

Ref: REQ5295
Date: 05.06.2020

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on 30th April 2020.

I can confirm the following.

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

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.

We have not received any complaints for the 2019 calendar year that contain the above words in reference to discrimination/fat-shaming comments made by staff.

2) Can you select the first five such complaints from 2019 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 2018

We are unable to provide five complaints as we have not received any during 2019 in line with the specified criteria.

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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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