patients understand the charges once they receive the invoice? Could this process be changed?
Given verbal and written information at consultation and written to, to ask them to attend a "patient information evening" before their first appointment.
3. Do private patients acknowledge or are they influenced to pre-pay before having treatment (policy)? If they are, are they offered any benefits, such as discount or early appointment option?
All appointments are NHS and patients whether NHS or self-funding wait the same time. The CCGs commission set number of cycles of treatment a year and thus create waiting lists. Self-funding patients can choose to come once all investigations complete and treatment is known.
4. Do you think the payment collection process the fertility department have for private patients are of high standards and good for Homerton in terms of debt position? Do you think any changes need to be made from the fertility or the finance department side?
This is not recorded information but asking for an opinion (not appropriate under FOI)
5. The only form of contact given to finance is addresses when they are told to upload invoices. Do you encourage telephone numbers and emails to be given too? (Do you ask patients or wait for them to give it?)
There are strict confidentiality rules surrounding fertility patients and only staff on the HFEA license can share information
6. Do you think the communication between finance and fertility departments is efficient and effective? (When raising invoices and credit notes, queries and dealing with cost problems)
This is not recorded information but asking for an opinion (not appropriate under FOI)

If you have any queries about this response please contact the information governance manager at foi@homerton.nhs.uk, in the first instance. If, following that, you still have any concerns, you may contact the Information Commissioner either by letter, FOI/EIR Complaints resolution, Wycliffe House, Water Lane, Wilmslow, Cheshire SM9 5AF, or by email www.informationcommissioner.gov.uk to take them further.

Incorporating hospital and community health services, teaching and research

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Yours sincerely

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Information Governance Administrator

Mike Dunne
Information Governance Manager/Deputy Calidcott Guardian