

**Information Governance Department**

Wrightington Hospital

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Ref: FOI2021/7377

Date Received: 22<sup>nd</sup> March 2021

Response Due: 21<sup>st</sup> April 2021

Date: 21<sup>st</sup> April 2021

Dear Sir/Madam

**INFORMATION REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000**

You asked:

**1) Please tell me how many times your Trust has logged an incident of racist/xenophobic behaviour from patients towards staff in 2020.**

Four

**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**

1. Consultant
2. Unknown
3. Agency Nurse
4. Clerical Officer

**b) a brief summary of the content of the complaint (e.g., patient told black doctor to 'go back to where he came from', raised voice, and used profanities)**

1. Offensive language used by a patient to refer to staff member.
2. Relative called a member of staff by a derogatory word linked to sexual orientation.
3. Member of staff told by a patient who lacked capacity, that they should not be in our country.
4. Member of staff referred to in a racist derogatory manner.

**c) the action taken by the Trust.**

1. Security involved, and staff member advised on how to report matter to the Police and staff member actioned this. Patient care transferred.
2. Welfare check done with staff and support offered. Staff member advised on how to report to Police but has not yet taken this action. Staff Member no longer sees the patient.
3. Agency Nurse didn't want to take matter further.
4. Investigated and the person responsible for the offensive language received a first written warning on file for 12 months.

I trust that this information is helpful to you, 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 28 days, we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



Rabina Tindale  
Chief Nurse & DIPC

PLEASE NOTE:

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, Wrightington Hospital, Hall Lane, Appley Bridge, 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 at:

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

Helpline number: 0303 123 1113