

Date: **4 September 2019**

Our reference: **FOIRQ5379**

Dear Sir/Madam,

Thank you for your request for information processed under the Freedom of Information Act 2000. Please see our response to your requests for information below:

**Your Request and Our Response (in bold)**

**Please see our response to your following request for information:**

*How many members of staff are in the PALS team?* **5**

*What are their job titles?* **PALS Manager B8a, Senior PALS Officer B7, PALS Officer B6, PALS Volunteer Manager B5, CYP Advisor and PALS Assistant B4**

*What are their bandings?* **Please see our response above**

*What are the operational hours of the service?* **Monday-Friday 10-5 (this is the hours we are open to the public, not working hours. We occasionally work earlier/later/weekends.**

*Does the service close for lunch?* **Never**

*Do the staff get time to do their admin?* **Staff rotate from “front of and recording/reporting responsibilities house” to “back office” to enable an accessible service to the public.**

*How many enquiries did PALS receive in 2017/18, 2018/2019 & 2019 to date? If possible, can this be broken down into the method the enquiries were received (e.g. in person, telephone, email etc.)?* **Please see our response for the total number of enquiries received for the periods you have specified, including a breakdown in the following tables:**

**2017-2018 - 5142**

**2018-2019 - 1761**

**2019 – 631 (period from 01/04/2019 - 08/08/2019)**

**2017-2018**

| <b>Method of enquiry</b> | <b>Number</b> |
|--------------------------|---------------|
| Consultant               | = 1           |
| Email                    | = 3699        |
| Fax                      | =1            |
| Letter                   | =14           |
| Other PALS service       | =1            |
| In person                | = 719         |
| Telephone                | = 675         |
| Play centre              | = 1           |
| Pals ward visit          | = 7           |
| Member of staff          | = 11          |
| From GOSH web            | = 7           |
| Blanks                   | = 6           |

**2018-2019**

| <b>Method of enquiry</b> | <b>Number</b> |
|--------------------------|---------------|
| Consultant               | = 0           |
| Email                    | =475          |
| Fax                      | =1            |
| Letter                   | =12           |
| Other PALS service       | =0            |
| Manager                  | =1            |
| In person                | =625          |
| Telephone                | =627          |
| Play centre              | =0            |
| Pals ward visit          | =4            |
| Member of staff          | =2            |
| From GOSH web            | =4            |
| Blanks                   | =10           |

**2019 (period from 01/04/2019 - 08/08/2019)**

| <b>Method of enquiry</b> | <b>Number</b> |
|--------------------------|---------------|
| Consultant               | =0            |
| Email                    | =171          |
| Fax                      | =0            |
| Letter                   | =5            |
| Other PALS service       | =0            |

|                 |      |
|-----------------|------|
| Manager         | =0   |
| In person       | =201 |
| Telephone       | =247 |
| Play centre     | =0   |
| Pals ward visit | =0   |
| Member of staff | =0   |
| From GOSH web   | =0   |
| Blanks          | =7   |

*I would also appreciate it if I could have a copy of the PALS staff's job description(s).*

**Please see attached copies of job descriptions covering the PALS team roles at GOSH.**

Please note:

The information provided under the Freedom of Information Act 2000 is the information held on the date your request was received by the Trust.

We trust the information provided is sufficient and helped to answer any issues, concerns or questions. Should you have any further queries in relation to this request, please do not hesitate to contact the FOI Team and quote the above reference number on any related correspondence.

Re-use of information

The information provided is Trust copyright. You may re-use this Great Ormond Street Hospital for Children NHS Foundation Trust copyright information in accordance with the Open Government Licence: <http://www.nationalarchives.gov.uk/doc/open-government-licence/version/2/> (Please note that re-use of personal data is not allowed under this license.)

For information which is not Great Ormond Street Hospital for Children NHS Foundation Trust copyright, e.g. external websites, please contact the named party directly.

Yours sincerely

**Freedom of Information team**

Great Ormond Street Hospital for Children NHS Foundation Trust

Email: [foiteam@gosh.nhs.uk](mailto:foiteam@gosh.nhs.uk)

**[Enclosed – Your rights – see next page]**

**Your Rights**

If you are dissatisfied with the response you have received to your request for information, please contact the FOI team and quote your reference number on all correspondence relating to your request.

You can also write to the Head of Quality & Safety at the following address:

Quality & Safety team  
Great Ormond Street Hospital  
LONDON  
WC1N 3JH

If you are still not satisfied with your response, you also have the right to appeal to the Information Commissioner.

You can contact the Information Commissioner's Office at the following address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF