



Ref: FOIA Reference 2021/22-137

Royal Stoke University Hospital
Data, Security and Protection
Newcastle Road
Stoke-on-Trent
Staffordshire
ST4 6QG

Date: 16th June 2021

Email foi@uhnm.nhs.uk

Dear

I am writing to acknowledge receipt of your email dated 3rd June 2021 requesting information under the Freedom of Information Act (2000) regarding security

The University Hospitals of North Midlands Trust is committed to the Freedom of Information Act 2000.

However, the NHS is facing unprecedented challenges relating to the coronavirus (COVID-19) pandemic at the current time. Understandably, our resources have been diverted to support our front-line colleagues who are working tremendously hard to provide care for our patients, and to those in need of our services.

We strive to be transparent and to work with an open culture. But at this time, whilst care of our patients and the safety of our staff takes precedent, it is likely that responses to some requests for information will be delayed. We apologise for this position in advance, and will endeavour to provide you with as much information as we can, as soon as we are able.

The Information Commissioners Office has recognised the current situation in the NHS

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 I am a journalist who is investigating issues around incidents involving patients and Hospital Security Staff. This request has been placed with all NHS Acute Hospital Trusts in the UK.

Your response will be consolidated with all others to be used as part of a report that has been commissioned by a broadcaster.

Using the Freedom of Information Act, please could you provide the following data:

1/ do you employ your own security staff or are they supplied by an external provider?

A1 At the RSUH security service is contracted through the PFI. County Hospital security staff are employed directly by the Trust

- Q2 Over the past three years, year on year, how many incidents of alleged physical and verbal abuse against patients by security staff have been logged by your Trust?**
- A2 Two (2) Complaints lodged
- Q3 Over the past three years, year on year, how many of these incidents were alleged to have taken place in Accident and Emergency?**
- A3 None of the complaints
- Q4 Are all these incidents logged and, if so, what system does your Trust use - eg: DATIX 5/ how were these incidents described; eg: physical, verbal, restraint etc.**
- A4 Datix
- Values & Behaviours
 - Physical/aggressive Behaviour
- Q5 Year on year, and for the past three years, how many of these incidents were investigated?**
- A5 Both Complaints were investigated
- Q6 Year on year, and for the past three years, what were the outcomes of these investigations?**
- A6 Two (2) complaints not upheld

*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.

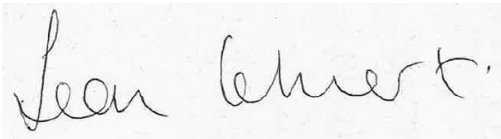
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and 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 671612.

Yours,



Jean Lehnert
Data, Security & Protection Manager