

Ref no: 188030817  
From: Commercial  
Date: 03/08/17  
Subject: Debt collection agency/agencies

## REQUEST & RESPONSE

We would like to know the following information about St Helens and Knowsley Hospitals NHS Trust. Please answer question 1, and then answer question 2 and/or 3, depending on which of these refer to the Trust's specific financial arrangement.

1. since 1 January 2016, which debt collection agency/agencies has the Trust used to recover costs from chargeable overseas NHS patients?

The Trust uses CCI Credit Management Ltd to recover debts that Shared Business Services have been unsuccessful in recovering

2. If the Trust contracted an agency/agencies to recover debts from chargeable overseas patients, please provide the following details about this financial arrangement in the period from 1 January 2016 until the present:

- i) What was the duration and value of this contract (including all extra fees, such as but not limited to commission fees and "no win, no fee" fees)?
- ii) What was the total value of all debts recovered, and the total value of chargeable overseas patients' debts recovered?
- iii) What was the value of chargeable overseas patients' debts that were passed along to the agency/agencies but remain unrecovered?

i) CCI Credit Management undertakes all pre-legal international collections on a no win no fee basis. Additionally, there are no advanced fees or set-up charges.

ii) £0

iii) £7,657.50

3. If the Trust has sold chargeable overseas patients' debts onto an agency/agencies, please provide the following details about this financial arrangement in the period from 1 January 2016 until the present:

i) What was the number and value of chargeable overseas patients' debts that were sold on?

ii) At what rate were these debts sold on, as compared to their original value

(please state a range if different debts were sold at different rates)?

The Trust does not sell debts onto agencies.