

Ref: FOI/GS/ID 6724

Please reply to:
FOI Administrator
Trust Management
Maidstone Hospital
Hermitage Lane
Maidstone, Kent
ME16 9QQ
Email: mtw-tr.foiadmin@nhs.net
www.mtw.nhs.uk

14 May 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 Fat shaming complaints.

You asked:

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

Trust response:

1. Two

2.

a) Junior Doctor b) 'she went on to state, "you need to lose weight. You are very hairy and that is because you are overweight."' c) Educational supervisor made aware of concerns to discuss with junior doctor. Junior doctor supported to undertake professional reflection. Letter of apology sent to patient by consultant in charge.

a) Registrar b) Concerns raised by phone so unable to quote verbatim. Notes from conversation read: 'told the patient she is morbidly obese and it is her

own fault she is in the state she is in because of the crap she eats.' c) No patient consent received to progress concerns.