

**Freedom of Information Request**

**Ref: 22-207**

12 May 2022

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) Please tell me how many times your Trust has logged an incident of racist/xenophobic behaviour from patients towards staff in 2021.**

45

**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**

Nurse

Staff in general

Domestic staff

Security staff

Nursing staff

**b) a brief summary of the content of the complaint (e.g. patient told black doctor to "go back to where he came from" raised voice and used profanities)**

Rude/verbally aggressive

Request for white English speaking doctors and nurses to attend

Racial abuse exact words not recorded

Racial abuse exact words not recorded

Racial abuse exact words not recorded

**c) the action taken by the Trust.**

Nurse in Charge made aware and spoken with matron and Nurse in Charge the day after the incident occurred.

Explained to patient this was not allowed.

Explained to patient this was not acceptable.

Security was called.

Team leader informed.

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**