

Freedom of Information Team  
Post Room  
Queen Alexandra Hospital  
Southwick Hill Road  
Portsmouth  
Hampshire  
PO6 3LY

Name:  
Email:  
Date: 19/05/2021  
Ref: 21-22 098

Dear

### **Freedom of Information request**

Thank you for your request for information under the Freedom of Information Act 2000, which was received by the Trust on 11/05/2021.

- 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.**

The Trust has received no complaints through the Patient Advice and Liaison service (PALS) in relation to patients alleging they had been discriminated against or badly treated by a member of Trust staff because they are overweight or obese.

- 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**

Not applicable.

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](mailto: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