

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on Tuesday 9th July 2024. I am pleased to confirm the following.

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)?:

No separate budget so this is approx. – the budget covers the whole Patient Experience team including PALS and complaints

2019/20 (1 April 2019 to 31 March 2020) – 2 x 1.0 WTE Band 4s and 1 x 0.60 Band 5

2020/21 (1 April 2020 to 31 March 2021) – 2 x 1.0 WTE Band 4s and 1 x 0.60 Band 5

2021/22 (1 April 2021 to 31 March 2022) - 2 x 1.0 WTE Band 4s and 1 x 0.60 Band 5

2022/23 (1 April 2022 to 31 March 2023) – 2 x 1.0 WTE Band 4s and 1 x 1.0 WTE Band 5

2023/24 (1 April 2023 to 31 March 2024) - 2 x 1.0 WTE Band 4s and 1 x 1.0 WTE Band 5

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)?:

1 March 2019 (or nearest possible date, please state) -2

1 March 2020 (or nearest possible date, please state) -2

1 March 2021 (or nearest possible date, please state) - 2

1 March 2022 (or nearest possible date, please state) - 3

1 March 2023 (or nearest possible date, please state) – 3

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)?

1 March 2019 (or nearest possible date, please state)- 2

1 March 2020 (or nearest possible date, please state) -2

1 March 2021 (or nearest possible date, please state) -2

1 March 2022 (or nearest possible date, please state) -2

1 March 2023 (or nearest possible date, please state) -2

1 March 2024 (or nearest possible date, please state)- 2

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If you are unhappy with the information received in response to this request, please address your complaint to the Patient Affairs Office at Milton Keynes Hospital NHS Foundation Trust, Standing Way, Eaglestone, Milton Keynes MK6 5LD. If, after exhausting our internal process, you are still unhappy with the information received, you may write to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

If you need any further assistance, please do not hesitate to contact us at the address above.

Yours sincerely

Freedom of Information Co-ordinator
For and on behalf of Milton Keynes Hospital NHS Foundation Trust

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