

Request Ref: NGFOI 19/20: 276

Thank you for your request for information received at Northampton General Hospital NHS Trust (NGH) on 14/08/2019.

I am pleased to be able to provide you with the following information:

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;*

Public information regarding exclusions and safeguarding of all patients can be found on the NGH website at <https://www.northamptongeneral.nhs.uk/Home.aspx>

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

Our Overseas manager applies exclusions following investigation of eligibility. All safeguarding issues are referred to the Trust Safeguarding as per Trust policy and NHSI guidance.

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

One

Please note your request makes reference to old regulations. NGH now complies with the National Health Service (Charges to Overseas Visitors) (Amendment) Regulations 2017.