

Reference Number: FOIAH2425/535
From: Private Individual
Date: 27 December 2024
Subject: Payslip Management and Support for NHS Staff

- Q1 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)
- A1 [Information not held – the Trust does not routinely collate or hold this information centrally as part of its management or performance data.](#)
- Q2 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.
- A2 [Information not held – the Trust does not routinely collate or hold this information centrally as part of its management or performance data.](#)
- Q3 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.
- A3 [• Employment services team drop in sessions](#)
[• Generic email address to raise concerns](#)
[• Available to discuss pay queries via telephone and teams calls](#)
[• Email and phone contact with our payroll provider](#)
Steps to investigate include:
[• Review of information - change forms, payslips, ESR, E-Roster etc](#)
[• Contact made with the payroll provider to investigate and resolve issues](#)
- Q4 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.
- A4 [Information not held – the Trust does not routinely collate or hold this information centrally as part of its management or performance data.](#)

Q5 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.

- A5
- Guidance produced for Trust staff in understanding their pay
 - Management essentials guide created to support managers in ensuring pay is correct.
 - Training session to be delivered to HR colleagues to support their understanding of pay.
 - Overpayments KPI reported monthly. Discussed at Divisional Board Meetings. Reviewed at bi-monthly People Committee
 - Letters sent to Managers who have caused an error with pay to remind of the payroll cut off dates.
 - Review of the leavers process to be undertaken