

Ref: FOI/GS/ID 8521

Please reply to:
FOI Administrator
Trust Management
Maidstone Hospital
Hermitage Lane
Maidstone, Kent
ME16 9QQ
Email: mtw-tr.foiadmin@nhs.net
www.mtw.nhs.uk

30 October 2023

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 and Complaints.

You asked:

- 1. Total, amount in £s that is spent on PALs services across the Trust for the year 2022-23 (or latest available), a breakdown by hospital is preferable*
- 2. Total amount in £s that is spent on complaints handling and operations in Complaints for the year 2022-23 (or latest available), a breakdown by hospital is preferable*
- 3. Total amount in £s that is spent on personnel making up complaints and PALs across the trust for the year 2022-23 (or latest available), a breakdown by hospital is preferable*
- 4. Total number of employed individuals on complaints and customer experience teams, a breakdown by hospital is preferable*
- 5. Total amount in £s that is spent on Datix software across the trust, by hospital*

Trust response:

- 1. & 2. The Trust is unable to breakdown the figures into PALs and Complaints or by Trust site in order to answer these questions. The following figures are the Trust as a whole.*
- 3. £510,084.66*
- 4. 8.14*
- 5. £65,333.71*