

Freedom of Information Request

Ref: 24-735

16 October 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

It is lawful for providers of NHS services to refuse to provide treatment where a patient's behaviour constitutes as discrimination or harassment, or abusive violent or threatening, towards staff. Please can you tell me the number incidences where your Trust has refused treatment in the last five years?

Please present the data annually by financial year.

For example:

**2020/21 – 3 incidents
2021/22 – 17 incidents
etc**

Please also provide information on reason for refusal. For example: “displays abusive, violent or threatening behaviour unacceptable to the Provider”, or “behaviour which the Provider determines constitutes discrimination or harassment towards any Staff or other Service User”.

For example: 2020/21 – 24 incidents including 4x incidences of abusive violent or threatening behaviour; 20 incidences of discrimination or harassment.

Please also provide, for the same period of time, an annual breakdown of how many of these recorded incidences have been logged as involving racial abuse or racism.

For example: 2020/21 – 24 incidents including 4x incidences of abusive violent or threatening behaviour; 20 incidences of discrimination or harassment. Of these, 5 were logged as racial abuse.

None.

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