

Ref no: 215150819  
From: Commercial  
Date: 15/08/19  
Subject: Data held on training for overseas visitor managers and like staff

## REQUEST & RESPONSE

I write to request data held by the trust related to what training and materials on exclusions to charging and safeguarding are given to those non-clinical staff members who apply charging policy or engage in charging patients in your trust.

Charging, as referred to here, should be understood in alignment with *National Health Service (Charges to Overseas Visitors) Regulations 2015*.

Non-clinical staff members who apply charging policy or engage in charging patients in your trust should be understood as including overseas visitor managers or any other non-clinical staff tasked with fulfilling a role of this type or kind.

In particular, I request:

1) Any pamphlets, brochures, handbooks, online materials (which can be sent to me as a PDF) or similar content that inform staff about exclusions and safeguarding;

**Staff and OVM training is found online (e-learning) through the department of health via Health Education England. OVMs also have access to the DHSC forum that provides support, legislation updates and everyday resources and tools. (Patients letters and leaflets etc.)**

2) Details of any kind of training offered to these staff on applying exclusions and safeguarding, and whether such training is compulsory; and

3) where available, the number, or percentage of, non-clinical staff designated to be involved in charging who have completed any training offered.

**Two Private patient co-ordinators who perform the overseas role as an add on to the PP role**

**In response to safeguarding training all staff within the service complete level 1 induction and mandatory training, this training is compulsory for all non-clinical and clinical staff – presentation attached**



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Safeguarding Revisec