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Darlington  
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Foundation Trust Office: 01325 74 3625  
Corporate Records Office: 01325 74 3700

Request for Information Reference: 02.18.46

Direct line: 01325 743700  
Email: [cdda-tr.cddftfoi@nhs.net](mailto:cdda-tr.cddftfoi@nhs.net)

Email only

21 March 2018

### **Freedom of Information Act 2000 – Request for Information**

Thank you for your request for information received on 22 February 2018 in relation to the County Durham and Darlington NHS Foundation Trust (Trust). We are dealing with your request under the provisions of the Freedom of Information Act 2000.

You requested information regarding the treating LGBT patients. Specifically you asked:

**1) *What Equality and Diversity training does County Durham and Darlington NHS Trust provide to its healthcare professionals staff?***

Answer: All staff must attend mandatory E&D training as identified in the UK Core skills standards.

**2) *What refresher training if any do healthcare staff receive in regards to Equality and Diversity?***

Answer: The mandatory training is refreshed every 3 years as per the UK Core Skills standards.

**a) *Does this include an elements relating to LGBT issues and LGBT patients?***

Answer: LGBT is referred to as it one of the 9 characteristics. We also offer a 2 hour LGBT workshop which is not mandatory for any staff wishing to attend. Junior doctors are trained to consider LGBT patients

**3) *I wish to request information relating to the number of complaints made to County Durham and Darlington NHS Trust relating to LGBT patients and healthcare professionals.***

***I would like information on the number of complaints relating to:***

- a) Allegations of discrimination on the grounds of LGBT status.***
  - i. Patients made about practitioners***
  - ii. Staff made against colleagues both medical and non medical.***
  
- b) Allegations of wrongful treatment on the grounds of LGBT status. Complaints made by patients or their friends or family. Treatment received from any healthcare practitioner.***
  
- c) Complaints made by LGBT patients in regards to the provision of care.***
  
- d) Complaints made by LGBT healthcare professionals on the grounds that they have been discriminated or suffered bullying by colleagues because of their LGBT status.***
  
- 4) I would also like the outcomes of these complaints in regards to:***
  - a) closed with no further action***
  - b) disciplinary action taken against the healthcare professional involved and what action was taken.***
  
- 5) I would like to know the details of whether the healthcare professional complained about qualified either in the UK or abroad?***

***I would like to number of complaints in the last 18 months.***

The Trust does not centrally record this information, to supply the number would require a manual trawl through our complaints which would take over the permitted timescale within the act therefore; we are refusing this section of your request for information pursuant to section 12 of the Act on the grounds that we estimate that the cost of complying with the request would exceed the appropriate limit. The appropriate limit at the present time is £450.00 which equates to eighteen and a quarter hours of work by a member of staff at the rate of £25 per hour.

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log. Therefore, a version of our response which will protect your anonymity will be posted on the County Durham and Darlington NHS Foundation Trust website.

If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me on the above telephone number or at the above address.

If you are unhappy with the way your request for information has been handled, you can request a review by writing to:

The Chief Executive  
County Durham & Darlington NHS Foundation Trust

Darlington Memorial Hospital  
Hollyhurst Road  
Darlington  
DL3 6HX

If, you remain dissatisfied with the handling of your request or complaint, you have a right to appeal to the Information Commissioner at:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Telephone: 0303 123 1113  
Website: [www.ico.gov.uk](http://www.ico.gov.uk).

There is no charge for making an appeal.

Yours sincerely

**Joanna Tyrrell**  
**Freedom of Information Officer**