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1<sup>st</sup> June 2020

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 200521.

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

**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.**

**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**
- b. Please quote the words allegedly used by the hospital staff or summarise the offending action**
- c. Please tell me what, if any, action was taken by your trust in response to these five sample complaints from the beginning of 2018**

We have searched Datix for complaints including the words "weight", "fat", "obese", "overweight" and "bariatric" for the period 01/01/2019 to 31/12/2019 where patients may have been discriminated against and there are none recorded for this period.

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](mailto:FOI@secamb.nhs.uk)

Yours sincerely

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

