

Ref: FOI/GS/ID 6627

**Please reply to:**  
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24 March 2021

## **Freedom of Information Act 2000**

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to an incident of racist/xenophobic behaviour from patients towards staff in 2020.

*You asked:*

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

Trust response:

- 1) 5
- 2)
- a)
1. Nurse
2. Doctor
3. Pharmacist
4. Nurse
5. Nurse
- b)
1. Foul language to persons of different origins to patient

**Outcome;** Patient known to be verbally abusive. This is been address by Manager and Matron. However patient can be very difficult and challenging,

all steps in place that can be provided by the Trust. Regular reviews on behaviour chart.

2. Reference to colour of staff member's skin

**Outcome;** Patient lacked capacity and had mental health issues. Patient reminded that such language would not be tolerated.

3. Member of staff travelling to work on public transport had two students call 'corona virus' to the member of staff. The member of staff arrived very upset.

**Outcome;** None, this incident took place outside of work on public transport

4. Patient refusing treatment by nurse. Nurse believes it is due to her race.

**Outcome;** both Nurse and Dr acted appropriately and reported incident. Both have been signposted to the EPA, (Staff support), services should they feel they need to access this.

5. Verbal abuse referring to their race.

**Outcome;** No further action taken