



# Wrightington, Wigan and Leigh Teaching Hospitals

NHS Foundation Trust

Trust Headquarters  
Chief Nurse

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Ref: FOI/2024/10140

Date Received: 19<sup>th</sup> September 2024

Response Due: 17<sup>th</sup> October 2024

Date: 17<sup>th</sup> October 2024

Dear Sir/Madam

With reference to your request for information received on 19<sup>th</sup> September 2024, I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold the information you have requested. A response to each part of your request is provided below.

In your request you asked:

**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.**

The Trust is unable to provide this data as it is not recorded centrally, if recorded it would be held within individual case notes. As case notes are for the care and treatment of patients, we do not request staff to interrogate them in order to collate the information required to respond to Freedom of Information requests.

If you are not entirely satisfied with this response, please do not hesitate to contact the Information Governance Department via the email address provided. If we do not hear from you within 40 days, we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



KEVIN PARKER-EVANS

Kevin Parker-Evans MBA, FCMI, CMgr. RN Dip HE  
Chief Nursing Officer & Director of Infection Prevention and Control

**PLEASE NOTE:**

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Suite 9, Buckingham Row, Brick Kiln Lane, Wigan, WN1 1XX.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision at:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire, SK9 5AF

Helpline number: 0303 123 111