



Reciprocal Health Arrangement between the UK and the Bailiwick of Guernsey

Guidance for
Bailiwick Visitors to the UK



 Committee for
Health & Social Care

Further information can be
found at www.gov.gg/rha

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Introduction

This guidance document seeks to provide help and advice on the application of the Reciprocal Health Arrangement between the United Kingdom and the Bailiwick of Guernsey (referred to throughout as “the Arrangement”).

This guidance is not intended to be a substitute for the Arrangement itself, which contains the legal provisions as agreed between the UK Government and the Bailiwick of Guernsey. However, this guidance document is that which is referred to as “Guidance” within the Arrangement and should be treated as such.

This guidance document is intended for members of the public in the Bailiwick of Guernsey. It is intended to assist Bailiwick people who are covered by the Arrangement (referred to as “Bailiwick eligible persons”) with what they need to know when travelling to the UK, including treatments covered, eligibility and other useful information.

The Committee *for* Health & Social Care is responsible for the application of the Arrangement. If there are further queries please contact ukrha@gov.gg or telephone 01481 222510.

1. Executive Summary

- 1.1 The Reciprocal Healthcare Arrangement between the UK and the Bailiwick of Guernsey (the Arrangement) was signed on 31st August 2022 and came into effect on 1st January 2023. The Arrangement is intended to enable residents from each jurisdiction to access necessary healthcare free of charge when they are visiting the other jurisdiction.
- 1.2 There are three types of healthcare that are covered by the Arrangement:
1. **Pre-authorized healthcare** – this refers to treatment provided to Bailiwick residents who have been referred to a UK healthcare provider by the Committee for Health & Social Care (CfHSC).
 2. **Necessary healthcare** – this refers to treatment provided to Bailiwick residents who are visiting the UK (and vice versa). Necessary healthcare is that which is provided where an injury or illness requires urgent treatment that cannot have waited until that person has returned to the Bailiwick. It will be provided free of charge to Bailiwick visitors to the UK under the Arrangement, however there are certain criteria that must be met.
 3. **Pre-planned treatment** – this refers to treatments, that are specified in the Arrangement, provided to a Bailiwick resident who is visiting the UK, but where it is known that it will be needed and so can be arranged in advance of travel.

Further information on these treatments can be found in Chapter 2.

- 1.3 Bailiwick residents will be asked to provide documentation that proves their eligibility to be able to access necessary healthcare free of charge. In most cases this will be a Bailiwick variant passport or driving licence. Where this is not available additional forms of documentation that prove residence can be used. This is detailed in Chapter 3.
- 1.4 Students who are studying in the UK on a course lasting less than six months are covered by the Arrangement with regard to necessary healthcare. Those on courses lasting longer than six months are deemed ordinarily resident in the UK and so will receive treatment as if they were a UK resident. All students can also access pre-authorized treatment, provided it is arranged by CfHSC. It is important that students register with a GP in the UK, and that they inform their Bailiwick-based GP of their intention to study in the UK so that treatment can continue between the two jurisdictions. For further information see Chapter 4.
- 1.5 The Arrangement applies to the whole of the Bailiwick, meaning that residents of Guernsey, Alderney and Sark will be covered. However, given the different healthcare systems in each island, there are some differences in how the Arrangement will work

in practice. For more information on how the Arrangement will apply to residents of Alderney and Sark, please see Chapters 5 and 6.

- 1.6 Bailiwick residents are still strongly advised to purchase travel insurance before visiting the UK, as the Arrangement does not cover everything that a person may end up needing whilst travelling (for example, repatriation).
- 1.7 UK visitors to the Bailiwick are also covered under the Arrangement. Further guidance can be found at www.gov.gg/rha.

2. Treatment for Bailiwick persons

This section provides greater detail on what treatment is covered by the Arrangement and what Bailiwick persons will be eligible to receive.

There are three types of treatment that are covered by the Arrangement: pre-authorised treatment, necessary healthcare and pre-planned treatment.

