



Kent and Medway
NHS and Social Care Partnership Trust

Information Governance & Records Management Department

1st Floor
Magnitude House
New Hythe Lane
Aylesford
Kent
ME20 6WT

Tel: 01795 514525

Email: kmpt.infoaccess@nhs.net
Website: www.kmpt.nhs.uk

Sent via email

Dear Sebastian,

Request for Information

I write further to your request FOI ID 45761 under the Freedom of Information Act 2000 regarding: -

PALS and Complaints

Your request is set out below:

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)?

The data provided below is the budget set for the PALS and Complaints Teams within KMPT.

- a. 2019/20 (1 April 2019 to 31 March 2020)
£177,366
- b. 2020/21 (1 April 2020 to 31 March 2021)
£198,912
- c. 2021/22 (1 April 2021 to 31 March 2022)
£221,468
- d. 2022/23 (1 April 2022 to 31 March 2023)
£245,376
- e. 2023/24 (1 April 2023 to 31 March 2024)
£262,519

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)?:

The following data is submitted in our annual corporate cost return.

- a. 1 March 2019 (or nearest possible date, please state)
3.07WTE
- b. 1 March 2020 (or nearest possible date, please state)
5.80WTE for both PALS & Complaints (no split available as return did not occur due to Covid-19).
- c. 1 March 2021 (or nearest possible date, please state)
5.84WTE
- e. 1 March 2022 (or nearest possible date, please state)

We are proud to be smoke free

Trust Chair – Dr Jackie Craissati
Chief Executive – Sheila Stenson

- f. **5.22WTE**
 - g. 1 March 2023 (or nearest possible date, please state)
 - h. **3.81WTE**
 - i. 1 March 2024 (or nearest possible date, please state)
3.30WTE
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)?

The following data is submitted in our annual corporate cost return.

- a. 1 March 2019 (or nearest possible date, please state)
3.07WTE
- b. 1 March 2020 (or nearest possible date, please state)
5.80WTE for both PALS & Complaints (no split available as return did not occur due to Covid-19).
- c. 1 March 2021 (or nearest possible date, please state)
0.25WTE
- d. 1 March 2022 (or nearest possible date, please state)
0.78WTE
- e. 1 March 2023 (or nearest possible date, please state)
2.06WTE
- f. 1 March 2024 (or nearest possible date, please state)
3.18WTE

I confirm that the information above completes your request under the Freedom of Information Act 2000. I am also pleased to confirm that no charge will be made for this request.

If you have any questions or concerns or are unhappy with the response provided or the service you have received you can write to the Head of Information Governance at the address on top of this letter. If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision.

Yours Sincerely

On Behalf of
The Information Governance Department