

FOI 0413_2024 Response

Request

Dear FOI Team,

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:

- **Tax-related issues:** (e.g., incorrect tax codes, PAYE discrepancies)
- **Deduction-related issues:** (e.g., pension contributions, student loan repayments, incorrect deductions)
- **General payslip queries:** (e.g., understanding payslip components, missing payslip information)

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

- 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.

3. Current processes for resolving pay-related inquiries:

- Describe the current procedures for employees to raise pay-related concerns (e.g., contact forms, phone lines, email inquiries).
- Outline the steps taken to investigate and resolve these inquiries.
- Describe any existing tools or systems used to manage pay-related issues.

4. Employee satisfaction with current pay processes:

- If available, any data or surveys related to employee satisfaction with the current pay processes and the resolution of pay-related issues.

5. Existing initiatives or plans to improve payslip management for NHS staff:

- Information on any ongoing or planned projects to improve the accuracy and efficiency of payslip management within the Trust.

Response

Please note that BSMHFT Payroll services is outsourced and managed by Shared Business Services (SBS).

To obtain the requested information please redirect to your query to SBS on the following contact details: [Pay and Pensions Contact | Employment Services | NHS SBS](#)