Pre-authorised treatment

- 2.1 Pre-authorised treatments are those administered where the Bailiwick patient has been referred, through the Medical Specialist Group (MSG), or another authorised provider, and via CfHSC, to a provider in the UK for further treatment. This is usually where the treatment required cannot be provided on-island, for example due to lack of facilities for more complex treatments or where there is a lack of capacity.
- 2.2 Pre-authorised treatment was an existing practice before the signing of the Arrangement. Therefore, processes and requirements have not changed. For more information on off-island referrals please see www.gov.gg/offislandtreatment.
- 2.3 This means that under the Arrangement, residents of Guernsey and Alderney can continue to access pre-authorised treatment for free through CfHSC, which is the sole referring body in the Bailiwick. The States of Guernsey will also provide support to cover the costs of travel to and from the UK and, in some cases, accommodation as it did before the Arrangement was in force.
- 2.4 However, CfHSC will not cover the costs in the event an individual wishes to stay in the UK for personal reasons before or after their pre-authorised treatment. Any subsequent necessary healthcare will be covered under the Arrangement unless the healthcare is part of the pre-arranged pathway (see example 2A for more information).
- 2.5 A person accepted for pre-authorised treatment will have the same access to treatment, based on clinical priority and subject to any waiting lists, as those who are ordinarily resident in the UK.
- 2.6 A separate arrangement has been made for residents of Sark, as they are not covered by CfHSC's referral policy in the same way as residents of Guernsey and Alderney. For further details please see Chapter 6.

EXAMPLE 2A – necessary healthcare arising during a visit for pre-authorised treatment

A Bailiwick person has been referred for a hip replacement, and has decided that they would want to stay with family in the UK to help with the recovery. However, whilst recovering they

came down with a respiratory infection. Treatment for the respiratory infection was unrelated to the pre-authorized hip replacement, but nonetheless could not have waited until the patient returned home. Under the Arrangement, treatment for the respiratory infection was deemed to be necessary healthcare and so was provided free of charge to the patient, and was not part of their pre-authorized treatment arrangements.

Necessary healthcare

- 2.7 Necessary healthcare refers to treatment that is provided to Bailiwick visitors to the UK that is urgent or cannot wait until they have returned home.
- 2.8 Under the Arrangement, Bailiwick visitors to the UK will be able to access necessary healthcare on the same terms as would apply to UK residents. In practice this means that most NHS services will be free, including:
- A&E services
 - Ambulance services
 - Primary Care, including GPs (there are some exceptions such as fertility treatments)
 - Secondary Care
- 2.9 For the avoidance of doubt, repatriations to the Bailiwick are not covered by the Arrangement and travel insurance is still strongly recommended.
- 2.10 Dental and ophthalmic care is covered where it is delivered in an A&E setting. Routine treatments and check-ups are not covered and so will need to be paid for by the patient. Emergency fillings or similar dental treatments are also not covered if it can be delivered by a general dentist (see examples 2E and 2F below).
- 2.11 Physiotherapy is covered by the Arrangement where that physiotherapy is deemed necessary to enable the visitor to complete their intended length of stay. Treatments such as osteopathy are not covered.
- 2.12 For the avoidance of doubt mental health treatments are also included.
- 2.13 All maternity services are treated as necessary healthcare. This includes all antenatal, intrapartum and postnatal services provided to a pregnant person, a person who has recently given birth or a baby born to a Bailiwick visitor in the UK (the baby is covered under the Arrangement through their parents). Assisted reproductions services, however, are not covered under the Arrangement.¹

¹ Assisted reproduction services are defined as any medical, surgical or obstetric services provided for the purpose of assisting a person to carry a child. This means any medicines, surgery or procedures that are required to diagnose and treat infertility so a person can have a child. This includes intrauterine insemination (IUI), in vitro fertilisation (IVF) and egg and sperm donation.

- 2.14 Vaccinations are not covered, except in the case where they become necessary to protect public health or where the duration of stay justifies it.
- 2.15 There may be some charges, for example for certain prescriptions, where they would apply to a UK person. Private healthcare will also still be charged at full cost.
- 2.16 There are certain conditions that must be met in order to access necessary healthcare free of charge. This includes:

1. That the healthcare provided has been assessed by a clinician to be necessary

This includes treatment that is urgent i.e. that is needed to save someone's life or prevent serious damage (see example 2B below). All emergency care fulfils this criterion, as do consultations with GPs where an initial consultation is necessary to determine the cause of the issue.

It also includes some less urgent treatment which is not immediately necessary but nonetheless cannot wait until the patient returns home. This means that the longer a patient is intending to stay in the UK, the greater the potential range of treatment that might be covered (see example 2C below).

In some cases the clinician in the UK may provide treatment to stabilise a condition which allows the patient to complete their stay and return home for further treatment.

