



**The Clatterbridge  
Cancer Centre**  
NHS Foundation Trust

Clatterbridge Road  
Bebington  
Wirral  
CH63 4JY

Tel: 0151 556 5000  
Web: [www.clatterbridgecc.nhs.uk](http://www.clatterbridgecc.nhs.uk)

Date: 31 March 2020

**Re: Freedom of Information Request**  
**Ref: 66- 2020**

Thank you for your email dated the 3<sup>rd</sup> March 2020, requesting information relating to racist or discriminatory behaviour towards staff.

The information that you require is as follows:

**1) Please tell me how many times your trust has logged an incident of racist or discriminatory behaviour from patients towards staff in 2019.**

**The Trust has 4 instances logged of racist or discriminatory behaviour from patients towards staff in 2019**

- 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 said he didn't want a 'black doctor', raised his voice and used profanities)**
  - c) the action taken by the Trust**

**Please see table below for answer to 2a, b and c:**

**\*\*N.B – The Clatterbridge Cancer Centre NHS Foundation Trust is a relatively small Trust and by providing Job Title increases any 'potential' risk of this data becoming identifiable information and thereby contravening one or more of the Data Protection Principles by releasing it into the public domain. Confidentiality is expected in such matters, therefore staff grouping has been provided as an alternative.**

a). Job title (staff grouping) of person affected	b). Description	c). Action taken
Nursing	Patient asked 'why are these people coming back to the country' whilst pointing at staff member.	<p>The Patient was immediately informed their behaviour was unacceptable and they apologised to the staff member. Staff member accepted apology and did not want to take further action.</p> <p>All ward staff were reminded of the Trust's Equality, Diversity and Human Rights Policy and the non-tolerance of this behaviour by patients</p>
Additional Professional Scientific & Technical	Several phone calls received from same caller to one department and specifically relating to one staff member, regarding the ethnicity of the staff member's partner.	The caller was spoken to on the telephone and informed their behaviour was inappropriate. As the caller then came to site, the staff member contacted the police who recorded incident as harassment.
Ancillary	During a telephone consultation a patient became aggressive and made inappropriate comments, one of which involved the nationality of their consultant.	<p>All relevant Ancillary Staff have received intermediate communication skills training.</p> <p>Qualified staff are available to escalate any concerns to. The incident was shared across the department for lessons learned.</p>
Nursing	Patient called a student member of staff a 'black pillock'.	<p>Student raised the issue with their University, but not their mentor on the ward. Ward manager discussed the issue with the University.</p> <p>All ward staff were reminded of the Trust's Equality, Diversity and Human Rights Policy and</p>

		the non-tolerance of this behaviour by patients
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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.