

**Reference Number:** FOI202425/426  
**From:** Private Individual  
**Date:** 27 December 2024  
**Subject:** Payslip Management and Support for NHS Staff

I am exploring issues related to NHS pay management with the hope of devising a solution that could improve the efficiency and accuracy of payslip management for NHS staff, potentially reducing administrative burden and improving employee satisfaction

**Q1** Number of employee inquiries received annually regarding:

- a) Tax-related issues: (e.g., incorrect tax codes, PAYE discrepancies)
- b) Deduction-related issues: (e.g., pension contributions, student loan repayments, incorrect deductions)
- c) General payslip queries: (e.g., understanding payslip components, missing payslip information)

**A1** In relation to a, b, c - Information not held - payroll services for the Trust are provided by Mersey and west Lancashire Teaching Hospitals NHS Trust

You may want to consider re-submitting your request to Mersey and West Lancashire on the following address: [foirequests@merseywestlancs.nhs.uk](mailto:foirequests@merseywestlancs.nhs.uk)

**Q2** Annual cost associated with resolving these pay-related inquiries:

i.e. Staff time spent on answering employee queries, time spent by payroll departments investigating and correcting errors, costs associated with resolving pay discrepancies (e.g., back pay, penalties), costs associated with employee dissatisfaction and potential staff turnover due to pay issues.

**A2** Information not held - payroll services for the Trust are provided by Mersey and west Lancashire Teaching Hospitals NHS Trust

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**Q3** Current processes for resolving pay-related inquiries:

- a) Describe the current procedures for employees to raise pay-related concerns (e.g., contact forms, phone lines, email inquiries).
- b) Outline the steps taken to investigate and resolve these inquiries.
- c) Describe any existing tools or systems used to manage pay-related issues.

**A3** In relation to a, b, c - Information not held - payroll services for the Trust are provided by Mersey and west Lancashire Teaching Hospitals NHS Trust

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Q4 Employee satisfaction with current pay processes:

If available, any data or surveys related to employee satisfaction with the current pay processes and the resolution of pay-related issues.

A4 Information not held - payroll services for the Trust are provided by Mersey and west Lancashire Teaching Hospitals NHS Trust

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Q5 Existing initiatives or plans to improve payslip management for NHS staff:

Information on any ongoing or planned projects to improve the accuracy and efficiency of payslip management within the Trust.

A5 Information not held - payroll services for the Trust are provided by Mersey and west Lancashire Teaching Hospitals NHS Trust

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