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Darlington Memorial Hospital
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Darlington
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Request for Information Reference: 05.21.30

Email: cdda-tr.cddftfoi@nhs.net

Email only

9 June 2021

Freedom of Information Act 2000 – Request for Information

Thank you for submitting a request for information which we received on 11 May 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 fat shaming complaints and I am providing the following information in response to your specific questions:

Could you please tell me for the calendar year 2020:

1) 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.

2) Can you select the first five such complaints from 2020 and provide me with the following details:

- a. What type of staff member was the complaint levelled against? E.g. healthcare assistant, junior doctor, consultant, cleaner, kitchen staff**
- b. Please quote the words allegedly used by the hospital staff or summarise the offending action**
- c. Please tell me what, if any, action was taken by your trust in response to these five sample complaints from the beginning of 2020**

The Trust has no formal complaints/ informal concerns regarding discrimination or bad treatment by staff towards overweight/ obese patients.

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.cddffoi@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