



**The Clatterbridge
Cancer Centre**
NHS Foundation Trust

Clatterbridge Road
Bebington
Wirral
CH63 4JY

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

Date: 5 June 2020

Re: Freedom of Information Request
Ref: 121- 2020

Thank you for your email dated the 26th May 2020, requesting information relating to complaints through the patient advice and liaison system (PALS) the 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.

The information that you require is as follows:

Could you please tell me for the calendar year 2019:

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 overweight or obese

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.

There were no complaints received

2) Can you select the first five such complaints from 2019 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

Not Applicable, see answer to question 1

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

Not Applicable, see answer to question 1

c. Please tell me what, if any, action was taken by your trust in response to these five sample complaints from the beginning of 2019

Not Applicable, see answer to question 1

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>