



Ref: FOIA Reference 2019/20-055

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

Date: 9th May 2019

Email foi@uhn.nhs.uk

Dear

I am writing in response to your email dated 26th April 2019 (received into our office 29th April) requesting information under the Freedom of Information Act (2000) regarding fat-shaming complaints.

As of 1st November 2014 University Hospitals of North Midlands NHS Trust (UHNM) 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 Could you please tell me for each of the years 2016, 2017 and 2018?

How many complaints through the patient advice and liaison system (PALS) your Trust received from patients alleging they had been discriminated against or badly treated by a member of staff because of their being overweight or obese.

Please do this by searching for complaints containing any of the words "weight", "fat", "obese", "overweight" and "bariatric" and filtering these to find those that refer to fat-shaming comments made by a member of staff

A1 The Trust completed the search as requested and can report that there were no complaints containing any of the words "weight", "fat", "obese", "overweight" and "bariatric" and by filtering these found none of those that refer to fat-shaming comments made by a member of staff

Q2 Can you select the first five such complaints from 2018 and provide me with the following details:

1. What type of staff member was the complaint levelled against? E.g. healthcare assistant, junior doctor, consultant, cleaner, kitchen staff

A2 Not applicable

Q3 Please quote the words allegedly used by the hospital staff or summarise the offending action

A3 As answer 2

Q4 Please tell me what, if any, action was taken by your trust in response to these five sample complaints from the beginning of 2018

As a guide of the approximate level of detail I require, please see attached a model answer from University Hospitals Bristol.

A4 As answer 2

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

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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,



University Hospitals
of North Midlands
NHS Trust

Jean Lehnert
Information Governance Manager

