

Our Ref: NG/RM/24341
Date: 18th October 2024

Nicola Griffiths
Deputy Director of Governance
North Staffordshire Combined Healthcare NHS Trust
Lawton House
Bellringer Road
Trentham
ST4 8HH

Reception: 0300 123 1535

Dear

Freedom of Information Act Request

I am writing in response to your e-mail of the 26th September 2024. Your request has been processed using the Trust's procedures for the disclosure of information under the Freedom of Information Act (2000).

Requested information:

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). **£85.2**
 - b. 2020/21 (1 April 2020 to 31 March 2021). **£87.9**
 - c. 2021/22 (1 April 2021 to 31 March 2022). **£91.3**
 - d. 2022/23 (1 April 2022 to 31 March 2023). **£95.9**
 - e. 2023/24 (1 April 2023 to 31 March 2024). **£102.2**
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).
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)

For this time period the Trust have had:

- **1 FTE PALS Officer.**
- **1 FTE Complaints Manager.**
- **0.2 FTE admin support for both roles.**

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review of the management of your request. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Dr Buki Adeyemo, Chief Executive, North Staffordshire Combined Healthcare Trust, Trust Headquarters, Lawton House, Bellringer Road, Trentham, ST4 8HH. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely



Nicola Griffiths
Deputy Director of Governance