

14th October 2024

Eastbourne District General Hospital

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FREEDOM OF INFORMATION ACT

I am responding to your request for information under the Freedom of Information Act. The answers to your specific questions are as follows:

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)	£377,287
b.	2020/21 (1 April 2020 to 31 March 2021)	£388,809
c.	2021/22 (1 April 2021 to 31 March 2022)	£404,415
d.	2022/23 (1 April 2022 to 31 March 2023)	£517,746
e.	2023/24 (1 April 2023 to 31 March 2024)	£577,977

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	6.00
b.	1 March 2020	6.01
c.	1 March 2021	4.93
d.	1 March 2022	5.00
e.	1 March 2023	6.71
f.	1 March 2024	5.79

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	5.13
b.	1 March 2020	5.13
c.	1 March 2021	5.18
d.	1 March 2022	5.18
e.	1 March 2023	5.18
f.	1 March 2024	5.47

Cont.../

If I can be of any further assistance, please do not hesitate to contact me.

Should you be dissatisfied with the Trust's response to your request, you have the right to request an internal review. Please write to the Freedom of Information Department (esh-tr.foi@nhs.net), quoting the above reference, within 40 working days. The Trust is not obliged to accept an internal review after this date.

Should you still be dissatisfied with your FOI request, you have the right of complaint to the Information Commissioner at the following address:

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

Telephone: 0303 123 1113

Yours sincerely

Freedom of Information Department
esh-tr.foi@nhs.net