



Ref: FOIA Reference 2024/25-405

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

Date: 23rd October 2024

Email foi@uhnm.nhs.uk

Dear Sir/Madam

I am writing to acknowledge receipt of your email dated 19th September 2024 requesting information under the Freedom of Information Act (2000) regarding excluded from care

Q1 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**

A1 Information not held

Q2 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.

A2 Not applicable

Q3 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.

A3 Not applicable

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

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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.

Yours,



Leah Carlisle
Head of Data, Security & Protection and Health Records
Data Protection Officer



University Hospitals
of North Midlands
NHS Trust

