

**Freedom of Information Act Disclosure log
- Reply Extract**

File reference	W21FOI085
Key words	Complaints of Discrimination Against Patients for Being Overweight
Date of release	28/05/2021
Attachments	No

You asked

Could you please tell me for the calendar year 2020:

1. **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**

Five or fewer patients

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.

2. **Can you select the first five such complaints from 2020 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 2020**

The Trust does not have five complaints to provide such details and any disclosure would constitute a breach of personal information. Please refer to the legal notes below.

Legal notes:

University Hospitals Plymouth NHS Trust is confirming in accordance with section 1 (a) of the Act that it holds the information requested and is refusing it in accordance with section 1(b) because it constitutes personal information.

Please find the answers to your questions noting that we have redacted the data set where numbers are five or fewer that could reveal a number of five or fewer. Figures of five or fewer are considered personally identifiable information as would the disclosure of any patient specific details. Our approach avoids a breach of the first two Data Protection Act principles and the general right to object to processing, whilst providing you with as much detail as possible. This is in accordance with section 40.-(2)(a) and (b) by virtue of the first and second condition.

Attachments included: No