

Ref. No: 078120521
From: Public
Date: 12/05/21
Subject: Patient advice and liaison system

REQUEST

1) How many complaints through the patient advice and liaison system (PALS) your Trust received from patients alleging they had been discriminated against or badly treated by a member of staff because of their being overweight or obese

Please do this by searching for complaints containing any of the words "weight", "fat", "obese", "overweight" and "bariatric" and filtering these to find those that refer to fat-shaming comments made by a member of staff.

2) Can you select the first five such complaints from 2020 and provide me with the following details:

- a. What type of staff member was the complaint levelled against? E.g. healthcare assistant, junior doctor, consultant, cleaner, kitchen staff
- b. Please quote the words allegedly used by the hospital staff or summarise the offending action
- c. Please tell me what, if any, action was taken by your trust in response to these five sample complaints from the beginning of 2020

RESPONSE

The Trust does not record complaints on its PALS system (Datix) in such specific terms. If a complaint about such a matter is received it might be recorded against 'Privacy & Dignity', Equality & Diversity, or 'Values & Behaviours' but there is not a specific category that would identify it as being about the patient's weight.

However, the Trust was able to run a report based on the description of the complaint containing the words "weight", "fat", "obese", "overweight" and "bariatric" which brought up no (zero) cases for the calendar year of 2020.