

**Reference Number:** FOI202425/266  
**From:** Commercial  
**Date:** 26 September 2024  
**Subject:** Patient Advice and Liaison Services (PALS) and complaints staffing

Q1 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)
- b. 2020/21 (1 April 2020 to 31 March 2021)
- c. 2021/22 (1 April 2021 to 31 March 2022)
- d. 2022/23 (1 April 2022 to 31 March 2023)
- e. 2023/24 (1 April 2023 to 31 March 2024)

A1 £177,632.00 for all years.

Q2 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)

A2 a-e. two x 1.0 and one x 0.4  
f. two x 1.0 and two x 0.4

Please note, the PALS service covers bereavement, complaints and volunteers too. We are not able to provide a breakdown for each area.

Q3 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)

A3 Information not held - the Trust does not routinely collate or hold this information centrally as part of its management or performance data. The PALS service covers bereavement, complaints and volunteers too. We are not able to provide a breakdown for each area.

