

Ref: FOIA Reference 2019/20-694

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

Date: 10th March 2020

Email foi@uhn.nhs.uk

Dear

I am writing in response to your email dated 3rd March 2020 requesting information under the Freedom of Information Act (2000) regarding behaviour from patients against staff.

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 Please tell me how many times your Trust has logged an incident of racist or discriminatory behaviour from patients towards staff in 2019.

A1 Seven

Q2 For the five most recent cases, please tell me

- a) The job title of the member of staff against whom the behaviour was levelled
- b) A brief summary of the content of the complaint (e.g. patient said he didn't want a 'black doctor', raised his voice and used profanities)
- c) The action taken by the Trust

A2 Please see below for the five most recent cases:

Staff Group	Content	Action
Ward assistant	Racist verbal abuse	Staff offered support
Nursing staff	Racist verbal abuse	Staff offered support
Nursing staff	Racist verbal abuse	Staff offered support
Doctor	Racist verbal abuse	Police called
Doctor	Racist verbal abuse	Police called

*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.

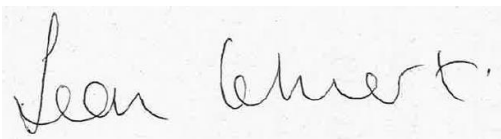
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and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



Jean Lehnert
Information Governance Manager