

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on Thursday 19th September 2024. I am pleased to confirm the following.

It is lawful for providers of NHS services to refuse to provide treatment where a patient's behaviour constitutes as discrimination or harassment, or abusive violent or threatening, towards staff. Please can you tell me the number incidences where your Trust has refused treatment in the last five years?

Please present the data annually by financial year.

For example:

**2020/21 – 3 incidents
2021/22 – 17 incidents
etc**

Please also provide information on reason for refusal. For example: “displays abusive, violent or threatening behaviour unacceptable to the Provider”, or “behaviour which the Provider determines constitutes discrimination or harassment towards any Staff or other Service User”.

For example: 2020/21 – 24 incidents including 4x incidences of abusive violent or threatening behaviour; 20 incidences of discrimination or harassment.

Please also provide, for the same period of time, an annual breakdown of how many of these recorded incidences have been logged as involving racial abuse or racism.

For example: 2020/21 – 24 incidents including 4x incidences of abusive violent or threatening behaviour; 20 incidences of discrimination or harassment. Of these, 5 were logged as racial abuse.

No patients have been refused access to treatment at MKUH.

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

Any re-use of this information will be subject to the
'Re-use of Public Sector Information Regulations' and best practice.