

Ref. No: 1212
Date: 19/09/24
Subject: FOI1212 - refusal to provide treatment.

REQUEST

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.

RESPONSE

St Helens and Knowsley Teaching Hospitals NHS Trust and Southport and Ormskirk Hospital NHS Trust became a single legal entity known as Mersey and West Lancashire Teaching Hospitals NHS Trust on 1st July 2023, as such parts of the response may be provided in two sections relating to the hospital sites of each of the legacy organisations.

2019/2020- <5 incidents including <5 incident(s) categorised as Physical Abuse, Assault, or Violence and <5 incident(s) of Verbal Abuse or Disruption. None of these incidents logged as racial abuse.

2020/2021- 12 incidents including 9 incidents categorised as Verbal Abuse or Disruption and <5 incident(s) of Physical Abuse, Assault, or Violence. None of these incidents logged as Racial Abuse.

2021/2022- 7 incident including <5 incident(s) categorised as Physical Abuse, Assault or Violence and <5 incident(s) of Verbal Abuse or Disruption. None of these incidents logged as Racial Abuse.

2022/2023- 13 incidents including <5 incident(s) of Physical Abuse, Assault, or Violence, 8 incidents of Verbal Abuse or Disruption, <5 categorised as Sexual and <5 incident(s) logged as Racial Abuse.

2023/2024- 20 incidents including 12 incidents of Physical Abuse, Assault or Violence, <5 incidents of Verbal Abuse or Disruption and <5 incidents of Racial Abuse.

Data for this type of request has not been recorded on the Legacy S&O sites and therefore cannot be provided.