



# Wrightington, Wigan and Leigh Teaching Hospitals

NHS Foundation Trust

Trust Headquarters  
Chief Nurse

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Ref: FOI/2024/10155

Date Received: 26<sup>th</sup> September 2024

Response Due: 24<sup>th</sup> October 2024

Date: 17<sup>th</sup> October 2024

Dear Sir/Madam

With reference to your request for information received on 26<sup>th</sup> September 2024, I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold part of the information you have requested. A response to each part of your request is provided below.

In your request you asked:

**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)**  
£193,583.
- b. **2020/21 (1 April 2020 to 31 March 2021)**  
£226,021.
- c. **2021/22 (1 April 2021 to 31 March 2022)**  
£232,435.
- d. **2022/23 (1 April 2022 to 31 March 2023)**  
£256,941.
- e. **2023/24 (1 April 2023 to 31 March 2024)**  
£302,245.

\*The above annual budgets are based off the budget for both complaints and the PALS teams together as staff work across both departments therefore the figures cannot be split.

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)?:
- 1 March 2019 (or nearest possible date, please state)
  - 1 March 2020 (or nearest possible date, please state)
  - 1 March 2021 (or nearest possible date, please state)
  - 1 March 2022 (or nearest possible date, please state)
  - 1 March 2023 (or nearest possible date, please state)
  - 1 March 2024 (or nearest possible date, please state)

Year	Estab WTE	WTE Worked	WTE Variance
2019/20	5.40	5.21	0.19
2020/21	6.15	4.59	1.56
2021/22	6.15	7.15	-1.00
2022/23	6.15	7.24	-1.09
2023/24	7.07	7.18	-0.11

\*The above WTE figures are based off the WTE for both complaints and the PALS teams together as staff work across both departments therefore the figures cannot be split.

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)
  - 1 March 2020 (or nearest possible date, please state)
  - 1 March 2021 (or nearest possible date, please state)
  - 1 March 2022 (or nearest possible date, please state)
  - 1 March 2023 (or nearest possible date, please state)
  - 1 March 2024 (or nearest possible date, please state)

The Trust is unable to provide a breakdown for PALS vs complaints staff as whilst there is a staff distinction, staff work to flex across PALS and complaints meaning they cannot be split. Therefore, this information isn't centrally recorded.

If you are not entirely satisfied with this response, please do not hesitate to contact the Information Governance Department via the email address provided. If we do not hear from you within 40 days, we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



KEVIN PARKER-EVANS

Kevin Parker-Evans MBA, FCSI, CMgr, RN Dip HE  
Chief Nursing Officer & Director of Infection Prevention and Control

PLEASE NOTE:

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Suite 9, Buckingham Row, Brick Kiln Lane, Wigan, WN1 1XX.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision at:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire, SK9 5AF

Helpline number: 0303 123 111