

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on 03 March 2020.

I am pleased to confirm the following.

- 1) Please tell me how many times your trust has logged an incident of racist or discriminatory behaviour from patients towards staff in 2019.

21

- 2) For the five most recent cases, please tell me
 - a) the job title of the member of staff against whom the behaviour was levelled
 - b) a brief summary of the content of the complaint (e.g. patient said he didn't want a 'black doctor', raised his voice and used profanities)
 - c) the action taken by the Trust

Job Title	Description	Investigation Findings/ Recommendations
Health Care Assistant	<p>During the Dinner serving, I entered the room to give patient his food , he started shouting at me : "F*** off, I don't want any food, take it away you Polish c***. "</p> <p>After saying to patient that he needs to stop swearing and lower his voice patient shouted " You f***ing foreigners, go back to your country."</p>	<p>Advised staff to assess risk at all the time. Be firm, encourage patient but considerate to attend with his needs. Observe and check on patient every 10 to 15 minutes. Continued to support staff, patient, other patients on the ward and relatives Continued mental health input, medication prescribed and with social input.</p>
Health Care Assistant	<p>Patient continued to shout and scream stating that I was a F*cking Black Nigger that needed to go back to my own country.</p>	<p>Advised and supported staff to risk assess prior attending patient. be firm but considerate of his care needs Leave the room when angry and swearing to go back to attend when calmed down. Encourage patient and divert his mind with any other activities when patient allows but patient not in a mood to discuss anything nicely at all.</p>
Staff Nurse	<p>He started calling us all racist names and saying we are morons. He said we left our countries to come here to give him what he wants. He said we are not even trained nurses but a bunch of idiots with no colour.</p> <p>He said he does not want a black nurse to serve him but he wants a white nurse.</p>	<p>Patient moved to a side room, more settled. Call bell repaired</p>
Senior Sister	<p>brought in by ambulance, refusing to give name, intoxicated. when staff tried to carry out observations/tests, became verbally abusive to staff, using racist & threatening language, causing staff to fear for their safety. dr was asked to see but he was racially and verbally abusive to him too</p>	<p>Security are aware and will monitor, review and address as necessary</p>
Security Nurses	<p>On arrival, the patient was very agitated saying "F***** Pakistani, you should go back home" to both Security Officers.</p> <p>The nurses also reported that the patient was racially abusive towards them saying "F***** monkeys, you need to go back home".</p>	<p>patient well known to security and site manager. Police have spoken to patient on several occasions with regards to his behaviour.</p>

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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

<p>Any re-use of this information will be subject to the 'Re-use of Public Sector Information Regulations' and best practice.</p>
