

Trust Headquarters  
Russell's Hall Hospital  
Dudley  
West Midlands  
DY1 2HQ

**Ref:** FOI-092024-0001137

**Date:** 10/10/2024

**Address / Email:**

Dear

**Request Under Freedom of Information Act 2000**

Thank you for requesting information under the Freedom of Information Act

2000. **Request**

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)
  - b. 2020/21 (1 April 2020 to 31 March 2021)
  - c. 2021/22 (1 April 2021 to 31 March 2022)
  - d. 2022/23 (1 April 2022 to 31 March 2023)
  - e. 2023/24 (1 April 2023 to 31 March 2024)
  
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)

**Response**

Please find below response this FOI request:

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)?

**Please make a formal request to The Dudley Group NHS Foundation Trust  
[dgft.foi@nhs.net](mailto:dgft.foi@nhs.net) quoting the above reference number should you require a copy of these reports.**

2. How many FTE staff were employed as part of your PALS service (March 2019 to March 2024).

**See table below (includes bank cover).**

3. How many FTE staff were employed to work on complaints handling in the following months (March 2019 to March 2024).

**See table below (includes agency, bank cover and maternity cover).**

<b>Date</b>	<b>PALS FTE</b>	<b>Complains FTE</b>
31 March 2019	3.5 FTE	4.5 FTE
31 March 2020	3.5 FTE	5.83 FTE
31 March 2021	4.84 FTE	5.5 FTE
31 March 2022	3.86 FTE	5.5 FTE
31 March 2023	3.86 FTE	6.5 FTE

If you are dissatisfied with our response, you have the right to appeal in line with guidance from the Information Commissioner. In the first instance you may contact the Information Governance Manager of the Trust.

Information Governance Manager  
 Trust Headquarters  
 Russell’s Hall Hospital  
 Dudley  
 West Midlands  
 DY1 2HQ  
 Email: [dgft.dpo@nhs.net](mailto:dgft.dpo@nhs.net)

Should you disagree with the contents of our response to your appeal, you have the right to appeal to the Information Commissioners Office at.

Information Commissioners Office  
 Wycliffe House  
 Water Lane  
 Wilmslow  
 Cheshire  
 SK9 5AF  
 Tel: 0303 123 1113  
[www.ico.org.uk](http://www.ico.org.uk)

If you require further clarification, please do not hesitate to contact us.

Yours sincerely

**Freedom of Information Team**

**The Dudley Group NHS Foundation Trust**