

Ref: FOI/GS/ID 7388

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 an incident of racist/xenophobic behaviour from patients towards staff in 2021.

You asked:

- 1) Please tell me how many times your Trust has logged an incident of racist/xenophobic behaviour from patients towards staff in 2021.*
- 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) 7 total incidents
- 2)
 - a. Manager
 - b. Patient called in to clinic and was extremely abusive. Using foul and threatening language. He also used extreme racist language.
 - c. Patient has been sent a formal letter informing him that he will be accompanied by security during his visits and has been given a written final warning.

- a. Nurse
- b. Racially abusive to all staff
- c. Security called, police report advised.

- a. Nurse

- b. Swearing, calling names: c**t, black twat, n*gger and b*stard - The patient had a cognitive impairment as a result of a stroke.
- c. Site management were involved to calm the situation and security were called but not needed.

a. Radiographer

- b. I asked patient his name and they replied 'I don't take monkey's word.'
- c. Advised the matter needs reporting to the Police as Racial Abuse.

a. Nurse

- b. "Better learn English first and then I can speak to you" then followed up by stating that if I don't know English well, I shouldn't even work here at all.
- c. Decision made following discussion with PALs not to proceed with a letter but to explore an alert on his file to monitor future admissions, also advised the matter needs reporting to the Police as Racial Abuse.