In all cases the clinician should determine whether that treatment is classed as necessary, taking into account factors such as the nature of the treatment and the length of stay. The UK provider should not delay or withhold treatment in order to make the assessment.

2. That the patient can provide relevant documentation to show that they are ordinarily resident in the Bailiwick

Patients will be required to produce documentation which proves that they are ordinarily resident in the Bailiwick. Please see Chapter 3 for more detail.

3. That the patient did not travel to the UK for the purpose of receiving that necessary healthcare (unless they are a passenger or member of crew on a vessel or aircraft and healthcare became necessary during the voyage or flight)

In most cases this means treatment for a condition which arose after arrival in the UK, became worse after arrival in the UK, or would likely become worse without treatment once in the UK.

Fertility preservation services, such as egg and sperm storage as part of a cancer treatment pathway, would be in scope for pre-authorised treatment. However, if a patient then wished to use a frozen embryo to conceive a pregnancy, this would become assisted conception and would not be covered.

4. That the patient is not intending to stay in the UK for longer than six months

Persons who are in the middle of treatment at the end of their six-month stay are allowed to finish that treatment, rather than it becoming chargeable as soon as that six-month period ends.

Posted workers for periods of less than six months are also covered by the Arrangement.

Anyone intending to stay in the UK for longer than six months should register with their local GP and will be able to access NHS services as an ordinary resident of the UK. For more information regarding students studying on a course longer than six months please see Chapter 4.

2.17 If any one of these conditions is not met, healthcare may be charged at the full rate.

EXAMPLE 2B – necessary healthcare that is urgent

A Bailiwick person visiting family in the UK for the weekend slips and hits their head, causing a deep wound. Once treatment has been delivered, the clinician, having been advised that the individual is from Alderney, assesses the treatment as necessary because it could not have waited for that person to return home. The treatment was covered by the Arrangement and the individual was therefore not charged.

EXAMPLE 2C – necessary healthcare for longer-term stay

A student breaks their leg whilst attending a 6-month course in the UK within the first month of arriving in the UK. As they are staying in the UK for a longer period of time, they are entitled to an operation to fix the broken leg as well as any follow up physiotherapy required during their stay as this is classed as necessary healthcare to enable them to complete their stay.

A Bailiwick based sportsperson breaks their leg during a fixture in the UK and they are only due to be there for a weekend. They are entitled to the operation, but any further rehabilitation treatment will need to be accessed once they have returned home.

EXAMPLE 2D – treatment that is not deemed necessary

A Bailiwick person is staying in the UK for a month and whilst there decides to seek treatment for a skin condition. The clinician assesses it as non-urgent as it is not causing pain or likely to require further medical intervention. Therefore, it is not covered by the Arrangement and the patient is charged in full.

EXAMPLE 2E – ophthalmic treatment

A Bailiwick person has visited A+E following a fall from their bike. This resulted in a foreign object in their eye. The clinician determines that had treatment not been provided, there was a significant risk that the patient could have gone blind. That treatment was deemed necessary and so the individual was not charged.

A Bailiwick person has also visited an NHS optician as they wish to get their eyesight tested whilst on a two week trip. This treatment is not deemed urgent, as the patient could have waited to return to their Bailiwick-based optician to have their eyes tested, so it was not classed as necessary healthcare and the patient was charged in full.

EXAMPLE 2F – dental treatment

A Bailiwick person suffered a fall and sustained damage to their jaw and lost several teeth. Given the nature of the injury they were taken to A&E where it was assessed as being necessary healthcare. The patient was therefore not charged.

A Bailiwick person has had a filling fall out whilst visiting friends in the UK. As fillings are routine dental work this is not covered by the Arrangement and the patient is charged for the treatment.

EXAMPLE 2G – necessary healthcare for a baby born to a Bailiwick visitor to the UK

An expectant mother has travelled to the UK to visit family. Whilst there she has given birth prematurely and the newborn requires additional treatment. This is covered by the Arrangement as all maternity services, including for the baby, are classed as necessary healthcare.

However, where a mother has been referred to the UK to give birth by CfHSC, this will fall under the pre-authorized treatment provisions and so treatment for the mother and child will be covered by the States of Guernsey.

Pre-planned treatment

2.18 Pre-planned treatment refers to treatment for pre-existing conditions that is needed to be able to complete a stay in the UK as planned. Unlike necessary healthcare, it is known that this treatment will be necessary before travelling. Under the Arrangement, such treatment will also be provided free of charge.

