

Freedom of Information Request

Ref: 21-188

20 April 2021

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. How many incidents of patient discrimination in all the hospitals managed by the Trust towards NHS staff were recorded in 2014, 2015, 2016, 2017, 2018, 2019, and 2020

2. How many NHS staff in all the hospitals managed by the Trust reported patient discrimination in 2014, 2015, 2016, 2017, 2018, 2019, and 2020
2015 2016 2017 2018 2019 2020

	2015	2016	2017	2018	2019	2020
Racial Abuse By Patient to Staff	12	21	27	24	19	36
Racial Abuse To Patient by Staff	*	*	*	*	*	*
Racial Abuse To Staff By Other	*	*	*	*	*	*
Verbal Abuse By Patient to Staff	196	226	315	395	407	610
Verbal Abuse of Patient By Other than staff	28	8	16	9	14	15
Verbal Abuse To Patient by Staff	*	*	6	*	10	10
Verbal Abuse: Staff To Staff	22	23	26	43	69	73

This data answers Q1 & Q2. Our system only goes back to 2015 so we are unable to answer prior to 2015.

Please note: Where the figures are between 1 and 5, this has been denoted by *. Due to the low numbers, we have considered that there is the potential for individuals to be identified from the information provided, when considered with other information that may also be in the public domain. In our view disclosure of these low figures would breach one of the Data Protection Principles set out in Schedule 1 of the Data Protection Act, namely Principle 1. The Trust therefore finds that the Section 40(2) exemption contained within the Freedom of information Act 2000 is engaged. (Section 40 is the exemption for personal information).

3. Do all the hospitals managed by the Trust record incidents of patient discrimination

towards NHS staff?

Yes

4. Do all the hospitals managed by the Trust report patients who exhibit discrimination towards NHS staff to the Police?

If the victim is happy to do so

5. How many cases of patient discrimination in all the hospitals managed by the Trust towards NHS staff were reported to the police in 2014, 2015, 2016, 2017, 2018, 2019 and 2020?

No records kept, would need to request info from the police

6. How many patients have made a complaint of racism/unfair treatment against in all the hospitals managed by the Trust in 2014, 2015, 2016, 2017, 2018, 2019 and 2020?

2016 = *

2017 = *

2018 = *

2019 = *

2020 = 10

Data is only available from 2016

Please note: Where the figures are between 1 and 5, this has been denoted by *. Due to the low numbers, we have considered that there is the potential for individuals to be identified from the information provided, when considered with other information that may also be in the public domain. In our view disclosure of these low figures would breach one of the Data Protection Principles set out in Schedule 1 of the Data Protection Act, namely Principle 1. The Trust therefore finds that the Section 40(2) exemption contained within the Freedom of information Act 2000 is engaged. (Section 40 is the exemption for personal information).

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 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