

Homerton University Hospital NHS Foundation Trust
Hackney College
Defoe Building, Room 10
50 Hoxton Street
N1 6LP

Date 08th March 2016

Email: foi@homerton.nhs.uk

Dear Sir or Madam,

Ref: FOI2358

Thank you for your recent Freedom of Information request on charges made in accordance to immigration act and the amount of money recouped from foreign national.

The Trust can provide the following information:

1. The amount of money owed and received by your trust from foreign nationals who have used your service in the last 3 measurable years.

Row Labels	Billed	Receipts over 3 years	Balance 31.12.15
2013	362,874.48	70,460.21	292,414.27
2014	325,041.47	64,252.00	260,789.47
2015	466,253.41	64,412.94	401,340.47
Grand Total	1,154,169.36	199,125.15	954,544.21

2. What is the official process for reclaiming funds from foreign nationals who have used your service?

Below is our Trusts policy in respects to overseas debtors:

- 1) Initially, overseas debtors are contacted via phone & a repayment plan is discussed with them. The trust offers repayment plans consisting of 12 months, allowing overseas debtors to settle their outstanding balances in full.
- 2) If no contact can be established by phone, reminder letters are sent to the debtor's residence asking for payment. The Trusts bank details and the Account Receivables teams contact details are present allowing debtors to make repayments to Homerton.
- 3) In either instance, if a debtor can't make a repayment plan or is disputing their invoice, they are invited to talk about their case face to face with the Account Receivable team at Homerton. Through face to face dialogue most disputes are resolved.
- 4) If a debtor can't be contacted by phone or by mail, we refer their cases to our external debt collecting agency known as CCI legal. CCI trace debtors on behalf of the trust and prompt debtors to make repayments. They take a small commission based on any successful recovery.
- 5) The AR team monitors all repayment plans by competing a monthly overseas debtor's reconciliation. Any debtors who have missed their monthly repayments are immediately contacted & prompted to resume payment.

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.

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Yours sincerely

Mohamed Uddin
FoI Administrator

Mike Dunne
Information Governance Manager