

Ref: FOI/GS/ID 6228

Please reply to:
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Trust Management
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29 July 2020

Freedom of Information Act 2000

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to PALS service.

You asked:

1. Does your organisation run a traditional Patient Advice and Liaison Service (PALS) as envisaged by the NHS Plan in 2000. Yes / No

2. If 'No' please advise how you receive and manage service user feedback:

3. What type of PALS service do you operate: Please tick.....

a) An open PALS service – accessible by e-mail, letter, telephone and in person

b) A closed PALS service – e-mail, letter and telephone only

c) A closed PALS service with pre-bookable appointments

4. What hours is your PALS service available?

5. What is the interaction with complaints:

Two separate services?

Yes / No

A combined service with discreet job roles?

Yes / No

A completely combined service?

Yes / No

6. How many staff are employed in PALS and Complaints – please supply the number of full-time equivalents in each team. PALS Complaints

Band 2

Band 3

Band 4

Band 5

Band 6

Band 7

Band 8 and above

7. How many service user contacts do you deal with per month?

Trust response:

1.	Does your organisation run a traditional Patient Advice and Liaison Service (PALS) as envisaged by the NHS Plan in 2000.	Yes	
2.	Not applicable		
3.	What type of PALS service do you operate:	Please tick.....	
	a) An open PALS service – accessible by e-mail, letter, telephone and in person	✓	
4.	What hours is your PALS service available?	9.00am – 5.00pm Monday to Friday (excluding Bank Holidays)	
5.	What is the interaction with complaints:		
	Two separate services?	Yes	
	A combined service with discreet job roles?	No	
	A completely combined service?	No	
6.	How many staff are employed in PALS and Complaints – please supply the number of full-time equivalents in each team.	PALS	Complaints
	Band 2	0	0
	Band 3	0	0
	Band 4	3.5	1
	Band 5	0.6	0
	Band 6	0	2
	Band 7	1	
	Band 8 and above	1	
7.	How many service user contacts do you deal with per month?	Average 460	