

06/10/2022

Dear Requester,

**FOI 1676**

Thank you for your Freedom of Information request which was received within the Trust.

Please note, this is a cross-site response for Bedford site and Luton site.

You asked:

1. **Please tell me how many times your trust has logged an incident of racist or discriminatory behaviour from patients towards members of staff in the years 2019 - 2022.**

**Bedford**

2019 – 4

2022 – 4

**Luton**

2019 – 21

2022 – 0

1. **For these cases, if possible, please give me:**
2. **A brief summary of the content of the complaint (e.g. profanities used, patient said he didn't want a 'Black doctor', etc.)**

**Please see the most recent for each site below;**

**Bedford:**

* Patient mentioned to staff that they "didn't want to see that polish guy". – March 2022
* Patient made remarks to staff such as "are you Spanish?", "do you understand what I am saying? Do you understand English?” and "I had enough of the Spanish Brat". – February 2022
* Patient used the term “monkey” in a derogatory way. – December 2019
* “You came all the way from Africa, we don't need you here" – April 2019

**Luton:**

* Patient called staff member“that woman, the gorilla” – November 2019
* Patient called staff member “Nigger/Negro” – September 2019
* Patient made remarks such as “get that paki bastard out of my way”. – September 2019
* Patient said to another patient “where are all the English people” and then said to a staff member that when she looks up “all I can see is teeth”. – September 2019
* Patient saying “why are you wearing that silly thing on your head, you are in England” “you silly girl”. – September 2019

1. **the date the complaint was logged and the date a response was given**

Please see above for reported dates. We do not hold the data for response dates.

1. **the action taken by the Trust**

The Trust has a Zero Tolerance Policy for verbal abuse. Staff should walk away from patients who are being rude and abusive. If patients are fit for discharge and refusing to leave security can be called to escort off premises.

The data for 2020 is exempt under Section 21 (already in the public domain) as it is available on our disclosure log. Please follow the link below

[Disclosure Logs - Bedfordshire Hospitals NHS Trust](https://www.bedfordshirehospitals.nhs.uk/corporate-information/freedom-of-information/disclosure-log/)

The data for 2021 is exempt under Section 22 (future publication). Please refer back to our disclosure log in a few weeks for the data.

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Please note that the Trust has a formal internal review and complaints process which is managed by the Information Governance Manager/Data Protection Officer. Should you have any concerns with our response, you can make a formal request for an internal review. Requests *for internal review* should be submitted within three months of the date of receipt of the response to your original letter, and should be addressed to: dataprotectionofficer@ldh.nhs.uk. This option is available to you for up to three calendar months from the date your response was issued.

If you are not satisfied with the Trust review under the Freedom of Information Act 2000 you may apply directly to the Information Commissioners Officer (ICO) for a review of your appeal decision. The ICO can be contacted at: ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF [www.ico.org.uk](http://www.ico.org.uk/)

Yours sincerely,

*FOI Officer*

Bedfordshire Hospitals NHS Foundation Trust