



Ref: FOIA Reference 2024/25-657

Date: 21st January 2025

Email foi@uhn.nhs.uk

Dear Sir/Madam

I am writing to acknowledge receipt of your email dated 30th December 2024 requesting information under the Freedom of Information Act (2000) regarding Payslip Management and Support for NHS Staff

Q1 This email constitutes a formal Freedom of Information request under the Freedom of Information Act 2000.

I am exploring issues related to NHS pay management with the hope of devising a solution that could improve the efficiency and accuracy of payslip management for NHS staff, potentially reducing administrative burden and improving employee satisfaction.

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

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

A1 The Trust is unable to collate this information as these are managed via email or phone and dealt with on an individual basis. There is no recording system which collates the information as per the request.

Q2 Estimated annual cost associated with resolving these pay-related inquiries:

- o 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.**

A2 Information not held.

- Q3 Current processes for resolving pay-related inquiries:**
- o Describe the current procedures for employees to raise pay-related concerns (e.g., contact forms, phone lines, email inquiries).
 - o Outline the steps taken to investigate and resolve these inquiries.
 - o Describe any existing tools or systems used to manage pay-related issues.
- A3 The current process for resolving pay-related inquiries is by email or by telephone call.
- Q4 Employee satisfaction with current pay processes:**
- o If available, any data or surveys related to employee satisfaction with the current pay processes and the resolution of pay-related issues.
- A4 Information not held.
- Q5 Existing initiatives or plans to improve payslip management for NHS staff:**
- o Information on any ongoing or planned projects to improve the accuracy and efficiency of payslip management within the Trust.
- A5 The service provider, for the Trust, is the Royal Wolverhampton Trust (RWT). They are currently looking into a helpdesk system. When this is up and running (although there is no timescale as yet) this would allow them to give detailed information on the above enquiries.

*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

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An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries relating to the response please contact my office

Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via www.ico.org.uk.

Yours,



Leah Carlisle
Head of Data, Security & Protection and Health Records
Data Protection Officer