

Ref: FOI/GS/ID 6327

Please reply to:
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Trust Management
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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 Complaints and Racism.

You asked:

- 1) Please can you tell me the name of your Trust?*
- 2) How many patient complaints has your Trust received, for any given reason?*

Please break down into the following calendar years

2017

2018

2019

- 3) How many patient complaints has your Trust received, citing racism as one of the problems during the patient's treatment?*

Please break down into the following calendar years

2017

2018

2019

- 4) How many complaints relate to the treatment of women who have given birth in your Trust?*

Please break down into the following calendar years

2017

2018

2019

- 5) How many of those from Q4 included racism in their complaint?*

2017

2018

2019

- 6) How many members of staff have received some form of disciplinary action due to a complaint by a patient?*

Please break down into the following calendar years and please list what action was taken.

2017

2018

2019

7) How many members of staff have received some form of disciplinary action, whereby racist behaviour towards the patient was included? Please break down into the following calendar years and please list what action was taken where possible.

2017

2018

2019

8) How many members of staff have made a complaint regarding racism from a patient?

Please break down into the following calendar years

2017

2018

2019

Trust response:

1) Maidstone and Tunbridge Wells NHS Trust

2)

2017 - 434

2018 - 542

2019 - 555

3) Trusts are required to record complaints under subject categories in line with data collected by NHS Digital. They do not have a specific subject of 'racism'. (Note: we do have a local code for 'discrimination' – we had 1 in 2018 where a relative felt 'judged by his appearance' as he was asked to prove entitlement to NHS care and 1 in 2017 which related to a patient with physical disabilities)

4) We don't record complaints by this category. However, we do record the number of complaints made about midwifery and obstetric services – numbers provided below.

Please break down into the following calendar years

2017 - 38

2018 - 31

2019 - 32

5) Nil – see Q3

6)

2017 – 1 - Dismissal

2018 – 6 - 2 x Final Written Warning

2x no case to answer

1 x Summary Dismissal

1 x Informal Action

2019 – 2 - 2x no case to answer

7)

2017 - 0

2018 - 0

2019 – 0

8) Staff do not make complaints. They can raise incidents though.
The number of incidents raised in regard to racial abuse are as follows;
however these may not necessarily be 'complaints'

2017 = 1

2018 = 5

2019 = 3