

FOI 0271 2024 Response

I am writing under the terms of the Freedom of Information Act (2000).

The following questions concern the trust's complaints handling responsibilities governed by the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009, the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 (the 2009 and 2014 Regulations) and expectations to provide Patient Advocacy and Liaison Services (PALS) under the terms of the Health and Social Care Act (2001).

I would like to request the following information.

1. What budget (in £) did the trust allocate to Patient Advice and Liaison Services (PALS) in the following financial years (If no separate PALS budget exists, please provide an estimate based on approximate funds spent on PALS related activity)?:

- a. 2019/20 (1 April 2019 to 31 March 2020)

0

- b. 2020/21 (1 April 2020 to 31 March 2021)

0

- c. 2021/22 (1 April 2021 to 31 March 2022)

£197,427

- d. 2022/23 (1 April 2022 to 31 March 2023)

£295,582

- e. 2023/24 (1 April 2023 to 31 March 2024)

£295,582

****Please note:

- The above data includes costs relating to the Trust's PALS Team and Customer Relations Teams. This is because both the PALS Team and Customer Relations Team sit as one function within the Trust.

This therefore means that we are unable to segregate the costs to define which costs explicitly relate to the PALS budget.

Thus, the response relates to the Customer Relations Team which includes PALS and complaints, and not PALS as an isolated function.

- For 2019-2022, we are unable to provide an accurate response. This is because the PALS Team and Customer Relations Teams sat within the wider patient safety team, and currently there is not a systematic way of estimating the PALS budget as this function was combined.

2. How many FTE staff were employed as part of your PALS service in the following months (If staff members work across PALS and other duties, please provide an estimate based on approximate staff time spent on PALS-related activity)?:

- a. 1 March 2019 (or nearest possible date, please state)
- b. 1 March 2020 (or nearest possible date, please state)
- c. 1 March 2021 (or nearest possible date, please state)
- d. 1 March 2022 (or nearest possible date, please state)
- e. 1 March 2023 (or nearest possible date, please state)
- f. 1 March 2024 (or nearest possible date, please state)

The Trust is unable to provide an accurate response this is because both the PALS Team and Customer Relations Team sit as one function within the Trust.

This therefore means that we are unable to separate out the data for those who are employed as part of the PALS Team.

In addition to this, there has been many changes within the Customer Relations Team and we are unable to provide the data from 2019-2023.

However we can confirm for the Customer Relations Team (which includes the PALS team) there are:

there are:

- 9: 1.00 FTE
- 1: 0.80 FTE
- 1: 0.60 FTE

3. How many FTE staff were employed to work on complaints handling in the following months (If staff members work across complaints handling and other duties, please provide an estimate based on approximate staff time spent on complaints related activity)?

- a. 1 March 2019 (or nearest possible date, please state)
- b. 1 March 2020 (or nearest possible date, please state)
- c. 1 March 2021 (or nearest possible date, please state)
- d. 1 March 2022 (or nearest possible date, please state)
- e. 1 March 2023 (or nearest possible date, please state)
- f. 1 March 2024 (or nearest possible date, please state)

The Trust is unable to provide an accurate response this is because both the PALS Team and Customer Relations Team sit as one function within the Trust.

This therefore means that we are unable to separate out the data for those who employed as part of the Complaints Team.

In addition to this, there has been many changes within the Customer Relations Team and we are unable to provide the data from 2019-2023.

However we can confirm for the Customer Relations Team (which includes the PALS team) there are:

- 9: 1.00 FTE
- 1: 0.80 FTE
- 1: 0.60 FTE