2.19 Treatments covered are specified in the Arrangement under Annex B. These are:

- Kidney dialysis
- Oxygen therapy
- Special asthma treatment
- Echocardiography in the case of autoimmune diseases
- Chemotherapy

- 2.20 If treatment for these conditions will be required during a Bailiwick resident's stay in the UK, this must be arranged in advance directly with the healthcare provider. This must be carried out by the patient, who should contact the appropriate NHS provider to arrange date and time of appointment. Proof of eligibility may be requested.
- 2.21 A UK healthcare provider has the right to turn down such a request if a treatment cannot be provided for whatever reason, e.g. lack of capacity. The Bailiwick patient will be subject to the same conditions, such as waiting lists, as other patients at that provider.
- 2.22 If pre-planned treatment is required to enable a patient to access pre-authorized treatment, then CjHSC may provide some support to ensure ease of access to both treatments.
- 2.23 There are certain other treatments that can be arranged before travel and are still necessary for the completion of a period of stay, but are not listed in Annex B e.g. eye injections to prevent an individual going blind. For the avoidance of doubt these can still be arranged and will come under the provisions for necessary healthcare.

Insurance

- 2.24 Bailiwick residents looking to travel to the UK are still strongly advised to take out travel insurance. This is because the Arrangement does not cover everything that an individual may end up needing whilst travelling.
- 2.25 Travel insurance will help when medical transport is required to return home (repatriations), which is not covered under the Arrangement. It can also help in instances where travel plans have to be changed as a result of illness or injury in the UK, or where a family member wishes to travel out to accompany a patient home.

3. Eligibility

3.1 In order to access necessary healthcare free of charge Bailiwick visitors must be able to prove that they are a “Bailiwick eligible person”. This means that person is ordinarily resident in the Bailiwick and can produce documentation which evidences this.

3.2 The Arrangement is not prescriptive and states that evidence required will be set out in this guidance document. The intention is for this to be flexible enough and take into account what documents Bailiwick travellers to the UK are likely to take with them. Therefore, in the first instance eligibility documentation will include:

- A Bailiwick variant passport
- A Bailiwick of Guernsey photocard driving licence, or old-style driving licence

In each case above the document must be current and in date. Where the passport is not a Bailiwick variant the UK healthcare provider may ask for additional documentation as proof of address. Discretion on what constitutes acceptable evidence rests with the UK healthcare provider.

3.3 A UK healthcare provider may also ask for one of the following if they are not satisfied with the photo ID provided:

- Proof of travel, for example plane or boat tickets
- Proof of stay in a hotel or other accommodation, such as a booking confirmation
- Proof of address, acceptable forms include:
 - Utility bill (gas/electric/satellite TV/landline phone bill) issued within the last six months
 - Parish rates bill or tax on real property for the current rates/tax year
 - Bank/building society/credit union statement or passbook dated within the last six months
 - Mortgage statement from within the last twelve months
 - Advocate’s letter within the last six months confirming recent house purchase
 - Housing association rent card or tenancy agreement for the current year
 - Guernsey Revenue Service letter from the current calendar year (or from within the last three months)
 - Electoral register entry
 - Letter of confirmation from GP’s practice of registration with the surgery
 - Work/residential permit issued by the States of Guernsey’s Population Management Office
 - Letter confirming an individual’s social security number issued by the States of Guernsey’s Revenue Service

- 3.4 UK healthcare providers are encouraged to exercise discretion as it is recognised that Bailiwick travellers will not regularly travel with some of the documents listed in paragraph 3.3. In some cases they may accept electronic versions of the documents listed above. They may also ask additional question to help them to ascertain whether a patient is ordinarily resident in the Bailiwick.
- 3.5 In the event that a patient does not have any acceptable documentation with them, or the UK provider is not satisfied with what they have been presented, the patient may be charged in full. However, patients can apply for a repayment directly from the UK healthcare provider on the basis that they were a Bailiwick eligible person and can provide documentation to support this.

