

Dear

FREEDOM OF INFORMATION – DIALYSIS

I write in response to your request for information in relation to dialysis.

Question:

1. Does your health board place a restriction upon the number of dialysis away from base (DAFB) sessions it will cover the cost of within a calendar year and, if there are any restrictions in place, please list them?

Answer:

NHS Lothian cover holiday dialysis up to the cost of £3000 per patient per financial year.

Question:

2. Does your health board cover the full costs of undertaking dialysis away from base for patients attached to your board in the following:

1. All NHS haemodialysis units in i) England ii) Wales and iii) Scotland and iv) Northern Ireland ?

If no: what proportion of the costs does the Health Board cover?

2. All private health care haemodialysis units in i) England ii) Wales and iii) Scotland and iv) Northern Ireland?

If no: what proportion of the costs does the Health Board cover?

Answer:

NHS Lothian covers cost in private dialysis providers up to a cap of £3000 per patient per financial year. Private providers can be located in UK, abroad (any country); and at sea if on Cruise ship.

Question:

3. Does your health board cover the full costs of undertaking dialysis away from base for patients attached to your board in the following:

Headquarters
Waverley Gate
2-4 Waterloo Place
Edinburgh EH1 3EG

Chair Professor John Connaghan CBE
Interim Chief Executive Jim Crombie
Lothian NHS Board is the common name of Lothian Health Board

A. All state- owned and operated haemodialysis units in European Union Countries (as well as Switzerland, Norway, Iceland and Liechtenstein) offering dialysis facilities - where the patient holds a valid GHIC or EHIC card?

If no: what proportion of the costs does the Health Board cover?

B, All privately-owned and operated haemodialysis units in European Union Countries (as well as Switzerland, Norway, Iceland and Liechtenstein) offering dialysis facilities- where the patient holds a valid GHIC or EHIC card?

If no: what proportion of the costs does the Health Board cover?

Answer:

See answer above (2.B)

Question:

4. I would be grateful if you could send me a copy of your

Answer:

NHS Lothian Standard Operating Procedure: Holiday Dialysis in Private Providers attached (staff names redacted).

I hope the information provided helps with your request.

If you are unhappy with our response to your request, you do have the right to request us to review it. Your request should be made within 40 working days of receipt of this letter, and we will reply within 20 working days of receipt. If our decision is unchanged following a review and you remain dissatisfied with this, you then have the right to make a formal complaint to the Scottish Information Commissioner within 6 months of receipt of our review response. You can do this by using the Scottish Information Commissioner's Office online appeals service at www.itspublicknowledge.info/Appeal. If you remain dissatisfied with the Commissioner's response you then have the option to appeal to the Court of Session on a point of law.

If you require a review of our decision to be carried out, please write to the FOI Reviewer at the email address at the head of this letter. The review will be undertaken by a Reviewer who was not involved in the original decision-making process.

FOI responses (subject to redaction of personal information) may appear on NHS Lothian's Freedom of Information website at: <https://org.nhsllothian.scot/FOI/Pages/default.aspx>

Yours sincerely

ALISON MACDONALD
Executive Director, Nursing, Midwifery and AHPs
Cc: Chief Executive
Enc.

NHS Lothian, Public Health and Health Policy

STANDARD OPERATING PROCEDURE

Title: Holiday Dialysis in Private Providers

Staff Group: Safe Haven Office for out-of-area referrals

Approved by: Public Health Senior Leadership Team Business and Governance Group	Date Approved: 07.03.24
Author(s): Safe Haven staff	Effective from: 08.03.24
Version: 1.0	Review Date: 07.03.26

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Purpose

To set out the procedure for authorising and funding holiday dialysis for Lothian patients in private providers.

Introduction

Haemodialysis patients are able to request NHS funding for holiday dialysis sessions. Where people are able to access dialysis in NHS hospitals in the place where they are on holiday, these sessions are usually funded by the NHS Lothian Renal Unit in Scotland and NCA team outwith Scotland. A person's GHIC (Global Health Insurance Card) can often be used for dialysis in EU state-funded facilities. NHS Lothian Renal Unit is able to help patients to organise their holiday dialysis.

