

Racism Against Staff

Reference Number: F4607
Date of Response: 23rd May 2022

Further to your Freedom of Information Act request, please find the Trust's response, in **blue bold text** below:

Request and Royal Devon's Eastern FOI Office Response

1) Please tell me how many times your Trust has logged an incident of racist/xenophobic behaviour from patients towards staff in 2021.

The Trust logged 21 incidents of racist/xenophobic behaviour from patients towards staff in 2021.

2) For the five most recent cases, please tell me

a) the job title of the member of staff against whom the behaviour was levelled

- **Ref1: Consultant and Junior Doctor**
- **Ref2: Bank/Agency Staff – Nurse**
- **Ref3: Consultant / Team**
- **Ref4: Not specified 'part of team'. Believe nurse from context.**
- **Ref5: Nurse**

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).

- **Ref1: Verbal aggression "Foreigners are killing us" and patient kicked Junior Doctor.**
- **Ref2: Repeated verbal aggression, 'does not like' nurse looking after them as "not white", calling nurse a "bitch".**
- **Ref3: Patient refusing appointment unless booking team could 'guarantee' consultant is 'English', 'speaks English' and booking office would describe colour of skin.**
- **Ref4: Aggressive patient, multiple instances, affected nurse reported abuse to be compiled in incident report. Quotes of language used not given.**
- **Ref5: Patient admitted with delirium, deemed to not have capacity. Repeated verbal aggression: "this is not your country", "you are not an English", "you are not born here" "you are not from this country" "Go back to your country"**

c) the action taken by the Trust.

*** Please note, all incidents subject to investigation and reporting at internal monitoring and board meetings. The Royal Devon University Healthcare NHS Foundation Trust does not allow any discrimination or aggression against staff, and such incidents are recorded on patient records for future staff safety.**

The Full process is not always recorded in the Datix investigation, as usually only contain comments from investigation manager. Any referral to or support requested by Occupational Health or Mental Health & Wellbeing by an employee is confidential.

- **Ref1: Consultant warned patient comment and action inappropriate, requested other junior doctors to attend patient after calmed down. Governance contacted junior doctor for welfare check, reported no harm from kick. Patient suffering 'confusion' at time of incident.**
- **Ref2: Escalated to Site Management, Sister/Charge Nurse told patient comments unacceptable. Wider medical team advised, discussed in safety briefing handover.**
- **Ref3: Booking team raised with team leader and cluster managers. Lead consultant in contact with Governance Manager to advise. Patient to attend appointment, another consultant running clinic agreed to stay within area to support colleague if patient becomes unreasonable.**
- **Ref4: Patient moved to side room for safety of other patients. Escalated to Site Management and security contacted. At discharge, escorted from hospital by security.**
- **Ref5: Security called as patient trying to abscond (secure ward). Site Management and Doctor informed. Patient did not have capacity, investigation manager apologised to nurse for situation, offered further support from Occupational Health.**