



Trust Headquarters
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18th May 2021

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 210508.

You requested the following information, please also see our response below:

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

There are two complaints on Datix for the period 01/01/2020 to 31/12/2020 who raised concerns regarding their care due to their, or their partners, weight / size. One was upheld, the other was not upheld.

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 2020 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

The crews were made up of a Newly Qualified Paramedic with either an Associate Ambulance Technician or a Trainee Associate Ambulance Practitioner.

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

In both cases it was a lack of correct equipment being available and having to wait for the equipment to arrive on scene.

c. Please tell me what, if any, action was taken by your trust in response to these five sample complaints from the beginning of 2020.

On upheld complaint, detailed feedback given to crew from line manager including reminder of available equipment.

I hope you find this information of some assistance.

If for any reason you are dissatisfied with our response, kindly in the first instance contact Caroline Smart, Head of Information Governance via the following email address:

FOI@secamb.nhs.uk

Yours sincerely

**Freedom of Information Coordinator
South East Coast Ambulance Service NHS Foundation Trust**

