

Ref No. SG8137

Date: 01 May 2019

REQUEST: 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.

Can you select the first five such complaints from 2018 and provide me with the following details:

1. What type of staff member was the complaint levelled against? E.g. healthcare assistant, junior doctor, consultant, cleaner, kitchen staff
2. Please quote the words allegedly used by the hospital staff or summarise the offending action
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

OUR RESPONSE: The Trust's complaint management system does not record the specific terms requested and any such concern raised by a service users would be recorded under Privacy & Dignity, or possibly Values & Behaviours if the complaint was focused around the member of staff and their approach.

However, a search of the specific words requested has identified 2 cases, both from the financial year 2018/2019, the details of which are as follows:

Staff member: Nurse

Brief description: Patient unhappy they were referred to as overweight.

Actions: Discussed directly with staff member concerned. Apology given with member of staff required to undertake reflective practice. New nurse allocated.

Staff member: Administrator

Brief description: Letter sent to parents following school assessment advising child was overweight.

Actions: Parents contacted by telephone to discuss results of assessment.