

Date: 03/05/2019

FREEDOM OF INFORMATION REQUEST 014776 – Fat shaming complaints

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.

Please do this by searching for complaints containing any of the words "weight", "fat", "obese", "overweight" and "bariatric" and filtering these to find those that refer to fat-shaming comments made by a member of staff.

Can you select the first five such complaints from 2018 and provide me with the following details:

1. What type of staff member was the complaint levelled against? E.g. healthcare assistant, junior doctor, consultant, cleaner, kitchen staff
2. Please quote the words allegedly used by the hospital staff or summarise the offending action
3. Please tell me what, if any, action was taken by your trust in response to these five sample complaints from the beginning of 2018

The Trust does not record complaints on its complaints software (Datix) in such specific terms. A complaint of this nature may be recorded on the software as 'Values and Behaviours' (staff attitude), 'Privacy & Dignity' or 'Equality & Diversity', but there is not a specific sub category for weight. This may be recorded in the description of the complaint record and a search was run against the description words provided ('weight', 'fat', 'obese', 'overweight' and 'bariatric') for 2016 onwards and there were no fat shaming complaints. Where weight has been mentioned it was in connection to clinical assessments regarding treatment and not fat shaming complaints