

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on 22 March 2021.

I am pleased to confirm the following.

1) Please tell me how many times your Trust has logged an incident of racist/xenophobic behaviour from patients towards staff in 2020.

17

2) For the five most recent cases, please tell me.

a) the job title of the member of staff against whom the behaviour was levelled.

b) a brief summary of the content of the complaint (e.g. patient told black doctor to 'go back to where he came from', raised voice and used profanities)

1. Staff Nurse – Nurse told by verbally aggressive patient that they would need an interpreter to understand her despite the nurse speaking clear English.

Action Taken: Security diffused situation with those involved. To monitor for further incidents and DATIX completed.

2. Student Nurse – Student Nurse called patient into triage, seen to by Staff Nurse to which the patient made a point of stating they trusted this Nurse and continued to state that they would not be going anywhere with the staff nurse in a nasty tone.

Action Taken: Explained that this is not acceptable, Datix completed. Security to monitor and address. Recorded as racist incident. Police made aware for records.

3. Staff Nurse – Patient stated that he would only speak to white nurses and doctors as they 'would do what he wanted'

Action Taken: This incident was discussed with the patient and he eventually offered an apology. The members of staff targeted by this abuse were supported throughout by senior members of staff and offered the opportunity for time out. Nurses affected to be reminded of the available support through staff health and wellbeing and p2p services. Patients who are racially abusive to be informed that this behaviour is not acceptable or tolerated.

4. Security Officer – Patient become aggressive so security was called, patient was racially abuse to security officer called them derogatory words.

Action Taken: Contacted the police, security will monitor. Address and review such issues and manage as appropriate. Appropriate escalation by staff.

5. Healthcare Assistant – Patient asked to go to the toilet, after finishing with the patients care the HCA then went to help other patients to which the patient started shouting racially abusive slurs and comments aimed at the HCA.

Action Taken: Reminded patient that the trust will not tolerate abuse towards staff and that all reported incidents will be investigated.

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If you are unhappy with the information received in response to this request, please address your complaint to the Patient Affairs Office at Milton Keynes Hospital NHS Foundation Trust, Standing Way, Eaglestone, Milton Keynes MK6 5LD. If, after exhausting our internal process, you are still unhappy with the information received, you may write to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

If you need any further assistance, please do not hesitate to contact us at the address above.

Yours sincerely,

Freedom of Information Co-ordinator
For and on behalf of Milton Keynes Hospital NHS Foundation Trust

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