

Freedom of Information Request

Ref: UHB 20-141

14 April 2020

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:

1. Please tell me how many times your trust has logged an incident of racist or discriminatory behaviour from patients towards staff in 2019.
There have been 15 incidents of racist/discriminatory behaviour.
2. 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.

Case 1:

Job title: Emergency Nurse Practitioner

Brief summary: When patient called through to the see and treat room, he called out to an unseen patient "oh great, I get the potato farmer"

Action taken: unacceptable behaviour letter sent to patient.

Case 2:

Job title: Nurse

Brief summary: Patient made threats: Patient stated that she would knock the nurse out if they didn't get out of her cubicle. Patient stated that nurses were too busy looking after 'the immigrants to care about the white British like themselves.

Action taken: In process.

Case 3:

Job title: Nurse

Brief summary: Patient stated that they did not want "those black Nurses" and that all this black things around them, they are not doing anything.

Action taken: In process.

Case 4:

Job title: Transplant nurse

Brief summary: The patient started expressing extreme racist opinions on migrant workers. The medical student (who is of Asian heritage) was distressed and left the ward.

Action taken: Staff member unwilling to complain.

Case 5:

Job title: Mental Health Nurse

Brief summary: Using foul, inappropriate and racist language.

Action taken: Discharged to secure placement.

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:

Director of Corporate Governance
University Hospitals Bristol 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

FOI Team

UH Bristol NHS Foundation Trust