

Freedom of Information Request**Ref: UHB 18-133**

Date 22 May 2018

By Email

Dear Sir

Thank you for your request for information under the Freedom of Information Act 2000. The Trusts response is as follows:

1. What Equality and Diversity training does University Hospital Bristol NHS Trust provide to its healthcare professionals staff?

The Trust provides an introduction to Equality, Diversity and Human Rights as part of Corporate Induction, which must be attended by all staff.

All staff also have access to an online e-learning package which covers the learning requirements of the Equality, Diversity & Human Rights element of the UK Core Skills Framework. This training can also be delivered in face-to face sessions.

2. What refresher training if any do healthcare staff receive in regards to Equality and Diversity?

The online e-learning package (or face-to-face version) described above provides the 3-yearly update which all staff are required to complete.

a. Does this include an elements relating to LGBT issues and LGBT patients?

There is no focus on individual protected characteristics in the training

3. I would like information on the number of complaints relating to:

a. Allegations of discrimination on the grounds of LGBT status.

i. Patients made about practitioners

ii. Staff made against colleagues both medical and non-medical.

The Trust has conducted a search of internal database for allegations **by patients made about practitioners** of discrimination on the grounds of LGBT status.

As a result of this search, the Trust can confirm there were less than five complaints made between 01/09/2016 and 28/02/2018. Where numbers are less than five we have considered that there is the potential for the individuals to be identified from the information provided, when considered with other information that may also be in the public domain. In our view disclosure of these low figures would breach one of the Data Protection Principles set out in Schedule 1 of the Data Protection Act, namely Principle 1. Therefore under Section 40(2) of the

Freedom of Information Act 2000, we will not be disclosing this information at this time. Section 40 is the exemption for personal information

A search of the Trust system used to record employee relations cases yielded no records of complaints of discrimination on the grounds of LGBT status made by staff against colleagues both medical and non-medical.

b. Allegations of wrongful treatment on the grounds of LGBT status. Complaints made by patients or their friends or family. Treatment received from any healthcare practitioner.

Please see response to question 3(a).

c. Complaints made by LGBT patients in regards to the provision of care.

Please see response to question 3(a)

d. Complaints made by LGBT healthcare professionals on the grounds that they have been discriminated or suffered bullying by colleagues because of their LGBT status.

None.

4. I would also like the outcomes of these complaints in regards to:

a. closed with no further action

b. disciplinary action taken against the healthcare professional involved and what action was taken.

Due to the low numbers identified in question 3(a), we are unable to provide this level of information as we have considered that there is the potential for the individuals to be identified, when considered with other information that may already be in the public domain. In our view disclosure of such information would breach the Data Protection Act. . Therefore under Section 40(2) of the Freedom of Information Act 2000, we will not be disclosing this information at this time. Section 40 is the exemption for personal information.

**5. I would like to know the details of whether the healthcare professional complained about qualified either in the UK or abroad?
I would like to number of complaints in the last 18 months.**

Due to the low numbers identified in question 3(a), we are unable to provide this level of information as we have considered that there is the potential for the individuals to be identified, when considered with other information that may already be in the public domain. In our view disclosure of such information would breach the Data Protection Act. . Therefore under Section 40(2) of the Freedom of Information Act 2000, we will not be disclosing this information at this time. Section 40 is the exemption for personal information

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. 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:

Trust Secretary
University Hospitals Bristol NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal 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

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely,

FOI Administrator