

Thursday 22 May 2025

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on Tuesday 6 May 2025. I am pleased to confirm the following.

Could you please tell me for each of the years (a) 2022, (b) 2023 and (c) 2024 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 (i) overweight or obese, or (ii) a sexuality other than heterosexual.

Complaints information by category is publicly available and we cannot sample complaints.

Can you select the first five such complaints from 2024 for each category 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 sample complaints from the beginning of 2024.

This is exempt falling under Section 40 of the Freedom of Information Act.

Please note individual's details are exempt under Section 40, Personal Information (where disclosure may contravene the Data Protection Act) unless permission to release is given or the information is already in the public domain.

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If you are unhappy with the information received in response to this request, please address your complaint to the Patient Affairs Office at Milton Keynes Hospital NHS

Foundation Trust, Standing Way, Eaglestone, Milton Keynes MK6 5LD If, after exhausting our internal process, you are still unhappy with the information received, you may write to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

If you need any further assistance, please do not hesitate to contact us at the address above.

Yours sincerely

Information Governance Administrator
For and on behalf of Milton Keynes Hospital NHS Foundation Trust

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