

FOI_29_20/21 – FOI request concerning – Fat Shaming complaints for the calendar year 2019

I confirm that we hold the information as below.

To clarify and give an idea of the approximate level of detail required, please see a 'model answer' from University Hospitals Bristol attached, which was provided to me last year in response to a request for the same data but for the 2016-2018 period.



UH of Bristol - fat
shamed.pdf

- 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 word's "weight", "fat", "obese", "overweight" and "bariatric" and filtering these to find those that refer to fat-shaming comments made by a member of staff.

There were no complaints received in 2019 from patients alleging they had been discriminated against or badly treated by members of staff due to their being overweight.

- 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**

N/A