

06/06/2022

Our ref: FOI/05140

Dear

**Your Request & Our Response**

<p>1) How many official complaints and PALS concerns 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</p> <p>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 allegedly fat-shaming comments or actions made by a member of staff.</p>	<p>&lt;5*</p> <p><b>*The requested information relates to a very small number of individuals and to provide further detail could potentially lead to identification. This would breach their confidentiality; therefore we are exempting this information as personal and applying Section 40(2).</b></p>
<p>2) Can you select the first five such complaints from 2021 and provide me with the following details:</p> <p>a. What type of staff member was the complaint levelled against? E.g. healthcare assistant, junior doctor, consultant, cleaner, kitchen staff</p> <p>b. Please quote the words allegedly used by the hospital staff or summarise the offending action</p> <p>c. Please tell me what, if any, action was taken by your trust in response to these</p>	<p><b>To provide further detail could potentially lead to identification of the individual breaching their confidentiality, therefore we are exempting this information under Section 40(2) of the FOI Act.</b></p>

Chairman: Steve Fogg

Chief Executive: Trish Armstrong-Child

**RESEARCH MATTERS AND SAVES LIVES - TODAY'S RESEARCH IS TOMORROW'S CARE**  
Blackpool Teaching Hospitals is a Centre of Clinical and Research Excellence providing quality up to date care. We are actively involved in undertaking research to improve treatment of our patients. A member of the healthcare team may discuss current clinical trials with you.



five sample complaints from the beginning of 2021	
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The information in this response is provided under the terms of the Open Government Licence. Please see here for more information:

<http://www.nationalarchives.gov.uk/doc/open-government-licence/version/3/>

The following link is a customer satisfaction survey if you would like to leave feedback:

<http://www.bfwh.nhs.uk/our-services/hospital-services/information-governance/foi-questionnaire/>

If you are dissatisfied with our response to your request for access to information you may ask us to carry out an internal review. You should do this by writing to:

The Information Governance Manager  
Blackpool Teaching Hospitals NHS Foundation Trust  
Blackpool Victoria Hospital  
Whinney Heys Rd  
Blackpool  
FY3 8NR  
Email: [bfwh.pso@nhs.net](mailto:bfwh.pso@nhs.net) Requests for a review must be received within 40 working days following the initial response.

If you are not content with the outcome of our review, you may apply to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Yours Sincerely,

**Leanne Mcghee**  
**Information Rights Manager**  
**Blackpool Teaching Hospitals NHS Foundation Trust**  
**Whinney Heys Road | Blackpool | Lancashire | FY3 8NR**

