

**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.**