



Wrightington, Wigan and Leigh Teaching Hospitals

NHS Foundation Trust

Trust Headquarters
Chief Nurse

Royal Albert Edward Infirmary
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Ref: FOI/2025/10731

Date Received: 6th May 2025

Response Due: 4th June 2025

Date: 28th May 2025

Dear Sir/Madam

With reference to your request for information received on 6th May 2025, I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold the information you have requested. A response to each part of your request is provided below.

In your request you asked:

Could you please tell me for each of the years (a) 2022 (b) 2023 (c) 2024

1. 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;

(i) overweight or obese

2022 = 0.

2023 = 0.

2024 = 0.

(ii) a sexuality other than heterosexual.

2022 = 0.

2023 = 1 formal complaint.

2024 = 0.

NOTE: In relation to the weight query 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.

2. Can you select the first five such complaints from 2024 for each category and provide me with the following details:

- a. **What type of staff member was the complaint levelled against? E.g. healthcare assistant, junior doctor, consultant, cleaner, kitchen staff**
- b. **Please quote the words allegedly used by the hospital staff or summarise the offending action**
- c. **Please tell me what, if any, action was taken by your trust in response to these sample complaints from the beginning of 2024.**

There were no complaints in 2024.

If you are not entirely satisfied with this response, please do not hesitate to contact the Information Governance Department via the email address provided. If we do not hear from you within 40 days, we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



KEVIN PARKER-EVANS

Kevin Parker-Evans MBA, FCMJ, CMgr. RN Dip HE

Chief Nursing Officer & Director of Infection Prevention and Control

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, Suite 9, Buckingham Row, Brick Kiln Lane, Wigan, WN1 1XX.

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 123 111