

Ref: FOIA Reference 2019/20-282

Royal Stoke University Hospital
Quality, Safety and Compliance Department
Newcastle Road
Stoke-on-Trent
Staffordshire
ST4 6QG

Date: 18th August 2019

Email foi@uhnm.nhs.uk

Dear

I am writing in response to your email dated 9th August 2019 requesting information under the Freedom of Information Act (2000) regarding hate speech in hospitals.

As of 1st November 2014 University Hospitals of North Midlands NHS Trust (UHM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

- Q1 How many formal complaints were made to the NHS/ to the hospital by members of staff or patients, about hate speech in?**
- a) 2016
 - b) 2017
 - c) 2018
 - d) 2019?

If you have the data, I would like a full breakdown of the statistics surrounding these cases, for instance the number of cases of islamophobia, sexism, racism, etc.

- A1 The Trust uses an incident management system called “Datix” and after conducting a search of this system using the key words that you have supplied we can find no complaints made to the hospital by members of staff or patients, about hate speech for years requested.

Please note: For complaints raised under the Trust’s Dignity at Work Policy, every attempt is made to resolve the complaint at the lowest possible level and at the earliest possible stage wherever possible. As complaints are raised and resolved informally, they are not recorded formally. Where any action is required, the matter is dealt with in accordance with the Trust Disciplinary Policy.

- Q2 How many people in the NHS / hospitals were disciplined for hate speech in?**
- a) 2016
 - b) 2017
 - c) 2018
 - d) Any available data for 2019?

If you have the data, I would like a full breakdown of the statistics surrounding these cases, for instance the number of cases of islamophobia, sexism, racism, etc.

- A2 We are unable to provide the information you require in the requested format as to release this data could lead to the identification of the person(s) involved due to the low numbers involved, and would breach the Trusts obligations under the Data Protection Act 1998. Accordingly, this

aspect of your request is exempt from disclosure under the terms of Section 40(2) of the Act. However as the Trust is committed to openness and transparency we can band the numbers of staff who were disciplined as per the table below

2016	Less than 5
2017	Less than 5
2018	Less than 5
2019	0

Notes:

- 1) The data reflects the number of cases raised **formally** via the Trust's Disciplinary Policy. Cases may have been raised and dealt with informally at a local level and any such case would not be recorded centrally

Q3 What is the NHS's/ hospitals hate speech policy?

If you have the data, I would like a full breakdown of the statistics surrounding these cases, for instance the number of cases of islamophobia, sexism, racism, etc.

A3 Please see attached document.

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

UHNM NHS Trust is a public sector body and governed by EU law. FOI requestors should note that any new Trust requirements over the EU threshold will be subject to these regulations and will be advertised for open competition accordingly.

Where the Trust owns the copyright in information provided, you may re-use the information in line with the conditions set out in the Open Government Licence v3 which is available at <http://www.nationalarchives.gov.uk/doc/open-government-licence/version/3/>. Where information was created by third parties, you should contact them directly for permission to re-use the information.

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 related to the response provided please in the first instance contact my office.

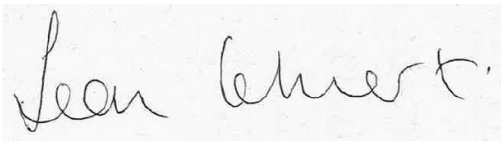
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and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

If following review of the responses I can be of any further assistance please contact my secretary on 01782 676474.

Yours,



Jean Lehnert
Information Governance Manager