



Trust Headquarters  
Nexus House  
4 Gatwick Road  
Crawley  
West Sussex  
RH10 9BG

Date:

Email:

Dear,

Tel: 0300 123 0999  
[www.secamb.nhs.uk](http://www.secamb.nhs.uk)

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 240934. Please accept our apologies for the delay in responding to your request. We hope this has not caused you any inconvenience.

You requested the following information, please also see our response below:

**I am writing under the terms of the Freedom of Information Act (2000).**

**The following questions concern the trust's complaints handling responsibilities governed by the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009), the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 (the 2009 and 2014 Regulations) and expectations to provide Patient Advocacy and Liaison Services (PALS) under the terms of the Health and Social Care Act (2001).**

**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)**

No separate Patient Advice and Liaison Services (PALS) budget exists, however, PALS is managed by our Patient Experience department, the costs of which were:

2019/20	£282,761
2020/21	£303,983
2021/22	£237,590

2022/23      £340,713

2023/24      £364,027

- 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)**  
7.04 FTE
  - b. 1 March 2020 (or nearest possible date, please state)**  
7.03 FTE
  - c. 1 March 2021 (or nearest possible date, please state)**  
6.43 FTE
  - d. 1 March 2022 (or nearest possible date, please state)**  
8.03 FTE
  - e. 1 March 2023 (or nearest possible date, please state)**  
8.03 FTE
  - f. 1 March 2024 (or nearest possible date, please state)**  
8.03 FTE
- 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)**  
5.04 FTE
  - b. 1 March 2020 (or nearest possible date, please state)**  
5.03 FTE
  - c. 1 March 2021 (or nearest possible date, please state)**  
4.43 FTE
  - d. 1 March 2022 (or nearest possible date, please state)**  
5.03 FTE
  - e. 1 March 2023 (or nearest possible date, please state)**  
5.03 FTE
  - f. 1 March 2024 (or nearest possible date, please state)**  
5.03 FTE

I hope you find this information of some assistance.

If for any reason you are dissatisfied with our response, kindly in the first instance contact Caroline Smart, Head of Information Governance via the following email address:

[FOI@secamb.nhs.uk](mailto:FOI@secamb.nhs.uk)

Yours sincerely

**Freedom of Information Coordinator  
South East Coast Ambulance Service NHS Foundation Trust**