

Please reply to:

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By Email

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Our ref: Outcome of internal review into FOI 5853

12 March 2020

Dear Mr Lovell

Thank you for your email of 19 February 2020 where you requested an internal review into the response to your FOI request which is attached.

You wrote as follows:

I am writing to request an internal review of Surrey and Sussex Healthcare NHS Trust's handling of my FOI request 'Aggression'.

I have now conducted an internal review and the response is below.

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.](#)

The internal review has concluded that there is nothing further to add to this response.

2. Can you publish SASH complete policy on verbally aggressive patients? [Please see policy.](#)

The internal review has concluded that there is nothing further to add to this response.

3. What punitive action is taken by SASH for physically aggressive patients? [The trust takes appropriate action \(not punitive action\). Please see policy](#)

The internal review has concluded that there is nothing further to add to this response.

4. What punitive action is taken by SASH for verbally aggressive patients? [The trust takes appropriate action \(not punitive action\). Please see policy](#)

The internal review has concluded that there is nothing further to add to this response.

5. What warnings are given to patients before records are shown to include details of alleged aggression? [Please see policy](#)

The internal review has concluded that there is nothing further to add to this response.

6. Why are GP's informed of alleged transgression without patient knowledge or consent via discharge summary's or other communications? [Please see policy](#)

The internal review has concluded that there is nothing further to add to this response.

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.

The internal review has concluded that there is nothing further to add to this response.

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](#)

The internal review has concluded that there is nothing further to add to this response.

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](#)

The internal review has concluded that there is nothing further to add to this response.

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.](#)

The internal review has concluded that there is nothing further to add to this response.

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.](#)

The internal review has concluded that there is nothing further to add to this response.

We conclude that all of the questions have been responded to appropriately and the internal review has not found anything further to add to the original responses that were provided.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

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

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

Yours Sincerely



Gillian Francis-Musanu
Director of Corporate Affairs
Surrey & Sussex Healthcare NHS Trust