

Date: 14/03/2018

FREEDOM OF INFORMATION REQUEST FOI/013961 – Equality and diversity, complaints

I wish to request details of the following:

- 1) What Equality and Diversity training does The Dudley Group NHS Trust provide to its healthcare professionals staff? - Part of the Trust inclusion package
- 2) What refresher training if any do healthcare staff receive in regards to Equality and Diversity? Staff are required to refresh their knowledge each year.
 - a) Does this include an elements relating to LGBT issues and LGBT patients? - It covers all of the protected characteristics in the Equality Act, aimed at employees and the care they give.
- 3) I wish to request information relating to the number of complaints made to The Dudley Group NHS Trust relating to LGBT patients and healthcare professionals.

I would like information on the number of complaints relating to:

 - a) Allegations of discrimination on the grounds of LGBT status.
 - i. Patients made about practitioners – None
 - ii. Staff made against colleagues both medical and non medical. - No complaints of this specific nature are held.
 - b) Allegations of wrongful treatment on the grounds of LGBT status. Complaints made by patients or their friends or family. Treatment received from any healthcare practitioner. - None
 - c) Complaints made by LGBT patients in regards to the provision of care. - None
 - d) Complaints made by LGBT healthcare professionals on the grounds that they have been discriminated or suffered bullying by colleagues because of their LGBT status. - No complaints of this specific nature are held.
- 4) I would also like the outcomes of these complaints in regards to:
 - a) closed with no further action – for staffing issues, not applicable; no complaints have been raised.
 - b) disciplinary action taken against the healthcare professional involved and what action was taken - for staffing issues, not applicable: no complaints have been raised.
- 5) I would like to know the details of whether the healthcare professional complained about qualified either in the UK or abroad? - None
I would like to number of complaints in the last 18 months. - None