

Freedom of Information Team  
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Tel: 023 9228 6000 Ext 3708

Name:  
Date: 01/05/2019  
Ref: 19-20 052

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 26/04/2019. You have requested the following:

#### **1. What type of staff member was the complaint levelled against? E.g. healthcare assistant, junior doctor, consultant, cleaner, kitchen staff**

- a) Registrar
- b) Consultant

#### **2. Please quote the words allegedly used by the hospital staff or summarise the offending action**

- a) "I had sat and explained the issues with my son to which out of no relevance what so ever she had the audacity to tell me he was over weight!"
- b) "if you were to speak to people your size you'll find that they probably suffer from headaches too". "people your size have become an epidemic".

#### **3. Please tell me what, if any, action was taken by your trust in response to these five sample complaints from the beginning of 2018**

- a) "He would like to apologise for the unintentional distress that was caused and explain that the advice given is in line with recognised best practice as promoted by NHS England (<http://www.makeeverycontactcount.co.uk/>)."
- b) "It is correct that obesity is regarded as an epidemic associated with many adverse consequences including other diseases and, it is for this reason that the NHS provides comprehensive weight management programmes which may include gastric surgery (bariatric surgery) which have proved to be popular and generally effective."

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