

Ref: FOI/GS/ID 5435

Please reply to:
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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 Fat-shaming complaints.

You asked:

Could you please tell me for each of the years 2016, 2017 and 2018

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.

Can you select the first five such complaints from 2018 and provide me with the following details:

- 1. What type of staff member was the complaint levelled against? E.g. healthcare assistant, junior doctor, consultant, cleaner, kitchen staff*
- 2. Please quote the words allegedly used by the hospital staff or summarise the offending action*
- 3. Please tell me what, if any, action was taken by your trust in response to these five sample complaints from the beginning of 2018*

Trust response:

We have searched under the words identified in the request for the same period as above and this has revealed the following three cases:

'weight'

Case 1 – 2017

Anaesthetist reported as saying 'You've shaved 15 years off your life' when discussing patient's weight.

Action taken: Clinical director discussed with doctor. Apology offered to the patient.

Case 2 – 2018

Consultant described as saying: 'The only surgery I would book for you is bariatric surgery or you'll end up housebound and lifted out the window at the end'

Action taken: Clinical Director discussed with consultant. Apology offered to the patient.

Case 3 – 2018

Anaesthetist reported as saying something to the effect: 'It is as if you were carrying me on your back when you go upstairs'

Action taken: Referred to general manager to discuss with doctor

'fat'

No cases.

'obese'

No cases.

'overweight'

No cases.

'bariatric'

No cases.