

**Freedom of Information Act 2000**

**The Royal Cornwall Hospitals NHS Trust Response to Information request**

**Date Request Received: 6<sup>th</sup> May 2025**

**FOI Ref No 28735**

**Requested Information:**

Could you please tell me for each of the years (a) 2022, (b) 2023 and (c) 2024 How many complaints through the patient advice and liaison system (PALS) your trust received from patients alleging they had been discriminated against or badly treated by a member of staff because of their being (i) overweight or obese, or (ii) a sexuality other than heterosexual.

NOTE: In relation to the weight query please do this by searching for complaints containing any of the words "weight", "fat", "obese", "overweight" and "bariatric" and filtering these to find those that refer to fat-shaming comments made by a member of staff.

Can you select the first five such complaints from 2024 for each category and provide me with the following details:

1. What type of staff member was the complaint levelled against? E.g. healthcare assistant, junior doctor, consultant, cleaner, kitchen staff
2. Please quote the words allegedly used by the hospital staff or summarise the offending action
3. Please tell me what, if any, action was taken by your trust in response to these sample complaints from the beginning of 2024.

**Response:**

**Number of complaints received in**

2022: 8

2023:4

2024:8

**Question 1:**

- 1) Medical Staff: 2
- 2) Nursing Staff: 4
- 3) Other/No staff involved: 2

**Question 2:**

Patient was told that due to the weight and fibromyalgia she would not recommend the Hysterectomy until further tests were done.

Patient was told that they have put on significant amount of weight.

**Question 3)** Feedback was given to the consultant involved about the communication used.

An apology letter was sent to the patients with clarification on the statement from the consultant.

**Note:** The primary search criteria were privacy, dignity, and wellbeing, and subcategories used were discrimination based on lifestyle, harassment, sexuality, and gender reassignment.

We do not have a formal PALS process. Instead, we follow an informal process, where the Trust addresses complaints through early resolution method.

**Attachment(s):**

No Attachments

**Date Response sent: 19<sup>th</sup> May 2025**