

## Freedom of Information Act 2000 disclosure log entry

### Reference

20-21116

### Date sent

25/11/2020

### Subject

Complaints by Patients and staff

### Details of enquiry

Please find below the series of questions we have for the trust.

1) Please can you tell me what is the name of your Trust?

2) How many patient complaints has your Trust received, for any given reason?

Please break down into the following calendar years

2017

2018

2019

3) How many patient complaints has your Trust received, citing racism as one of the problems during the patient's treatment?

Please break down into the following calendar years

2017

2018

2019

4) How many complaints relate to the treatment of women who have given birth in your Trust?

Please break down into the following calendar years

2017

2018

2019

5) How many of those from Q4 included racism in their complaint?

2017

2018  
2019

6) How many members of staff have received some form of disciplinary action due to a complaint by a patient?

Please break down into the following calendar years and please list what action was taken.

2017  
2018  
2019

7) How many members of staff have received some form of disciplinary action, whereby racist behaviour towards the patient was included? Please break down into the following calendar years and please list what action was taken where possible.

2017  
2018  
2019

8) How many members of staff have made a complaint regarding racism from a patient.

Please break down into the following calendar years

2017  
2018  
2019

## Response Sent

Your request for information has been handled under the Freedom of Information Act.

Please find below our response:

1) Please can you tell me what is the name of your Trust?

Tavistock and Portman NHS Foundation Trust

2) How many patient complaints has your Trust received, for any given reason?

Please break down into the following calendar years

2017 104  
2018 175  
2019 167

3) How many patient complaints has your Trust received, citing racism as one of the problems during the patient's treatment?

Please break down into the following calendar years

2017 - 0  
2018 - 0

2019 - 0

4) How many complaints relate to the treatment of women who have given birth in your Trust?  
Please break down into the following calendar years

2017  
2018  
2019

The Tavistock and Portman NHS Foundation Trust provides outpatient psychology services, via day clinics. We are not a hospital and do not provide maternity services. This question is therefore non applicable to the trust.

5) How many of those from Q4 included racism in their complaint?

2017  
2018  
2019

The Tavistock and Portman NHS Foundation Trust provides outpatient psychology services, via day clinics. We are not a hospital and do not provide maternity services. This question is therefore non applicable to the trust.

6) How many members of staff have received some form of disciplinary action due to a complaint by a patient?

Please break down into the following calendar years and please list what action was taken.

2017 - 1  
2018 - 1  
2019 - 0

We have withheld the action which was taken under Section 40(2) of the Freedom of Information Act as we are of the view that disclosure would contravene the principles of the General Data Protection Regulation (GDPR) and the Data Protection Act 2018. We believe that the information is held in confidence under the implied duty of confidence between an employer and employee. Disciplinary action may not have been apparent to colleagues. The expectation of the individuals concerned would be that only staff with a direct requirement to know that information would be fully informed of the situation . Section 40(2) is an absolute exemption and does not require us to carry out the public interest test.

7) How many members of staff have received some form of disciplinary action, whereby racist behaviour towards the patient was included? Please break down into the following calendar years and please list what action was taken where possible.

2017 - 0  
2018 - 0  
2019 - 0

8) How many members of staff have made a complaint regarding racism from a patient.  
Please break down into the following calendar years

2017 - 0

2018 - 0

2019 - 0