

FOI REF: 22/282

30<sup>th</sup> May 2022

Tel: 0300 131 4500

Website: [www.esht.nhs.uk](http://www.esht.nhs.uk)

## FREEDOM OF INFORMATION ACT

I am responding to your request for information under the Freedom of Information Act. The answers to your specific questions are as follows:

**Could you please tell me for the calendar year 2021:**

- 1) How many official complaints and PALS concerns 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 allegedly fat-shaming comments or actions made by a member of staff.**

[There was one complaint and six PALS contacts.](#)

- 2) Can you select the first five such complaints from 2021 and provide me with the following details:**

[Information regarding the one complaint received.](#)

- a. What type of staff member was the complaint levelled against? E.g. healthcare assistant, junior doctor, consultant, cleaner, kitchen staff**

[Senior doctors.](#)

- b. Please quote the words allegedly used by the hospital staff or summarise the offending action**

[Patient overheard two senior doctors making reference to patient's weight stating that they cannot operate because of their size.](#)

[Cont.../](#)

**c. Please tell me what, if any, action was taken by your trust in response to these five sample complaints from the beginning of 2021**

The Trust explained the rationale as to why the surgery could not be undertaken locally and an apology was given.

If I can be of any further assistance, please do not hesitate to contact me.

Should you be dissatisfied with the Trust's response to your request, you have the right to request an internal review. Please write to the Freedom of Information Department ([esh-tr.foi@nhs.net](mailto:esh-tr.foi@nhs.net)), quoting the above reference, within 40 working days. The Trust is not obliged to accept an internal review after this date.

Should you still be dissatisfied with your FOI request, you have the right of complaint to the Information Commissioner at the following address:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9 5AF

Telephone: 0303 123 1113

Yours sincerely

Linda Thornhill (Mrs)  
Corporate Governance Manager  
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