

Our ref: FOI\_4485

Friday, 11 December 2020

Royal Papworth Hospital NHS Foundation Trust

Papworth Road  
Cambridge Biomedical Campus  
Cambridge  
CB2 0AY

Dear Eamonn,

Tel: 01223 638000  
[www.royalpapworth.nhs.uk](http://www.royalpapworth.nhs.uk)

Thank you for your request for information made under provision of the Freedom of Information Act 2000.

**Please find the Trust's response to your query below (Reference FOI\_4485)**

Please can you supply the following information on how staff payroll is managed:

Do you use in house or a third party supplier?

**Third party provider**

What is the name of the supplier?

**NHS SBS Shared Services**

What is the value of the annual contract if it is a third party supplier?

**Core contract £91,318 p.a**

Numbers of payroll errors per 1000 staff per month/per Annum?

**This contract has only been live since July 2020, and the number of payroll errors per annum is not available in respect of the current provider.**

**Our employee headcount is approx. 2,200, and the number of errors per 1,000 employees due to the payroll providers since the start of the contract averages 1.5 per month.**

What is the average call time for staff seeking resolution to payroll issues?

**Resolution may always not be at the first point of contact.**

**"first time fixes"- confirms the number of queries which were resolved by the service desk when the query is raised- this is between 15.5- 18.5% of all queries.**

**Average call time wait time is 6-7 minutes**

What percentage of calls to the provider result in call hang-ups?

**The range of calls abandoned is 25-35%**

Any commercial application or use of this information may be subject to the provisions of the Re-use of Public Sector Information Regulations 2005. This means that if you wish to re-use the information provided for commercial purposes for any reason you must ask the Trust for permission to do so.

The Trust hopes this information is of help to you but if you are not satisfied with the Trust's response, or want to complain about the way in which your request has been



handled, you are entitled to request an internal review. This request should be received by the Trust within two months of your receipt of the Trust's original response.

To request an internal review, please contact the Head of Information Governance at [papworth.foidept@nhs.net](mailto:papworth.foidept@nhs.net) or write to: the Head of Information Governance, Royal Papworth Hospital NHS Foundation Trust, Papworth Road, Cambridge Biomedical Campus Cambridge, CB2 0AY. Should your complaint not be upheld, you can appeal against this decision by contacting the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF (telephone number: 08456 30 60 60).

Yours sincerely

Angela Morrison

**Senior Subject Access Request and Digital Administrator**

