

Freedom of Information Request

Reference Number: EPUT.FOI.20.1673
Date Received: 29th September 2020

Information Requested:

I would like to make a Freedom of Information request to your Trust looking at complaints from patients and racism from staff.

1. Please can you tell me what is the name of your Trust?
Essex Partnership University 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 – 277 formal complaints
2018 – 303 formal complaints
2019- 288 formal complaints
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 – 1
2018 - 2
2019 - 2
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 – N/A
2018 – N/A
2019 – N/A

Essex Partnership University NHS Foundation Trust is a Mental Health, Learning Disability and Community Services Trust and does not provide Maternity Services
5. How many of those from Q4 included racism in their complaint?
N/A
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:
2x Dismissals 2x Written Warning
1x Redeployed 2x Final Written Warning

2018:
4x Final Written Warning 2x Written Warning
1x Dismissal

2019:

3x Final Written Warning 1x Written Warning
6x Dismissals

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

2018

2019

This information is not recorded

Publication Scheme:

As part of the Freedom of Information Act all public organisations are required to proactively publish certain classes of information on a Publication Scheme. A publication scheme is a guide to the information that is held by the organisation. EPUT's Publication Scheme is located on its Website at the following link <https://eput.nhs.uk>