



**The Clatterbridge
Cancer Centre**
NHS Foundation Trust

Clatterbridge Road
Bebington
Wirral
CH63 4JY

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

Date: 28 June 2021

Re: Freedom of Information Request
Ref: 159-2021

Thank you for your email dated the 3rd June 2021, requesting information in relation to incidents involving hospital security staff.

The information that you require is as follows:

1/ do you employ your own security staff or are they supplied by an external provider?

Our security staff are supplied by an external provider.

2/ over the past three years, year on year, how many incidents of alleged physical and verbal abuse against patients by security staff have been logged by your Trust?

There have been no incidents of this nature logged in the last three years.

3/ over the past three years, year on year, how many of these incidents were alleged to have taken place in Accident and Emergency?

N/A – as a specialist cancer treatment centre we do not have an A&E Department.

4/ are all these incidents logged and, if so, what system does your Trust use – e.g. DATIX

All incidents of violence or aggression are recorded on DatixWeb.

5/ how were these incidents described; e.g. physical, verbal, restraint etc.

N/A – Please see question 2.

6/ year on year, and for the past three years, how many of these incidents were investigated?

N/A – Please see question 2.

7/ year on year, and for the past three years, what were the outcomes of these investigations?

N/A – Please see question 2.

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>