

Ref no: 145300920
From: Press
Date: 30/09/20
Subject: Complaints & Racism

REQUEST & RESPONSE

I would like to make a Freedom of Information request to your Trust looking at complaints from patients and racism from staff.

1) Please can you tell me what is the name of your Trust?

St Helens and Knowsley Teaching Hospitals NHS Trust

2) How many patient complaints has your Trust received, for any given reason?

Please break down into the following calendar years

2017 - **225**

2018 - **273**

2019 - **325**

3) How many patient complaints has your Trust received, citing racism as one of the problems during the patient's treatment?

Please break down into the following calendar years

2017 - **None**

2018 - **None**

2019 - **None**

4) How many complaints relate to the treatment of women who have given birth in your Trust?

Please break down into the following calendar years

2017 - **19**

2018 - **15**

2019 - **21**

5) How many of those from Q4 included racism in their complaint?

2017 **None**

2018 **None**

2019 **None**

6) How many members of staff have received some form of disciplinary action due to a complaint by a patient?
Please break down into the following calendar years and please list what action was taken.

2017 **None**

2018 **None**

2019 **None**

7) How many members of staff have received some form of disciplinary action, whereby racist behaviour towards the patient was included? Please break down into the following calendar years and please list what action was taken where possible.

2017 **None**

2018 **None**

2019 **None**

8) How many members of staff have made a complaint regarding racism from a patient.
Please break down into the following calendar years

2017 **None**

2018 **None**

2019 **None**