

Royal Stoke University Hospital

Ref: FOIA Reference 2020/21-585

Data, Security and Protection
Newcastle Road
Stoke-on-Trent
Staffordshire
ST4 6QG

Date: 26th March 2021

Email foi@uhnm.nhs.uk

Dear

I am writing in response to your email dated 22nd March 2021 requesting information under the Freedom of Information Act (2000) regarding pest control and racist/xenophobic behaviour

The University Hospitals of North Midlands Trust is committed to the Freedom of Information Act 2000.

However, the NHS is facing unprecedented challenges relating to the coronavirus (COVID-19) pandemic at the current time. Understandably, our resources have been diverted to support our front-line colleagues who are working tremendously hard to provide care for our patients, and to those in need of our services.

We strive to be transparent and to work with an open culture. But at this time, whilst care of our patients and the safety of our staff takes precedent, it is likely that responses to some requests for information will be delayed. We apologise for this position in advance, and will endeavour to provide you with as much information as we can, as soon as we are able.

The Information Commissioners Office has recognised the current situation in the NHS

On 23rd March we contacted you via email as UHNM had received two requests that are from the same person/company, therefore we are informing you that under section 12 of the FOI Act we are aggregating these requests on pest control (received 11/3/21) and racist/xenophobic behaviour (received 22/3/21)

Your new reference number is 585-2021 for both requests

The section 12 exemption states:

The authority can combine related requests received within a period of 60 consecutive days from:

- The same person or
- People who appear to be acting in concert or in pursuance of a campaign.

As of 1st November 2014 University Hospitals of North Midlands NHS Trust (UHNM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

REQUEST #1

Q1 In the last calendar year (2020) how many times did you call out a specialist pest control agency to deal with pest/rodent incidents at any of your hospital premises?

A1 At the County site= nil
RSUH site = 3 call outs, 1x ants, 2 x pigeons

Q2 For the month of May 2020 and the month of November 2020 please provide me with copies of any reports that were completed by any pest control worker/agency explaining what the problem was, where it was and how they dealt with it.

A2 At both sites, there were no call outs during these periods, therefore we do not hold any paperwork.

REQUEST #2

Q1 1) Please tell me how many times your Trust has logged an incident of racist/xenophobic behaviour from patients towards staff in 2020.

A1 Thirteen (13)

Q2 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)
- c) The action taken by the Trust.

A2 See below:

Doctor	Racially abusive language	Police called
Clinical Staff	Racially abusive language	Police called
Security Officer	Racially abusive language	Patient discharged and escorted from site
Clinical Staff	Racially abusive language	No action taken
Security Officer	Racially abusive language	Police called

*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

UHNM NHS Trust is a public sector body and governed by EU law. FOI requestors should note that any new Trust requirements over the EU threshold will be subject to these regulations and will be advertised for open competition accordingly.

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An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

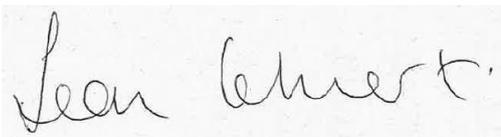
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via www.ico.org.uk.

If following review of the responses I can be of any further assistance please contact my secretary on 01782 671612.

Yours,



Jean Lehnert
Data, Security & Protection Manager