

Ref: FOI2016/3106
Date Received: 3rd March 2016
Response Due: 6th April 2016

5th April 2016

Dear

INFORMATION REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000

We are now pleased to respond to your request for information under the Freedom of Information Act.

You asked:

*Please inform me whether or not you hold the information specified below.
If you do hold the requested information please be so kind as to send me a copy.*

I wish to receive a copy of all information you hold of all Racist Incidents:-

- 1. Perpetrated by your healthcare professionals.*
- 2. Alleged to have been perpetrated by your healthcare professionals.*

Healthcare professionals = nurses, doctors, surgeons and the like.

The Trust has a values & behaviours framework which outlines the key values & behaviours expected of our staff. One of these values is Respect & Dignity and the associated behaviours are detailed to provide a best practice framework of how staff should act with respect and dignity within their roles and interactions with others.

The Trust has a Grievance Policy which incorporates Dignity at Work and this provides a framework for staff to raise any concerns they may have if they believe their dignity at work has been breached by another staff member. If a patient is unsatisfied with their care or treatment by staff there is a complaints procedure they can follow which is managed by the Patient Relations Department.

The Trust holds central records of formal grievance (including dignity at work), conduct and employment tribunal cases dating back to 2008. We have reviewed these records and within this timeframe there was one grievance raised by a staff member alleging racist bullying & harassment by other staff. There were 3 Employment Tribunals submitted against the Trust which had racial discrimination aspects to the claims, of these 2 claims were withdrawn without proceeding to tribunal and 1 claim was not upheld in relation to race discrimination.

The Trust holds central records of Patient Complaints for a ten year period and these are then destroyed in line with statutory retention periods. Within the last 10 years there were 3 complaints raised by patients against staff members which alleged racist behaviour.

I hope you find this information useful, however if you are not entirely satisfied with this response please do not hesitate to contact the Information Governance Department on 01257 488271. If we do not hear from you within

Chairman: Robert Armstrong
Chief Executive: Andrew Foster CBE

28 days we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



Andrew Foster

Chief Executive

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If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, WrightingtonHospital, Hall Lane, AppleyBridge, Wigan, WN6 9EP

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally the ICO cannot make a decision unless you have exhausted the complaints procedure at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

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