

Freedom of Information Team
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Tel: 023 9228 6000 Ext 3708

Name:

Date: 30/06/2020

Ref: 20-21 042

Dear

Freedom of Information request

Thank you for your request for information under the Freedom of Information Act 2000, which was received by our Freedom of Information team on 26/05/2020.

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.

In 2019 the Trust had received one complaint through the patient advice and liaison system (PALS). This was not a formal complaint.

2) Can you select the first five such complaints from 2019 and provide me with the following details:

a. What type of staff member was the complaint levelled against?

A Consultant.

b. Please quote the words allegedly used by the hospital staff or summarise the offending action?

"Fat".

c. Please tell me what, if any, action was taken by your trust in response to these five sample complaints from the beginning of 2019?

The mother of the patient had been contacted via telephone, apologies and support had been given by to the patient by the Trust.

Please accept this letter as completion of your request. Please note that copies of this request will be held on file for three years before being confidentially destroyed.

If you are dissatisfied with the outcome of your request, please contact our Head of Information Governance on Information.Governance@porthosp.nhs.uk or write to the above address and we will conduct an internal review. Upon review, if you are still dissatisfied, you may appeal our decision by contacting the Information Commissioner's Office; for more information please visit the [ICO's website](#).

Please be aware, if we do not receive an appeal within 30 days of you receiving this letter, we will assume that you are satisfied with our response. If you have any further queries, please do not hesitate to contact us.

Yours sincerely

Freedom of Information Team