



**Surrey and Sussex Healthcare**  
NHS Trust

***Please reply to:***

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**By Email**

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Our ref: 5853

17 January 2020

Dear Mr Lovell

**Freedom of information request**

I am writing in response to your request for information which has been handled under the Freedom of Information Act 2000 (FOIA).

1. Can you publish SASH complete policy on physically aggressive patients? [The Trust's violence and aggression policy is attached which is currently under review. The policy is published on the SASH intranet website for staff and is available on request.](#)
2. Can you publish SASH complete policy on verbally aggressive patients? [Please see policy.](#)
3. What punitive action is taken by SASH for physically aggressive patients? [The trust takes appropriate action \(not punitive action\). Please see policy](#)
4. What punitive action is taken by SASH for verbally aggressive patients? [The trust takes appropriate action \(not punitive action\). Please see policy](#)
5. What warnings are given to patients before records are shown to include details of alleged aggression? [Please see policy](#)
6. Why are GP's informed of alleged transgression without patient knowledge or consent via discharge summary's or other communications? [Please see policy](#)
7. What is SASH policy on harassment to patients by staff? [This is covered in our Respect in the workplace policy:](#)

[The Trust recognises that all staff have the right to work in an environment free](#)

from bullying and/or harassment. This is also a requirement in the NHS constitution, which is a statutory document.

All staff are expected to comply with this policy and to ensure that they do not behave in a way that could be regarded as harassment, or allow others to do so. Staff are encouraged to inform an appropriate manager if they suspect that harassment is happening to other individuals.

All complaints of bullying and or harassment will be recorded, investigated, details and the outcome will be monitored and analysed by the Employee Relations team and reported to the Workforce Committee and Director of Organisational Development and People.

8. How many patients have been physically aggressive in the last five years? We record incidents as physical abuse, the total from 01/01/2015 to 26/12/2019 = 789

9. How many patients have been verbally aggressive in the last five years? We record incidents as verbal abuse, the total from 01/01/2015 to 26/12/2019 = 396

10. How many incidents have involved solicitors or police or both? There were 118 incidents where the police were called. We do not record if solicitors have been informed.

11. How many incidents were caused by SASH? There were 40 incidents from 01/01/2015 to 26/12/2019 where abuse by staff of verbal or physical was recorded. That does not necessarily mean those staff caused the incident.

12. What is SASH policy to prevent aggression in the first place? Please see policy.

I hope this information is helpful, but if you are unhappy with our response, or the way in which your request has been handled, you may request an independent internal review. This would be undertaken by an appropriate senior member of staff at the Trust, who has had no involvement in dealing with your original request. We aim to deal with internal reviews within 20 working days following receipt. If you wish to request one, please set out your grounds for asking for the review in writing and send it by post or email:

By post: Please address your letter to "Freedom of Information – Information Access Appeal" and send it to our address as shown on this letter.

By Email: Emails should be clearly marked 'Information access appeal' and sent to: [sash.foi@nhs.net](mailto:sash.foi@nhs.net).

Should you remain dissatisfied following an internal review, you would have the right to appeal to the Information Commissioner's Office (ICO). However, I should point out that under section 50 of the Freedom of Information Act, you are obliged to exhaust the Trust's own internal review process before appealing to the ICO. The ICO's contact details are:

Information Commissioner's Office

Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Tel: 0303 123 1113  
<http://ico.org.uk>

We would also welcome your feedback on how well we met your expectations in handling your FOIA request. If you have a couple of minutes, please click on this [link](#) to complete our Freedom of Information Customer Satisfaction Survey and let us know about your experience. The survey is anonymous – unless you choose to provide your reference number.

Please contact me, quoting our reference, if you have any queries concerning this letter and I will be happy to help.

Yours sincerely

Jeanette Randall  
FOI Officer