

Freedom of Information Request

Ref: 24-981

20 January 2025

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 hold some of the information you are requesting

I would be grateful if you could provide information on the following:

1. Number of employee inquiries received annually regarding:

o Tax-related issues: (e.g., incorrect tax codes, PAYE discrepancies)

o Deduction-related issues: (e.g., pension contributions, student loan repayments, incorrect deductions)

o General payslip queries: (e.g., understanding payslip components, missing payslip information)

Please note, the Trust does not hold the data in a format that would enable us to fully respond to your request to the level of detail required and a manual trawl for this information would significantly exceed the 18 hours limit set down by the FOI as the reasonable limit. Section 12 of the FOIA provides that we are not obliged to spend in excess of 18 hours in any sixty-day period locating, retrieving and identifying information in order to deal with a request for information and therefore we are withholding this information at this time.

2. Estimated annual cost associated with resolving these pay-related inquiries:

o This could include:

☐ **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.**

Please note, the Trust does not hold the data in a format that would enable us to fully respond to your request to the level of detail required and a manual trawl for this information would significantly exceed the 18 hours limit set down by the FOI as the reasonable limit. Section 12 of the FOIA provides that we are not obliged to spend in excess of 18 hours in any sixty-day period locating, retrieving and identifying information in order to deal with a request for information and therefore we are withholding this information at this time.

3. Current processes for resolving pay-related inquiries:

o Describe the current procedures for employees to raise pay-related concerns (e.g., contact forms, phone lines, email inquiries).

If a member of staff has a pay-related query they email the Payroll query address or contact the department by phone providing details of the query.

o Outline the steps taken to investigate and resolve these inquiries.

Any enquiry relating to rostered shifts is immediately forwarded to the e-Rostering team. The remainder are assessed and if Payroll need to take action, a response is provided as quickly as possible and confirm of the action taken is provided to the individual. Once allocated, very urgent queries are usually dealt with and replied to within 2 working days. Most other queries are dealt with and replied to within a week.

o Describe any existing tools or systems used to manage pay-related issues.

Queries can be made via email or via telephone.

4. Employee satisfaction with current pay processes:

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

We do not hold this information.

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

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

We do not hold this information.

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