

Request under Freedom of Information Act 2000

Request Ref: NGFOI 19/20: 054

Thank you for your request for information received at Northampton General Hospital NHS Trust (NGH) on 29/04/2019.

Could you please tell me for each of the years 2016, 2017 and 2018

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.

Can you select the first five such complaints from 2018 and provide me with the following details:

- 1. What type of staff member was the complaint levelled against? E.g. healthcare assistant, junior doctor, consultant, cleaner, kitchen staff*
- 2. Please quote the words allegedly used by the hospital staff or summarise the offending action*
- 3. 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 have conducted a search of the Trusts' incident reporting database, Datix, from 1 January 2016 – 31 December 2018 using the key words 'weight', 'fat', 'obese', 'overweight' and 'bariatric'. This search did not produce any matching records reported to PALS. There were no records relating to this subject reported to PALS for the period in question.