

Freedom of Information request 106-18

Request

I wish to request details of the following:

1. What Equality and Diversity training does NHS Borders provide to its healthcare professionals staff?
2. What refresher training if any do healthcare staff receive in regards to Equality and Diversity?
 - a) Does this include an elements relating to LGBT issues and LGBT patients?
3. I wish to request information relating to the number of complaints made to NHS Borders 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
 - ii. Staff made against colleagues both medical and non medical.
 - 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.
 - c) Complaints made by LGBT patients in regards to the provision of care.
 - 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.
4. I would also like the outcomes of these complaints in regards to:
 - a) closed with no further action
 - b) disciplinary action taken against the healthcare professional involved and what action was taken.
5. I would like to know the details of whether the healthcare professional complained about qualified either in the UK or abroad?

I would like to number of complaints in the last 18 months.

Response

1. NHS Borders staff must complete a core mandatory e-learning course, once complete it remains valid but can be refreshed as required.
2. There is no mandatory refresher training but a number of elements of E&D will be included in other training courses.

3. Please find below the number of complaints made to NHS Borders relating to LGBT patients and healthcare professionals:
 - a) None
 - b) None
 - c) There were 2 complaints made by LGBT patients in regards to the provision of care.
 - d) None

4. The outcomes of these complaints are:
 - a) 1 closed with no further action.
 - b) None

5. Not applicable as there have been no complaints received relating to healthcare professionals.

If you are not satisfied with the way your request has been handled or the decision given, you may ask NHS Borders to review its actions and the decision. If you would like to request a review please apply in writing to, Freedom of Information Review, NHS Borders, Room 2EC3, Education Centre, Borders General Hospital, Melrose, TD6 9BS or foi.enquiries@borders.scot.nhs.uk.

The request for a review should include your name and address for correspondence, the request for information to which the request relates and the issue which you wish to be reviewed. Please state the reference number **106-18** on this request. Your request should be made within 40 working days from receipt of this letter.

If following this review, you remain dissatisfied with the outcome, you may appeal to the Scottish Information Commissioner and request an investigation of your complaint. Your request to the Scottish Information Commissioner should be in writing (or other permanent form), stating your name and an address for correspondence. You should provide the details of the request and your reasons for dissatisfaction with both the original response by NHS Borders and your reasons for dissatisfaction with the outcome of the internal review. Your application for an investigation by the Scottish Information Commissioner must be made within six months of your receipt of the response with which you are dissatisfied. The address for the Office of the Scottish Information Commissioner is, Office of the Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife.