

Reference Number: FOI/2020/153
From: Private Individual
Date: 27 May 2020
Subject: Fat Shaming' Complaints for 2019

Q1 Could you please tell me for the calendar year 2019 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

A1 Zero

Q2 Can you select the first five such complaints from 2019 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 2018

A2 Information not held – Not applicable as per A1