

Freedom of Information Request – 4013

Dear FOI team

I wish to request details of the following:

- 1) **What Equality and Diversity training does James Paget University Hospitals Trust provide to its healthcare professionals staff?**
Our Equality & Diversity training is aligned to the Core Skills for Health Framework.
- 2) **What refresher training if any do healthcare staff receive in regards to Equality and Diversity?**
Received at Induction, then 3 yearly refresher.
 - a) **Does this include an elements relating to LGBT issues and LGBT patients?**
Not on an individual basis.
- 3) **I wish to request information relating to the number of complaints made to James Paget University Hospitals Trust relating to LGBT patients and healthcare professionals.**

I would like information on the number of complaints relating to:

- a) **Allegations of discrimination on the grounds of LGBT status.**
 - i. **Patients made about practitioners – 1 complaint**
 - ii. **Staff made against colleagues both medical and non medical - none**
 - b) **Allegations of wrongful treatment on the grounds of LGBT status. Complaints made by patients or their friends or family. Treatment received from any healthcare practitioner - none**
 - c) **Complaints made by LGBT patients in regards to the provision of care – 1 complaint (NB: this was the same complaint as in 3(a)(i) above.**
 - d) **Complaints made by LGBT healthcare professionals on the grounds that they have been discriminated or suffered bullying by colleagues because of their LGBT status - none**
- 4) **I would also like the outcomes of these complaints in regards to:**
- a) **closed with no further action – the 1 complaint (above) was closed with no further action (not upheld)**
 - b) **disciplinary action taken against the healthcare professional involved and what action was taken – none**
- 5) **I would like to know the details of whether the healthcare professional complained about qualified either in the UK or abroad?**

Cannot disclose under s.40 Freedom of Information Act 2000.