

Our Ref: 545/2021
June 2021

Re: Your request made under the Freedom of Information Act 2000

I am a journalist who is investigating issues around incidents involving patients and Hospital Security Staff. This request has been placed with all NHS Acute Hospital Trusts in the UK.

Your response will be consolidated with all others to be used as part of a report that has been commissioned by a broadcaster.

Using the Freedom of Information Act, please could you provide the following data:

1/ do you employ your own security staff or are they supplied by an external provider?

External provider, Saba Parks UK

2/ over the past three years, year on year, how many incidents of alleged physical and verbal abuse against patients by security staff have been logged by your Trust?

From 25 June 2018 to 25 June 2021, there have been 4 incidents reported on the Datix system. 3 in 2020, 1 in 2021.

Datix search criteria:

Incident reported date range – 25 June 2018 to 25 June 2021

Category – Abusive, violent, disruptive, self harming behaviour or bullying

Subcategory – Staff abusing patient

Exported above, then filtered out non security staff incidents.

3/ over the past three years, year on year, how many of these incidents were alleged to have taken place in Accident and Emergency?

1 (in 2021)

4/ are all these incidents logged and, if so, what system does your Trust use - eg: DATIX

Datix is used to report incidents within the Trust.

5/ how were these incidents described; eg: physical, verbal, restraint etc ...

The search criteria used to find these incidents in the Datix system is stated above.

6/ year on year, and for the past three years, how many of these incidents were investigated?

1 does not have evidence of investigation in the Datix form yet (incident from 2021).
The others have been investigated.

7/ year on year, and for the past three years, what were the outcomes of these investigations?

1.

Causation:

Alleged patient dragged along the ward by security

Action taken:

Body camera footage reviewed from security guard.

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Patient very aggressive and abusive, footage did not show any assault, reasonable force used by security to manage incident and prevent injury to patient or staff.

2.

Causation:

Patient became verbally and physically abusive towards bed watch and had to be restrained. Extra security was called.

Action taken:

Incident going through SABA's official investigation process.

3.

Causation:

Patient complained about security requesting car to be moved and to find an alternative parking area

Action taken:

CCTV reviewed also body camera footage from Security Officer involved with incident. Patient had parked across the shuttle bus lane blocking the way for the approaching shuttle bus, security requested the vehicle to be moved to allow access for the bus. Patient became verbally aggressive towards security and proceeded to stick two fingers up at the security officer. No further action.

Thank you for your time and consideration.