

Freedom of Information Request

Ref: 24-749

24 October 2024

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

- We can confirm that we do hold the information you are requesting

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) - £244,319

Please note: This does not include data from Weston General Hospital pre-merger (before April 2020) due to the data being held on a different system

b. 2020/21 (1 April 2020 to 31 March 2021) - £385,197

c. 2021/22 (1 April 2021 to 31 March 2022) - £331,226

d. 2022/23 (1 April 2022 to 31 March 2023) - £384,482

e. 2023/24 (1 April 2023 to 31 March 2024) - £422,629

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)**

Bristol Royal Infirmary:

- a. 1 March 2019 – 7.46 WTE
- b. 1 March 2020 – 7.48 WTE
- c. 1 March 2021 – 8.12 WTE
- d. 1 March 2022 – 8.6 WTE
- e. 1 March 2023 – 9.4 WTE
- f. 1 March 2024 – 9.56 WTE

Bristol Royal Hospital for Children

- a. 1 March 2019 – 1.0 wte coordinator plus 0.15 wte LIAISE officer
- b. 1 March 2020 – 1.0 wte coordinator plus 0.15 wte LIAISE officer
- c. 1 March 2021 – 1.0 wte coordinator plus 0.15 wte LIAISE officer
- d. 1 March 2022 – 1.0 wte coordinator plus 0.15 wte LIAISE officer
- e. 1 March 2023 – 1.0 wte coordinator plus 0.30 wte LIAISE officer/Manager
- f. 1 March 2024 – 1.0 wte coordinator plus 0.30 wte LIAISE officer/Manager

Weston General Hospital

- a. 1 March 2019 – 3.65 WTE
- b. 1 March 2020 – 3.17 WTE
- c. 1 March 2021 – 3.00 WTE
- d. 1 March 2022 – 1.60 WTE
- e. 1 March 2023 – 2.60 WTE
- f. 1 March 2024 – 2.60 WTE

Please note that the above figures cannot be broken down between PALS and complaints staff.

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. 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:

Data Protection Officer
University Hospitals Bristol and Weston NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above in any future communications.

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

Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

**Freedom of Information Team
University Hospitals Bristol and Weston NHS Foundation Trust**