

Executive Corridor
Darlington Memorial Hospital
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Switchboard Tel: 01325 38 0100

Request for Information Reference: 04.21.12

Email: cdda-tr.cddftfoi@nhs.net

Email only

17 May 2021

Freedom of Information Act 2000 – Request for Information

Thank you for submitting a request for information which we received on 12 April 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.

Further to your request of 12 April 2021 the Trust contacted you on three occasions in order to clarify aspects of your request. On 12 April 2021 the Trust contacted you with regards to the meaning of 'patient discrimination'. The Trust received clarification from you on 15 April 2021 that with 'patient discrimination' you are referring to discriminatory practice towards NHS staff by patients; this can either take the form of verbal abuse or physical aggression. For example, there have been instances of patients requesting for a consultation with a white doctor etc.

On 15 April 2021 the Trust sought clarification from you with regards to whether or not the number of complaints you requested (with regards to question 6) was for informal complaints/enquiries as well as formal complaints. Clarification was received by the Trust on 15 April 2021 in which you indicated you would like both informal complaints/enquiries and formal complaints.

On 16 April 2021 further clarification was sought from you regarding the criteria used to pull the requested information. To ensure the Trust provided you with the exact information you requested the Trust asked you if you were in agreement with the Trust's suggested cohort of 'racial assault' cohort. Clarification was received by the Trust on 20 April 2021 that you were in agreement with this suggested cohort.

Your request was in relation to discrimination and I am providing the following information in response to your specific questions with clarification being requested/provided as follows:

- 1. How many incidents of patient discrimination in all the hospitals managed by the Trust towards NHS staff were recorded in 2014, 2015, 2016, 2017, 2018, 2019, and 2020?**

Taking into account the clarifications received by the Trust question 1 has been reworded accordingly as follows:

How many incidents of racial abuse against staff have been reported by the Trust during each year from 2014-2020 inclusive?

Year:	Total reported:
2014	1
2015	3
2016	8
2017	2
2018	6
2019	10
2020	5
Total	35

2. How many NHS staff in all the hospitals managed by the Trust reported patient discrimination in 2014, 2015, 2016, 2017, 2018, 2019, and 2020?

We believe that the information provided in answer to question one answers this question. If this is not the case or we have misunderstood this question, please do get in touch.

3. Do all the hospitals managed by the Trust record incidents of patient discrimination towards NHS staff?

. The Trust has one incident reporting system that all staff regardless of physical location can use to record such incidents

4. Do all the hospitals managed by the Trust report patients who exhibit discrimination towards NHS staff to the Police?

5. How many cases of patient discrimination in all the hospitals managed by the Trust towards NHS staff were reported to the police in 2014, 2015, 2016, 2017, 2018, 2019 and 2020?

The Trust does not report incidents of patient verbal racial abuse or discrimination towards staff to the police. The Trust's Health, Safety and Security Team support the staff member and department following such incidents when they have been internally reported. It is the decision of the affected staff member however as to whether or not to report the incident to the police. The Trust can support this, however the police report is not logged by the Trust and is logged against the details of the staff member using their home address and personal details. The Trust would only be aware of the outcome of a police report if the individual staff member informs the Health, Safety and Security Team but this is not centrally recorded.

The Trust would recommend that you may wish to contact the Police Force's FOI team in order to understand the number of incidents that have been referred to them

relating to racial abuse or discrimination on hospital grounds, as it is likely that this will provide the data you are looking for. If you do wish to submit a Freedom of Information request to the Police you can do this via the following contact details:

The Information Rights and Disclosure Unit
 BID Department
 Police Headquarters
 Aykley Heads
 Durham
 DH1 5TT
 E-Mail: foi@durham.police.uk

If preferable, the Trust could review the internal incidents logged under this criteria to determine if any reference is made to police involvement, however as explained this is not recorded and may not provide any data. Please do contact us if you would like us to undertake this.

6. How many patients have made a complaint of racism/ unfair treatment against in all the hospitals managed by the Trust in 2014, 2015, 2016, 2017, 2018, 2019 and 2020?

Date	Formal Complaint	Informal Complaint
2014	0	0
2015	0	0
2016	0	0
2017	2	0
2018	1	0
2019	1	2
2020	0	0

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