

Ref: FOI/GS/ID 7444

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

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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 2021.

You asked:

- 1) How many official complaints and PALS concerns 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*
- 2) Can you select the first five such complaints from 2021 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 2021*

Trust response:

1.
 - i) 1 complaint
 - ii) 1 PALS concern
2.
 - a.
 - i) Described in the complaint as 'consultant'
 - ii) Consultant
 - b.
 - i) Patient reports doctor saying: 'I am too fat for keyhole surgery.'
 - ii) Unable to quote as concern was taken by phone. Notes from the conversation state consultant was 'judgemental' and was 'discharging patient because they had not followed instructions i.e. given up smoking / lost weight'

c.

- i) Patient had been advised pre-op that they needed to lose weight prior to surgery. Changes were made to the management of theatre lists (as doctor who listed the patient for surgery would have been happy to proceed).
- ii) Attempts to contact patient to obtain more detail were unsuccessful. However, we have been advised that the CCG set the criteria for this treatment which is very strict, including BMI.