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Milton Keynes
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For people who have hearing loss
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Request under Freedom of Information Act 2000

Thank you for your request for information which we received on 22 February 2018.

I am pleased to confirm the following:-

1) What Equality and Diversity training does Milton Keynes University Hospitals NHS Trust provide to its healthcare professionals staff?

Training for Equality & Diversity is part of the Trust's statutory/mandatory training programme, which means that employees are required to attend a session upon induction and refresher sessions once every three years. The training covers the nine protected characteristics as outlined within the Equality Act (2010) and all types of discrimination. Employees are made aware of their rights and responsibilities in reference to discrimination.

2) What refresher training if any do healthcare staff receive in regards to Equality and Diversity?

Refresher training is provided every three years as part of the Trust's statutory/mandatory training programme.

a) Does this include an elements relating to LGBT issues and LGBT patients?

This currently does not include elements relating to LGBT+ issues and LGBT+ patients however, the Trust has recently implemented an LGBT+ forum, an aim of which will be to review diversity training within the Trust and how this can be used as a tool to inform and educate employees about issues face by LGBT+ colleagues and patients.

3) I wish to request information relating to the number of complaints made to Milton Keynes University Hospitals 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

ii. Staff made against colleagues both medical and non medical.

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.

c) Complaints made by LGBT patients in regards to the provision of care.

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.

4) I would also like the outcomes of these complaints in regards to:

a) closed with no further action

b) disciplinary action taken against the healthcare professional involved and what action was taken.

5) I would like to know the details of whether the healthcare professional complained about qualified either in the UK or abroad?

I can confirm that there have been no complaints from either staff or patients received in the last 18 months.

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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,

Freedom Of Information Co-ordinator
For and on behalf of Milton Keynes Hospital NHS Foundation Trust

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