

freedom.information@wvt.nhs.uk

5 November 2020

FREEDOM OF INFORMATION ACT 2000 – INFORMATION REQUEST FOI2020/0190

Thank you for your request for information.

Wye Valley NHS Trust responds:

//////////////////////////////////REQUEST

I would like to make a Freedom of Information request to your Trust looking at complaints from patients and racism from staff.

1) Please can you tell me what is the name of your Trust?

Wye Valley NHS 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

There have been 1300 complaints covering this period.

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

Due to the way that these files are kept physically it is not possible to provide this figure, as it would require a manual trawl. This would exceed the maximum time limit guided by the regulator the Information Commissioner's Office (ICO) for handling individual FOI requests. Under section 12 of the FOI Act 2000 it is not possible to provide this information. Due to the way that information is kept, it is not possible to advise how this request could be refined to yield data.

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

Due to the way that these files are kept physically it is not possible to provide this figure, as it would require a manual trawl. This would exceed the maximum time limit guided by the regulator the

Information Commissioner's Office (ICO) for handling individual FOI requests. Under section 12 of the FOI Act 2000 it is not possible to provide this information. Due to the way that information is kept, it is not possible to advise how this request could be refined to yield data.

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

2017

2018

2019

Due to the way that these files are kept physically it is not possible to provide this figure, as it would require a manual trawl. This would exceed the maximum time limit guided by the regulator the Information Commissioner's Office (ICO) for handling individual FOI requests. Under section 12 of the FOI Act 2000 it is not possible to provide this information. Due to the way that information is kept, it is not possible to advise how this request could be refined to yield data.

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 Less than 6* members of Medical Division Investigation. Staff members left the Trust.

2018 Less than 6* members of Medical Division Investigation. In some cases there was no case to answer, others resulted in Formal Disciplinary Sanction (1st Written Warning).

2019 Less than 6* Members of Medical Division Investigation. No formal disciplinary sanction, training and support provided and actioned.

* This is a low figure. Under section 40ii of the Freedom of Information Act 2000 this cannot be provided. Statistically low information can potentially identify individuals' personal data, as defined by the Data Protection Act 2018.

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 Nil

2018 Nil

2019 Nil

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

2017	Less than 6*
2018	Less than 6*
2019	Less than 6*

* This is a low figure. Under section 40ii of the Freedom of Information Act 2000 this cannot be provided. Statistically low information can potentially identify individuals' personal data, as defined by the Data Protection Act 2018.

Please note that a record of previous Trust FOI responses is now available to consult online by visiting:

<https://www.wyevalley.nhs.uk/about-us/information-requests/freedom-of-information-requests.aspx>

If you have queries or any concerns contact details are given at the top of the letter. Please remember to quote the reference number above in any future communications.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to:

Information Governance/Privacy Officer
Wye Valley NHS Trust
Monkmoor Court
31-34 Commercial Road
Hereford
HR1 2DX
Email: freedom.information@wvt.nhs.uk

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire, SK9 5AF

Telephone: 0303 123 1113 www.ico.gov.uk

Yours sincerely,

Freedom of Information Coordinator

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