



**The Clatterbridge
Cancer Centre**
NHS Foundation Trust

Clatterbridge Road
Bebington
Wirral
CH63 4JY

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

Date: 12 April 2021

Re: Freedom of Information Request

Ref: 82-2021

Thank you for your email dated the 22nd March 2021, requesting information in relation to Racism and xenophobia against NHS staff.

The information that you require is as follows:

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

There have been 5 cases logged.

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

- 2 x Nurse**
- 1 x Student**
- 1 x Physicist**
- 1 x Health Care Support Worker**

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)

- Not happy with being treated by member of staff**
- Racist comments x 2**
- Inappropriate questions relating to race**
- Inappropriate comments relating to race**

c) the action taken by the Trust.

- Patient challenged regarding behaviour**
- Line manager support provided to employee**
- Staff signposted to Trust Employee Assistance Programme**
- Occupational Health support offered to employee**

- **Reiteration of Trust zero tolerance approach**
- **Training for staff / Peer review of incident**
- **Incidents reported on Datix**

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>