

## FOI149 Response

### Request

I would like to make a Freedom of Information request to your Trust looking at complaints from patients and racism from staff.

1) Please can you tell me what is the name of your Trust?

2) How many patient complaints has your Trust received, for any given reason?

Please break down into the following calendar years

2017

2018

2019

3) How many patient complaints has your Trust received, citing racism as one of the problems during the patient's treatment?

Please break down into the following calendar years

2017

2018

2019

4) How many complaints relate to the treatment of women who have given birth in your Trust?

Please break down into the following calendar years

2017

2018

2019

5) How many of those from Q4 included racism in their complaint?

2017

2018

2019

6) How many members of staff have received some form of disciplinary action due to a complaint by a patient?

Please break down into the following calendar years and please list what action was taken.

2017

2018

2019

7) How many members of staff have received some form of disciplinary action, whereby racist behaviour towards the patient was included? Please break down into the following calendar years and please list what action was taken where possible.

2017

2018

2019

8) How many members of staff have made a complaint regarding racism from a patient.

Please break down into the following calendar years

2017

2018

2019

## Response

### 1) Please can you tell me what is the name of your Trust?

Birmingham and Solihull Mental Health Foundation Trust (BSMHFT)

### 2) How many patient complaints has your Trust received, for any given reason? Please break down into the following calendar years 2017, 2018 and 2019.

Please see table below for the number of complaints.

Calendar Year	Number of Complaints
2017	164
2018	182
2019	170

### 3) How many patient complaints has your Trust received, citing racism as one of the problems during the patient's treatment? Please break down into the following calendar years 2017,2018, 2019

The Trust is unable to provide further information to this question, this is because our system does not capture the data at the level of detail request. Obtaining this information will require manually searching and collating the data which the Trust is unable to carry out.

With this in mind, a Section 12 exemption has been applied as the Trust does not have capacity to fulfil this query.

### 4) How many complaints relate to the treatment of women who have given birth in your Trust? Please break down into the following calendar years 2017,2018, 2019

The Trust is unable to provide further information to this question, this is because our system does not capture the data at the level of detail request. Obtaining this information will require manually searching and collating the data which the Trust is unable to carry out.

With this in mind, a Section 12 exemption has been applied as the Trust does not have capacity to fulfil this query.

### 5) How many of those from Q4 included racism in their complaint? Please break down into the following calendar years 2017,2018, 2019

The Trust is unable to provide further information to this question, this is because our system does not capture the data at the level of detail request. Obtaining this information will require manually searching and collating the data which the Trust is unable to carry out.

With this in mind, a Section 12 exemption has been applied as the Trust does not have capacity to fulfil this query.

**6) How many members of staff have received some form of disciplinary action due to a complaint by a patient?**

**Please break down into the following calendar years and please list what action was taken.**

**2017**

**2018**

**2019**

Please see table below and note that data relating to the calendar year 2017 cannot be provided. This is because the Trust's system did not capture the requested information at the level of detail requested. Obtaining this information will require manually searching and collating the data which the Trust is unable to carry out.

With this in mind, a Section 12 exemption has been applied as the Trust does not have capacity to fulfil this query.

<b>Calendar Year</b>	<b>Number of Disciplinary Action</b>	<b>Action Taken</b>
<b>2018</b>	0	Not Applicable
<b>2019</b>	2	<ul style="list-style-type: none"><li>• Placed on supervision and training</li><li>• First written warning</li></ul>

**7) How many members of staff have received some form of disciplinary action, whereby racist behaviour towards the patient was included? Please break down into the following calendar years and please list what action was taken where possible.**

The Trust is unable to provide further information to this question, this is because our system does not capture the data at the level of detail request. Obtaining this information will require manually searching and collating the data which the Trust is unable to carry out.

With this in mind, a Section 12 exemption has been applied as the Trust does not have capacity to fulfil this query.

**8) How many members of staff have made a complaint regarding racism from a patient.**

**Please break down into the following calendar years**

**2017**

**2018**

**2019**

The Trust is unable to provide further information to this question, this is because our system does not capture the data at the level of detail request. Obtaining this information will require manually searching and collating the data which the Trust is unable to carry out.

With this in mind, a Section 12 exemption has been applied as the Trust does not have capacity to fulfil this query.