Where a person needs to access dialysis in a private provider when on holiday, these can be authorised and funded by NHS Lothian Safe Haven Office (for out-of-area referrals), up a ceiling of £3000 in each financial year.

Scope

This SOP sets out the procedure that should be followed by NHS Lothian Safe Haven Office when authorising/funding holiday dialysis sessions for Lothian residents in private providers. Sessions can take place anywhere in the world, land or sea. Patients must have been established on dialysis treatment for at least 3 months in NHS Lothian before accessing NHS Lothian funding for holiday dialysis.

Responsibilities

NHS Lothian Renal Consultants have the responsibility to assess what dialysis sessions are required for each patient, and the Consultant's clinical approval is a prerequisite for authorisation of the patient's request for holiday dialysis funding.

The NHS Lothian RIE Renal Unit's clinical support worker co-ordinates holiday dialysis requests for all Lothian patients whether they are dialysed at RIE, WGH or St John's Hospital; the senior charge nurse oversees this. The Renal Unit gives the patient an information sheet '*Holiday Guidelines for Haemodialysis Patients*' explaining what action is required by the patient. The Renal Unit requests funding authorisation from Safe Haven Office.

Patients are required to follow the Renal Unit's instructions set out in their information leaflet. Patients need to give the Renal Unit a minimum of 6 weeks' notice prior to travel, so that funding authorisation can be put in place. If patients are paying up front, they are asked to keep their receipts, and on their return to Lothian patients give their receipts to Renal Unit staff for onward transfer to Safe Haven.

NHS Lothian Safe Haven Office (for out-of-area referrals) is responsible for authorising requests, paying the invoices and monitoring overall spend against the budget code.

Specific Procedure

1. Patient reads information leaflet '*Holiday Guidelines for Haemodialysis Patients*' and completes '*Holiday Dialysis Request Form*' which they give to the Renal Unit
2. Renal Unit completes a '*Holiday Dialysis Finance Form*' (request for funding at private provider) for each patient, requesting Holiday Dialysis sessions from a private provider, and emails this form to Safe Haven Office. The '*Holiday Dialysis Finance Form*' includes patient name / date of birth / number of holiday dialysis sessions required, provider/hospital/clinic that the dialysis will take place, and the price per session.
3. The Safe Haven Administrator checks that the patient is a Lothian resident and then, if the patient is not already on Docman, adds them to Safe Haven Docman. CHI is located on CHI database or TRAK.
4. The Safe Haven Administrator opens the Excel spreadsheet, see file path: **F:\SafeHaven\10. Databases Safe Haven\ACTIVE\HD References for Invoices 2022-23 MASTER** and creates a unique HD Reference (which is entered onto the first column of the spreadsheet).

For example, HD Reference HD062201 refers to the first patient authorised in June 2022, as below:

The HD Reference consists of:

- the letters **HD**
 - month of authorisation: **06**
 - year of authorisation: **22**
 - number of patient) 01 (or the number that is next on the list, starting at 01 at the beginning of each month)
5. The Safe Haven Administrator files the '*Holiday Dialysis Finance Form*' on Docman (using the newly created HD reference in the Mail Log number box)
 6. Safe Haven Administrator completes the remaining columns on the Excel spreadsheet (Note: **received date** is the date that the request came into the Safe Haven email inbox and **the return date** is the date that the Finance Form (Funding Request) is processed.
 7. The Safe Haven Administrator checks that the ceiling of £3000 per financial year has not been exceeded, by checking previous requests from the beginning of the financial year on the spreadsheet.
 8. The Safe Haven Administrator authorises by completing a '*Holiday Dialysis Authorisation Form*': file path: **F:\SafeHaven\1. ADMIN & INSTRUCTIONS\3. HOLIDAY DIALYSIS\Holiday Dialysis Authorisation form (v1)**

