

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on 19 April 2022.

I am pleased to confirm the following.

1) Please tell me how many times your Trust has logged an incident of racist/xenophobic behaviour from patients towards staff in 2021.

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 told black doctor to "go back to where he came from" raised voice and used profanities)

c) the action taken by the Trust.

Relevant incidents logged on the Trusts reporting system between 1 January 2021 and 31 December, 2021.

Of the last 3, 2 were to support staff & one a medic

Incident One:

- Support team called to ward, patient claiming staff has been antisemitic towards him
- Patient wanted to call the police
- Patient was taking photos of other patients and was asked not to
- Patient reported as being racist towards staff member and other patients
- Patient later denied staff had been antisemitic towards him
- **Action/investigation:**
Security arrival at the ward to speak to patient

Incident Two:

- A man came in to book his stepfather into ED and became unhappy when he was informed that due to the COVID rules he would be unable to wait in the department

- The man was racist towards other members of the public as they were allowed in

Action/Investigation:

- Security witnessed the incident and acted accordingly managing to de-escalate incident.
- Security to continue to monitor and attend when needed.

Incident Three:

- Patient was verbally racist towards staff member when they couldn't get the results they wanted

Action/Investigation:

- Incident report completed and informed nurse in charge
- Advised to seek support where needed, and contact security as needed

Incident Four:

- Patient was abusive/ aggressive to reception staff when came for his procedure and non-compliant with wearing face mask.
- Procedure was cancelled as patient refused bowel prep. Patient refused to be re-booked.

Action/investigation:

- Patients attitude was not addressed while he was still in the unit. Discussed with team at team meeting and with staff involved.

Incident Five:

- Patient refused to have assistance from HCA with completing paperwork and having observations taken by a staff member due to her race.

Action/Investigation:

- Staff contacted security quickly. Patient informed that his behaviour was unacceptable.
- Identified patients' inappropriate behaviour early and escalated up to management and security teams quickly who intervened and stopped it going further.

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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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