Repayment of charges to an eligible person for necessary healthcare

- 3.6 Bailiwick patients in the UK should raise that they are a Bailiwick eligible person with the UK healthcare provider where necessary and if they are not asked. However, where a Bailiwick person has paid any sum for necessary healthcare, for example because they did not have the correct eligibility documentation with them, or they were not aware that they were covered by the Arrangement at the time of treatment, they should contact the relevant NHS Trust directly. They may ask to be provided with a copy of the invoice for the charge paid, and evidence that they are a Bailiwick eligible person.
- 3.7 The same process should be followed where a Bailiwick eligible person also believes that they have been overcharged for treatment provided.
- 3.8 Claims for repayment must be submitted within 1 year of the date of the applicable payment.

4. Guidance for students

Students studying on a course for longer than six months

- 4.1 Bailiwick students studying in the UK for longer than six months (e.g. foundation, undergraduate or postgraduate degree) are likely to be considered to be ordinarily resident in the UK. Bailiwick students should register with a local UK GP, but ensure that they inform their Bailiwick-based GP that they are going to the UK to study. This is to maintain continuity of healthcare needs whilst that student is potentially across two healthcare systems. Please see the NHS website for further information on [getting medical care as a student](#)².
- 4.2 As students studying in the UK for longer than six months are likely to be considered to be ordinarily resident in the UK, they will be able to access NHS services on the same terms as everyone else who is ordinarily resident in the UK. If for whatever reason they are not considered ordinarily resident then they are entitled to necessary healthcare for the duration of their course, and must provide proof of student status and course duration. There may be some charges that a student is liable to pay as they are payable by people ordinarily resident in the UK, for example prescription charges, and this may be at a different rate than is paid in Guernsey.
- 4.3 Students are still eligible for pre-authorized treatment; however it must adhere to the terms set out in the Arrangement. This means they must be referred to a healthcare provider in the UK by MSG and through CfHSC and will be subject to CfHSC's referral processes in the same way as any other Bailiwick resident.
- 4.4 CfHSC will continue to use existing partnerships and contracts for pre-authorized treatment. This means that a student will be referred to the provider with which CfHSC has an existing arrangement, which might not be their local provider. If a student wishes to receive treatment nearer to their UK residence, they must be referred by their UK GP. CfHSC will also not cover travel within the UK.
- 4.5 If a student decides after completing their course of study to remain in the UK, they will cease to be ordinarily resident in the Bailiwick and will no longer be eligible for pre-authorized treatment through CfHSC. Students should therefore bear this in mind when planning their treatment pathways for longer term conditions, including gender identity disorders.

EXAMPLE 4A – a Bailiwick student seeking pre-authorized treatment whilst studying

² www.nhs.uk/nhs-services/getting-medical-care-as-a-student

A student at Liverpool University wishes to have their orthopaedic treatment funded by CfHSC. The student has returned to Guernsey for referral by a consultant, and the referral team have advised that the nearest NHS provider which CfHSC has a contract with is NHS Wrightington, Wigan and Leigh.

The student has two options:

- 1. Continue with the referral, where treatment will be provided for free through CfHSC in line with existing processes. Travel within the UK is not covered.*
- 2. Decline the referral and opt for treatment by NHS Liverpool, which will not be covered by CfHSC but is closer to where they live. This must be arranged with the Liverpool-based GP as otherwise NHS Liverpool may treat the student as a private patient.*

EXAMPLE 4B – a Bailiwick student who is accessing pre-authorised gender treatment is approaching the end of their course of study

A Bailiwick student has been studying in London. Whilst in London they have been receiving treatment for their gender identity disorder at the London Transgender Clinic, as this is the only provider that CfHSC has a partnership with for gender identity disorders in the UK. However, the student is in their final year of their undergraduate degree and is intending to remain in the UK. This means that the student will be ordinarily resident in the UK, not the Bailiwick, and will no longer be funded for their gender treatment by CfHSC.

The student has contacted their Bailiwick-based GP and their UK GP to advise them of the situation, who have assisted in referring them on to a different provider to continue treatment under the NHS. The new provider's waiting lists will apply which may result in a temporary delay to the continuation of treatment.

Students studying on a course for less than six months

- 4.6 Students studying in the UK on a course that is expected to last less than six months will be covered by the Arrangement with regards to necessary healthcare as set out in paragraphs 2.7-2.17. This is because they are considered ordinarily resident in the Bailiwick only.
- 4.7 They will also be able to access pre-authorised treatment on the same terms as Bailiwick students studying for longer than six months, as detailed above in paragraphs 4.3-4.5.
- 4.8 If a student requires pre-planned treatment, they can access it on the terms set out in paragraphs 2.1-2.6.

