



Kent and Medway

NHS and Social Care Partnership Trust

Information Governance & Records Management Department

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Dear [REDACTED],

Request for Information

I write further to your request FOI ID 34000 under the Freedom of Information Act 2000 regarding:-

Racist abuse towards NHS staff

Your request is set out below:

1. How many incidents of racial abuse BY PATIENTS towards NHS staff (physical, verbal or written), were reported by NHS staff between 01.01.2019 – 31.12.2019?

Verbal Abuse with Racial Content – 122

KMPT Systems do not have a category to log incidents for physical or written racial abuse.

- 1.1. How many of these reported incidents were followed up with any action being taken against the perpetrator?

This information requested is not routinely collected outside normal record keeping. The requested information is not held centrally and is contained within the individual records which cannot be extracted as a standalone piece of data. In order to extract the requested information and collate the results would require a manual exercise to identify and review clinical records and would exceed the appropriate time limits, as per the Freedom of Information Act 2000 section 12(1) which does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit.

- 1.2. If action was taken against any of the perpetrators, how many incidents were reported to the police?

Verbal Racial Abuse where the police were notified - 22

2. How many incidents of racial abuse BY PATIENTS towards NHS staff (physical, verbal or written), were reported by NHS staff between 01.01.2020 – 31.12.2020?

We are proud to be smoke free

Trust Chair – Dr Jackie Craissati
Chief Executive – Helen Greatorex

Verbal Abuse with Racial Content – 167

KMPT Systems do not have a category to log incidents for physical or written racial abuse.

2.1. How many of these reported incidents were followed up with any action being taken against the perpetrator?

This information requested is not routinely collected outside normal record keeping. The requested information is not held centrally and is contained within the individual records which cannot be extracted as a standalone piece of data. In order to extract the requested information and collate the results would require a manual exercise to identify and review clinical records and would exceed the appropriate time limits, as per the Freedom of Information Act 2000 section 12(1) which does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit.

2.2 If action was taken against any of the perpetrators, how many incidents were reported to the police?

Verbal Racial Abuse where the police were notified - 34

3. How many incidents of racial abuse BY PATIENTS towards NHS staff (physical, verbal or written), were reported by NHS staff between 01.01.2021 – 31.12.2021?

Verbal Abuse with Racial Content – 170

KMPT Systems do not have a category to log incidents for physical or written racial abuse.

3.1. How many of these reported incidents were followed up with any action being taken against the perpetrator?

This information requested is not routinely collected outside normal record keeping. The requested information is not held centrally and is contained within the individual records which cannot be extracted as a standalone piece of data. In order to extract the requested information and collate the results would require a manual exercise to identify and review clinical records and would exceed the appropriate time limits, as per the Freedom of Information Act 2000 section 12(1) which does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit.

3.2. If action was taken against any of the perpetrators, how many incidents were reported to the police?

Verbal Racial Abuse where the police were notified - 34

4. How many incidents of racial abuse BY PATIENTS towards NHS staff (physical, verbal or written), were reported by NHS staff between 01.01.2022 – current date?

Verbal Abuse with Racial Content – 105 (as of 28/09/2022)

KMPT Systems do not have a category to log incidents for physical or written racial abuse.

4.1. How many of these reported incidents were followed up with any action being taken against the perpetrator?

This information requested is not routinely collected outside normal record keeping. The requested information is not held centrally and is contained within the individual records which cannot be extracted as a standalone piece of data. In order to extract the requested information and collate the results would require a manual exercise to identify and review clinical records and would exceed

the appropriate time limits, as per the Freedom of Information Act 2000 section 12(1) which does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit.

4.2. If action was taken against any of the perpetrators, how many incidents were reported to the police?

Verbal Racial Abuse where the police were notified – 18 (as of 28/09/2022)

KMPT has a hate crime policy and strategy. Police Liaison Officers are also on site for staff to access and report acts of racist abuse. Datix, an internal NHS web-based incident reporting system, is used to record incidents and staff are encouraged to report racism levied against them and their colleagues.

KMPT's health and wellbeing team and line managers offer support to staff who receive racial abuse.

I confirm that the information above completes your request under the Freedom of Information Act 2000. I am also pleased to confirm that no charge will be made for this request.

If you have any questions or concerns or are unhappy with the response provided or the service you have received you can write to the Head of Information Governance at the address on top of this letter. If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision.

Yours Sincerely

On Behalf of
The Information Governance Department