

Overseas Visitors Hospital Charging Regulations

Strategy, Planning & Performance

This leaflet has been designed to give you important information and to answer some common queries you may have.



Information for patients and visitors

Are you visiting the United Kingdom?

Did you know that you may have to pay for hospital treatment whilst here?

The NHS is primarily for the benefit of those who live in the UK

When you attend this hospital for an outpatient appointment or admission you should expect to be asked questions and provide evidence to confirm your residence status and entitlement to free NHS treatment.

If you have any doubts regarding your entitlement to free NHS treatment please advise a member of staff. This will prevent you from receiving an unexpected invoice.

NHS Services

The NHS is intended primarily for the benefit of those who live in the United Kingdom, not those who don't.

Since 1989 regulations have been in force which places a legal duty on NHS Trusts to identify and charge those people who are not entitled to free NHS treatment because they are overseas visitors. Failure to do so will mean that the NHS is losing money, which it is entitled to recover.

When you attend for an outpatient appointment or admission you should expect to be asked questions to confirm your entitlement to free treatment.

In some circumstances it may be necessary for you to provide us with documentary evidence of your residence status and therefore, to avoid delays in receiving treatment, we recommend that you bring some documents with you, particularly if you are not ordinarily resident in the UK, or have recently moved into or returned to live in England.

Examples of evidence of residence include:

1. Housing Contracts
2. Utility Bills
3. Entry Clearance Document
4. Visa
5. Residence Permit
6. Passport/ID



Information for patients and visitors

EEA Members

Citizens of EEA Member States and Switzerland, visiting the UK who require medically necessary hospital treatment from the NHS during that visit:

If you are not resident in the UK, you should show a valid European Health Insurance Card (EHIC). If you do not have a valid EHIC you can apply for a Provisional Replacement Certificate (PRC) from your home country's healthcare system who will fax a copy to the hospital.

If you cannot provide either a valid EHIC or PRC to the hospital you may have to pay for the treatment.

If you are identified as not ordinarily resident in the UK, we will require further information from you to establish whether you are liable for charges, or meet one of the categories for exemption of charges.

Patient Advice and Liaison Service (PALS)

The Patient Advice and Liaison Service offers confidential advice, support and information on any health related matters.

If you have a comment, concern, complaint or compliment about the care or service you have received from the Trust you can contact the PALS team as follows:

Telephone: 03033 306518

Email: nlg-tr.PALS@nhs.net

There are also offices at both the Diana Princess of Wales Hospital (near the main entrance) and Scunthorpe General Hospital (on the C Floor, near the outpatient department), should you wish to visit.

Please note: PALS should not be contacted for clinical advice relating to the content of this leaflet. The service should be contacted directly in the first instance.

Confidentiality and How We Use Data

Personal information on NHS patients is collected and recorded within paper and electronic formats primarily to support high quality care that is safe and effective. To do this, information is also used to support quality improvement activities, investigate any concerns you may raise as well as to support and understand NHS performance. All NHS staff have a legal duty to keep information about you confidential.

Information will only ever be shared with people who have a genuine need for it. Other circumstances where information may be shared include administrative teams to plan future care needed, commissioners of Trust services, other NHS or social care providers and in some cases voluntary sector providers.



Information for patients and visitors

Zero Tolerance - Violent, Threatening and Abusive Behaviour

The Trust and its staff are committed to providing high quality care to patients within the department. However, we wish to advise all patients / visitors that the following inappropriate behaviour will not be tolerated:

- Swearing
- Threatening / abusive behaviour
- Verbal / physical abuse

The Trust reserves the right to withdraw from treating patients who are threatening / abusive / violent and ensuring the removal of those persons from the premises.

All acts of criminal violence and aggression will be notified to the Police immediately.

Risk Management Strategy

The Trust welcomes comments and suggestions from patients and visitors that could help to reduce risk.

Perhaps you have experienced something whilst in hospital, whilst attending as an outpatient or as a visitor and you felt at risk.

Please tell a member of staff on the ward or in the department you are attending / visiting.

Moving & Handling

The Trust operates a Minimal Lifting Policy, which in essence means patients are only ever lifted by nursing staff in an emergency situation.

Patients are always encouraged to help themselves as much as possible when mobilising, and if unable to do so, equipment may be used to assist in their safe transfer.

If you have any questions regarding moving and handling of patients within the Trust, please speak to a member of staff in the ward or department you are visiting.

Northern Lincolnshire and Goole NHS Foundation Trust

**Diana Princess of Wales Hospital
Scartho Road
Grimsby
DN33 2BA**

**Scunthorpe General Hospital
Cliff Gardens
Scunthorpe
DN15 7BH**

**Goole & District Hospital
Woodland Avenue
Goole
DN14 6RX
03033 306999**

www.nlg.nhs.uk

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