

Freedom of Information Act 2000

The Royal Cornwall Hospitals NHS Trust Response to Information request

Date Request Received: 26 April 2024

FOI Ref No: 24519

Requested Information

- 1) How many complaints of each of the following types of discrimination were reported to your organisation in 2021, 2022 and 2023:
 - a. Disability discrimination
 - b. Race or ethnicity discrimination
 - c. Sexual orientation discrimination
- 2) How many complaints were reported to your organisation about discrimination related to a person's HIV status in:
 - a. 2021
 - b. 2022
 - c. 2023
- 3) If HIV-related discrimination complaints were reported to your organisation, how many of the following incidents were reported?
 - i. Refusal of a service after HIV status was shared.
 - ii. Failure to make reasonable adjustments for a person's HIV status.
 - iii. Harassment related to a person's HIV status.
 - iv. Use of an organisational policy that discriminated against a person based on their HIV status.
 - v. Another kind of HIV discrimination incident.
- 4) If HIV-related discrimination complaints were reported to your organisation, were they reported by?
 - i. Members of the public.
 - ii. Employees of your organisation

- 5) If HIV-related discrimination complaints were reported to your organisation, how many complaints were upheld?
- 6) Does your organisation have a policy to deal with incidents of HIV discrimination reported to them at a strategic level? If so, could you explain what the policy is or attach a copy of said policy?

Response

- 1) How many complaints of each of the following types of discrimination were reported to your organisation in 2021, 2022 and 2023:

- a. Disability discrimination

Using the search criteria 'Disability' and 'Discrimination/Equality'; In 2021 there were 10 complaints in relation to disability discrimination, in 2022 there were 6 complaints and in 2023 there were 15 complaints.

- b. Race or ethnicity discrimination

Using the search criteria 'Discrimination/Equality' and 'Racial'; In 2021, there were 4 complaints in relation to racial/Ethnicity discrimination, in 2022 there was 1 complaint and in 2023 there were 2 complaints.

- c. Sexual orientation discrimination

Using the search criteria 'Discrimination/Equality and 'Sexual', 'Lifestyle' and 'Gender Reassignment'; In 2021 there were 2 complaints in relation to sexual orientation discrimination, in 2022 there were 0 complaints and in 2022 there were 2 complaints.

- 2) In relation to how many complaints were reported to your organisation about discrimination related to a person's HIV status in 2021, 2022 and 2023; there is unfortunately no specific subject category for HIV.

A search in the categories of all the Discrimination/Equality subjects did not reveal anything in relation to HIV and a search for HIV in the description box did also not reveal any complaints.

We do not categorise specific diagnoses so we are unable to search specifically for HIV. The WCSH Care Group have also been asked if they have had any complaints relating to discrimination and HIV status during this time period and they have not.

- 3) N/A

- 4) N/A

- 5) N/A

6) Please refer to the following appendices:

Appendix 4 - Dignity at Work Policy

Appendix 5 - Patient Experience Strategy

Attachment(s)

Appendix 1 – 2021 – 2023 Discrimination-Disability

Appendix 2 – 2021 – 2023 Complaints re Discrimination/Race/Ethnicity

Appendix 3 – 2021 – 2023 Complaints re Sexual Orientation

Appendix 4 – Dignity at Work Policy

Appendix 5 – Patient Experience Strategy

Date Response sent:

10 May 2024