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Darlington Memorial Hospital
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Darlington
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Switchboard Tel: 01325 38 0100

Request for Information Reference: 03.21.42

Email: cdda-tr.cddftfoi@nhs.net

Email only

21 April 2021

Freedom of Information Act 2000 – Request for Information

Thank you for submitting a request for information which we received on 22 March 2021 in relation to County Durham and Darlington NHS Foundation Trust (the Trust). Your request has been processed under the provisions of the Freedom of Information Act 2000 and I am now able to provide you with a response.

Your request was in relation to racist/xenophobic behaviour and I am providing the following information in response to your specific questions:

1) Please tell me how many times your Trust has logged an incident of racist/xenophobic behaviour from patients towards staff in 2020?

The Trust has logged an incident of racist/ xenophobic behaviour from patients towards staff six times during 2020.

2) For the five most recent cases, please tell me

a) The job title of the member of staff against whom the behaviour was levelled?

b) A brief summary of the content of the complaint (e.g. patient told black doctor to 'go back to where he came from', raised voice and used profanities)?

c) The action taken by the Trust?

Job Title	Brief Summary	Trust Action
Consultant	Patient racially verbally abused the Consultant whilst spitting and swearing at supervising prison guards.	The patient was a prisoner receiving outpatient treatment. The patient was reprimanded by the HMP Governor.
Healthcare Assistant	Patient racially and sexually verbally abusive towards member of staff. No details of terms used available.	Police called and patient denied making comments.
Staff Nurse	Patient was verbally abusive to Nurse, aggressive and raising his voice. Staff believe comments from instigator were racially motivated.	The instigator was spoken to by staff who pointed out to him that his comments were inappropriate.
Staff in general	Patient has been racially and verbally abusive to the staff. No details of terms used	Senior Trust management and medical registrar spoke to offender and advised if a

	available.	reoccurrence would be discharged. Patient self-discharged shortly afterwards. Patient records updated.
Doctor	Patient's sister interrupted a telephone consultation and started shouting at doctor, not allowing them to speak, swore and used profanities.	The incident was investigated but the patient refused to provide details of the offender and due to their medical condition unable to issue warning letter.

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 on the Trust's website. However please be assured that we anonymise all responses prior to adding them to the disclosure log.

I hope that this response has provided you with the information you had requested. If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me by telephone or in writing. If however, you are dissatisfied with the way in which your request has been handled and would like an internal review, you will need to contact me in writing at the above address or via cdda-tr.cddftfoi@nhs.

If you remain dissatisfied with our response following an internal review you have the right to appeal to The Information Commissioner at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. More information is available on their website; www.ico.gov.uk.

Yours sincerely

Joanna Tyrrell
Freedom of Information Officer