



Ref: FOIA Reference 2020/21-255

Date: 20th October 2020

Email foi@uhnm.nhs.uk

Dear

I am writing in response to your email dated 29th September 2020 requesting information under the Freedom of Information Act (2000) regarding Complaints and Racism

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 would like to make a Freedom of Information request to your Trust looking at complaints from patients and racism from staff.

1) Please can you tell me what is the name of your Trust?

A1 As per the letter head.

Q2 How many patient complaints has your Trust received, for any given reason? Please break down into the following calendar years

- 2017
- 2018
- 2019

A2 Please see below: note, the search criteria used was "Privacy/Dignity/Wellbeing – Race. And Obstetrics for giving birth as it covers more complaints than just using the birthing centre.

- 2017 = 855
- 2018 = 728
- 2019 = 820

Q3 How many patient complaints has your Trust received, citing racism as one of the problems during the patient's treatment? Please break down into the following calendar years

- 2017
- 2018
- 2019

A3 Please see below; note, the search criteria used was "Privacy/Dignity/Wellbeing – Race. And Obstetrics for giving birth as it covers more complaints than just using the birthing centre.

- 2017 = 0
- 2018 = 0
- 2019 = 0

Q4 How many complaints relate to the treatment of women who have given birth in your Trust?

Please break down into the following calendar years

- **2017**
- **2018**
- **2019**

A4 Please see below; note, the search criteria used was "Privacy/Dignity/Wellbeing – Race. And Obstetrics for giving birth as it covers more complaints than just using the birthing centre

- 2017 = 50
- 2018 = 37
- 2019 = 26

Q5 How many of those from Q4 included racism in their complaint?

- **2017**
- **2018**
- **2019**

A5 Please see below; note, the search criteria used was "Privacy/Dignity/Wellbeing – Race. And Obstetrics for giving birth as it covers more complaints than just using the birthing centre

- 2017 = 0
- 2018 = 0
- 2019 = 0

Q6 How many members of staff have received some form of disciplinary action due to a complaint by a patient?

Please break down into the following calendar years and please list what action was taken.

- **2017**
- **2018**
- **2019**

A6 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 Data Protection Act 2018. Accordingly, this aspect of your request is exempt from disclosure under the terms of Section 40(2) of the FOI Act. *Personal information*. However as the Trust is committed to openness and transparency we can band the numbers as being <5 for numbers of staff, we decline the reason for the disciplinary under section 40 as mentioned.

This exemption is an absolute exemption and therefore no consideration of the public interest test is needed.

- 2017 Less than 5
- 2018 None
- 2019 Less than 5

Q7 How many members of staff have received some form of disciplinary action, whereby racist behaviour towards the patient was included? Please break down into the following calendar years and please list what action was taken where possible.

- 2017
- 2018
- 2019

A7 None for all of the above years.

Q8 How many members of staff have made a complaint regarding racism from a patient? Please break down into the following calendar years

- 2017
- 2018
- 2019

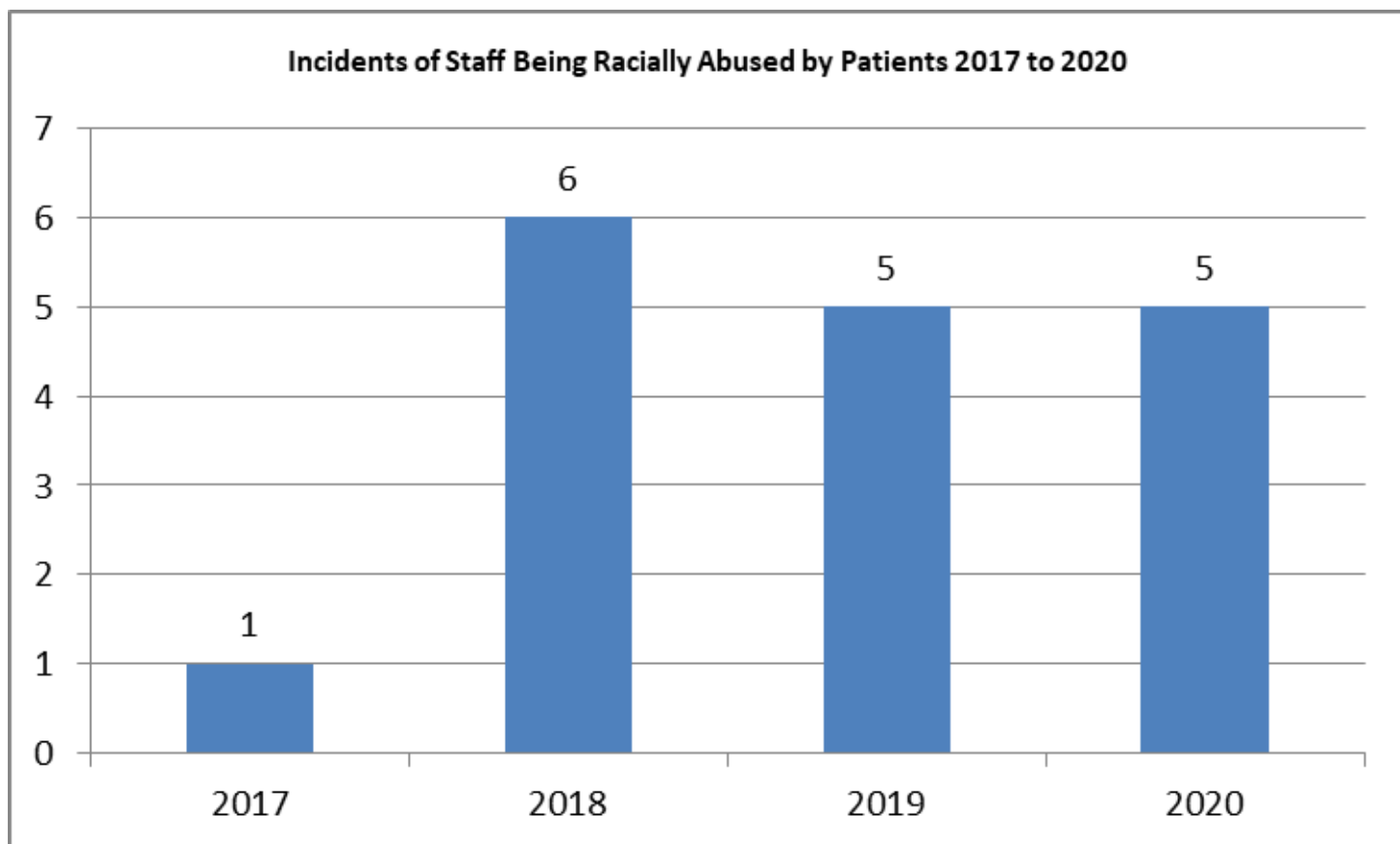
A8 The Trust has no complaints regarding racism from a patient, however we have an incident recording system (Datix) and we have the following incidents:

For incidents from 1st April 2018 onwards the relevant coding was

- Type: Incidents Affecting Staff
- Category: Abusive, violent, disruptive or self-harming behavior
- Sub Category: Patient to Staff (Racial)
- Code: Patient to Staff (Racial)

Prior to 1st April 2018 the relevant coding was:

- Stage of Care: Abusive, violent, disruptive or self-harming behaviour
- Detail: Abuse etc of Staff by patients
- Adverse Event: Racial



*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.uhm.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.

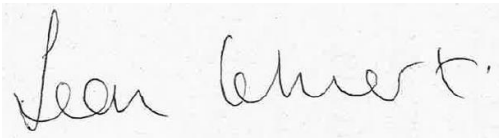
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and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