5. Guidance for Bailiwick eligible persons residing in Alderney

- 5.1 The Arrangement applies to Alderney residents in the same way as it does to the other islands of the Bailiwick, however due to the healthcare relationship between Guernsey and Alderney there is also a bilateral arrangement between the two islands to manage the implementation of the Arrangement.
- 5.2 Alderney residents can access pre-authorised, pre-planned and necessary healthcare treatments on the terms set out elsewhere in this guidance document.
- 5.3 Alderney residents are reminded that they should take out travel insurance for any visits to the UK. They should also ensure that they bring a form of eligibility documentation with them when they travel should they need to access necessary healthcare, examples of which are contained in Chapter 3.

6. Guidance for Bailiwick eligible persons residing in Sark

- 6.1 The Arrangement applies to Sark residents in the same way as it does to the other islands of the Bailiwick, however due to the healthcare relationship between Guernsey and Sark there is also a bilateral arrangement between the two islands to manage the implementation of the Arrangement.
- 6.2 Sark residents will be able to access pre-planned and necessary healthcare treatments on the terms set out elsewhere in this guidance document.
- 6.3 Sark residents are reminded that they should take out travel insurance for any visits to the UK. They should also ensure that they bring a form of eligibility documentation with them when they travel should they need to access necessary healthcare, examples of which are in Chapter 3.
- 6.4 Sark residents will be able to access pre-authorized treatment through the CfHSC referral process. This means that they must be referred by an authorised clinician following an appointment in Guernsey. However, the costs of the treatment will be fully covered by the patient, and underwritten by the Chief Pleas of Sark. The cost will include the treatment and any associated costs as invoiced by the NHS as well as any administration costs incurred by CfHSC in making the referral and recovering the costs.
- 6.5 The Sark person seeking treatment will be informed if they have met the criteria for referral and will be asked to sign an agreement before the referral is made to confirm the treatment and commit to the terms and conditions for payment. Those patients that have insurance should ensure that they have provided the relevant details to CfHSC so that any payments can be made directly from the insurer to the UK healthcare provider.
- 6.6 CfHSC will also only assist in arranging the treatment through existing contracts with UK providers. There will be no support in arranging transport or accommodation, which must be arranged by the individual seeking treatment.
- 6.7 Where pre-authorized treatment is required in emergency situations, the Sark patient will in most cases be assessed in Guernsey in the first instance before being referred to the UK. CfHSC will ensure that the patient signs an agreement to confirm the treatment and committing them to the terms and conditions for payment (including confirmation of insurance details) at the earliest appropriate opportunity.
- 6.8 Once the treatment has been delivered, Sark eligible persons without insurance will be invoiced by the States of Guernsey and required to pay in full within 30 days. If payment is not received within 60 days, the Chief Pleas of Sark will be invoiced to

cover the payment, and will then take on responsibility for recovering funds from the Sark patient.

- 6.9 If the patient is insured then in most cases the invoice will be settled directly between the insurance provider and the UK healthcare provider. If this does not happen then the Sark eligible person must inform the States of Guernsey of their insurance details at the earliest opportunity so that the insurance provider can cover the costs.

EXAMPLE 6 – Sark resident seeking pre-authorized treatment

A Sark resident has injured their back. They have travelled from Sark to Guernsey for a consultation and require spinal surgery. The patient has been referred to Salford General Hospital for the procedure, and CfHSC has reviewed and authorised the treatment.

CfHSC has made the necessary arrangements for that individual to be treated. As this person resides in Sark, the individual is required to arrange their own travel and accommodation. They have also signed an agreement to confirm they accept the terms and conditions of paying for the surgery. They are asked to provide details of any insurance policy but they do not have one.

After the surgery, the Sark patient receives an invoice from the States of Guernsey requesting payment within 30 days, and the payment is settled accordingly.

7. Further Information

- 7.1 CfHSC is responsible for managing and implementing the Arrangement in the Bailiwick, including processing requests for repayment to UK visitors and providing advice on the application of the Arrangement.
- 7.2 For queries relating to pre-authorized treatment, please contact the Off-Island Treatment team on 01481 224153 or hsctag@gov.gg
- 7.3 For queries relating to necessary healthcare, pre-planned treatments or more general questions about the Arrangement please contact ukrha@gov.gg, telephone 01481 222510, or visit the States of Guernsey website at www.gov.gg/rha.