



Ref: FOIA Reference 2024/25-424

Date: 19th November 2024

Email foi@uhnm.nhs.uk

Dear sir/madam

I am writing in response to your email dated 26th September 2024 requesting information under the Freedom of Information Act (2000) regarding PALS and Complaints.

Q1 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)
 - 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 See below:

2019/2020- £180,529
2020/2021- £160,462
2021/2022- £193,424
2022/2023- £274,074
2023/2024- £288,339

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 See below:

2019- 6.4
2020- 6.2
2021- 7.4
2022- 8
2023- 8
2024- 8

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 See below: Please note that this is based on an estimate as the PE budget covers PALS, Complaints, Volunteers & PPI.

2019- 9.3
2020- 9.5
2021- 9.5
2022- 9.8
2023- 10.3
2024- 10.3

*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

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An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via www.ico.org.uk.

Yours,



Rachel Montinaro
Data Security and Protection Manager - Records