



**The Clatterbridge
Cancer Centre**
NHS Foundation Trust

Clatterbridge Road
Bebington
Wirral
CH63 4JY

Tel: 0151 556 5000
Web: www.clatterbridgecc.nhs.uk

Date: 24 May 2019

Re: Freedom of Information Request
Ref: 114- 2019

Thank you for your email dated 26th April 2019 requesting information in relation to complaints received through the patient advice and liaison system (PALS) at the trust from patients alleging they had been discriminated against or badly treated by a member of staff because of their being overweight or obese.

The information that you require is as follows:

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.

2016 = 0
2017 = 0
2018 = 0

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**
Not applicable, see above

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

Not applicable, see above

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**

Not applicable, see above

Should you require any further information please do not hesitate to contact me on the email address provided below.

Please remember to quote the reference number above in any future communications.

If you are dissatisfied with the handling of your request, you have the right to ask for this to be investigated internally.

If you are dissatisfied with the information you have received, you have the right to ask for an internal review.

Both processes will be handled in accordance with our Trust's Freedom of Information Policy and the Freedom of Information Act 2000.

Internal investigation and internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Freedom of Information Review, The Clatterbridge Cancer Centre NHS Foundation Trust, Clatterbridge Road, Bebington, Wirral, CH63 4JY

If you are not satisfied with the outcome of the internal investigation/review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

In order for us to ensure customer satisfaction and to monitor compliance with the Freedom of Information Act 2000, we would be grateful if you could take a couple of minutes to complete a short feedback form via the link below:

<https://www.surveymonkey.co.uk/r/H39RFMM>