

Freedom of Information Request

Ref: 23-929

8 January 2024

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

- We can confirm that we do hold the information you are requesting

1. Since 7 December 2022 has the Trust issued newly recruited staff with advice and guidance about what language to use in their verbal and written communications with colleagues and or patients/clients/service users and or the relatives of patients/clients/service users and or other members of the public. This advice may be issued by the Trust in a bid to tackle discrimination and or in a bid to improve equality and or inclusion and or diversity. This guidance will also include but will not be limited to guidance on what words and or terms and or phrases and or descriptions to avoid and what words and or terms and or phrases and or descriptions to use. If the answer is yes can you please provide copies of this advice and guidance.

We direct new and existing staff to guidance on the Trust intranet regarding communications where tools and tips to help with this are provided.

2. Since 7 December 2022 has the Trust issued existing staff with advice and guidance about what language to use in their verbal and written communications with colleagues and or patients/clients/service users and or the relatives of patients/clients/service users and or other members of the public. This advice may be issued by the Trust in a bid to tackle discrimination and or in a bid to improve equality and or inclusion and or diversity. This guidance will also include but will not be limited to guidance on what words and or terms and or phrases and or descriptions to avoid and what words and or terms and or phrases and or descriptions to use. If the answer is yes can you please provide copies of this advice and guidance.

Training videos and guidance are available to staff including advice on language use. These include (and are not limited to):

- Call me by my name - Trustwide Equality Diversity and Inclusion Policy and Awareness Training available on Youtube on the following link: [Call me by my name – Trust-wide Equality Diversity & Inclusion Policy & Awareness Training \(youtube.com\)](https://www.youtube.com/watch?v=...)

- A guide to personal pronoun available on Youtube on the following link: [A guide to personal pronouns \(youtube.com\)](#)

These videos have been promoted by the LGBTQIA+ Network and EDI advocates network.

3. Irrespective of whether guidance was issued to new or existing staff (as described above) are staff currently working in accordance with written advice and guidance about what language to use in their verbal and written communications with colleagues and or patients/clients/service users and or the relatives of patients/clients/service users and or other members of the public. This advice may be issued by the Trust in a bid to improve equality and or inclusion and or diversity. This guidance will also include but will not be limited to guidance on what words and or terms and or phrases and or descriptions to avoid and what words and or terms and or phrases and or descriptions to use. If the answer is yes can you please provide copies of this advice and guidance.

We follow national NHS England guidance on the following link - [Writing about ethnicity - GOV.UK \(ethnicity-facts-figures.service.gov.uk\)](#) and encourage staff to undergo training to ensure they are kept up to date with this.

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Data Protection Officer
University Hospitals Bristol and Weston NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information

(such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

Freedom of Information Team
University Hospitals Bristol and Weston NHS Foundation Trust