

FOI029 Response

Request

Dear Sir/Madam,

Could you please tell me for the calendar year 2019:

1) 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.

2) Can you select the first five such complaints from 2019 and provide me with the following details:

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

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

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

Response

The Trust has received 0 complaints from patients in relation to being discriminated against or badly treated by a member of staff because of their weight for 2019.

Please note that the search for patient complaints in relation to being overweight or obese was cross referenced within the stated remit of "weight", "fat", "obese", "overweight" and "bariatric".