

FOI REF: 24/914

Eastbourne District General Hospital
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Eastbourne
East Sussex
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10th January 2025

Tel: 0300 131 4500
Website: www.esht.nhs.uk

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:

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

- 1. Number of employee inquiries received annually regarding:**
 - a. Tax-related issues: (e.g., incorrect tax codes, PAYE discrepancies)**
 - b. Deduction-related issues: (e.g., pension contributions, student loan repayments, incorrect deductions)**
 - c. General payslip queries: (e.g., understanding payslip components, missing payslip information)**

East Sussex Healthcare NHS Trust (ESHT) outsourced the Payroll function to Shared Business Services (SBS) on 1 November 2022, this FOI is therefore not applicable as ESHT no longer has a Payroll Team.

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

[Not applicable, please see above.](#)

3. Current processes for resolving pay-related inquiries:

- a. **Describe the current procedures for employees to raise pay-related concerns (e.g., contact forms, phone lines, email inquiries).**
- b. **Outline the steps taken to investigate and resolve these inquiries.**
- c. **Describe any existing tools or systems used to manage pay-related issues.**

Not applicable, please refer to question 1.

4. Employee satisfaction with current pay processes:

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

Not applicable, please see above.

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

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

Not applicable, please see above.

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