- a. **Patient ID** is the patient initials and DOB - i.e. in the format **XX/99.99.99**
 - b. **Reference** is the unique HD number created in Step 4 above
 - c. **Comments** should match the information detailed in the Renal Unit's Finance Form (Funding Request) (i.e. Authorisation for holiday dialysis x [9999] sessions in [MONTH], [YEAR] in [PLACE] at a cost of [£99999] at [HOSPITAL/CENTRE/PROVIDER])
9. Safe Haven Administrator prints off the completed '*Holiday Dialysis Authorisation Form*' and either Safe Haven Assistant Programme Manager, or Safe Haven Co-ordinator checks and signs it.
 10. The Safe Haven Administrator scans the signed '*Holiday Dialysis Authorisation Form*' and emails it to the staff at Renal Unit who made the original request with a copy to Senior Charge Nurse, O/P Dialysis Services
 11. The Safe Haven Administrator files a copy of the email with attached '*Holiday Dialysis Authorisation Form*' on Docman, under patient's name.

HOLIDAY DIALYSIS INVOICES (direct from the provider)

Invoices from Holiday Dialysis private providers are sent to Safe Haven Office (by post or email from the provider) for authorisation of payment and dealt with by Safe Haven Administrator.

1. Safe Haven Administrator receives an invoice direct from the provider.
2. Safe Haven Administrator checks Holiday Dialysis spreadsheet to ensure the patient/treatment has been authorised - filepath: **F:\SafeHaven\10. Databases Safe Haven\ACTIVE\ HD References for Invoices 2022-23 MASTER**
3. Safe Haven Administrator redacts/deletes any patient information on the invoice and writes down the Authorisation reference (beginning with HD) from the HD spreadsheet in place of the patient's name.
4. On the same page, the authorised signatory date-stamps the invoice and authorises it by writing '*authorised for payment*' along with their signature and the Cost Code S40075 5205.
5. Safe Haven Administrator prints off a Memo (which should be put on the front of the authorised invoice to go to Accounts Payable) File path: **F:\SafeHaven\1. ADMIN & INSTRUCTIONS\3. HOLIDAY DIALYSIS\Memo - Safe Haven Holiday Dialysis - TO ACCOMPANY EMAILS TO AP FOR PAYMENT**
6. Safe Haven Co-ordinator or Assistant Programme Manager signs and dates the memo.

7. Safe Haven Administrator sends an email to Accounts Payable accountspayable@nhs.scot (remembering to attach a copy of the signed Memo and invoice).

Example of email to Accounts Payable:

Dear Team

*Please find attached authorisation of payment by (staff name)
for: **Holiday Dialysis Invoice No: 999999** - [Provider Name], Invoice
date 99/9/99 against **S40075 5205***

8. Safe Haven Administrator saves a copy of the sent email in: **F:\SafeHaven\7. Scanned Files\2022-23 files\Holiday Dialysis\Invoices** under the relevant provider.
9. Safe Haven Administrator updates the UNPACS spreadsheet with costs for the **relevant financial year** filepath: **F:\SafeHaven\9. Finance\UNPACS\2022-23 UNPACS Figs\UNPACS 2022-23 Master**

Note: Add a comment to the cost cell on the spreadsheet: **HD reference code - Inv No 99999 = £[cost] - Auth email to AP sent [date] - treatment [date]** If the cost is in different currency than GBP, convert to GBP (using OANDA Currency Conversion) and then add this info to the end of the comment.

10. Safe Haven Administrator saves a copy of the email (to Accounts Payable) on Docman (using UNPACS and the name of the provider). The HD Reference should be recorded in the 'Medical Condition' box.
11. Safe Haven Administrator updates the HD reference spreadsheet **F:\SafeHaven\10. Databases Safe Haven\ACTIVE\ HD References for Invoices 2023-23 MASTER**

Links to other services

This SOP links to procedures as set out by NHS Lothian Renal Unit.

Change History to SOP

Revision	Date	Changes	Edited By
Reviewed	09.04.24	Detail code and email for Accounts Payable amended	MP

List of forms referenced in SOP

Holiday Guidelines for Haemodialysis Patients – info leaflet written by Renal Unit

Holiday Dialysis Request Form – patient completes and gives to Renal Unit

Holiday Dialysis Finance Form – Renal Unit completes and sends to Safe Haven

Holiday Dialysis Authorisation Form – Safe Haven completes and sends to Renal Unit