

## Freedom of Information Act Request

I am requesting information under the Freedom of Information Act.

It is lawful for providers of NHS services to refuse to provide treatment where a patient's behaviour constitutes as discrimination or harassment, or abusive violent or threatening, towards staff. Please can you tell me the number incidences where your Trust has refused treatment in the last five years?

Please present the data annually by financial year.

For example:

2020/21 – 3 incidents  
2021/22 – 17 incidents  
etc

Please also provide information on reason for refusal. For example: “displays abusive, violent or threatening behaviour unacceptable to the Provider”, or “behaviour which the Provider determines constitutes discrimination or harassment towards any Staff or other Service User”.

For example: 2020/21 – 24 incidents including 4x incidences of abusive violent or threatening behaviour; 20 incidences of discrimination or harassment.

Please also provide, for the same period of time, an annual breakdown of how many of these recorded incidences have been logged as involving racial abuse or racism.

For example: 2020/21 – 24 incidents including 4x incidences of abusive violent or threatening behaviour; 20 incidences of discrimination or harassment. Of these, 5 were logged as racial abuse.

Thank you for your Freedom of Information (FOI) request ref. After careful consideration, we regret to inform you that we do not hold the information you have requested.

Specifically, the information you requested regarding refusal of treatment is not available within our records.

Under the Freedom of Information Act 2000, we are only required to provide information that we hold at the time of the request. Unfortunately, we do not possess the information you are seeking.

If you are not satisfied with the handling of your request, you have the right to request an internal review. Requests for an internal review should be submitted within 40 working days from the date of this response, and should be addressed to [d.wraith@nhs.net](mailto:d.wraith@nhs.net).

If you remain dissatisfied after the internal review, you have the right to appeal to the Information Commissioner's Office (ICO). The ICO can be contacted at:

Information Commissioner's Office

Our Ref: 576  
August 2024

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Tel: 0303 123 1113

Website: <https://ico.org.uk/make-a-complaint/>